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UNITED NATIONS

# WSIS+10 High-Level Event 2014

## **Outcome Document: Forum Track**



#### Disclaimer

Please note the WSIS+10 High-Level Event 2014 Outcome Document is a compilation of session descriptions submitted to the WSIS Secretariat by the organizations responsible for their respective sessions. ITU does not hold any responsibility for the session outcome descriptions provided by the organizers of the sessions for the WSIS+10 High-Level Event 2014.

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9 June	Monday	
	Empowering Children to Become Global Digital Citizens - Reducing the Online Risks (The e Worldwide Group, ITU and Partners) RoomK1. (TU Montbullant Thematic Workshop)	Sudan Telecentres Promoting e-Services for Community Development (Gedaref Sudan) Room K2, ITU Montbrillant Thematic Workshap
09:00-10:45	The Power of Digital Media - Bringing Women a Global Voiœ (World Pulse)	Future roles in the Internet Governance Ecosystem (ICANN)
	RoomL, ITU Montbrillant Thematic Workshop Internet Commu	Room H1, ITU Montbrillant Thematic Workshop
	for Deve (ISC	lopment
	RoomM, ITU Montbrillant	Thematic Workshop
10:45-11:00	Coffee	Break
	The Challenges of Making a Broadband Ecosystem in Developing Countries (Iran)	Combating Spam: What Role Can You Play in Addressing The Problem? (ISOC, ITU)
	RoomM, ITU Montbrillant Thematic Workshop	Room H2, ITU Montbrillant Thematic Workshop
11:00-13:00	Trustworthiness is earned but easily lost: the benefits of professionalism to your economy (IFIP)	Economic & Environmental Sustainability through Smart ICT (UAE)
	RoomH1, ITU Montbrillant Thematic Workshop	Room K1, ITU Montbrillant Thematic Workshop
	WSA & Data Citizen Rights My Data Belongs to Me (WSA)	Informatization in Cuba (Cuba)
	RoomL, ITU Montbrillant Thematic Workshop	Room K2, ITU Montbrillant Country Workshap
13:00-14:00	Lunch	Break
14:00-14:30	Publications Release	and Briefs Publication Releases and Briefings
14:00-18:00	WSIS+10 High-Level Event Multistakeholder Preparatory Platform (WSIS+10 MPP) - Additional Meeting Open to all WSIS+10 High-Level Event Participants Room1, CKG Open Consultation Process: MPP	
		ars Landmark - WSIS Stocktaking
	The Repository of Case Studies on the Implementation of WSB Outcomes	
		U) Interactive Session
14201645	Conquering the Digital Divide: How public access to ICTs supports development in the information society (IFLA) RoomK2, (TU Montbrillant Thematic Workshop	The Information Society in the Arab Region - A Decade of Achievements (UN-ESCWA) Room K1, ITU Montbrillant Thematic Workshap
14:30-16:15	RoomK2, ITU Montbrillant Thematic Workshop The Future of the Information Society	Room K1, ITU Montbrillant Thematic Workshap Internet Governance: Challenges,
	Beyond 2015: Opportunities and Challenges (Iran)	Issues and Roles - A Taxonomy Discussion (SOC)
	RoomM, ITUMontbrillant Thematic Workshop Steps towards Digital Equity in	Room H2, ITUMontbrillant Them atic Workshop
	Developing and Developed Countries (IFIP)	A New Conception of ICT Capacity Building (CNNIC)
		Room L, ITU Montbrillant Them atic Workshap
16:15-16:30	Coffee	
	ICT and People with Disabilities: Empowement and Inclusion (Egypt)	Sustainable Life-Cycle Management of ICT Equipment (UNEP (SBC), UNU-IAS and ITU)
	RoomH1, ITUMontbrillant Thematic Workshop The 2012 International Telecommunication Regulations and the Internet (APIG)	Room H2, ITUMontbrillant Thematic Workshop Understanding the challenges of delivering the Internet to everyone and for everyone (ISOC)
	RoomK2, ITU Montbrillant Thematic Workshop	Room M, ITU Montbrillant Thematic Workshop
16:30-18:15		COP Partners meeting
16:30-18:15	Hubco: An Initiative for the Development of ICT Access, Use and Skills in the Businesses of Iran (Data Processing Company)	(Closed meeting)
16:30-18:15	Development of ICT Access, Use and Skills in the Businesses of Iran (Data Processing Company) RoomL, ITU Montbrillant Thematic Workshop	(Closed meeting)
16:30-18:15	Development of ICT Access, Use and Skills in the Businesses of Iran (Data Processing Company) RoomL, ITU Montbrillant Thematic Workshop Plan of Action for the Information and and the Caribbean	(Closed meeting) Room E, ITU Varembé Knowledge Exchange d Knowledge Society in Latin America

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## 10 June | Tuesday

08:00-08:30	United Nations Group on the Information Society (UNGIS) High-Level Session (UNGIS Members only) Room 13, CICG UNGIS	
09:00-1 3:00	Opening Segment: Opening Ceremony High-Level Opening Session Opening WSIS+10 Policy Statements Handing Over of WSIS Project Prizes (Interpretation: A/C/E/F/R/S; Captioning and Remote Participation) Room 1, CICG Opening Segment	
13:00	WSIS +10 High-Level Event Room 1, CKG Group Photograph	
	Lunch Break	
13:00-14:30	High-Level Lunch (Sponsored by UAE)	
	on invitation only	
13:15	Exhibition Inauguration	
	ExhibitionSpace,ITUMontbrillant ExhibitionInauguration	
14:30-18:30	WSIS+10 High-Level Policy Statements: Session One (Interpretation: A/C/E/F/R/S; Captioning and Remote Participation)	
	Room 1, CICG High-Level Policy Statements	
18:30	WSIS+ 10 High-Level Event: Official Reception (Open to all WSIS+10 High-Level Event Participants)	
18:50	Sponsored by Switzerland Certificate Ceremony for Partners	
	CICG Reception	

## 11 June | Wednesday



## 12 June | Thursday

	· ·	
	Monitoring the Information Society (Interpretation: A/C/E/F/R/S; Remote Participation)	Egypt 10 Yærs After (Egypt)
	Room 1, CICG High-LevelDialogue	Room KI. ITU Montbrillant Country Workshap
	What are the Key Issues in	Towards e-Kuwait: Sucœss Stories
	implementing WSIS Outcomes	achieved by different
	(since 2005 and beyond 2015)? - Lessons Learnt from the experiences	Government Agencies (Kuwait)
09:00-10:30	of Japan Contributing to Developing	(Coffee Break to be served before the works hop)
	Countries	
	(Japan) Room K2, ITU Montbrillant Country Workshop	Room M, ITU Montbrillant Country Workshop
	C3. Access:Redefining Access within	Sustainable Education: Smart Cost
	the context of Post 2015 (UNESCO)	Education Solutions for Developing Economies
		(Intel Corporation)
	Room L, ITU Montbrillant Facilitation Meeting	Room H, ITU Montbrillant Thematic Workshop
10:30-10:45	Coffee	
10:45-1 2:00	WSIS+10 and the Post-201 (Interpretation: A/C/E/F/R	
10.45 1 2.00	Roam 1,CICG	High-Level Dialogue
	How can ICT Utilization Ensure	C10. Ethical dimensions of the
	Connectivity of People under Disasters and Enhance Disaster Preparedness? -	Information Society - Information Ecologies: Social Transformations,
	Possibility of ICT for Disaster	Ethics and Policy
	Management (Japan) (Coffeetobeserved before the works hop)	(UNESCO)
	Room K2,ITU Montbillant Thematic Workshop	Roam L, ITU Montbrillant Facilitation Meeting
10:45-1 2:00	Media and the Internet: New creation	C2. Broadband: ICT infrastructure
	and distribution channels reshaping the market (WIPO)	for the next 10 years (ITU) Presentation of the ITU Interactive Mapproject
		from1 2:00 - 12:30 (ITU/ESCAP) Action Line
	Room E,ITU Montbrillant Thematic Workshop	Room H,ITU Montbrillant Facilitation Meeting
	UAE - Asmart population (UAE)	C7. e-Health+10: Connecting for Health
	(0,2)	(WHO, ITU)
		ActonLine
	Room K1, ITU Montbrillant Country Workshop	
	Knowledge Café : WSIS+10: F	Roam M, ITU Montorillant Facilitation Meeting Irom Vision to Implementation
12:00-15:00	Knowledge Café : WSIS+10: F WSIS Action Lines Driving I Limited to 120 seats, Fir:	Roam M, ITU Montorillant Facilitation Meeting nom Vision to Implementation Development beyond 2015 st come first served basis
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## 13 June | Friday

	Highlights of the National Digital Strategy (Mexico)		
	(Coffee to be served before the workshap)		
09:00-10:45	Roam K2, ITU Montbrillant Creating Opportunities through the reduction of the digital divide and the promotion of a safe and responsible use of Internet (Colombia)	Country Works hap UNGIS Working Level Meeting (UNGIS Members only)	
	Room K1, ITU Montbrillant Country Workshap	Room E, ITU Varem bé UNGIS	
	C4. Capacity Building: Digital Competences Towards an Inclusive Information Society (ITU)	Digital Content for inclusive knowledge society (UNESCWA, ITU-Arab Regional Office and other partners Alecso, UNESCO and the Ministry of ICT, Egypt)	
	ActionLine Room M, ITU Montbillant FacilitationMeeting	Room L, IT U Montbillant Thematic Works hop	
10:45-11:00	Coffee	Break	
	Digital Policies: Valuing Achievements, Tackling Remaining Challenges (Uruguay)	E-science, e-learning, and cultural diversity and identity, linguistic diversity and local content (UNESCO) achievements, challenges and visions for the Action Lines C7, C7, C8	
	Roam L, ITU Montbrillant Country Works hap	Action Line Room K1, ITUMontbrillant Facilitation Meeting	
11:00-12:45	C6. Enabling Environment (ITU) Adapting ICT policies and regulatory environment to encourage innovation and enable digital inclusion of all	How can ICT Utilization Provide Solutions on Sustainable Development for Developing Countries? (Japan) Possibility of ICTs to facilitate social and economic development in developing countries	
	ActonLine Room H, ITU Montorillant Facilitation Meeting	Room K2,ITU Montbrillant Thematic Works hop	
	Child Online Safety (TrendMicro, ITU)	UN Regional Commissions	
	Room G2, ITU Varembé Thematic Workshop	Room E, ITU Varembé Interactive Session	
	C7. e-Business beyond 2015 (UNCTAD, ITC and UPU)		
	(UNCIAD, TC and UPD) Action Line Room M,ITU Montbrillant Facilitation Meeting		
12:45-14:00	Lunch Break		
14:00-16:00	Action Line Facilitators' Meeting (Interpretation: A(Passive)/E/F) Room 1, CICG Action Line Facilitators' Meeting		
16:00-17:30	Closing Ceremony Lucky Draw Room 1,CICG (A(passive)/E/F) Closing Ceremony		

	Break	
	Closing Ceremony	
	Interactive Session	
	Opening Segment, Multistakeholder Dialogue, High-LevelPolicy Statements	
	Reception	
	UNGB	
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	Action Line Facilitators Meeting, Interactive Action Line Facilitation Meeting. WSIS Stocktaking	
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Special Address: United Nations Secretary-General



<u>Geneva, 10-13 June 2014 (Pre-Event Meetings 9 June)</u>



#### THE SECRETARY-GENERAL, UNITED NATIONS

#### MESSAGE TO WSIS+10: HIGH-LEVEL EVENT ON THE WORLD SUMMIT ON THE INFORMATION SOCIETY <u>Geneva, 10-13 June 2014</u>

I am pleased to greet all participants at the World Summit on the Information Society +10 High-Level Event, an extended version of the annual WSIS Forum. More than 30 United Nations agencies have joined forces with the global multi-stakeholder community at this gathering, a signal of our strong commitment to a preparatory process that has produced two important outcome documents: the WSIS+10 Statement and the Vision for WSIS beyond 2015.

Information and communication technologies have long been recognized as key enablers for bridging the digital divide and achieving the three dimensions of sustainable development: economic growth, environmental balance and social inclusion. ICTs have proven to be instrumental in the delivery of information and services in health, education, trade, commerce and other fields, and have helped bring about increased transparency and accountability. They will also be at the centre of the solutions we need to tackle the threat of climate change.

Notwithstanding the advances made possible by ICTs, there are still great strides to be made. Sixty percent of the world's population do not have access to the Internet and the vast online resources of information and knowledge. We must do everything in our power to increase access to ICTs and broadband connectivity across the world, including to reach people in remote areas, land-locked countries, small island developing states and the least developed countries. This will empower millions of people and enable us to meet our development goals in the post-2015 era.

I urge you to forge new partnerships and to strengthen our information society. I congratulate you for your commitment to this work, and I extend my best wishes for a successful gathering.

Mr Ban Ki-moon Secretary-General

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# WSIS+10 High-level Event: Forum Track

## Introduction

Tuesday 10 June 2014 CICG, Room 1 09:00 – 13:00 Interpretation A/C/E/F/R/S Captioning and Remote Participation

The WSIS+10 High Level Event was held from the 10-13 June 2014 at the ITU Headquarters and CICG in Geneva. A series of pre-event meetings were held on 9 June 2014, on the eve of the WSIS High-Level event. They provided WSIS Stakeholders with an opportunity to take stock of achievements, brainstorm on future outcomes and build a common vision beyond 2015. This year the Forum Track attracted more than 1600 WSIS Stakeholders from more than 140 countries. Several high-level representatives of the wider WSIS Stakeholder community graced the Forum with more than 100 ministers and deputies, several ambassadors, CEOs and Civil Society leaders contributing passionately towards the programme of the Forum. On –site participation increased tremendously during this year's event. Several remote participants joined the forum through remote participation facilities.

This annual gathering of WSIS Stakeholders, co-organised by ITU, UNESCO, UNCTAD and UNDP, provided the perfect opportunity for multistakeholder visioning and discussion on the WSIS process including the Overall Review of the Implementation of the WSIS Outcomes (WSIS+10). The presence of so many leaders here in Geneva, including over 50 ministers, was a sign, both of stakeholders' commitment to the WSIS Process and of the important role ICTs will continue to play in tomorrow's development agenda.

The Forum Component of the Event comprised of over Hundred and fifty workshops, interactive sessions and knowledge exchanges brought together global stakeholders from Government, Private Sector, International Organizations and Civil Society. The sessions demonstrated the open, collaborative and transparent nature of the WSIS Process. The audience had an opportunity to hear expert testimonials were able to choose from a vast selection of themes exploring the catalytic of information and communication technologies in achieving goals ranging from Climate Change, ICT Infrastructure and enabling regulatory environment, Media, and Women's Empowerment to Child Online Protection.

The synergistic nature of the Forum Track is a reflection of the inclusive and collaborative nature of the *Open Consultation Process*, which took place from June 2013 to March 2014. The Thematic



Workshops are based on requests from stakeholders, which were put forward during the Open Consultation Process. During this process, over a hundred submissions and inputs on the content of WSIS workshops were provided by WSIS Stakeholders.

In essence, the multistakeholder Forum Track provided an ideal platform for all involved stakeholders to share their experiences and ideas with other engaged stakeholders, as well with new stakeholders who would like to engage in the open and transparent WSIS Process.

More than 150 sessions were held during the Forum Track in the form of high level dialogues, thematic and country workshops, showcasing theatres, ministerial round table, World Café style workshops, interactive sessions and action line facilitating sessions. This provided a vibrant atmosphere for facilitation and exchange on a multistakeholder vision of the WSIS Process. An exhibition space provided the perfect atmosphere to network, learn and share.

The commitment and dedication of the WSIS Stakeholders was evident from the outcomes submitted by the session organizers.

The outcomes of the WSIS+10 High-level Event -Forum Track will serve the best purpose for further discussions on the Overall Review of the Implementation of the WSIS Outcomes (WSIS+10), including CSTD, UNGA and membership during the ITU Council and Plenipotentiary Conference.

ITU and the co-organizers thank all WSIS Stakeholders for their commitment and dedication. We look forward to welcoming all WSIS Stakeholders to the WSIS Forum 2015!

- Agenda (Presentations and Session Recordings): http://www.itu.int/wsis/implementation/2014/forum/agenda/
- Photographs: <u>https://www.flickr.com/photos/itupictures/collections/72157644672232790/</u>
- Videos: <a href="https://www.youtube.com/playlist?list=PLpoIPNIF8P2MJ5QfonLTdplAzP70zMABx">https://www.youtube.com/playlist?list=PLpoIPNIF8P2MJ5QfonLTdplAzP70zMABx</a>



# HIGH-LEVEL DIALOGUES



## HLD

High-Level Dialogues provide a blend of expert panels and audience interaction, on specific topics identified as relevant and crucial within the mandate of the WSIS+10 High-Level Event.

## HLD1 Monitoring the Information Society

Thursday 12 June CICG, Room 1 09:00 – 10:3( Interpretation A/C/E/F/R/ Remote Participation

## **HLD2** WSIS+10 and the Post 2015 Development Agenda

Thursday 12 June CICG, Room 1 10:30 – 12:0( Interpretation A/C/E/F/R/ Remote Participation

#### HLD3 Building Trust in Cyberspace : Taking Stock, Looking Ahead

Thursday 12 June CICG, Room 1 15:00 – 16:30 Interpretation A/C/E/F/R/ Remote Participation

# **HLD4** Inclusive Knowledge Societies: Reality, Vision and How to Get There ...

Thursday 12 June CICG, Room 1

16:30 – 18:0( Interpretation A/C/E/F/R/ Remote Participation



# HIGH-LEVEL DIALOGUE



## HLD1 Monitoring the Information Society

Thursday 12 June

CICG, Room 1

09:00 – 10:30 Interpretation A/C/E/F/R/ Remote Participation

"If we don't know where we are, we don't know where we're going", Silvia Monzón de Bidart, WITSA.



"If you can't measure, you can't act." Pablo Tactuk, NSO, Dominican Republic, and Chair of Working Group on ICT Indicators of the Statistical Conference of the Americas.

"Policy makers should go out of their way to support the institutions that produce statistics, support in human capital and funding, so that institutions are empowered." H.E. Stanley Simataa, Deputy Minister of ICT, Namibia.

"As we think about development policies, every policy decision should also have some component of evaluation... each policy decision should have a component of data gathering... the Partnership is a very good example of how resources, experiences and knowledge can be pooled together in order to advance the good cause." Janis Karklins, Ambassador-at-Large of Latvia, and Chair of the MAG

#### **Debated Issues**

The High-Level Dialogue reflected the multi-stakeholder nature of the WSIS process, including the views from Ministries of ICT, national statistical offices, research institutions, IT industry, and international organizations. The Dialogue highlighted the Partnership's work over the past 10 years and discussed the relevance of measuring the information society after 2015, especially considering the role of ICTs as enablers for development.

The Dialogue discussed how accurate and timely statistics can support ICT for development policies, and how policy makers can support the statistical community to measure the information society. It then debated how the Partnership could help improve measurement of the impact of ICT on development in the future.



#### **Main Outcomes:**

The panelists congratulated the Partnership on its efforts to measure the information society and inform the WSIS process, which have provided valuable information. The audience and panelists noted that the Partnership's work on defining core ICT indicators and their related methodology has provided key guidance for countries to tackle the production of ICT statistics and make them internationally comparable. A large and diverse country such as China, for example, was able to use the Partnership core indicators to conduct its first data collections on commercial activities online. And Russia was guided by the Partnership and the WSIS Process to begin monitoring the information society according to international standards.

Regional approaches to capacity building on ICT statistics where highlighted. In Latin America, for example, the Statistical Conference of the Americas work on ICT indicators could not have happened without the support of international organizations. They have produced indicators to inform the regional action plan on the information society (eLAC 2015). In addition to the Partnership's core indicators, they are also cooperating to develop statistics on e-health, and gender and ICT. But national statistical offices in the region still need support on capacity building, while more advanced countries in monitoring, such as Brazil, have become very active in providing South-South cooperation. The inclusion of ICT measurement in national statistical plans is a key measure to ensure that data production is sustainable.

Panelists and participants expressed deep appreciation for the Partnership's work until now, but noted that there is still much work ahead. The meeting acknowledged that accurate, timely data are essential to determine the state of progress of countries in the information society and provide evidence for policies. However, in developing countries, the production of ICT statistics can put a burden on resources and competes with other statistical priorities. So data must also be relevant, serving to show impact.

There is still a need for awareness raising and capacity building regarding the relevance of ICT statistics to policy making. The meeting noted that international organizations such as those that compose the Partnership on Measuring ICT for Development have an important role in encouraging the political will to place ICT monitoring at the core of national and international agendas. The Partnership can also encourage cooperation and coordination on ICT statistics between policy makers and data producers in the context of National Strategies for the Development of Statistics. In terms of capacity building, data producers need training on the methodological issues that are particular to ICT statistics.

Issues that deserve further reflection by all measurement stakeholders include methodologies and the periodicity of data collection, the expansion and updating of targets and of the list of core indicators in the future, and mechanisms to ensure sustainability of data collection and use.

New areas of measurement should include ICT impact on livelihoods, open government, innovation, creativity, and societal aspects such as child protection. Attention should also be paid to qualitative data for measuring barriers and impact. Furthermore, the Partnership should explore new sources of data such as that generated by users, crowdsourcing, and the private sector.

The IT industry in particular can be a valuable source of demand-side information, but needs assistance in standardizing data. Still too few countries compile data on the ICT sector and international comparisons are barely possible. Governments need to provide more opportunities



for the IT industry to become engaged in public policy activities. Cross-fertilization of ideas between sectors is important

The meeting yielded the following suggestions for the Partnership on Measuring ICT for Development looking forward:

- That it continue, expand, and deepen its work on information society measurement, including by involving national statistical offices at the earliest possible stages of statistical development.
- That it continue raising awareness and building capacity, paying special attention to lowincome countries.
- That it consider new sources of data and methodologies.
- That it set up an Expert Group on WSIS Targets.

There was strong consensus that the WSIS process and monitoring of the information society should continue after 2015, at the same time deepening the nature of such monitoring. International cooperation as well as national coordination should continue and build on the multi-stakeholder model.

#### Organizer:

Partnership on Measuring ICT for Development

#### Moderator:

Mr Brahima Sanou, Director, ITU Telecommunication Development Bureau

#### Panellists:

- H.E. Mr. Stanley Simataa, Deputy Minister, Ministry of Information and Communication Technology, Chair, Multi-stakeholder Advisory Group (MAG)
- H.E. Mr. Janis Karklins, Ambassador-at-large of Latvia, and Chair, Multi-stakeholder Advisory Group (MAG)
- Mr. Pablo Tactuk, Director, National Statistical Office of the Dominican Republic and Coordinator, Working Group on ICT of the Statistical Conference of the Americas
- Ms. Tatiana Ershova, Director General, Institute of the Information Society, Russian Federation
- Ms. Li Li, Deputy Director-General, Service Statistics, National Bureau of Statistics of China
- Ms. Silvia Monzón de Bidart, Vice-President, World Information Technology and Services Alliance (WITSA)



# HIGH-LEVEL DIALOGUE



## HLD2 WSIS+10 and the Post-2015 Development Agenda

Thursday 12 June

CICG, Room 1

10:30 – 12:0( Interpretation A/C/E/F/R/ Remote Participation

#### Overview

Ten years since the World Summit on the Information Society (WSIS), the potential of new information and communications technologies (ICTs) to enhance human development is better understood. As the MDGs come to a close and a new development agenda is in the works, ensuring that the new technologies are part and parcel of the new goals and targets is critical. How can it be achieved? What are the key challenges in doing so? How can ICTs best be leveraged to support sustainable development? What is the role of the different stakeholders in the process, from design to implementation of the new development goals?

#### Panellists

Moderator:

• Mr. Gary Fowlie, Head of the ITU Liaison Office in New York

Panellists:

- Dr. Hamadoun Touré, Secretary General, ITU, Chair of UNGIS for Year 2014
- H.E. Mr. Junaid Ahmed Palak, State Minister, Bangladesh
- Ms Petra Lantz, Head of the UNDP Geneva Office
- H.E. Mr. Jan Knutsson, Ambassador and Representative of Sweden to the United Nations in Geneva
- Professor Richard Heeks, University of Manchester
- Dr John Davies, Vice President, General Manager, Intel Corporation
- H.E Jean Philbert Nsengimana, Minister, Ministry of Youth and ICT (MYICT), Rwanda



#### Discussions:

<u>Q: Given the lessons learned from WSIS over the past 10 years, how can WSIS outcomes be incorporated into the post-2015 agenda and how do we do that?</u>

Dr. Touré:

- We missed the opportunity to integrate ICT into the MDGs, but now we have a chance to highlight the power of ICT in the post-2015 agenda.
- Today, everyone knows that ICT is important, so why are we struggling to get in on the table for the post-2015 agenda? Perhaps the power of ICT has been dilute because it is well-recognized as a cross cutting tool.
- Dr. Touré calls on all leaders to put ICT as a goal for the new cycle of the post-2015 agenda.

Minister Nsengimana:

- For ICT to get on the table, leadership is necessary. Rwanda has this leadership and others can follow from their example.
- Over the past 10 years, WSIS facilitated a generation of projects of "e-" everything. This
  language allowed us to carry through ICT in different sectors of society. However, silos still
  existed and ICT's cross cutting nature only emerged a bit later with the "smart" language. To
  avoid these silos, it is important for all stakeholders to embrace "smart engagement" and
  "smart communication". A key argument in outreach activities can be that ICT penetration
  does result in GDP growth.
- We need to understand development better by reducing the distance between the technical and the social/environmental/economic.

#### Q: How do we get the rest of the world to use ICT as an enabler for sustainable development?

Minister Palak:

- In Bangladesh, internet penetration has increased greatly over the past few years. This is important because, without ICT, life is impossible.
- Bangladesh has a high population density and its economy is primarily based on labour. To change this, Bangladesh started the journey to make a "Digital Bangladesh" by 2021 by starting thousands of union information centres, so that services can be delivered to the masses in rural areas.
- ICT outsourcing and freelancing is a good initiative to consider.

#### Q: How can WSIS be integrated in the post-2015 agenda?

Ambassador Knutsson:

- Sweden has an internet-driven economy that relies heavily on ICT. Sweden recognized that ICT is an enabler, not only within its own sector but also among other industries.



- All UN agencies have to be engaged, and what happens at WSIS must connect to the post-2015 agenda by aligning these discussion with the overall work of the UN and post-2015 agenda.
- Evidenced based data exists still more has to be gathered to so that governments and civil society can be better engaged.

Dr. Davies:

- When the MDGs were first initiated, the people who needed ICT the most could afford it the least. Now, ICT is accessible to many more and many benefits have come as a result. It is not just governments or the ICT sector realizing this, but people are also realizing it because of the direct benefits that they get from using ICT.
- The largest projects and the most progress have been seen in developing countries where the formal and informal sectors are all benefitting from access to ICT tools (healthcare, education, agriculture, women empowerment, etc).
- The surge in the availability and accessibility of the internet since the MDGs were first initiated has laid the foundations for sustainable development – governments may create access to ICT, but the general population uses this access to create sustainable business opportunities.,

#### <u>Q: What are the challenges of ensuring ICT is recognized in the post-2015 process?</u>

Ms. Lantz:

- The High Level Panel of Eminent Persons published a report in May 2013; the report said that the post-2015 agenda must leave no one behind.
- Since MDGs agreed upon in 2000, people implicitly know the value of ICT.
- The OWG on SDGs has released the zero draft proposal on SDGs, and there is still room for ICTs to be integrated at the next two sessions of the OWG.
- Ms. Lantz encourages everybody to lobby with thier government so that ICT is mentioned at least in the preamble of the final document.

#### Q: How do ICTs serve as a catalyst for international sustainable development?

**Professor Heeks:** 

- At the University of Manchester, an objective analysis was conducted to compare documents circulated before and after the post-2015 agenda started and the following results were found:
  - There is a decline of ICT in the discussions.
  - Poverty, infrastructure, informatics and urban development remained at the same level in the discussions.
  - The data revolution, growth in jobs, resilience, sustainable development as well as open and inclusive development have become more popular in the discussions.



#### Follow Up:

Dr. Touré:

- Education is key, so it is important to train people in ICT, especially in rural areas this creates the power of innovation from below.
- Countries must plan to succeed, e.g. creating national broadband plans.
- It is important to work as one at the UN level and move from assistance to accompanying Member States.

Minister Nsengimana:

- We are making progress and ICT is permeating every layer of development.

Ambassador Knutsson:

- Ownership and policies of government are important. Governments must incorporate ICT into national plans, and use information gathered from the local levels.
- ICT is not only an enabler, but it is also an indispensable tool for countries to fair in the world today.

Dr. Davies:

- MDGs taught us about public-private partnerships and how to use these partnerships to make the MDGs happen.
- Initiatives and projects that facilitate the use of ICT in education are the foundation for better education; these projects have been driven by Ministries of ICT, Education, Finance, etc in a collaborative way. This lesson needs to be employed for the SDGs.

Minister Palak:

- Provide effective telecommunication infrastructure to everyone in the world.
- Ensure uninterrupted power supplies; without electricity, ICT growth is impossible.
- Digitize financial services.
- Foster a skilled workforce, especially in countries where populations are under the age of 35.
- Create an IT-friendly atmosphere.

Ms. Lantz:

- The UN is working as one; e.g. the UN Group on the Information Society has submitted a joint statement to the OWG.

Professor Heeks:

- It is a struggle to keep ICTs high in the post-2015 agenda because
  - WSIS has struggled to engage with poverty and environment (e-waste and climate change adaptation); ICT is out of sync with these topics.



- Language is an issue it is more than just adding the words "sustainable" or "inclusive" in the document, we must go further and also understand the concepts behind sustainable development.
- WSIS must address the 16 gaps highlighted previously.
- Create ICT4D hybrids.
- WSIS must break out of the ICT bubble engagement must go beyond digital divide and cyber security and should be all encompassing.
- Recommendations:
  - WSIS must engage with the Data Revolution taking place .
    - A new concise and exciting vision has to be created for WSIS, for example "development 2.0", the paradigm of open development or the idea of "smart".

#### Conclusion:

- Smart engagement is needed at all levels
- If you can't eat a cell phone, why have LDCs used ICT so widely for development and empowerment? It is because they know it is a smart way to ensure their future.



## HIGH-LEVEL DIALOGUE



# **HLD3** Building Trust in Cyberspace: Taking Stock, Looking Ahead

Thursday 12 June CICG, Room 1 15:00 – 16:3( Interpretation A/C/E/F/R/ Remote Participation

"We can all find common ground regarding children: child online protection is more necessary as more kids go online." Dr Hamadoun I. Toure, ITU

"Cyberspace is not only a communication platform but also a platform of economic and social development." H.E. Ms. Omobola Johnson, Nigeria

"In cyberspace we should not only rely on governments, but also make sure to keep ourselves secure." Prof. Udo Helmbrecht, ENISA

- The different panelists highlighted what the international community achieved within 10 years from the 2005 WSIS Summit, shared experiences and explained why there is still a need for actions and collaboration to ensure trust and security in cyberspace.
- The panel discussion focused on the need to build trust and confidence in the use of ICTs. Trust is often a question of ethics, but it is actually a very practical issue of our society. If we have trustworthy services and institutions we can focus on the core of our activities.
- While recognizing the need to develop national policies, legal and regulatory frameworks, and public awareness activities, the need of public private partnerships along with collaboration at all levels - governments, civil society, private sectors and international organizations – have been discussed and recognized as vital.
- The issue of cybersecurity was also outlined from a developing world perspective, where increasing connectivity is followed by the need for an understanding of the online dangers.
- Finally the balance between protecting privacy and ensuring security was seen as essential.

#### **Main Outcomes:**

• The importance of relevant legal and regulatory frameworks was highlighted as a vital component of trust building efforts in cyberspace.



- Government accountability was considered necessary in view of the role of governments to protect the lives of their citizens both off line and online.
- The importance of building digital awareness and empowering digital citizens was recognized as crucial.
- Not only measurement of readiness is necessary, but also measurement of effectiveness of adopted cybersecurity measures.
- The panel discussion concluded with the need to start from individual users and build confidence upwards towards the governments. Cooperation and collaboration have been identified as keys to build trust and help citizens, including the most vulnerable such as children, to use ICTs.

Moderator: Mr. Jovan Kurbalija, Director Diplo Foundation

#### Panellists

- Dr Hamadoun I. Touré, ITU Secretary-General
- H.E. Mrs Omobola Johnson, Minister, Federal Ministry of Communication Technology, Nigeria
- Prof. Udo Helmbrecht, Executive Director, ENISA
- Dr Amirudin Abdul Wahab, CEO, Cybersecurity Malaysia
- Mr Badar Al Salehi Director General Oman CERT
- Mr Simon Milner, Director of Policy, Facebook



# HIGH-LEVEL DIALOGUE



# **HLD4** Inclusive Knowledge Societies: Reality, Vision and How to Get There ...

Thursday 12 June CICG, Room 1 16:30 – 18:0( Interpretation A/C/E/F/R/ Remote Participation

Knowledge and information have significant impact on people's lives. The sharing of knowledge and information, particularly through Information and Communication Technologies (ICTs) has the power to transform societies and economies. What are key features of inclusive Knowledge Societies, are they observable phenomena or mere aspirational visions? Most importantly: How do countries move from Information towards inclusive Knowledge Societies?

The panellists started with a short discussion of distinct Knowledge Society features, discussed country examples, different pathways towards knowledge societies and how they link to the post-2015 development agenda process.



# Ministerial Round Table (MRT): WSIS+10 for Development beyond 2015



Closed Session - Ministers only

Wednesday 11 June 2014

14:00 - 16:3( A(passive)/E/

## CCV, Room A

This Ministerial Round Table provided a platform for an interactive debate, in a high-level setup, on the trends, challenges and opportunities in the ICT Ecosystem and further development of the Information Society beyond 2015. In particular, it focused on strategies and policies towards the implementation of the outcome documents of the WSIS+10 High Level Event, with the aim of strengthening the impact of ICTs on sustainable development. It will also provided the opportunity for discussion on synergies between WSIS and Post 2015 Development Agenda.

#### Format:

The Round Table was organized in a dialogue-style moderated by the ITU Secretary-General.

#### Chairman's outcomes will be available soon

#### Key issues raised at the round table:

- Ensuring just and equitable information society beyond 2015
- Emerging trends in the ICT ecosystem to be addressed beyond 2015
- Strengthened impact of ICTs on sustainable development beyond 2015
- Role of the national policies and strategies in implementation of WSIS beyond 2015
- Post 2015 Development Agenda
- Challenges and opportunities

#### **Expected Outcome:**



The main outcomes of the discussions will be reflected in the meeting report by chairman and will be reflected as output of the WSIS +10 High-Level Event being an extended version of the annual WSIS Forum.



# Interactive Facilitation Meetings



## **WSIS** Action Lines

The Tunis Agenda for the Information Society states that the WSIS implementation mechanism at the international level should be organized based on the themes and action lines in the Geneva Plan of Action and moderated or facilitated by UN agencies when appropriate. It also states that ITU, UNESCO and UNDP should play a leading facilitating role in the implementation of the Geneva Plan of Action.



- <u>C1. The role of public governance authorities and all stakeholders in the promotion of ICTs</u> for development
- <u>C2. Information and communication infrastructure</u>
- <u>C3. Access to information and knowledge</u>
- <u>C4. Capacity building</u>
- <u>C5. Building confidence and security in the use of ICTs</u>
- <u>C6. Enabling environment</u>
- <u>C7. ICT Applications</u>:
  - o <u>E-government</u>
  - o <u>E-business</u>
  - o <u>E-learning</u>
  - o <u>E-health</u>
  - o <u>E-employment</u>
  - o <u>E-environment</u>
  - o <u>E-agriculture</u>
  - o <u>E-science</u>
- <u>C8.</u> Cultural diversity and identity, linguistic diversity and local content
- <u>C9. Media</u>
- <u>C10. Ethical dimensions of the Information Society</u>
- <u>C11. International and regional cooperation</u>



Each year, the WSIS Action Line Facilitators:

- Provide reports on the year's activities on their respective Action Lines
- Organize Interactive Action Line Facilitation Meetings on their respective Action Lines.



# Interactive Facilitation Meetings



Action Lines C1, C7. E-government and C11 (UNDESA)

## Thursday 12 June 2014

15:00 - 16:30

Room M

#### **WSIS Action Lines:**

- <u>C1.</u> The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- <u>C7. ICT Applications: E-government</u>
- <u>C11. International and regional cooperation</u>

"Governance without policies, guidelines and frameworks is like sailing the boat in the ocean without sail." (Bahrain)



"Parliamentarians are not using social media like Facebook only during elections but also for maintaining links with citizens on a continuous basis." Andy Richardson, IPU

"It is important to have innovations but important to implement them within an ecosystem of egovernment and sustainable development." (ITU)

"E-government and sustainable development is about people, technology and processes for sustainability." (IMSD Romania)

"The impact of ICTs is to enhance governance." "Access is not enough. Infrastructure is not enough. Access to opportunities and knowledge for jobs, etc." (UNDP)

"Is the data that you unleash relevant?" (UNDP)

#### Main outcomes:

- Debated Issues:
  - Privacy of digital communication and right to be forgotten (IPU)
  - o Innovation and e-government important to sustainable development (ITU)



- Green ICT: smart grids on saving energy, smart buildings, smart roads, smart cities, smart societies (ITU)
- o Decrease the digital divide, and increase engagement of young people (IMSD, Romania)
- Migration to secure and high performing cloud computing e-Services (Kazakhstan)
- Big data and open data (Kazakhstan)
- Open Government and Social Network Services (Russia)
- e-Governance and e-Participation (Russia)

#### • Key achievements and challenges shared by the audience and/or panellists:

- Partnership with private sector: IT investment (Bahrain)
- Policies without operational framework do not work: governance model and IT blueprint (Bahrain)
- Opening communication with the citizens through addressing complaints and service improvement system (Bahrain)
- Ubiquitous ICT structure for government e-Services (Kazakhstan)
- UNDP framework includes inclusive governance that advances all other governance goals (UNDP)
- Publication looking at national and regional profiles in Arab region and one on local needs for each WSIS action lines (ESCWA)

#### • Main conclusions reached during the discussion:

- a. e-government is recognized by governments and stakeholders as an enabler of transparency and accountability for public services (IMSD Romania)
- b. governments around the world have applied ICT to enhance dialogue and costeffective service delivery, leading to positive socio-economic growth (UNDP)
- c. for e-government, governments need to dedicate adequate resources and introduce a coherent policy framework and guidelines (Bahrain)
- The vision for implementation of WSIS Action lines beyond 2015:
  - new technologies: broadband, mobile and cloud computing will change public administration landscape - some functions of government will go back to citizens (Yuri Hohlov, Institute of the Information Society, Russia)
- The link with the Endorsed WSIS+10 High-level Event Outcome Documents:
  - a. include role of parliaments in the implementation of legislative frameworks; now not included (IPU)
  - b. last outcome of ITU conference in Dubai in line with the WSIS+10 vision statement (ITU)



- c. Information Kazakhstan 2020 in line with WSIS +10, building the basis for information society in Kazakhstan (Kazakhstan)
- The link to the Post 2015 Development Agenda
  - a. need to focus e-government on sustainable development (ITU)
  - b. decrease digital divide and increase access to and use of e-government services (Kazakhstan)
  - c. poverty eradication and other chapeau goals of the internationally agreed development agenda can benefit from e-government (UNDP)
  - current activities for promoting plans of action for WSIS+10, guidelines for implementing knowledge society, capacity building workshop for e-Govt. with UN DESA (best practices in e-govt. in the Arab region), e-Govt. strategy in the Arab Region, e-Government Council for the Arab Region (ESCWA)
  - e. Innovation, open government, open data, Arab IGF, legal and regulatory framework on cyber legislation (ESCWA)
  - f. need to formulate national e-government strategies in line with strategies for social and economic development strategies (IIS, Russia)

#### Suggestions for Thematic Aspects to be included in the WSIS Forum 2015:

- i. How can multi-channel access improve service delivery? (Kazakhstan)
- ii. How can privacy of citizens be protected from accumulated data on citizens in governments? (IPU)
- iii. From e-Government to e-Governance: can e-Participation and Open Government enable citizens to share in government functions? (IIS, Russia)
- iv. Cost/benefit analysis of e-government projects implementation in terms of value added: electoral, economic and governance? (World Bank)
- v. Are the primary customers of e-government the paying or the marginalized citizens? (World Bank)

#### **Emerging Trends related to WSIS Action:**

- i. Because of lack of data in less advanced countries, the evidence-based indicators may only reflect advanced countries. (ESCAP)
- ii. The potential for e-resilience through e-disaster management is important in the Asia Pacific (ESCAP)
- iii. Local e-government solutions to local needs for sustainable development (UNDP)
- iv. Integration of back-end for whole of government approach and opening of front end of e-Government (DESA)
- v. Citizens prefer to interact with government at any place, at any time, from any platform (IIS, Russia)


### Organizer:

United Nations Department of Economic and Social Affairs (UNDESA) - Division for Public Administration and Development Management (DPADM)

### Panellists:

- Elia Armstrong, Chief, Development Management Branch (DMB), Division for Public Administration and Development Management (DPADM), United Nations Department of Economic and Social Affairs (UNDESA), USA
- Dr Yuri Hohlov, Chairman of the Board, Institute of the Information Society, Russia
- Dr. Zakareya Ahmed Al Khajah, Vice CEO, eGovernment Authority, Head of Delegation, Kingdom of Bahrain
- Mr. Andy Richardson, Information Specialist, Parliamentary Resource Centre, Inter-Parliamentary Union (Switzerland)
- Mr. Hani Eskandar, Technical Officer, BDT, International Telecommunication Union
- Ms. Andreea Stoiciu, PhD, Director, Institute for Management and Sustainable Development, Romania
- Mr. Mohammed Abdulaziz, Assistant Director, eGovernment Authority, Kingdom of Bahrain
- Ms. Bikesh Kurmangalieva, Deputy Chairman, Zerde National ICT Holding JSC, Ministry of Transport and Communications, Astana
- Ms. Minerva Novero-Belec, Policy Specialist, eGovernance and Access to Information Bureau for Development Policy, United Nations Development Programme
- Ms. Tiziana Bonapace, Chief, ICT and Development Section, ICT and Disaster Risk Reduction Division, United Nations Economic and Social Commission for Asia and the Pacific (ESCAP)
- Dr Nibal Idlebi, PhD, Chief, ICT Applications Section, United Nations ESCWA
- Mr. Chengetai Masango, Programme and Technology Manager, Secretariat of Internet Governance Forum
- Mr. Vyacheslav Cherkasov, Sr. Governance and Public Administration Officer Development Management Branch, Division for Public Administration and Development Management (DPADM) United Nations Department of Economic and Social Affairs (UNDESA)



# Action Line C2. Broadband: ICT infrastructure for the next 10 years (ITU)

### Thursday 12 June 2014

Room H

*Please note that the session will continue until 12:30 with a presentation of the ITU Interactive Map project (ITU/ESCAP)* 

### **WSIS Action Line:**

### C2. Information and communication infrastructure

"Network sharing will reduce the initial cost and will allow connection to the Broadband in rural and remote areas." (Huawei)

"Improving capacity building and providing content and applications are key elements for allowing the effective usage of Broadband Internet to rural and remote areas" (CCK)

### **Debated Issues**

Importance of infrastructure sharing and initial investment (Alcatel Lucent and Huawei)

Growth of total traffic in mobile networks. Frequency harmonization and standardized technology enabling mass market deployment of devices at low cost. (Ericsson)

Advanced silicon technology enabling devices to be with higher functionality and complexity at lower cost (Intel).

National Broadband ecosystem and related components (Infrastructure, Connectivity & Devices, Content, Applications & Innovations, Capacity Building & Awareness, Finance & Investment, Policy, Llegal & Regulatory), target minimum access speed, and Broadband backbone sharing. (CCK)

Country experience in bringing Broadband to rural communities. (ITUAJ)

The choice of technology, from optical fibres to wireless broadband connection, allowing rural and remote area connectivity. (Floor)

### **Main Outcomes**







We are more dependent on information for daily life than before. We need easy to recover, having backups including emergency power systems and congestion-resistant networks.

Network sharing for fixed broadband access is effective to reduce the cost of CAPEX investment

Open access is a key element for shared cost effective network.

The still advancing silicon technology enables on purpose built equipment to be integrated for cost reduction.

Successful national Broadband strategy should pay attention to all components of the ecosystem.

Shared approach, taking all stakeholders to join, is important for the wide acceptance of policies.

Many technologies nowadays exist bridging the gap between DSL and fiber-to-the-home, bringing fiber to the most economical point and closer to the user: Point which can be a wireless hotspot or access point in rural areas

Most countries have developed national networks and the interconnecting such networks would be the solution for international backbone connection, especially for landlocked countries. Negotiations of revenue sharing are the key for this issue.

Capacity building of local technicians for optical fibre networks installation is necessary for actual installation to end-users.

The ITU-D Recommendations and Case Study Libraries should be a great source of information for making decisions.

#### Suggestions for Thematic Aspects that might be included in the WSIS Forum 2015:

The following topics might be discussed in the next WSIS Action Line Facilitation meeting:

- Develop a well-planned, well-maintained, robust, economic, and efficient Broadband infrastructure to ensure the delivery of high quality services including, affordable access to the Internet, information and technologies for citizens.
- 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.
- Using policy and financing mechanisms such as Universal Service Funds and/or Public-Private Partnership, to 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 models need to be studied and deployed, taking into account national circumstances.
- 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.



### Emerging Trends related to WSIS Action Lines identified during the meeting

Mobile broadband will be one of the key components to connect the remaining half of the world to the data and cloud

The data traffic is exploding, but the network bandwidth is only increasing generally. New innovative policies, technologies and network sharing are necessary.

### **Opening Remarks:**

• Mr. Brahima Sanou, Director, Telecommunication Development Bureau, International Telecommunication Union (ITU)

#### **Keynote Speech**

• H.E. Mr. Masahiro Yoshizaki, Vice-Minister for Policy Coordination, Ministry of Internal Affairs and Communications, Japan

#### Panellists:

- Mr. Olivier Duryon, Director, Public Affairs, Alcatel-Lucent
- Dr. José Costa, Director, Wireless Access Standards, Ericsson
- Dr. Juan Rendon, Senior Financial and Regulatory Consultant, Carrier Solutions Department, Huawei Western Europe – Duesseldorf (Germany)
- Mr. Christoph Legutko, Global Public Policy EMEA Director, Intel Corporation
- Mr. Christopher Kemei, Director / Licensing, Compliance & Standards, Communications Commission of Kenya
- Mr. Yasuhiko Kawasumi, Special Advisor, ITU Association of Japan (ITUAJ)

#### Moderator:

• Mr. Riccardo Passerini, Action Line C2 Facilitator (Head, Telecommunication Technologies and Network Development Division, International Telecommunication Union (ITU))



Action Line C3. Reviewing Access within the context of Post 2015 (Knowledge Societies Division, CI, UNESCO)

Thursday 12 June 2014

Room L

### WSIS Action Line:

- <u>C3. Access to information and knowledge</u>
- This session is also linked to:
  - o <u>C4. Capacity building</u>
  - o <u>C7. ICT Applications</u>



09:00 - 10:30

"We may be talking about access within the broader context of the sustainable development goals but still a clear-cut connection between access and MDGs are lacking. ICTs and access always appear as annex to development discussion" Mr. Suman Prasad Sharma, Secretary of Ministry of Information and Communication and Head of the Delegation, Nepal.

"The quest for universal access to information already has resulted in several low hanging fruits such as using Open Access, Open Educational Resources, Free and Open Sources Softwares, but the world continues to ignore these and debates on the philosophical issues" dr. Andrew Taussig, moderator of the panel discussion.

"The relationship of access to local contents (or contents made available locally) is clearer, though, if the context of Internet peering and transit agreements (IXPs) is made explicit." dr. Mawaki Chango, CEO of DIGILEXIS

"We should not only look at social and technical issues, but also legal and ethical issue of access, Ms, Elia Armstrong, UNDESA.

"As much as Openness and Inclusiveness are important to achieve universal access to knowledge, Technological fix and policy fix are equally essential. Perhaps these are four sides of a cube" Dr. Andrew Taussig, moderator of the panel discussion.



"Sustainable development Goals should recognize access to information and knowledge as a supporting element for all focus areas" dr. Stuart Hamilton, IFLA

### **Debated Issues:**

The WSIS process has recognized the role of ICTs in enhancing people's access to information and knowledge. Since WSIS, two areas of access to information and knowledge have primarily received heightened and concerted attention- 1) how to "Open" contents, processes and technologies of information and knowledge to the benefit of humankind; and 2) how to make information and knowledge as "inclusive" as possible. The WSIS review has identified a critical need to rethink these issues within the broader context of universal access to information and knowledge in the post 2015 agenda and to identify various normative, strategic and operational strategies.

### **Main Outcomes:**

The entire session was dedicated to analyse how access should feature in the post 2015 sustainable development goals. The session discussed both opportunities and risks involved in providing universal access to information and knowledge and concluded the following:

- Clear-cut connection between access and development goals are lacking. Thus there is a need to examine the benefits of universal access within the broader context of sustainable development, viz, it's role in empowerment, enhancing human rights, and in dealing with "knowledge challenge".
- The gamut of enabling mechanism to enhance accessibility is still poorly understood. Not least, Access divide still is a very poorly understood subject. Various aspects of the access divides are essential to be studied and internalized in the post 2015 development dialogues. This in essence can help consolidate understanding about accessibility, affordability, and equitable dimensions of universal access.
- Universal access must be examined from normative, strategic and operational dimensions of the development process.
- Available technological solutions needs to be examined from their affordability, sustainability, and practicality. It needs to be understood that public policy instruments for these issues are already available, but their judicious use is still lacking.
- There is a need for locally relevant content development to fuel the demand for access. Multilingualism must be respected while developing such contents,
- Strengthening of the provisions to examine the sustainability of projects initiated to improve access to information and knowledge is essential.
- Inclusion of Open solutions, open standards, and understanding the needs of the people with disability are essential.

### **Emerging Trends related to WSIS Action Lines:**



- Inclusiveness and Openness should form two separate subthemes under C3,
- Content development, multilingualism and recipient perspectives as the way forward for C3

### Panellists:

- Senator Mrs Anna Lilia Herera, Mexico
- Mr Parsuramen Armugam, President of the Rainbow foundation, (former Minister for Education, Science and Technology Government of Mauritius
- HE Mohan Krishna Shrestha, Ambassador of Nepal to France
- Mr Ghatechew Engida, DDG, UNESCO
- Mr Indrajit Banerjee, Director, Knowledge Societies Division, UNESCO





Action Line C4. Capacity Building: Digital competences towards an inclusive Information Society (ITU)

Friday 13 June 2014

09:00 - 10:45

### Room M

### WSIS Action Line:

### C4. Capacity building

ICTs are creating seamless opportunities for the development of knowledge economies and societies. With the rapid digitization of all spheres of human life, these

opportunities are potentially available to all to exploit for their well-being, as many people can now easily access these life changing information communication technologies. However, not all people are able to fully leverage these ICTs because they lack the basic knowledge and skills required to use them. This lack of ICT competencies becomes a hindrance, resulting in economic and social exclusion of those who cannot use them. In this regard, digital competences become not just a required knowledge but a skill for survival and prosperity. This calls for concerted efforts at every level to ensure that digital competences are part and parcel of the lifelong capacity-building agenda, driven at individual, corporate, community, national as well as international levels. Indeed, some have even argued that, to the extent that lack of digital competencies can lead to economic and social exclusion, the right to digital skills development should be adopted as a Basic Human Right.

Various activities have been taking place globally to build awareness of, and implement digital competency initiatives. These have involved various stakeholders including governments, private sector, development agencies, academia, and non-profit/non-governmental organizations in championing the digital competency agenda and rolling out some practical and tangible programmes. These efforts however need to be supported by an enabling environment that allows for all parties to be involved as true stakeholders. The bottom line is that everybody stands to benefit from a digitally competent population that is able to use and exploit to the full the opportunities that ICTs avail to them.

These digital competency programmes and initiatives need to be supported by, and shared through training programmes as well as organization of knowledge sharing forums and other events for the exchange of experiences that are important components in the development of digital competences.





This session brought together speakers from different backgrounds to share case studies and best practices on development of competencies from public and private sectors from all over the world. It undertook in-depth analysis of the role and importance of digital competences for all. It promoted human capacity building and enlightened participants on how all members of society can be empowered toward improving the quality of their lives. The following topics will be discussed:

- Understanding of the nature and components of digital competences. Difference between digital competences and digital literacy.
- Digital competencies framework;
- Role of digital competences in building an inclusive Information Society. Role of digital competences for socio-economic development.
- Digital natives and digital migrants;
- Establishing professional standards in ICT sector;
- Avenues for certification of digital competences worldwide;
- ICT skills at the workplace: role of digital competences for employment and increase of productivity;
- Understanding of digital culture and its role in the modern society;
- Role of different players in establishing digital culture and provision of digital competences.

### Organizer:

International Telecommunication Union (ITU)

Moderator: Mr Mike Nxele, Human Capacity Building Officer, HCB/PKM/BDT, ITU

### Panellists:

- Mr Namir Anani, President and Chief Executive Officer, Information and Communications Technology Council (ICTC), Canada
- Ms Brenda Aynsley, President, Australian Computer Society, Australia
- Mr Brendan Cannon, Corporate Affairs Director, Intel Ireland
- Mr Ali Hasan Darwish, Chief, Customer Care, Directorate of Marketing & Awareness, eGovernment Authority, Kingdom of Bahrain
- Mr Jerome Morrissey, Chief Executive Officer, Global eSchools and Community Initiative (GeSCI), Kenya





### Thursday 12 June 2014

Room H

### **WSIS Action Line:**

C5. Building confidence and security in the use of ICTs

*Mr.* Ben Baseley-Walker, UNIDIR: "Having a high-level strategic and political endorsement is key for an effective national cybersecurity strategy."

Mr. Danil Kerimi, WEF: "We need to overcome our fears to make the most of technology"

In line with the adoption of the "WSIS+10 Statement on Implementation of WSIS Outcomes" and the "WSIS+10 Vision for WSIS Beyond 2015" and the fresh elements for consideration under Action Line C5, panelists discussed the importance of implementing technical and legal measures along with international cooperation.

A focus was made on the need for governments to develop synergies with the private sector, due to its role as key provider of infrastructure, technical tools and solutions.

The establishment of Computer Emergency Response Teams (CIRTs) was highlighted as one of the best examples of cooperation, especially when equipped with the necessary legal mandate, which could enable effective collaboration with the private sector.

The complexity of Cybersecurity was highlighted, compared to other security sectors, due to its direct and tangible impact on all actors of the society.

#### **Main Outcomes:**

Cyber is not only one dimension of the government, however the government is needed to make regulations, policies and contribute to the global picture to ensure cybersecurity and coordination among different key entities.

An inclusive risk assessment at a national level was identified as a key first step towards the development of a comprehensive and cost-effective national cybersecurity strategy.



16:45 - 18:1!



It was seen as more feasible to achieve better cooperation and efficient response to cyber-threats at a national and regional level due to, inter alia, cultural and social convergence. Although a similar level of agreement on an international scale might seem more difficult to reach at this stage, converging national practices will help shape a more global approach in the course of time.

The reiteration of the need for the establishment of national Computer Incident Response Teams (CIRTs), as outlined in the updated Action Line C5 text, was considered as an enabling factor for Member States to continue their constructive work in the area of cyber-threat mitigation, with the ongoing assistance of ITU.

Moderator: Mr. Aaron Boyd, Chief Strategy Officer, ABI Research

### Panellists

- Mr Brahima Sanou, Director, BDT, ITU
- Mr Danil Kerimi, Director, Information and Communication Industry, World Economic Forum
- Mr Ben Baseley-Walker, Programme Lead, Emerging Security Threats Programme, UNIDIR
- Ms Myla Pialo, Marketing Director, TrendMicro
- Mr Andrea Rigoni, Managing Partner, Intellium
- Mr Aapo Cederberg, Senior Programme Adviser, Emerging Security Challenges Programme Geneva Centre for Security Policy
- Dr Rytis Rainys, Director, Network and Information Security Department, Communications Regulatory Authority, Lithuania





11:00 - 12:4!

### Action Line C6. Enabling Environment (ITU)

Friday 13 June 2014

Room H

### WSIS Action Line:

C6. Enabling environment

The ICT market is changing ever more rapidly, convergence and market transformation have placed increasing strain on existing policy and regulatory regimes.

With the ever-escalating global demand for ubiquitous, always-on, rapid and easy access to data and applications, led by the deployment of broadband networks that facilitate the convergence of information, communications and broadcasting, the way in which services are delivered to and accessed by consumers has radically changed.

Consumer demand for IP-based services often referred to as "over-the-top (OTT)" services is rapidly growing as consumers want more of, and perceive large benefits from, these services. Consumers expect to be able to access legal content, applications and services and want information about their subscriptions.

The discussion topics this year included the role regulators and all stakeholders in ensuring affordable access to ICTs and digital inclusion for all. The main objective of the panel was to share experiences and identify best practices for the creation of an enabling environment conducive to investments in ICT infrastructure, applications and services for countries' socioeconomic development.

This meeting will be convened by ITU and will involve regulators, policy-makers, and representatives from industry and civil society.

The session served to allow top-executive industry representatives to present their global outlooks and to allow stakeholders to share their experiences and perspectives on how to jointly best address the issues and challenges raised by these outlooks.

### Dimensions addressed during the discussion (Key questions of the session)

Insights into the future state of the connected world will raise a series of policy and regulatory issues and challenges. The discussion thus aims to address:





- Need for a new-generation of policies and regulations geared towards building inclusive knowledge societies beyond 2015
- New challenges resulting from increased competition, the need for universal service, and new services over IP networks, including social media and cloud computing;
- Moving towards lighter and simplified regulation while promoting innovation and entrepreneurship
- Regulatory models and frameworks for cooperation among the various entities involved in the development, deployment and management of these new applications and services.
- The general best practices to promote the demand and supply for tomorrow's services.

### Moderator:

• Mr Francois Régis Gatarayiha, Director General, Rwanda Utilities Regulatory Agency (RURA)

#### Panellists:

- Ms Vashti Maharaj, Ministry of Science and Technology, Trinidad & Tobago
- Ms Irene Kaggwa Sewankambo, Uganda Communication Commission (UCC), Uganda
- Ms Jane Coffin, Internet Society (ISSOC), USAMr Alfred Marisa, Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ), Zimbabwe
- Mr Ørnulf Storm, Norwegian Post and Telecommunications Authority, Norway





### C7. ICT Applications: E-business

In the context of the overall WSIS+10 review process, this year's action line facilitation meeting turned attention to the future. The overall question posed is what should be a priority for the e-business (C7) action line beyond 2015.

The session drew on inputs received during the open consultations for the WSIS+10 High-Level Event, as well on contributions by invited experts. The meeting addressed the following questions:

- What e-business related areas should receive more attention to support the sustainable development goals?
- How will low-income countries become better equipped to leverage new ICT innovations, such as cloud computing?
- What are the most pressing legal and regulatory challenges that will need to be addressed?
- How can women entrepreneurship be supported by ICTs in developing countries?
- How can e-business become more inclusive?

### Agenda:

11.15 a.m.-11.25 a.m.:

### Welcoming remarks by the Chair:

Torbjörn Fredriksson, Officer-in-Charge, Science, Technology and ICT Branch of the Division on Technology and Logistics, UNCTAD



#### 11.25 a.m.-12.15 p.m.:

Roundtable discussion: What should be a priority for the e-business (C7) action line beyond 2015? Panellists:

- Richard Heeks, Professor, Director of the Centre for Development Informatics, University of Manchester, United Kingdom
- Rebecca E. Enonchong, Founder, AppsTech, United States
- Ian Walden, Professor, Head of the Institute of Computer and Communications Law in the Centre for Commercial Law Studies, Queen Mary University of London, United Kingdom
- Silvia Monzón Bidart, General Director at ALETI and WITSA Vice President for Latin America, Argentina
- Yves Eonnet, CEO TagAttitude, France

12.15 - 12.50: Interactive discussion with the floor

12.50 - 13.00: Closing remarks by UNCTAD, ITC and UPU

Action Line C7. E-Learning, C7. E-Science and C8 E-science, e-learning, and cultural diversity and identity, linguistic diversity and local content – achievements, challenges and visions (UNESCO)

Friday 13 June 2014

Room K1

### **WSIS Action Lines:**

- <u>C7. ICT Applications:</u>
  - o <u>E-learning</u>
  - o <u>E-science</u>
- <u>C8.</u> <u>Cultural diversity and identity, linguistic diversity and local content</u>

The goal of this session was to present and discuss the achievements, challenges and visions for the e-learning, e-science and Culture- Action Lines. Because of the much reduced time at this year's WSIS Forum, UNESCO combined these Action Lines and will explore holding this year's annual Action Line meetings in parallel to UNESCO expert meetings, which attract large group of experts.

This session started off with a general overview of e-science developments, including the achievements, challenges and visions, and a concrete example of the Go-Spin e-science project. The e-learning and culture parts with follow with a comparable set-up.

### Moderator:

Cédric Wachholz, WSIS coordinator, Communication and Information Sector, UNESCO

### Panellists:

Guillermo Lemarchand (e-Science, LAC)







11:00 - 12:4



Action Line C7. ICT Applications: eHealth+10: Connecting for Health (WHO, ITU)

Thursday 12 June 2014

Room M

### **WSIS Action Line:**

C7. ICT Applications: E-health



10:45 - 12:00

"eHealth as a platform is a paradigm shift for the industry; national eHealth strategies are key in getting to this..." Hani Eskandar, ITU

"We have a responsibility to collectively address the burning issues (of the health Internet)..." Mark Selby, University Surrey, UK

### **Debated Issues:**

- The session covered progress on the eHealth action line since the first WSIS, challenges in eHealth implementation, and shared challenges emerging from ICT development and growth, including the health Internet.
- Achievements and challenges: Panellists highlighted the evolution of ICTs enabling eHealth in health practice, public health, education of health professionals, and response to emergencies and disasters. Challenges in eHealth implementation were discussed, ranging from governance to human resources capacity. The need for managing the balance between freedom and openness, and protection of public interest on the health Internet was cited as a critical area to address to ensure trust and accountability.

As a panel on progress and challenges, the session was not directed to developing outcomes, recommendations or conclusions.

Thematic aspects for WSIS Forum 2015 could include: How ICTs will change the coming generation

**Emerging trends:** Innovation from developing countries being applied to other countries and industries; less focus on funding and more on financing/investment; sorting out of business models and public sector expenditure on ICT for health.



World Health Organization (WHO) and International Telecommunication Union (ITU)





16:45 - 18:1

Action Line C7. ICT Applications: e-Environment (WMO, UNEP and ITU)

Thursday 12 June 2014

Room L

### Panel:

- When we look at penetration of ICT equipment worldwide, 97% of people in world have mobile phone and connection to network. These equipment reach their way of life when not properly recycled can cause harm to health and environment.
- E-waste topic is more complex than just proper disposal: risks to health and environment is one side, but opportunities that are linked to recycling of equipment (re-use of certain resources "urban mining") is the other side. So how can industry and governments come together to tackle problem of e-waste?
- ICT important for collection of data without this data it is impossible to make predictions. So ICT is an enabling mechanism to issue forecasts of disaster and extreme weather patterns.
- Challenges with ICT –developing countries are still struggling to use ICT for data collection and to reach out to people in remote areas. Furthermore, ocean represents 80% of planet still challenge to monitor/collect data of the deep ocean.
- ITU continues to provide assistance to Member States to use ICT, ex early warning systems. ITU also focuses on study questions: climate change and adaptation, emergency communication, and e-waste.

### Conclusions:

- Currently ITU study groups are continuing their work on guidelines and policies. We have to look at countries that require assistance and look at the budget.
- We must agree on an inclusion of an environmental focus in the WSIS post 2015. Key points of this discussion need to be written up for contribution to post-2015 development agenda.
- Action line facilitators are going to draft a report, outlining developments in this area.

### Moderator: Michael Williams (WMO)

### Panellists:

- WMO
- UNEP



• ITU





16:45 - 18:1!

Action Line C7 ICT Applications: e-Agriculture:

Moving forward, building on 10 years of lessons learned in e-Agriculture (FAO)

Thursday 12 June 2014

Room E

### WSIS Action Line:

C7. ICT Applications: E-agriculture



Botswana Minister of transport

and communications, Hon. Nonofo E. Molefhi, found session very interesting for opportunities. "We are involved in developing infrastructure but are not so aware of applications for agriculture. This meeting was very interesting to see the opportunities."

Samoa regulator, Donnie De Freitas, Office of the regulator "Regulator hasn't focused on end of delivery chain – always focusing of infrastructure. E-agriculture could bring in example applications."

### **Debated Issues:**

Presentation of e-Agriculture: 10 years of lessons learned by Sophie Treinen, FAO. e-Agriculture is a global Community of Practice for the exchange of knowledge about the use of Information and Communication Technologies (ICTs) for sustainable agriculture and rural development. The mission is to serve as a catalyst for institutions and individuals in agriculture and rural development to share knowledge, learn from others, and improve decision making about the vital role of ICTs to empower rural communities, improve rural livelihoods, and build sustainable agriculture and food security.

Four of the 14 founding partners were present at the table: CTA, IICD, FAO and the World Bank.

Important accomplishments in recent year:

- The e-agriculture week in 2007 where the e-agriculture community of practice platform was launched
- ICT in Agriculture Sourcebook in collaboration with World Bank (2011)
- ICT4Ag conference organized by CTA (2014)



The e-Agriculture Community of Practice work on these areas: face to face events, online community and social media, thematic forums, WSIS follow up, capacity development (e-learning).

Eight key factors of success have been highlighted during 10 years of experience:

- 1. Content adapted to local context
- 2. Enabling environment and policies
- 3. Capacity development
- 4. Gender and diversity
- 5. Access and participation
- 6. Partnerships
- 7. Adopting realistic approaches to technologies
- 8. Financial sustainability

Chris Addison and Ben Addom from CTA presented the results of the 2013 conference on ICT4Ag

- 1. Develop partnerships to ensure positive impacts of ICT4Ag initiatives
- 2. Ensure grassroots' access to ICT solutions
- 3. Support ICTs for Extension & Advisory Services
- 4. Ensure the reliability and availability of high-quality information
- 5. Support Open and Big Data for Smallholders
- 6. Support ICT4Ag entrepreneurship and promising business models- uptake
- 7. Support sound strategies and high-level political buy-ins for ICT4Ag
- 8. Promote adequate infrastructure & energy for ICTs in rural areas
- 9. Strengthen the involvement of young people and women in ICT4Ag initiatives
- 10. Sound KM activities awareness raising, discussion, information gathering, and capacity building on ICT4Ag

### CTA will continue with the Capacity Strengthening of Web2.0

- a) Upscale & institutionalise use of Web 2.0 and Social Media for VCD
- b) Apps4Ag Learning Opportunities

### 2. Foster ICT-Enabled Innovation in Agriculture for Youth

- a) ARDYIS Project (awareness raising, knowledge sharing)
- b) Support young ICT innovators and ICT entrepreneurs for agric.
- c) Support ICT capacity and opportunities for young agropreneurs

### 3. Promote Enabling Environments and Uptake of ICT Apps

- a) Identify and collate ICT4Ag resources to enhance access
- b) Promote enabling environments and sound e-agricultural strategies
- c) Building viable delivery models for ICTs for agriculture

Konrad Plechowski from IICD. Took the opportunity to mention the 20 years of experience of its organization in ICTs and to presenting their new publication: "ICT Solutions for inclusive agricultural



value chains – strengthening farmer organizations to use technology to increase, sustain and benefit from agricultural growth".

He showed the way IICD worked along the key factors of success:

- 1. Capacity development broader term not training coaching and KS
- 2. Enabling environment network of opinion leaders. Social change requires alliances between the bottom and the top. Alliances benefit from global knowledge sharing
- 3. Role of youth- creating significant shift in the use in the communities between the youth and the elders
- 4. Partnerships: trust depends on the social capital that benefit...
- 5. Local relevance for content and technologies: technologies not an end in itself but a tool for people

World Bank: Tina George and Samia Melhem

The e-agriculture community of practice plays an important role, so we do not reinvent the wheel - a lot of solutions are already available here.

Importance of agriculture for the World Bank, as well as ICTs.

The World Bank articulates this work around 3 pillars:

- 1. Government connect
- 2. Transformation modernizing
- 3. Innovation aspect

The key challenge with many ICTs project is after that after an intital investment there is little thought about continued support and sustainability. Even if the initiatives are good and successful, if they are not continuous, the efforts get lost, the data get lost.

Village connectivity is needed. Another issue for the end user is that applications are not the same for the different mobile operators - which is problematic. There is a need for mobile operators to work together, to avoid further fragmentation.

A lot of time is needed to make an initiative successful. We need iterative processes - close to the farmers.

Lessons learned by World Bank:

- joint design of applications (and look at what already exists)
- media (more effective use of video)
- introduce scientific methods in how we include ICT in projects (stronger methodologies)



Tina George, one of the authors of the ICT in agriculture sourcebook, looks at business models and has undertaken a technology acceptance study, looking at behavioral intention and the incentives to use the applications.

### **Main Outcomes:**

The vision for implementation of WSIS Action lines beyond 2015 was presented as follows:

- As part of national ICT strategies, foster the development and implementation of national eagriculture strategies focusing on providing reliable and affordable connectivity and integrating ICTs in rural development to support food security and hunger eradication.
- Foster collaboration and knowledge sharing in agriculture via electronic communities of practice, including the e-Agriculture Community, in order to showcase and promote models, methodologies, good practices and the adoption of Open Access and interoperability standards, for effective and equitable use of ICTs for sustainable agriculture and rural development.
- Promote the creation and adaptation of content including in local languages and contexts from reliable and trusted sources, including, to ensure equitable and timely access to agricultural knowledge by resource-poor men and women farmers, foresters and fisher folk in rural areas.
- Foster digital literacy of institutions and communities in rural and remote areas taking into consideration local needs and constraints by providing appropriate learning opportunities for all which will enhance individual and collective decision-making skills.
- Promote the use of ICTs to reinforce the resilience capacity of states, communities and individuals to mitigate and adapt to natural and man-made disasters, food chain challenges, socio-economic and other crises, conflicts and transboundary threats, diseases, and environmental damages.

### Recommendations

### 1. Bridging e-agriculture with the policy audience.

The regulators and ministries while responsible for infrastructure are not aware of the opportunities of ICTs for agriculture and their infrastructure and policy demand.

### 2. An appropriate governance for e-agriculture

With the new vision we can renew the partnership around the action line. Now it is time to review the process of governance around the implementation of this action line.

### **3.** Action lines working together

We need cross-fertilize with the other action lines in order to go away from the sectoral silos and bring together the common issues at a broader level.



Sophie Treinen, e-agriculture AL facilitator "we should be together and not to be working in silo's. We should see what are the commonalities and what are the differences - and so we can look at what we can do together to overcome common challenges".

#### I. Suggestions for Thematic Aspects that might be included in the WSIS Forum 2015

- 1. Raise awareness of regulatory bodies in relation with the added value of ICTs for agriculture
- 2. Cross-reference our activities and efforts instead of putting all the action lines at the same time in parallel, spread them in same place so we can learn from the other action lines.

#### Emerging Trends related to WSIS Action Lines identified during the meeting

The emerging trends were presented in the animation prepared by CTA for the 2013 Conference on ICT for agriculture: www.youtube.com/watch?v=wGmoX052TLk

- Mobile telephony.
- From mobile phones to Smartphone
- Mobile financial services in agriculture
- Role of use of ICTs in agriculture: ICT innovation has a key role in improving agricultural production and value chain. Food traceability systems using ICT have become very important risk-management tools that allow food business operators or authorities to contain food safety problems and promote consumer confidence. ICT-enabled marketing and access to markets has a major role, especially information on market prices and demand. ICT-enhanced marketing and certification also strengthens the capacity of small-scale producers to increase revenue by improving their position on local and international markets. GIS and agro-meteorological technologies have been introduced into programmes from the very beginning for various purposes including land use planning, crop forecasting and early warning system and other purposes. Space technology is also essential to monitor threats from the growing number of natural disasters. In addition, increasing use of mobile phones for information exchange such as disease surveillance and pest tracking has become common. There is also growing prevalence of ICT-solutions for the later stages of the agricultural value chain (e.g. post-harvest, transport, storage).
- e-Agriculture strategies in ICT policies.

#### **Organizer:**

Food and Agriculture Organization (FAO)

#### Panellists:

- Mr Konrad Plechowski, International Institute for Communication and Development (IICD)
- Mr Chris Addison, ICT Update
- Mr Ben K. Addom, CTA
- Ms Samia Melhem, World Bank Group
- Ms Sophie Treinen, FAO



Action Line C9. Media: Advancing free, independent and pluralistic media in all platforms: for building inclusive knowledge societies and contributing to the Post-2015 development agenda (UNESCO)

Thursday 12 June 2014

Room L

WSIS Action Line: C9. Media

15:00 - 16:30

Divina Frau-Meigs, Professor, Sorbonne Nouvelle University, UNESCO Chair, « savoir devenir/forwardances in sustainable digital development : mastering information culture »

"Media and Information Literacy (MIL) in relation to Human Enhancement Technologies (HET): Move towards enhancing humans with embarked systems (tablets, captors, glasses,...) rather than enhancing machines so that they substitute for humans (robots for teachers, news aggregators for media,...)."

### Ambassador Petru Dumitriu, Permanent observer of the Council of Europe to the United Nations Office and other international organizations in Geneva

"A number of Internet "intermediaries" and online platforms are essential for digital media's outreach and people's access to them. The services that they provide are essential pathfinders to information. Sometimes, these intermediaries become gatekeepers who assume an active role in mass communication editorial processes. Yet, despite these changes, the role of the media in a democratic society, albeit with additional tools, has not changed. Media-related policy must therefore take full account of these and future developments, embracing a notion of media which is appropriate for such a fluid and multi-dimensional reality."

### **Debated Issues**

- Major progress and challenges of the implementation of WSIS as related to media in the past 10 years.
- Visions and suggestions for post-2015 agenda so as to advance free, independent and pluralistic media in context of digital communications.
- How the WSIS implementation process of C9 media can be improved.



#### Main Outcomes of the Session highlighting

- Stress the importance of respecting of freedom of expression, privacy, and a free, independent and pluralistic media applying professional journalistic standards online and offline, and that public interest considerations should prevail in balancing these rights.
- Develop and update consolidated ICT-media national legislation and policy frameworks based on multi-stakeholder dialogue, to ensure free, independent and plural media, as well as the safety of journalists, and in addition the media and information literacy (MIL) competencies of users.
- Promote community media and public service media practice on all platforms and within a context of pluralism, and strengthen the presence of print, radio and TV on the Internet and other digital media platforms.
- Encourage gender equality and the active participation of women in the media.

#### Suggestions for Thematic Aspects that might be included in the WSIS Forum 2015

- The Internet and other digital platforms become increasingly valuable in enabling freedom of expression, and make a contribution to the development goals of the post-2015 Sustainable Development Agenda. Inclusive information and knowledge societies will benefit from the broader and expanded role that media play in the evolving mediascape.
- In the involving media landscape, the principles of freedom of expression, press freedom and freedom of information should be applied online and offline, and those of the independence, pluralism and diversity of media should be equally defended I order to build inclusive information and knowledge societies.
- Multi-stakeholder consultative and participatory processes are important in the discussions of how online and offline media contribute to capacity building and should be strengthened by including private sectors and civil society.

#### Emerging Trends related to WSIS Action Lines identified during the meeting

Consider digital communications, and particularly the Internet, as a core issue, which has profoundly impacted the media's scope, reach and richness, as well as its breadth of direct stakeholders and its sustainability; and address the opportunities and challenges in the media stemming from the increasing role played by the ICTs, with regards to new journalistic and users' practices and competencies as well as their fundamental rights of freedom of expression as defined by Universal Declaration of Human Rights.

#### Chair:

Ms Sylvie Coudray, Chief of Section for Freedom of Expression, UNESCO

#### Speakers:



15:00 Opening Remark by Chair			
15:10 Presentations by Panelists			
5'	Mr Frank La Rue, UN Special Rapporteur on the Protection and Promotion of Freedom of Opinion and Expression		
5'	Ms Divina Frau-Meigs, Sorbonne Nouvelle University		
5'	Ms Florence Hartmann, EBU		
5'	Representative from CoE		
5'	Mr Emmanuel Boutterin, AMARC		
5'	Mr Istvan Bozsoki, BDT/IEE/SBD, ITU		
5′	Mr Mawaki Chango, Chief of Executive of DIGILEXIS		
16:45 Open floor to other stakeholders at present			
45'	Q&A		
16:30 Closing			



# Action Line C10. Information Ecologies: Social Transformations, Ethic and Policy (UNESCO)

Thursday 12 June 2014

Room L

### WSIS Action Line:

C10. Ethical dimensions of the Information Society

"We need to broaden the discuorse we need to have other viewpoints on ethics – we are still dominated by western

views, we need to explore other perspectives. We must also think more about vulnerability and human dignity in the digital world!" Dr Rafael Capurro, Fieks Foundation

"We need a new enlightnement to accompany this digital revolution, we need to rethink individual authonomy and agency in the on-line world". Dr S. Romi Mukherjee, Sciences-Po, Paris, France

### Main outcomes:

About 52 persons attended the session with some 12 participants joining the event virtually. A robust discussion which contemplated possible scenarios and identify steps towards arriving at and shaping desirable future(s) ensued. These debates focused on:

• The philosophy, process and roles that support and surround the design of information architectures and their usage. Attention is required as the choices embodied within these designs contain values and choices. These choices may be conscious or unconscious but have the power to impact a wide and distributed user-base in ways that are not always foreseen. Already various design guidelines addressing aspects such as disability, multilingualism have been developed. However, a much broader range of areas also requires attention in order to promote greater accessibility and to realize human rights and public policy goals. The ethical and societal impact of design therefore requires greater attention in the curriculum of the training programmes of designers of these systems. Observatories, resource repositories, professional bodies and a range of other approaches for disseminating information and raising awareness to address this challenge should be promoted. In this regard the experiences of the "Slow-tech movement" which seeks to raise awareness of the





10:45 - 12:00





implications of design for humanity (equity, justice, dignity etc), environment and sustainability amongst designers as well as work undertaken by the International Federation of Information Processors (IFIP) provide illustrations of practical responses in this area. Other relevant aspects include the work of W3C and various technical communities of ISOC.

- Supporting policy-makers to more effectively address the complexities of information ecosystems. While providing opportunities for enabling human rights and contributing to the international development goals, information ecosystems at the same time present the potential for reinforcing existing, as well as creating new forms of inequity. While policymakers have often worked within defined geographic boundaries the trans-boundary nature of these ecosystems raises new challenges for their work. Participants were of the view that the universal nature of human rights require policymakers at all times to consistently operate within this framework. Any limitation of rights should be well-defined in law, transparent and proportionate. It was also essential that policy-makers should interpret human rights within the context of the information ecosystems, though this was not seen as necessarily implying a need to create new human rights. It was also perceived that the current debates emphasized viewpoints that were based in the Western context and concepts and there was a need to broaden this discussion so as to ensure the inclusion and relevance of these discourses. While there was wide recognition that information ecosystems were broad-based and required multi-stakeholder engagement it was recognized that this approach was still not fully accepted.
- Greater engagement and involvement of users. Participants discussed the increased potential and influence that individuals could exert online which pointed to the greater agency of stakeholders. In this regard they discussed whether this might imply a need for new tradeoffs and balances between rights and responsibilities. The need for the acquisition of the related skills, competencies and attitudes through education was underlined as a key approach to addressing this evolution, consequently programs in areas such as media and information literacy, digital literacy and or 21<sup>st</sup> century Skills were seen as essential elements that should be incorporated into educational programmes at all levels. The transfer of practices and experiences across regions was also seen as essential for supporting user capability.

The experiences of the African Network for Information Ethics (ANIE) was seen as one which could serve as a model for other regions. Established in 2007 with the support of various European and North American experts, notably the Fieks Foundation in Germany, the University of Milwaukee-Wisconsin and UNESCO the network has expanded and now spans more than 17 African countries offering programmes of training and research developed in tertiary institutions. Similar initiatives are currently underway in Latin America.

#### Session participants underscored the importance of:

• Infoethics Conferences and other awareness raising activities for all stakeholders



- Online resources and observatories to support the dissemmination of best practics
- Mainstreaming of ethics in the education of information professionals
- Supporting key skills in the areas of media and information literacy at all levels of the education system
- Policy-makers being able to simultaneously address competing stakeholder needs, interests and public policy goals based on ethical principles grounded in human rights.

### Suggestions for Thematic Aspects that might be included in the WSIS Forum 2015

Examination of the information ethics challenges presented by big data and cloud computing.

#### **Emerging Trends related to WSIS Action Lines:**

Increasing complexity of the virtual spaces and the need for simultaneous attention to the design of the information ecosystems, the development of policies to manage these information ecosystems and the building of the new skills, competencies and attitudes that users require to thrive in and create a sustainable, just information and knowledge based society.

#### **Session Chair:**

Mr. Paul Hector, Section for Universal Access and Preservation, Knowledge Societies Division, UNESCO



### Provisional Agenda:

10:30 a.m. Opening Remark by Session Chair			
10:35 Presentations by Panellists			
10'	Remote Intervention	John Crowley	
10'		Romi S Mukherjee	
10'		Diane Whitehouse	
10'		Rafael Capurro	
10'		Mawaki Chango	
11:25 p.m. Interactive session with live and virtual audience			
25'	Q&A with 15 minutes dedicated to interventions by virtual participants		
11:50 p.m. Discussion synthesis and closing Remark by Session Chair			
12:00 p.m. End of session			

### **Contacts:**

Dr. John Crowley, Social & Human Sciences Sector

Mr. Paul G. C. Hector, Communication and Information Sector



### WSIS Action Line Facilitators' Meeting

### Ninth Meeting of WSIS Action Line Facilitators

Friday 13 June 2014

14:00 - 16:00 A(passive)/E/

Room 1, CICG

# Pursuant to Article 109 of the Tunis Agenda, the ninth meeting of the WSIS Action Line Facilitators took within the framework of the WSIS+10 High-Level Event. The purpose of the meeting was in particular to assess the general progress made within the WSIS Action Lines, as well as to identify

measures to strengthen the overall WSIS implementation process. All Facilitators and Co-Facilitators of WSIS Action Lines reported on their respective action lines to the meeting. Other WSIS Stakeholders were also welcome to participate.





(IS)

TERACTIVE SESSION

# Interactive Sessions (IS)

Interactive sessions provide workshop style interaction amongst the participants and panellists. The panellists provide an introduction to the framework of the session and act as moderators, while the participants are encouraged to drive the discussion of the session.





### **Interactive Sessions**



### Knowledge Café: WSIS+10 Forum Vision to Implementation WSIS Action Lines Driving Development beyond 2015

### Thursday 12 June 2014

ICT Discovery, 2<sup>nd</sup> Floor Montbrillant Building, ITU

12:00 - 15:00

Limited to 120 seat

First come first served basis

The Knowledge café was held on the theme of WSIS+10: From - Vision to Implementation WSIS Action Lines Driving Development beyond 2015

The knowledge café was attended by 120 WSIS Stakeholders. It was structured around 3 conversation rounds and 3 townhalls

A total of 83 ideas spread across the following trends:

- Weaving the fresh WSIS Action line visions endorsed in the High level Event into policies and the ICT plans at the National level .
- Promoting public private partnerships for ICT for Development projects.
- WSIS Forum as the most effective annual platform for multistaeholder dialogues on implementation of Action lines for development.

Moderator: Ms Saba Imru

### Key Concluders for each round:

- WSIS+10 HLE Vice-Chair: H.E. Mr. Adama Samassékou, Former President of PrepCom of the Geneva Phase of the WSIS
- WSIS+10 HLE Vice-Chair: H.E. Ambassador Janis Karklins, Former President of PrepCom of the Tunis Phase of the WSIS
- Prof. Vladimir Minkin, Chairman of the WSIS+10 Multistakeholder Preparatory Platform (WSIS+10 MPP)



### **Interactive Sessions**



15:00 - 16:30

# Final WSIS Targets Review (Partnership on Measuring ICT for Development)

Thursday 12 June 2014

Room H

"Targets and action lines should be time-bound, concrete and measurable." Susan Teltscher, ITU



"Given the lack of ICT statistics, many policy makers continue to make decisions in the dark." Torbjörn Fredriksson, UNCTAD

"The beauty of data is that they give very clear messages to policy makers." Alexandre Barbosa, CETIC.br, Brazil

### **Debated Issues:**

- Mixed results of the progress in terms of achieving the WSIS Targets
- Limited availability and quality of ICT statistics to measure the information society, in particular in developing countries
- Endorsement of the work of the Partnership on Measuring ICT for Development and their work in increasing the availability and quality of ICT statistics since WSIS
- Final WSIS Targets Review constitutes a key reference document for policy makers
- Given the lack of available data, new/alternative data sources need to be taken into account and considered in addition to official statistics for measuring the information society and the impact of ICTs on social and economic development

### Main Outcomes:

The session highlighted the mixed results in achieving the WSIS Targets. While there has been extensive growth in ICT networks, services and applications, and content has driven the global information society in the decade following the 2003/2005 World Summits on the Information Society, ICT access and use is far from equally distributed. Large parts of the world's population have limited access to ICTs and cannot fully benefit from their potential. While the last decade has shown much-faster-than-anticipated growth in mobile-cellular services and the move towards ubiquity in telephony, still over 4 billion people in the world (60 per cent of the world's population) are not using the Internet. Major digital divides remain and constitute a barrier to the development of an


inclusive information society. The session also highlighted the lack of data to fully assess progress and the need to produce better ICT statistics to assess the development of the information society.

The session also noted a number of lessons learnt from the WSIS Targets monitoring process that should be taken into consideration for a future ICT monitoring framework:

- The formulation of targets and indicators should be preceded, at the policy level, by the identification of high-level goals.
- Any future ICT goals should be accompanied by a high-level endorsement, including raising awareness among policy-makers.
- Forward-looking ICT targets should be closely linked to the broader post-2015 development agenda. Since ICTs change rapidly, and long-term target setting may be a challenge, ICT targets should be reviewed regularly to adapt them to technological developments and policy priorities.
- Post-2015 targets should go beyond ICT access and infrastructure, and measure use and the quality of access, as well as the impact of ICTs on social and economic development, an area where there is currently insufficient internationally comparable data.
- For the identification of ICT targets and indicators, policy makers should work closely with the statistical community so as to produce robust and reliable statistics to inform policy development. In this context, policy makers should take advantage of the work of the Partnership on Measuring ICT for Development, a platform that can lead the coordination to measure the information society at the international level.
- Targets should be time-bound, concrete and measurable to be able to track progress, identify shortcomings and evaluate existing and help identify new policies.

The debate following the presentations highlighted the importance of taking into consideration alternative and new data sources to complement official ICT statistics to adequately monitor progress toward the information society. Participants recognized the work of the Partnership on Measuring ICT for Development and its work in increasing the availability and quality of ICT statistics in the last decade.

#### Organizer:

Partnership on Measuring ICT for Development

#### Panellists:

- Susan Teltscher, Head of ICT Data and Statistics, and Vanessa Gray, Senior Analyst, ICT Data and Statistics, ITU
- Peter Wallet, Programme Specialist, UNESCO Institute for Statistics (UIS)
- Seema Hafeez, Senior Economic Affairs Officer, UN DESA
- Scarlett Fondeur, Economic Affairs Officer, UNCTAD
- Alexandre Barbosa, Head of the Center of Studies for Information and Communications Technologies (CETIC.br), Brazil



#### Link between this workshop and the WSIS Action Lines:

- <u>C1. The role of public governance authorities and all stakeholders in the promotion of ICTs</u> for development
- <u>C2. Information and communication infrastructure</u>
- <u>C3. Access to information and knowledge</u>
- <u>C4. Capacity building</u>
- <u>C5. Building confidence and security in the use of ICTs</u>
- <u>C6. Enabling environment</u>
- C7. ICT Applications:
  - o <u>E-government</u>
  - o <u>E-business</u>
  - o <u>E-learning</u>
  - o <u>E-health</u>
  - o <u>E-science</u>
- <u>C8. Cultural diversity and identity, linguistic diversity and local content</u>
- <u>C9. Media</u>



## **Interactive Sessions**



### **UN Regional Commissions**

Friday 13 June Room E 11:00 - 12:45



The Tunis Agenda on the Information Society, more precisely its Para 101 proposed implementation mechanism at the regional level, as follows: upon request from governments, regional intergovernmental organizations in collaboration with other stakeholders should carry out WSIS implementation activities, exchanging information and best practices at the regional level, as well as facilitating policy debate on the use of ICTs for development, with a focus on attaining the internationally agreed development goals and objectives, including the Millennium Development Goals. UN Regional Commissions, based on the request of Member States and within approved budgetary resources, may organize regional WSIS follow-up activities in collaboration with regional and sub-regional organizations, with appropriate frequency, as well as assisting Member States with technical and relevant information for the development of regional strategies and the implementation of the outcomes of regional conferences. The purpose of this meeting is to discuss the follow-up on the implementation of the WSIS outcomes at the regional level. Session will include the contributions of the representatives of the UN Regional Commissions, followed by a general discussion.

Stationed in five regions of the world, United Nations Economic Commission for Europe (UNECE), United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP), Economic Commission for Latin America (ECLAC), United Nations Economic Commission for Africa (ECA) and United Nations Economic and Social Commission for Western Asia (UNESCWA) share key objectives aiming to foster economic integration at the sub-regional and regional levels, to promote the regional implementation of internationally agreed development goals, including the Millennium



Development Goals (MDGs), and to support regional sustainable development by contributing to bridging economic, social and environmental gaps among their member countries and sub-regions. The Regional Commissions plays a unique role in not only gathering regional data on the implementation of WSIS related activities till date but also regional inputs on a vision for WSIS Beyond 2015.





Monday 9 June 2014

14:30 - 16:1

#### Room H1

"For ten years now, the WSIS Stocktaking Process has served as a global repository for collecting and reporting on ICT-related projects fostering implementation of the WSIS outcomes" Mr Houlin Zhao, Deputy Secretary-General, ITU

"In all ICT activities, government has a role to play as a facilitator, not only in enabling policies but also in providing the infrastructure" Mr Charles Semapondo, Director, Universal Service Unit, Rwanda Utilities Regulatory Authority (RURA), Rwanda

"Building the Information Society and bridge the Digital Divide means to achieve the access to information and knowledge with the view of sharing and not excluding." Mr Carlos Martinez Albuerne, senior specialist, Ministry of IC, Cuba

"Think inclusively" Mr KAM Morshed, Assistant Country Director, Bangladesh, UNDP

"Think big, start small, replicate fast but start from the bottom" Mr KAM Morshed, Assistant Country Director, Bangladesh, UNDP

"More and more entities, in cross-cutting sectors and in different countries, are taking part in the WSIS Stocktaking Process with a view to sharing best practices" Ms Regina Valiullina, Policy Analyst, ITU

#### **Debated Issues**:

- Rwanda: The importance of the elaboration of ICT for Development plans and national e-strategies was reiterated in 2003, in line with the first phase of the WSIS (example of Rwanda – Vision 2020 presented by Mr Charles Semapondo, Director, Universal Service Unit, Rwanda Utilities Regulatory Authority (RURA), Rwanda).
- People centric approach is addressed in the agenda of many leaders. Reference to quotes by H.E. Paul Kagame, President of the Republic of Rwanda.



- In 2014, there are still several challenges such as illiteracy, need for aid applications, and accessibility of mobiles. Telecentres are solutions in many areas that are below the line of poverty
- **Oman:** the report on 10 years achievements was provided and contribution towards achieving WSIS and MGD goals was highlighted. For example, child mortality rate was reduced from 39 in 1990 to 11.5 in 2012 per 1000 birth and total adult literacy rate reached 86.9% in 2012.
- **Bangladesh:** Transformation is radical in Bangladesh. Constraints in Bangladesh,160 million people and only 50% has access to electricity
- Discussion about MDGs is always refer to Bangladesh as good example
- 2006-2007 time of uncertainty in Bangladesh
- Bangladesh is outsourcing country
- Involvement of society, engagement has changed
- we copy ideas from all over the world, from Egypt
- Innovation design thinking in the government. Innovation team in every government agency, we bring innovation to the core business
- "Digital Bangladesh" is based on 4 pillars:
- 1. how u could use ICTs in education
- 2. connecting people taking into consideration electricity constraint
- 3. how could you make civil service more responsive to people
- 4. how could you use ICTs in business
- Cuba: Majority of ICT projects reported to WSIS Stocktaking Process are linked with WSIS action lines "Access to information and knowledge", as well as "Capacity building". Participation in event like WSIS is the first step, and that many things have to be done in the future.

#### Main Outcomes:

- Case studies were proven as excellent means to share information and lessons learnt among stakeholders.
- Multistakeholder approach is important in the WSIS process (international organizations, governments, the private sector, civil society and other stakeholders)
- 10 years country achievements
- 10 years anniversary of WSIS Stocktaking Process
- Publication Release of WSIS Stocktaking Report 2014
- Overview of more than 1 000 activities implemented globally and trends identified over the past 10 years
- Replication of successful models from other countries is key (example of Bangladesh that took experience from Egypt)



- Reporting mechanisms of case studies through WSIS Stocktaking process
- Examples highlighting contribution to achieving MDGs and WSIS goals.
- E-content
- In addition to the input indicators stakeholders should focus more on outcome indicators
- Since 2004, in response to § 120 of the Tunis Agenda for the Information Society, ITU has maintained the public WSIS stocktaking database as valuable tool for collecting information and for regular reporting on WSIS-related activities
- Para 21 of "WSIS+10 Statement on Implementation of WSIS Outcomes"
- reiterates that WSIS Stocktaking Process, including WSIS Project Prizes, has become, an efficient and effective platform for collection of ICT-related projects for WSIS Action Lines providing useful contribution to the sharing best practices at the global level.
- The WSIS+10 Vision for WSIS Beyond 2015 highlighted that reporting on good practices, success stories and examples of the ICT projects on regular basis through the WSIS Stocktaking Database, maintained by the ITU, became an important process for building capacities necessary to accelerate implementation of WSIS activities as well as crucial platform to assist facilitation work of the WSIS Action Line
- Case studies presented at the session and activities reflected in the WSIS Stocktaking report 2014 highlight developments made towards achieving the WSIS goals as well as the Millennium Development Goals. Stakeholders will continue to work on ICT related projects in the framework of the post-2015 development agenda and the forthcoming Sustainable Development Goals.

#### Suggestions for Thematic Aspects that might be included in the WSIS Forum 2015:

Share the models that were replicated from other countries

#### **Emerging Trends related to WSIS Action Lines identified during the meeting:**

- Solidarity among all members of society being crucial towards achieving the WSIS goals (AL C1)
- Infrastructure and broadband are essential prerequisites if people are to benefit from a range of e-services such as e-health, e-agriculture, e-learning, e-environment, e commerce and many others. (AL C2)
- In the public health sector, various types of initiative are being undertaken, with a focus on regular electronic communication with patients in the form, for example, of SMS reminders and online advice. People in rural and remote areas are able to benefit from teleconsultation facilitates. A particular concern of many governments is reducing child mortality and improving maternal health (AL C7)
- In the e-agriculture sector, chronic hunger, food waste and agricultural losses are challenges (AL C7)



- Teleworking is becoming an efficient tool for empowering citizens, particularly women and persons with disabilities, to enter the workforce. Youth unemployment (AL C7)
- E-waste continues to represent a huge challenge, with an estimated annual 50 million tons of e-waste still being produced worldwide. (AL C7)
- Mainstreaming accessibility initiatives remains high on the agenda of many governments. (AL C3)
- Community centres and telecentres are being implemented in order to ensure free access to ICTs and information anytime, anywhere, with rural and remote areas as a primary target to ensure the digital inclusion of their populations. (AL C3)
- In some countries, adult illiteracy is still an enormous challenge, particularly in rural and underserved areas. 2 billion people worldwide will be aged 60 or over by 2050, investments are increasing in ICT literacy for older persons.

#### The list of invited speakers:

- Welcome remarks by ITU Deputy Secretary-General, Mr Houlin Zhao
- Ms Regina Valiullina, Policy Analyst, ITU
- Mr Peter Olu Jack, Director General, National Information Technology Development Agency (NTIDA), Nigeria
- Mr Charles Semapondo, Director, Universal Service Unit, Rwanda Utilities Regulatory Authority (RURA) Rwanda
- Mr Suleman Bakhsh, Senior ICT Analyst, Telecommunications Regulatory Authority (TRA), UAE
- Ms Aida Yousuf Seif Al- Rahbi, Acting Director of Contracts, Information Technology Authority (ITA), Oman
- Ing. Carlos Manuel Martínez Albuerne, especialista superior del Ministerio de Comunicaciones, Cuba
- Mr KAM Morshed, Assistant Country Director, Bangladesh, UNDP



### **Interactive Session**

# World Café: Beyond Excellence in Implementation of ICT Projects

Wednesday 11 June 2014

ICT Discovery, 2<sup>nd</sup> Floor Montbrillant Building, ITU First come first served basis 12:15 - 14:4! Limited to 120 seat

THEMATIC WORKSHOP

"WSIS Stocktaking: Beyond Excellence in Implementation of ICT Project" is a collaborative meeting, in the format of a world café. This innovative approach allows all participants to engage actively in creative dialogue, to have discussion on the best practices towards achieving WSIS goals and how to address challenges beyond 2015. This Word Cafe is organized in the framework of the contest of WSIS Project Prizes 2014. The best practices presented in this session are based on the success stories from winners 2014.

The session is organized into 5 interactive rounds:

- 1) Youth and entrepreneurship
- 2) Connecting and educating in rural areas
- 3) Development of public services and exchange of information
- 4) Addressing cyber risks
- 5) Strengthening efforts towards international and regional cooperation

It provides an opportunity for winners to present their stories and receive instant feedback from the public. The purpose of this session is to exchange success of the real stories and collects views on challenges and how those challenges could be addressed beyond 2015.



Countries provide updates and reports on the implementation of the WSIS Action Lines in their respective countries. This session provides an opportunity for all participants to learn and share their country level experiences on the implementation of the WSIS Action Lines.



### Informatization in Cuba (Cuba)

### Monday 9 June 2014

11:00 - 13:00

Room K2

- The insertion of ICT in the educational system in Cuba has moved dramatically from utopia to reality. As part of the informatization policy of the Cuban society, impressive efforts have been made to bring these technologies within reach of the citizens, since the early ages. The Cuban practice in the production, use and research of these technologies in the teaching process confirms the results achieved in the quality of the Cuban education.
  En Cuba la introducción de las TIC en el sistema educativo ha pasado vertiginosamente de utopía a realidad. Como parte de la política de informatización de la sociedad cubana, se han realizado grandiosos esfuerzos para poner al alcance de los ciudadanos, desde edades tempranas, estas tecnologías. La práctica cubana en la producción, utilización e investigación de estas tecnologías en el proceso docente, corroboran los resultados alcanzados en la calidad de la educación cubana.
- **Cubarte is the Portal of the Cuban Culture**, a cultural agenda and a directory showing Cuba and the Cuban culture from Cuba. Cubarte's audience goes beyond its own citizens, for it reaches millions of domestic and foreign visitors, circulating the web. Besides the compilation of news and events that it presents, the signings of authors as collaborators and its multimedia database stand out.

**Cubarte es el Portal de la Cultura Cubana**, una agenda cultural y un directorio que muestran la cultura cubana y Cuba desde Cuba. El público de Cubarte tiene alcance más allá de los propios ciudadanos, pues llega a los millones de visitantes, nacionales y extranjeros, que circulan en la web. De Cubarte destacan, además de la compilación de noticias y eventos que presenta, las firmas de autor como colaboradores y su banco multimedia de archivos.

#### Panellists:

- *"Insertion of ICT in the educational system. Cuban experience.* (Speaker: Iván Barreto Gelles, Director of Informatics from the Ministry of Education of Cuba)
- *"CUBARTE. Portal of the Cuban culture"* (**Speaker:** Rafael de la Osa Díaz, Director of Informatics from the Ministry of Culture of Cuba)

Link between this workshop and one of the WSIS Action Lines:



- <u>C4. Capacity building</u>
- <u>C7. ICT Applications: E-learning</u>
- <u>C8.</u> <u>Cultural diversity and identity, linguistic diversity and local content</u>



# Qatar Assistive Technology Center: Empowering People (Qatar)

Wednesday 11 June 2014

13:15 – 14:45

Room H1

Coffee to be served before the workshop

"Mada empowers people with disabilities with ICT & ADVOCACY for change" – Mada

"Building capacity through ICT training and consultancy" - Mada

#### **Debated Issues**

- Establishment of Mada, Qatar Assistive Technology Center
- Strategic objectives behind the establishment of the center
- The mission and vision of Mada
- Mada new strategy the rationale behind it and the goals
- Services provided by Mada
- Case studies, video, discussions

#### Main Outcomes:

WSIS 2015 should consider assistive technology as an essential solution for PWD's access to ICT

#### Organizer:

Mada - Qatar Assistive Technology Center

#### Panellists:

- Mrs. Reem Al Mansoori, Executive Director for ICT & Society, Ministry of ICT, Qatar
- Mr. Hashem Al Hashemi, Strategic Advisor for Institutional Relations, Ministry of ICT, Qatar
- Mrs. Noor Al Mazroei, Assistive Technology Specialist, MADA, Qatar Assistive Technology Center



### Egypt 10 Years After... (Egypt)

Thursday 12 June 2014

09:00 - 10:30

#### Room K1

"The Egyptian Dream Team" a sentence coined by Ms Marilyn Cade (ICC) in describing the Egyptian team that has worked throughout the WSIS and IGF process for years.

"Egypt comes at the top of the 10 most active countries in the IGF process" based on the number of words contributed through the collection of texts and contributions made by Diplo Foundation. Statement of Jovan Jovan Kurbalija, Phd, Director, DiploFoundation



Arab Republic of Egypt Ministry of Communications and Information Technology

#### **Debated Issues**:

The workshop revolved around the launching and description of the newly issued Egypt's country report for WSIS+10 with its two parts: the living document, an e- book capturing more than 200 projects developed by Egypt throughout the past 10 years. The e- book is constantly updated. The second part is Egypt A Decade of achievements where a synthesis and analytical document is produced describing briefly the main milestones in Egypt's knowledge society development. The main presentation noted that the document does not confine itself to documenting the efforts of government, but covers NGOs, academia and the private sector.

- The national panelists went through a brief overview of Egypt's involvement and commitment to the WSIS process. They also offered an overview of the key steps of Egypt in the telecom sector, as well as specific action lines including the enabling environment. Panelists offered an overview of the different components of the enabling eco system Egypt is striving to secure for an inclusive, reliable and sustainable knowledge society. Capacity building efforts were also tackled.
- The national panelists also shared indicators about Egypt's progress in terms of achieving wsis targets, noting that there is a strong need for the development of indicators measuring the socio economic impact of ICTs.
- The session's international discussants tackled a number of issues including UNESCO's current plans of work and how they coincide with the core interests in Egypt, pointing out to



the importance of accessibility of knowledge and not just technology, in addition to the importance of media literacy and open standards.

• Diplo foundation pointed out to the efforts made by Egypt in creating a professional team working on WSIS and IGF issues, through capacity building in cooperation and throughout a number of years which insured a sustainable team work and rendering Egypt's team one of the best in this area.

#### Main conclusions reached during the discussion:

The activeness, continuity of Egypt's efforts in the WSIS and IGF processes despite the political changes witnessed by Egypt in the last 3 years and the centrality of Egypt in the success of the processes.

#### Organizer:

Ministry of Communications and Information Technology, Arab Republic of Egypt

#### Panellists:

Lead discussant and distinguished Host: Ambassador Walid Abdel NASSER, Egypt's Permanent Representative to the United Nations in Geneva

#### **Distinguished Experts**

- Dr Noha Adly, First Deputy to Minister, Ministry of Communications and Information Technology, Egypt
- Mr Mahmoud el Goweiny, NTRA Board Member
- Ms Nermine Elsaadany, Director International Relations Division, Ministry of Communications and Information Technology, Egypt
- Dr Nagwa el Shenawy, Director Information Center, Ministry of Communications and Information Technology, Egypt
- Ms Nevine Tewfik, Head of Research, Studies and Policies, IR Division, Ministry of Communications and Information Technology

#### **Distinguished International discussants:**

- Dr Indrajit Banerjee, Director of Communications and Information Sector, UNESCO
- Dr Jovan Kurbalija, Founding Director, DiploFoundation

#### Link between this workshop and the WSIS Action Lines:

- <u>C2. Information and communication infrastructure</u>
- <u>C8.</u> Cultural diversity and identity, linguistic diversity and local content
- <u>C9. Media</u>
- <u>C10. Ethical dimensions of the Information Society</u>



• <u>C11. International and regional cooperation</u>



What are the Key Issues in implementing WSIS Outcomes (since 2005 and beyond 2015)? - Lessons Learnt from the experiences of Japan contributing to Developing Countries (Japan)

Thursday 12 June 2014

### 09:00 - 10:30

Room K2

Mr Jun Takamoto, the Ministry of Internal Affairs and Communications: Japan thinks that application and utilization of ICT should be promoted to solve challenges related to social and economic development.

*Mr* Yasuhiko KAWASUMI, the ITU Association of Japan: "ICTization" projects are conducted in Shiojiri city.



#### **Debated Issues**

- Overview and challenges of the WSIS outcome implementation in Japan
- Development of rural community's infrastructure and e-application
- Deployment of optical fiber cables into rural areas
- Introduction of broadband network infrastructure and security system

#### Main Outcomes:

- In the workshop, Mr. Kawasumi and Mr. Kaneko focused on how centernetworks enable to develop disaster-resilient communities in rural area through the case of Shiojiri city in Japan.
- In the workshop, Mr. Ichiro KOBAYASHI(Furukawa Electric) focused on the small and lightweight optical fiber cables in order to deploy optical fiber cables into rural area.
- From its experience, aerial installation along the road side is an easy and economical manner to deploy optical fiber network in rural areas.
- Training for engineers is also important for rural optical network constructions.



- In the workshop, Mr. Mitsuru TUCHIDA(Mitsubishi Electric) focused on experiences in developing and introducing broadband communication networks and CCTV security systems.
- Security cameras, with high resolution and clear images with less motion blur, can be used not only for crime prevention purposes but also for early detection of disasters.
- Wide area surveillance system is important for early detection of the disasters.

#### Suggestions for Thematic Aspects that might be included in the WSIS Forum 2015:

How to promote ICT application in rural areas?

#### Emerging Trends related to WSIS Action Lines identified during the meeting:

How to deploy networks in rural areas in economically feasible manner?

#### Organizer:

Ministry of Internal Affairs and Communications, Japan

#### Panellists:

#### Speakers:

- Title : Overview and Challenges of WSIS Outcome Implementation in Japan Mr. Jun TAKAMOTO
   Deputy Director, International Policy Division, Global ICT Strategy Bureau, Ministry of Internal Affairs and Communications, Japan
- Title : Development of Rural Community's Infrastructure and e-application Mr. Yasuhiko KAWASUMI Special Advisor, The ITU Association of Japan Mr. Haruo KANEKO Manager CTO, Planning Information Section, Collaboration Promotion Division, Shiojiri City Council
- Title : Deployment of Optical Fiber Cables into Rural Area Mr. Ichiro KOBAYASHI General Manager, Engineering Department, Optical Fiber & Cable Products Division, Furukawa Electric Co., Ltd.
- Title : Introduction of Broadband Network Infrastructure and Security Systems Mr. Mitsuru TSUCHIDA Manager, Communication Systems Engineering Center, Mitsubishi Electric Corporation



#### Link between this workshop and the WSIS Action Lines:

- <u>C1. The role of public governance authorities and all stakeholders in the promotion of ICTs</u> for development
- <u>C2. Information and communication infrastructure</u>
- <u>C3. Access to information and knowledge</u>
- <u>C5. Building confidence and security in the use of ICTs</u>
- <u>C6. Enabling environment</u>
- <u>C7. ICT Applications:</u>
  - o <u>E-government</u>
  - o <u>E-health</u>





### Thursday 12 June 2014

09:00 - 10:30

Room M

Coffee to be served before the workshol

" IT Governance must always answer 5 critical questions: Is IT aligned with our business and users needs? Is IT delivering value to the business? Are the IT risks managed properly? Are we efficiently managing our IT resources? How are we measuring the performance of IT?" Fouad Bager, Quality Assurance Department Manager – CAIT

"Sharing best practices is as much important as sharing bad experiences, in order to spread the best knowledge to all, and use resources the most efficiently possible." Dr Hamadoun I. Toure, ITU Secretary General

#### Debated Issues:

Kuwait's country workshop focused on major achievements of the Central Agency for Information Technology (CAIT) as well as other government agencies (Environmental Public Authority (EPA), Public Authority for Information Technology) in their endeavor to achieve IT strategic goal

- e-Kuwait as a milestone of developing information society within framework of the state vision
- Kuwait 2035 towards the state of Kuwait becomes a leading center commercially and financially at both regional and universal levels

The National Project for Electronic Correspondence Among Government Agencies (Online Correspondence) presented by: The Central Agency for Information Technology (CAIT):

CAIT launched this project pursuant to its establishment decree as a new step towards the application of electronic governance system (G2G) in coordination with the other governmental authorities, whereas the information technology contributes through this project in the exchange of



data, information and documents automatically with any governmental agency or between different governmental agencies.

#### Development of National IT Governess Framework: presented by CAIT

CAIT aims to establish and implement National IT Governance Framework for IT standards and leading practices across the government sector. CAIT will achieve the following key objectives through this initiative:

- Better management of IT to improve quality of IT services delivered by the government agencies
- Manage the risks and meet all the government entities stakeholders expectations
- More alignment between IT and the organizational strategic plans
- Ensure compliance with regulatory requirements from all entities
- Optimize the use of IT resources in the State of Kuwait



It is Kuwait's official environmental portal, developed and managed by the Environmental Monitoring Information System of Kuwait (eMISK), which is established by the Environment Public Authority (EPA).

Beatona.net represents EPA's commitment towards creating awareness about a responsible environmental behavior among the people of Kuwait. Beatona is eMISK's public venture for the



people of Kuwait with the sole intention of generating awareness and sharing authentic contents and valued scientific information in a user friendly manner



#### Kuwait Finder: presented by the Public Authority for Information Technology (PACI):

Kuwait Finder application was developed in order to utilize the massive information available in PACI to locate any address of any private or public establishments. PACI, by law, is considered the soul source of address information in Kuwait. Kuwait Finder has a community of more than 300,000 iOS, and Android users, with an average number of 500,000 hits/day.



#### Organizer: Kuwait

#### Panellists:

- Mr Qusai Al Shatti, the Central Agency for Information Technology, Kuwait
- Mrs Rajaa Al Behaisi, the Central Agency for Information Technology, Kuwait
- Mr Foad Bager, the Central Agency for Information Technology, Kuwait
- Ms Nadra Nadoom, the Central Agency for Information Technology, Kuwait
- Mr Waleed Al Shaiji, the Central Agency for Information Technology, Kuwait
- Mr Khaled Al Mulaifi, the Central Agency for Information Technology, Kuwait
- Mr Abdulaziz Al Duwaisan, the Central Agency for Information Technology, Kuwait
- Miss Heba Al Ahmad, the Central Agency for Information Technology, Kuwait
- Mr Mansour Al Mithin, Public Authority of Civil Information, Kuwait
- Mr Ahmad Al Sabr, Public Authority of Civil Information, Kuwait
- Mr Mahee Abdulkareem, Public Authority of Civil Information, Kuwait



- Ms Shayma Al Saffar, Environmental Public Authority, Kuwait
- Ms Amal Al Muhanna, Environmental Public Authority, Kuwait

#### Link between this workshop and the WSIS Action Lines:

- <u>C1.</u> The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- <u>C7. ICT Applications: E-government</u>



### Smart Future, Smart Government (United Arab Emirates)

### Thursday 12 June 2014

10:30 - 12:00

#### Room K1

The United Arab Emirates (UAE) mGovernment is presenting a session on Smart Future, Smart Government.

The UAE launched the Mobile Government Initiative in May 2013 and since then, the country has been taking steadfast steps to realise this initiative.

One of UAE mGovernment's earliest actions was to launch the

mGovernment Guidelines document to prepare the UAE government entities to transform eGovernment to mGovernment by developing and implementing advanced mobile ICT-based applications and services.

To facilitate the successful implementation of the Mobile Government Initiative, the UAE mGovernment subsequently launched the mGovernment Roadmap which sets milestones to be achieved in a systematic plan by the year 2015.

The UAE mGovernment is now striving to establish a Federal Network (FedNet), Trusted Service Manager (TSM) and Centre of Digital Innovation (CoDI). FedNet will act as a link between the various government agencies that provide services to clients and provide for the secure and reliable exchange of data and services; TSM, will enable service providers to distribute and manage their contactless applications remotely by allowing access to the secure element in NFC-enabled handsets; and CoDI will be a state-of-art laboratory for testing the government applications.

Each of these projects are designed to mobilise the UAE government entities to provide services through mobile phones and smart devices by engaging intelligent service-delivery methods such as mobile applications that are based on predictive analytics.

The UAE mGovernment recently launched the UAE's official mGovernment App Store, which is a repository of all the official mobile applications that provide UAE government services.

The UAE mGovernment is currently working to launch the National Plan for UAE Smart Government Goals. It is based on the UAE mGovernment Guidelines, the UAE mGovernment Roadmap, the UAE Prime Minister's Office's studies and surveys on mGovernment, the diverse background of





United Arab Emirates

الحكومةالذكية **m**government



stakeholders involved and the expertise of the Smart Government Team that has based their studies on global Smart Government frameworks and international benchmarks and best practices.

The UAE has taken huge strides in the field of eGovernment in the last decade. In 2000, the UAE became the pioneer in the region and the seventh in the world to launch the eGovernment project. The UAE started some of its eServices such as eDirham (electronic currency as a mode of payment for government services) in as early as the year 2001.

The UAE government regularly supported the eGovernment programme by setting up designated committees and specific strategies for the same. In November 2002, a Coordinating Committee for eGovernment Programme in the UAE was set up by the Ministry of Finance. This was followed by setting up an eGovernment Strategy in March 2003 and an Operational plan for eGovernment in June 2004. In March 2005, the Ministry of Finance launched a pilot of the eGovernment Portal.

In June 2008, the Telecommunications Regulatory Authority (TRA) passed a resolution to develop a strategy for information systems in the federal government. In the year 2010, the UAE Prime Minister's Office developed a strategy for the improvement of government services.

The result of these efforts was upheld in the UN E-Government Survey 2012, where the UAE achieved 6th rank in eParticipation and 7th in online services.

While the Mobile Government Initiative encourages the government entities to provide essential services through mobile phones and smart devices by the year 2015, progress doesn't stop here for the UAE; not yet.

Under the banner of Vision 2021, the UAE aspires to be among the best countries in the world by 2021. Vision 2021 charts out responsibilities for the UAE Government, extracts of which are:

The UAE will nurture high quality of life built on world-class public infrastructure, government services, and a rich recreational environment. The UAE government should provide citizens with world-class infrastructure, services, and leisure resources, creating a rich environment in which they can enjoy well-rounded and fulfilling lives.

Emiratis will benefit from customer-focused government services whose quality is rigorously monitored and constantly improved. Interactive eGovernment will provide citizens with an especially responsive and efficient channel of service from public authorities.

Outstanding information and communication infrastructure will network our businesses together and give them a leading edge as they transact and interact with the world. Individual citizens will also reap the benefits of efficient connectedness in their digital lives as they search online for knowledge and the fulfilment of intellectual curiosity.

The UAE mGovernment follows the vision of the TRA: An optimal enabling environment in which the UAE's ICT sector will emerge as a leader in the global market place.

Its initiatives and projects aim at developing and utilising the ICT to spread education, promote businesses, empower citizens in a safe cyber world and contribute to the country's socio-economic progress in harmony with the international trends in the field of information society.



**Organizer:** United Arab Emirates (UAE) mGovernment



Broadband Infrastructure, Application and Services: Rwanda's Vision 2020 (Rwanda)

Thursday 12 June 2014

Room K2

15:00 - 16:3(

Coffee to be served before the workshol

#### **Debated Issues**

• The strategies used to run Broadband Infrastructure, applications, services projects in parallel with access to data and development of cloud computing in Rwanda



- ITU McCaw broadband project interested other countries and ITU is willing to partner with countries in the implementation of broadband access for schools and hospitals. The issue is availability of necessary bandwidth capacity
- Share of Rwanda experience in ICT development with other countries and how the country rank itself to its neighbors.

#### Key achievements are:

- Broadband network available in all 30 districts of the country
- Conducive legal and regulatory framework ICt development
- PPP partnership for 4G/LTE network
- Open access and infrastructure sharing policy for 4G/LTE network
- Whole sale network and competition on services
- Telecentre as way to bring ICT to citizen especially in rural and remote area
- Government initiative for ICT affordability (remove of taxes on ICT equipment)

#### **Questions asked by Soudan:**

- Development of Rwanda and successfull stories using limited resources: how do you reach where you are now, what are the issues encountered and how do you rank Rwanda with neighboring countries?
- Does Rwanda take 3% of GDP for research?

#### **Main Outcomes:**

• Top leadership commitment to the development of ICT is the key to success



- Total inclusion must be the target especially development of program for vulnerable people
- Gender mainstream
- Experience sharing
- Skill development Content development shall continue

#### Identified issues among others:

- Applications that meet citizens needs for ICT adoption and uptake
- Lack of local Content
- Lack of Websites in language utilized by all people in the country
- Population education to use internet
- Affordability

#### Suggestions for Thematic Aspects that might be included in the WSIS Forum 2015:

Actions and measures to stimulate the demand and boost ICT applications and Services development

#### **Emerging Trends related to WSIS Action Lines identified during the meeting:**

- Availability of broadband services in remote and rural area.
- Gender mainstreaming for total inclusions and equal opportunity access and usage of ICT applications and services.

#### Organizer: Rwanda

#### Panellists:

- Olivier Duroyon, Director, Public Affairs, Alcatel
- Eng. Charles Semapondo, Director, Universal Service, Rwanda Utilities Regulatory Authority (RURA)
- Desire Karyabwite, IP Coordinator, ITU/BDT
- Maj. François Régis Gatarayiha, Director General, Rwanda Utilities Regulatory Authority (RURA)





### Iran Progress in Information Society (Iran)

### Thursday 12 June 2014 Room K2

This workshop will provide a brief summary of the performances, experiences and accomplishments of the Islamic Republic of Iran regarding the Information Society. Panellists from government and the private sector, and academia will update the past reported projects as well as presenting new mega-projects, related to WSIS goals and action lines. The achievements as well as the challenges faced will be discussed by panellists.

According to the 5<sup>th</sup> National Development Plan of I.R.Iran, the current telecommunication network should be expanded to a stronger network called the Iran National Information Network (NIN). In this workshop some of the main sub-projects of the NIN such as ICT Infrastructure Development plan, Rural Broadband Access Plan, and National Science and Technology Network, which are implemented by government and/or private sector as well as local

content development, will be presented for participants. These presentations help participants gain a general view about WSIS in Iran.

16:45 - 18:1!



Iran National Committee for WSIS



Information Technology Organization of Iran

Since NIN will have an active role in expanding

access to and use of ICTs in the country, including broadband and mobile applications and fostering ICT capacity building, Information Technology Organization (ITO) as the body in charge for planning and monitoring the information Technology in Iran, has designed and established a system for measuring ICT indicators. In this regard some indicators from the ICT Core Indicators of Iran, such as ICT household indicators, economic impacts of ICT (e.g. share of ICT in GDP), and use of ICT in businesses, should be measured by using statistical surveys. Therefore at the end of 2013, ITO and the Statistical Center of Iran (SCI) had started two important national ICT measurement surveys. Some of their achievements will be reported at the last part of the workshop.



Iran National Committee for WSIS & Information Technology Organization of Iran

#### Panellists:

- Hadi Shahriar Shahhoseini, (Workshop Organizer) Director of International and Scientific Cooperation, Iran University of Science and Technology, Iran.
- Aliasghar Ansari, Vice Chairman of Iran Information Technology Organization, Iran.
- Ali Moeini, Ministry of Science, Research and Technology, Iran
- Kazem Ayatollahi, Iranian ICT Guild Organization (IIG), Iran
- Saeid Salarian, Deputy of Secretary for Supreme Council of ICT of Iran, Iran.
- Alireza Asgharian, Iran Communications Regulatory Authority, Iran.
- Amir Hossein Mohebali, Head of Strategic Planning and Monitoring Center of Iran Information Technology Organization, Iran.

#### Link between this workshop and the WSIS Action Lines:

- <u>C1.</u> The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- <u>C2. Information and communication infrastructure</u>
- <u>C3. Access to information and knowledge</u>
- <u>C4. Capacity building</u>
- <u>C5. Building confidence and security in the use of ICTs</u>
- <u>C6. Enabling environment</u>
- <u>C7. ICT Applications:</u>
  - o <u>E-government</u>
  - o <u>E-business</u>
  - o <u>E-learning</u>
  - o <u>E-health</u>
  - o <u>E-employment</u>
  - o <u>E-environment</u>
  - o <u>E-agriculture</u>
  - o <u>E-science</u>
- <u>C8.</u> <u>Cultural diversity and identity, linguistic diversity and local content</u>
- <u>C9. Media</u>
- <u>C10.</u> Ethical dimensions of the Information Society
- <u>C11. International and regional cooperation</u>

This workshop covers all the WSIS Action Lines.







MCIT contribution in the dissemination of digital culture, knowledge and capacity building (Saudi Arabia)

Thursday 12 June 2014

16:45 - 18:1!Coffee to be served before the worksho

Room K1 Panellist:

Presented by Dr. Abdulrahman Al-Orainy, Minister Advisor and Head NCITP



The National Digital Strategy as an enabler to bring Mexico into the Information Society (Mexico)

Friday 13 June 2014 Room K2 workshop 09:00 – 10:45 Coffee to be served before the

#### Highlights of the Mexican Digital Strategy

During the first year of the government of the President Enrique Peña Nieto, he promoted a series of important reforms aimed to transform Mexico towards a more competitive economy and inclusive





As part of the plan to take advantage of the benefits that the ICTs can bring for all Mexicans, on April 2, 2013 a new office responsible of overviewing and aligning the efforts of the federal government was created, the Coordination of the National Digital Strategy, under the leadership of Alejandra Lagunes, has been given this task and to reach it, it relies on a new National Digital Strategy, which was published on November 25, 2013. This is the action plan that the federal government will implement over the next few years.

This strategy was devised to meet the need to harness the potential of Information and Communication Technologies (ICTs) as a catalyst for the country's development.

All together these three efforts mentioned above, the initiative of the Telecommunications Reform, the creation of the Coordination of the National Digital Strategy, and the publication of the National Digital Strategy, show the commitment of the executive power to have a more inclusive society through the use and promotion of the ICTs.





After more than a year of work, we have major advances, and during the country workshop we will talk about them.

#### Progress in the National Digital Strategy

1. To improve the relationship between government and citizens, the National One-Stop Shop makes services available via website, mobile devices, personal attention centers and telephone. In its alpha version, the website, <u>www.gob.mx</u>, contains fully transactional digitalized services. This will have a direct impact on the competitiveness of Mexico and the quality of the services provided to the citizens.

2. There is a new ICT policy in place that improves the way federal government acquires technology, allowing a more efficient use of the public financial resources, while accessing to better technology. In this way, we are more prepared to respond to the needs of the society.

3. Following the principles of Open Government and taking advantage of technology, we are working towards a new model of governance based on a closer relationship between government and civil society. As a result, there is already an action plan to publish relevant information and to foster citizen participation and innovation.

4. The connectivity project "México Conectado" is working to bring internet access to 250,000 public spaces in all the country, such as public hospitals, libraries, schools and government offices, thus enabling internet access for more Mexicans.

5. To develop a technology-based innovation ecosystem that drives economic growth, we are opening new collaboration mechanisms with young people and entrepreneurs, such as Public Challenges and National Innovation Agents.

6. We are implementing the Open Data Policy, which will allow us to transform public information into new opportunities for innovation, and also transform the government into a platform for new ideas and new solutions to public problems.



7. To improve education, we are providing digital devices for all students in 5th and 6th grade to incorporate ICT into the educational process; and simultaneously, we are working in a digital skills pilot, that will allow us to explore the best comprehensive solutions.

8. We are moving into a new governance model of health services, in which technological solutions will help us to expand coverage and improve the quality of these services.

9. To ensure public safety, we are working along with the ICT industry and citizens to generate technological applications that will help us to prevent risks and mitigate damage caused by natural disasters.

www.mexicodigital.gob.mx www.gob.mx www.cidge.gob.mx www.datos.gob.mx

#### Panellists:

#### **Highlights of the National Digital Strategy**

Ms. Yolanda Martínez Mancilla, Head of Digital Government Unit, Ministry of Public Administration, Coordination of the National Digital Strategy.

#### **Infrastructure Initiatives for Universal Access**

Mr. Enrique Ruíz Sampaio, Economic Adviser, Knowledge and Information Society, Ministry of Telecommunications


### **Country Workshop**

Creating opportunities through the reduction of the digital divide, and the promotion of a safe and responsible use of Internet (Ministerio de Tecnologías de la Información y las Comunicaciones, Colombia)

Friday 13 June 2014

09:00 - 10:45

#### Room K1

Through Vive Digital, Colombia National Technology Plan we have achieved one of the biggest challenges of all time in the country, for June 2014 all the country will be connected to Internet through optical fibre allowing equity on



MinTIC Ministerio de Tecnologías de la Información y las Comunicaciones

information access to all the community, but as this challenge is achieved new challenges arrive, now is the time to build skills and teach people how to use the internet, empower people through the use of internet in order to foster their human development, create mechanisms and community centres to foster internet access for social innovation in community.

So far all Vive Digital is working in multiple dimensions trying to create a digital ecosystem in which infrastructure, services, applications and users grow together as a whole, allowing the digital divide to diminish. During the last four years the role of public government, the increasing infrastructure, the access to information technologies and communication, capacity building, creating confidence and security on the Internet, creating the perfect environment for all the community, fostering cultural diversity through the Internet, fostering media and enabling a multilateral international agenda have been a part of the development of the digital ecosystem and are now part of the Colombian population as programs, actions and alliances for community welfare.

As stated before, we have done so much and there is a clear progress on technology issues, but the challenge is right now. It is time to look beyond 2015 in order to help children have a better future and to create skills for their communities in order for them to grow together as a whole, reducing poverty and creating opportunities for communal innovation through the use of Internet.

For this session, specifically in terms of adoption, there are four topics that will be in the agenda in the short term in order to advance in achieving these challenges. The main focus is to create a social rhombus instead of a social pyramid. By creating skills within the community, we can transform



people into social agents of change for their communities with a clear focus on the creation of public – private alliances, as well as a focus on communities with disabilities in order to allow them to have social, economic, educative and labour inclusion. This will all take place in a digital environment where online security is a key aspect in order to make the use of Internet safe and to foster multiple uses of the Internet.

Taking into account BYND 2015 in which we are a part of, at the end of the workshop, we will focus on the role of a program that covers all Colombia in order to foster the responsible culture of Internet use among the Colombian population. We will try to make a complete workshop showing what we have done and explaining our goals and challenges post 2015.

Organizer: Ministerio de Tecnologías de la Información y las Comunicaciones, Colombia

#### Panellists:

- Mrs. Vanessa Arroyave. En TIC Confío Manager. Ministerio de Tecnoogías de la Información y Comunicaciones. Colombia
- Mr. Mauro Mora Núñez. Adoption Adviser. Ministerio de Tecnologías de la Información y Comunicaciones.

#### Link this workshop and the WSIS Action Lines:

**<u>C1.</u>** The role of public governance authorities and all stakeholders in the promotion of ICTs for development

C4. Capacity building

C5. Building confidence and security in the use of ICTs

C8. Cultural diversity and identity, linguistic diversity and local content





Thematic Workshops are interactive sessions based on the requests received from stakeholders during the Open Consultation Process. These workshops are organized and designed by the stakeholders who submit the request.





Abbasi, Chairperson and CEO of eWorldWide Group

"Generation digital divide needs to be addressed." Ltd Faisel Lt. Col. Faisal Alshimmari, Director of the COP Centre, Ministry of Interior, UAE

# WORLDWIDE GROUP

#### **Debated Issues:**

- The panel discussion focused on the positive aspects of ICTS and their vital usage in the world of today. ICTs allow children to learn new skills; learning through interactive games; reaching across the borders and making friends globally, the 3d modeling key all surgery.
- However, the issue of growing pornographic materials for children is making the online world more dangerous and it is important the role of parents to balance the negative and positive message.
- The panel also discussed the importance of the role of multistakeholder partnerships that could focus more on an actions than debates.
- One of the challenges of social networks is that kids are making friends to show their popularity without thinking to the possible risks.
- In this regard, references to child sexual exploitation, grooming, cyberbullying and internet addiction have also been made and identified as key challenges.
- Lack of parent's knowledge and awareness also from a parental control perspective has also been identified.

#### **Main Outcomes:**

 Recognizing the rights of children to access information and use technologies as stated in the Convention of Children's Rights, the panelists together with the audience emphasized the need to raise awareness for parents and guidelines for the home on how





to use parental controls and set limits to control and monitor the children's use of internet and their online life.

- The need for more collaboration in the cyberlaws related to COP as well as benchmarking international legislation on grooming has been identified as critical. In addition, the meeting recognized the need to share information on convicted sex offenders among countries along with sharing national best practices on COP.
- Furthermore, it has also been discussed the need to address generation digital divide and the need to develop smart rules for code of conduct for digital life.
- Industry needs to continue to play a key role, particularly in taking down illegal and inappropriate content and actively supporting national COP initiatives to address online risks.
- As the challenges in digital society are continuously changing, it is important to conduct ongoing research to understand the experiences from the child perspective and more importantly ensure the law enforcement agencies are prepared to address the issue.
- Better coordinated and integrated policies at the national level are crucial to address challenges related to the online environments.

#### Suggestions for Thematic Aspects that might be included in the WSIS Forum 2015

The impact of ICTs of health and lifestyles.

#### Organizer:

The e Worldwide Group and ITU

#### Panellists:

- Lt. Col. Faisal Alshimmari, UAE
- John Carr, Ecpat International
- Susie Hargreaves, Internet Watch Foundation
- Carla Licciardello, ITU
- Salma Abbassi, eWWG Chair

Link between this workshop and the WSIS Action Lines: C5. Building confidence and security in the use of ICTs

# Sudan Telecentres Promoting e-services for Community Development (Gedaref Sudan)

Monday 9 June 2014

#### Room K2

A telecentre is a public place where people can access computers, Internet and other digital technologies that enable them to gather information to develop their skills in order to facilitate their lives. There are many types of Telecentres:

- 1) Standard Telecentre that deals with Training, capacity building and skill development
- 2) Knowledge Telecentre and this where GDCO share knowledge, experience and best practices with other Telecentre practitioners & transfer it everywhere
- 3) Investment Telecentres are applications of the knowledge Where Le Telecentres for more Telecentre sustainability without changing the objectives
- 4) Portable (mobile) Telecentre which is the future.

There is a network of 87 532 individual registered Telecentres, 76 national networks and 6 regionally distributed, in 52 countries.

In Sudan there is a large digital divide (gap) between rural and urban, women and men, able and disabled people. There are many children traveling with their families due to climate changes looking for better grazing area and water resources for their animals. Therefore there are more children staying out of school. War and poverty increased this digital divide and many people are displaced. In addition, there are many villages that do not have schools or any basic services. More than 16 % of the population are persons with disabilities and they are very poor and cannot afford access toICTs.

These challenges forced Sudan Telecentres and its partners to find ways to tackle these problems. GDCO developed a public, private and people partnership (PPPP) to work together sharing knowledge, experiences and best practices for community development and developed many e-services projects. GDCO with the support of the digital city of Eindhoven received 750 computers and many projects were developed to tackle this problem including the e-Education project. In this



Where Learning has its va











thematic workshop, seven panellists or partners will talk about their shared projects and the impact of the Telecentres on community development.

GDCO faced many big challenges in e-education including:

- a) ICT is not part of the culture and not a priority
- b) Limited number of student in school classrooms because in the morning children go to get water from far distances, then they go with their animals to look for grazing areas and in the evenings they help their families milk the animals.
- c) Limited number in al-amal deaf school because it is very difficult for the teacher to teach more than 10 deaf children in a classroom

There are many areas that should be priorities beyond 2015 because they have being ignored or not included in Geneva WSIS action lines and the MDGs:

- a) Empowering people with disabilities and ensuring their human rights through ICT for equal access
- b) Promoting Women digital literacy campaigns
- c) Cloud computing
- d) Drying the resources of illiteracy
- e) Increase mobile penetration in rural area with Affordable wide broadband accessibility
- f) Mobile international roaming with affordable prices

#### **Organizers:**

- Gedaref Digital City Organization (GDCO Sudan)
- Gedaref University Sudan
- Ministry of agriculture, Gedaref state, Sudan
- Sudan University of Science and Technology
- Gedaref state farmer union
- Sudan e-village (SeVO) the future of Telecentre
- Sudan national centre NIC

#### Panellists:

- Eng. Ahmed Mahmoud Mohamed Eisa
- Eng. Abdin Ahmed Alhag
- Eng. Abu Baker Alrawa
- Prof. Gregg Vanderheiden (Remote Panellist)
- Prof Sami Dirdiri (Remote Panellist)

#### The link between this workshop and the WSIS Action Lines:

- <u>C1. The role of public governance authorities and all stakeholders in the promotion of ICTs</u> for development
- <u>C2. Information and communication infrastructure</u>



- <u>C3. Access to information and knowledge</u>
- <u>C4. Capacity building</u>
- <u>C7. ICT Applications:</u>
  - o <u>E-government</u>
  - o <u>E-business</u>
  - o <u>E-learning</u>
  - o <u>E-health</u>
  - o <u>E-employment</u>
  - o <u>E-agriculture</u>
- <u>C9. Media</u>
- <u>C11. International and regional cooperation</u>





09:00 - 10:4!

### The Power of Digital Media - Bringing Women a Global Voice (World Pulse)

Monday 9 June 2014

Room L

"Women [...] must be not only participants, but leaders, and agents of the ICTs that we use" – Lakshmi Puri, UN

"We think [ITU, UNESCO] are actually overlooking and under-using institutions like libraries" – Stuart Hamilton, IFLA

#### **Debated Issues:**

The workshop debated a number of issues that were raised by World Pulse community members on the digital inclusion of women, as well as the barriers to Access that they face, and the solutions they are proposing.

The panel discussion included:

- World Pulse perspective and overview on inclusion of grassroots level women's voices in key decision-making.
- Partners' perspectives on Women, Access, challenges and solutions
- Testimonies of grassroots women leaders from Pakistan, Uganda, and Nigeria who shared their stories of digital empowerment and their solutions to address access for women in their communities.
- Preliminary results were shared from World Pulse's "Women Weave the Web" WWW campaign.

The main discussion was around the preliminary results from World Pulse's "Women Weave the Web" campaign. The campaign results shared input, stories and testimonies related to lack of inclusion of women particularly from developing countries, as well as the local solutions they are developing to resolve issues of connectivity in their communities.

World Pulse received recommendations and stories from women across 41 countries around the globe during the first phase, Digital Access. A total of over 180 submissions were received during the first phase of the campaign.

Challenges for Barriers to Digital Access as cited by grassroots women leaders included: Location, Culture, Safety/Privacy, Affordability, Infrastructure, and Literacy.



#### **Recommendations for Digital Access**

The following recommendations were shared for bridging the digital divide through access for digital inclusion for women:

- 1. Build more community libraries
- 2. Establish women only hours, women only areas or women only telecenters for using the Internet in public spaces
- 3. Help women build e-commerce skills using mobile technologies
- 4. Highlight Internet safety education for women
- 5. Focus on literacy to improve access to Internet resources
- 6. Sponsor women leaders who will inspire and mentor peers
- 7. Teach women online entrepreneurship to offset Internet costs
- 8. Open technology courses or short camps to girls not in school
- 9. Provide low cost loans to teachers for purchasing personal laptops and Internet Connections
- 10. Facilitate training and forums for women to advocate for themselves in local, international and global arenas.
- 11. Reduce the price of Internet for low income populations
- 12. Bring Internet to rural areas through the use of solar power

#### Interventions from the audience

Members of the audience highlighted the issue of digital literacy and capacity building for women as a major hurdle to Access to ICTs, as well as lack of local and relevant content.

#### Key issues highlighted by panelists

- Inclusion of grassroots women's voices in key decision-making can lead to more responsive and innovative solutions for development.
- Support for efforts to include Gender Action Line for WSIS moving forward

#### Main Agreements/Outcomes of the Session

- Access alone will not solve the problem of women's digital inclusion
- More funding and support is needed for capacity building programs that facilitate women's digital inclusion
- More support and recognition is needed for grassroots level initiatives and innovators that bring change in their communities through independent efforts
- Women are not only part of the problem, but part of the solution. They are bringing lasting change in their communities through the use of ICTs
- Women should be included, empowered, and recognized as not only recipients of the benefits of ICTs, but also as leaders within the ICT sector



This session generated conversation around the importance of governments and other stakeholders receiving input from grassroots women leaders on the use of ICTs for development, which demonstrates a clear connection with Action line C1 - *The role of public governance authorities and all stakeholders in the promotion of ICTs for development*. The session concluded that there is a clear need for public governance authorities, as well as civil society groups and the private sector to develop partnerships and collaborate in order to foster the use of ICTs to enable fast-tracking of social and economic development of women especially in developing countries. An important element of the C1 Action Line also deems that national strategies for ICTs should take into consideration local, regional and national needs and concerns of women. One of the accomplishments of the workshop was along these lines - to present some of the local, regional, and national ICT needs, as well as the needs of marginalized populations like girls and women, in order to ensure inclusive ICT policies.

The visions expressed by the panelists in the workshop also established a close connection with Action Lines *C3. Access to information and knowledge* and *C8. Cultural diversity and identity, linguistic diversity and local content*. We believe that access to information and knowledge will empower women socially, economically, and politically, and will help to achieve many of the proposed post-2015 sustainable development goals. However, access in itself is not enough to digitally empower women; capacity building and content available on the web must reflect their local realities, including content in their native language and content written by and for women.

#### Link with the Endorsed WSIS+10 High-level Event Outcome Documents:

WSIS +10 outcome documents, such as WSIS Vision, are fortunately addressing some similar issues to those cited within this session. In the WSIS Vision document, the third point reaffirms "the importance of promoting and maintaining gender equality and women's empowerment, guaranteeing the inclusion of women in the emerging global ICT society." We support this continuing focus on closing the gender digital divide and the additional recognition that access alone is insufficient; it must be backed by capacity building, availability of local content, and recognition of grassroots women as leaders within this field.

#### Link to the Post 2015 Development Agenda:

While the concrete need for women's digital inclusion and empowerment is not identified specifically within the Post 2015 Development Agenda, there are multiple proposed sustainable development goals that would benefit greatly from more significant participation of women in the ICT sector. Goal 5: "Attain gender equality, empower women and girls everywhere," as well as Goals 4: "Provide equitable and inclusive quality education and life-long learning opportunities for all," 1: "End poverty in all its forms everywhere," 8: "Promote strong, inclusive and sustainable economic growth and decent work for all," and multiple others would be bolstered by a commitment to digitally including women and girls.

#### Suggestions for Thematic Aspects that might be included in the WSIS Forum 2015:

Engaging women in decision and policy-making around ICT for development

Public access and the post-2015 development agenda



#### Emerging Trends related to WSIS Action Lines identified during the meeting:

Generation and promotion of local content

Women as not only recipients of ICT services, but also leaders and agents of change within ICT field

#### Organizer:

World Pulse

#### Panellists:

- Ms Iffat Rose Gill, World Pulse Ambassador, World Pulse, Pakistan
- Ms Beatrice Achieng Nas, World Pulse Ambassador, World Pulse, Uganda (remote)
- Mr Stuart Hamilton, Director Policy and Advocacy, IFLA, Netherlands (tentative)
- Ms Olutosin Oladosu Adebowale, World Pulse Ambassador, World Pulse, Nigeria (remote)
- Ms Lakshmi Puri, Assistant Secretary General of United Nations and Deputy Executive Director of UN Women
- Ms Jensine Larsen, World Pulse CEO (remote)
- Ms Leana Mayzlina, Digital Action Campaigns Manager, World Pulse (remote)

#### Link between this workshop and the WSIS Action Lines:

• <u>C1. The role of public governance authorities and all stakeholders in the promotion of ICTs</u> for development

This sessions is aimed at establishing a conversation with key stakeholders around solutions to the gender digital divide. We believe that public governance authorities, as well as civil society groups and the private sector, need to develop partnerships and collaborate in order to foster the use of ICTs for development purposes. An important element of the C1 Action Line deems that national strategies for ICTs should take into consideration local, regional and national needs and concerns. One of our main goals with organizing a WSIS+10 workshop is to present some of the local, regional, and national needs, as well as the needs of marginalized populations, in order to ensure inclusive ICT policies.

#### Other relevant action lines:

- <u>C3. Access to information and knowledge</u>
- <u>C5.</u> Building confidence and security in the use of ICTs
- <u>C8.</u> Cultural diversity and identity, linguistic diversity and local content
- <u>C11. International and regional cooperation</u>

# Future roles in the Internet Governance Ecosystem (ICANN)Monday 9 June 201409:00 - 10:4!

#### Room H1

ICANN will host a session that will take stock of the current developments during this intense year, or 18 months, of discussion, will reflect on the importance of the WSIS+10 Review process, and this High level Event, and will look forward to the IGF and the ITU Plenipotentiary in Busan in October.

The Session will particularly look at the current Internet Governance Ecosystem and how developments could improve the access to

information and involvement in the policy process for all stakeholders, but particularly for those in developing economies.

It will reflect on the significance of NETMudial both in terms of the unique multi-stakeholder process deployed and the substantive Statement approved (by acclamation) at the end of the event. The Report from the ICANN High Level Panel on Internet Governance (HLIP) will also be discussed.

On the WSIS+10 Review, the Session will reflect on the Papers to be approved at the High Level Event (10/11 June; Geneva) and how these might contribute to the final WSIS Review discussion destined to take place in 2015. It will also hopefully be able to reflect on the decision to be taken in New York on the form or modus of this final UNGA Review; where final deliberations will take place.

Looking forward, the Panel will discuss the important role of the IGF in Istanbul in September to take discussions forward on Internet Governance and on wider public-policy issues. Finally the Panel will reflect on how the ITU's 2014 Plenipotentiary Conference might contribute to the debate on Internet Governance, and in particular whether the current Resolutions might be evolved to recognise the on-going multi-stakeholder approach to Internet Governance discussions.

#### Organizer:

The Internet Corporation for Assigned Names and Numbers (ICANN)

#### Chair: TBD

#### Panellists:

• Nigel Hickson, ICANN



THEMATIC WORKSHOP





- ISOC representative
- Nermine El Saadany; MCIT, Egypt
- Civil Society representative
- A representative from Brazil

#### The link between this workshop and the WSIS Action Lines:

- <u>C1. The role of public governance authorities and all stakeholders in the promotion of ICTs</u> for development
- <u>C5. Building confidence and security in the use of ICTs</u>
- <u>C11. International and regional cooperation</u>



#### Monday 9 June 2014

#### Room M

This workshop will look at the efforts of many in the Internet technical community to develop infrastructure and technical capacity, to identify barriers to connectivity and suggest ways to lift them, and look at critical economic analyses that demonstrate where Internet infrastructure correlates with economic development and how to spur more investment.



Speakers will come from a variety of organizations and bring real-world examples of past, current, and future work that contributes to an ecosystem that strengthens International Internet Connectivity (IIC) (Tunis Agenda Paragraph 50), and the human trust networks that emerge from collaborative efforts.

#### Successful projects relevant to the thematic focus of this session include:

- African Union AXIS Project implemented by ISOC
- ISOC IXP Toolkit Project, Wireless for Communities, and Community Grants
- APNIC regional IPv6 development work
- Caribbean IXP and partnership development for Internet growth
- A4AI efforts for increased infrastructure development at more affordable costs.

Our organization will continue to develop communities of practice, develop Internet infrastructure with partners, and promote an open, accessible, reliable, and secure Internet infrastructure. We believe that the Internet is for everyone, and we have been committed to community building, open standards, and capacity building for over 20 years. We know that building sustainable local and regional infrastructure is key to the development of the Internet, and we will strive to facilitate an enabling environment through partnerships for development, policy-making, and technical capacity





09:00 - 10:45



building. We plan to participate in key efforts like the WSIS Process and other local, national, and regional efforts to build the human, technical, and governance infrastructures needed to sustain the Internet and the communities of interest that use, develop, and benefit from it.

#### Organizer:

Internet Society (ISOC)

#### Moderator:

Ms. Jane Coffin, Director, Development Strategy, Internet Society (ISOC), USA

#### Panellists:

- Ms. Jane Coffin, Director, Development Strategy, Internet Society (ISOC), USA (moderator)
- Mr. Dawit Bekele, African Regional Bureau Director, Internet Society (ISOC), Ethiopia
- Mr. Pablo Hinojosa, Public Affairs Director, Asia-Pacific Network Information Center (APNIC), Mexico
- Mr. Jaroslaw Ponder, Strategy and Policy Advisor and Coordinator for Europe Region, ITU, Poland
- Mr. Moez Chakchouk, CEO, Tunisian Internet Agency (ATI), Tunisia
- Mr. Bevil Wooding, Special Advisor to the Caribbean Telecommunication Union, Trinidad & Tobago
- Mr. Kojo Boakye, Policy Manager, Alliance for an Affordable Internet (A4AI), Ghana
- Mr. Michael Jensen, Internet Access Specialist APC, South Africa

#### Link between this workshop and issues relevant to WSIS+10 include:

- 1. Direct link to Paragraph 50 Tunis Agenda and Capacity Building: Development of sustainable IXPs and better connectivity in countries; community partnerships, capacity building and better
- 2. Direct links and progress on WSIS Action Lines:
  - <u>C1. The role of public governance authorities and all stakeholders in the</u> <u>promotion of ICTs for development</u> *Teams work with local and national authorities to explain the importance of IXPs, IP addressing resources and to promote technical management: and better understanding of roles and* responsibilities
  - <u>C2. Information and communication infrastructure</u> This work across organizations and with partners builds infrastructure and facilities interconnection/peering/connectivity.
  - <u>C4. Capacity building</u> Teams engage in policy/regulatory and technical capacity building for government officials and technical experts (workshops, specialized technical training)
  - <u>C11. International and regional cooperation</u> Regional enabling environment workshops are underway with the African Union and other stakeholders, APNIC is



working closely with the ITU, and other teams are working across regions to educate, train, and inform.

- 3. Building trust among disparate groups to come together at IXPs, lack of good terrestrial fibre, lack of capacity in government agencies, importance of developing an enabling environment and for stakeholders to see where they fit in.
- 4. Work with more partners to explain the importance in investing and supporting the work of organizations that are working with stakeholders to build connectivity.

### Economic & Environmental Sustainability through Smart ICT (United Arab Emirates)

Monday 9 June 2013

Room K1

#### Sustain agriculture sector in Abu Dhabi through smart irrigation system

Determining the amount and timing of irrigation for efficient water use can play a huge role in conservation. Monitoring water application for crop needs and soil moisture content remains a key strategy. Consider a

variety of low-cost, user-friendly electronic devices. Improving irrigation efficiency was also a goal of The Smart Irrigation Project in Abu Dhabi; a Massachusetts-based non-profit organization that works with immigrant farmers. This project emphasized irrigation scheduling to counter the farmers' traditional daily watering practices by using smart wireless soil moisture sensing systems.

The project is compliant with the Strategy of Abu Dhabi Food Control Authority (ADFCA) and within the policy agenda of the government for 2030 and match with the national vision to meet the sustainable agriculture increasing production efficiency through modern Hi-level techniques and combining high value crops and animal wealth are also essential which also seeks to enhance environmental sustainability.

This project came to control a total irrigation management system which is intelligent, flexible, easyto-use but accurate irrigation scheduling system at an affordable cost that takes advantage of recent technological advances in wireless networking, environmental sensors and improvements in crop modelling.

Many projects have been implemented in different countries; as the Smart Water Application Technology (SWAT) in California

A review of the Smart Irrigation literature brings up a range of definitions, including:

- Precision Irrigation involves the accurate and precise application of water to meet the specific requirements of individual plants or management units and minimize adverse environmental impact (Misra et al., 2005; Raine et al., 2007).
- The application of water to a given site in a volume and at a time needed for optimum crop production, profitability or other management objective at the site (Camp et al., 2006).







THEMATIC WORKSHOP

11:00 - 13:00

United Arab Emirates



- Applying water in the right place with the right amount (Al-Karadsheh et al., 2002).
- Irrigation management (depth, timing) based on crop need to defined sub-areas of a field referred to as management zones (King et al., 2006).

The major scientific findings have shown that smart Irrigation systems have had good results for vegetables compared to other irrigation levels. Smart irrigation systems give higher vegetables yield compared to other irrigation levels and gives a lower irrigation amount for vegetables irrigation, when compared to other irrigation levels. As a public awareness project, irrigation water demonstration farms were established in more than 32 private farms.

The project's future vision is to establish and develop mobile telephone SMS (short message service) irrigation scheduling services. The satellite-driven service was offered to farmers to help them determine when to irrigate and how much water to apply. Satellite imagery coupled with local weather data and on-ground crop factors helped determine the crop water requirements. Also the project is looking to develop live real-time information on current field conditions, and software tools on easy-to-use Smartphone and Web Apps that support informed decision making.

One of the main challenges is to get farmers to adopt smart irrigation. The response in the United Arab Emirates is twofold, involving awareness-raising by disseminating the results of research on smart irrigation, and providing education and practical support in cooperation with the Farmer Services Centre. Another obstacle concerns how to deal with areas where soil salinity is high and water quality is low. Such areas have so far been excluded from research, and outcomes are likely to be not as good, but farmers in these areas need support. One possibility would be to use the Abu Dhabi soil mapping information and feed the web application with the most recent salinity levels in each region. These salinity levels could then be taken into account in calculating the water requirements for irrigation.

#### **Dubai Land Department**

Dubai Real Estate Market (eMart) is an online portal; specially designed for real estate professionals to list their properties for sale and rent in Dubai. The new system provides the public with a number of e-services allowing them to search for properties listed for auction, sale or rent, communicate with landlords, brokers and management companies and also complete sale transactions online end to end. The portal, as such, acquires a supervisory role over all real estate operations in order to limit prices and ensure market stability.

The platform has been developed by the Dubai Land Department. Dubai Land Department is one of the pioneering organizations among Dubai Government entities. eMart was inspired after studying the market requirements for having a transparent consolidated reference of information for real estate properties, DLD decided in November 2012 to create a smart market place for real estate, matching the concept of stock market (Dubai financial market and Abu Dhabi Securities exchange market).

The platform is integrated with other Dubai Land Department e-services such as Ejari ("my rent") system hence providing owners and management companies with an extremely convenient way to



promote their vacant properties, giving the opportunity for millions of people to reach their properties from all over Dubai.

Dubai Land Department will discuss the value of its developed eMart system and emphasize the economic benefits obtained at both an individual and national level through the usage of their system. The workshop will also cover the framework that follows in eMart, the challenges and future prospectus of its aim at continuous improvement of eMart.

#### **Organizers:**

- Abu Dhabi Food Control Authority (<u>www.adfca.ae</u>), United Arab Emirates
- Dubai Land Department's (DLD) Dubai Real Estate Market (eMart)

#### Panellists:

- Dr Mohammad Al Hammadi, Director of Research & Development Division, Abu Dhabi Food Control Authority, United Arab Emirates
- Mr Sultan Ibrahim AlAkraf, Senior director Registration Department, Dubai Land Department, United Arab Emirates
- Suleman Bakhsh, United Arab Emirates
- Abdulla Al Basti, United Arab Emirates

#### Link between this workshop and the WSIS Action Lines:

- <u>C7. ICT Applications:</u>
  - o <u>E-agriculture</u>
  - o <u>E-business</u>



### WSA & Data Citizen rights – my data belongs to me (World Summit Award)

Monday 9 June 2013

Room L

"WSIS+10 needs to deal with the challenges posed by big data and global connected economy. WSA started the initiative "My data belongs to me" in order to create a level playing field in the market of social media, cloud computing and internet of things. We need to go to a central starting point:

unless someone asks for my permission and makes it transparent for what you use it, they cannot use my data"- Prof. Dr. Peter A. Bruck, Chairman WSA

"Freedom of speech can only be guaranteed if data privacy is provided. It is an issue for the global information exchange system and the WSA initiative is most timely. It might need member States to present proposals for changes to the ITU Constitution" - Dr. Richard Hill, BS MIT, PhD Harvard, Hill & Associates, Geneva

"We have to find a solution how to delete false information from the web. We need an international agreement about data rights not just data protection." - H.E. Zohra Derdouri, Minister, Ministere de la Poste et des Technologies de information et de la Communication, Algeria

"Most users do not even read or know how to understand the terms of conditions of many applications and services and they thus are not aware what they accept. But do they have a real choice? They are forced by global players to provide their data or to go without the services." - Irene Kaggwa-Sewankambo, Head Research and Development, Uganda Communication Commission

#### Organizer:

World Summit Award (WSA) in e- & m-content and creativity

#### Panellists:

• Prof. Dr Peter A. Bruck, Chairman WSA Board of Directors, Austria



11:00 - 13:00



- H.E. Ivo Ivanovski, Minister of Information Society, Macedonia
- Mr Juan Carlos Solines, Politician and lawyer, Ecuador
- Mr Latif Ladid, President IPV6 Forum, Luxembourg
- ISOC representative
- Estonian government representative

#### **Debated Issues:**

- Switch from a data protection perspective to a data rights perspective
- Necessity to make the switch in order for legal systems not to always run after technology
- Data rights as a citizen oriented paradigm stands against technology oriented paradigm
- Data privacy rights and big data should become a central part of the Post WSIS 2015 process discussion
- Data privacy rights as an up2date issue of human rights
- Awareness for data privacy and value of private data, data literacy
- A Charta or collection of best practices might help governments and other stakeholders to change the paradigm.
- Estonia might be used as a great role model for data privacy rights and implementation in terms of technical system
- WSA invitation to everyone to join the "my data belongs to me initiative" <u>www.wsis-award.org</u> | <u>wsa@icnm.net</u>

#### Key achievements and challenges shared by the audience and/or panellists:

- freedom of speech can only be guaranteed when data ownership of citizen is respected
- UN members should move towards a convention regarding data citizen rights
- data right literacy must be improved
- data is also a power issue in markets
- data is a way to pay for application and services, thus is should be treated as such, and the transaction nature should be transparent, measurable and contractual
- data rights are implemented only if there is a permission-based system and approach: if someone (government/apps/companies) want data from a person, they should ask for our permission and then make transparent for what our data will be used

#### Main Outcomes:

- main conclusions reached during the discussion
- Data rights have to become a main issue in the post 2015 process.
- We have to create awareness about data privacy rights.
- the vision for implementation of WSIS Action lines beyond 2015.



- Data protection and the right to know who uses my data and for what use should be implemented in the WSIS Action lines in the post 2015 process.
- The WSIS+10 High-level Event Outcome Documents should be amended to include data rights and the "My Data belongs to me" approach.
- In the Post 2015 Development Agenda states and stakeholders should work towards a Global Charta on Digital Rights and sue the appropriate process of international conventions to alter the basis paradigm on uses of personal data

#### Suggestions for the WSIS Forum 2015

Include Data Rights in the WSIS Forum 2015 to translate the Charta into best practice guide lines for governments, ISPs, OTTs and content and app providers

#### Link between this workshop and the WSIS Action Lines:

- <u>C5.</u> Building confidence and security in the use of ICTs
- <u>C7. ICT Applications: E-government</u>
- <u>C8.</u> <u>Cultural diversity and identity, linguistic diversity and local content</u>
- <u>C10. Ethical dimensions of the Information Society</u>



Monday 9 June 2014

Room H1

"It may expected to investigate further extension of Professionalism to help building of trustworthy environments of information society." Chaesub Lee Senior Advisor to the Minister of Science, ICT and Future Planning Republic of Korea

*"I was 90% convinced by what you have said about professionalism and trustworthiness today, but now you have shared your interpretation of the ICT* 

profession I am now 100% convinced." Boris Engelson, Freelance Journalist, Geneva

"The common denominator for sustained growth in economic development, GDP, innovation, sustainability and security is a professional workforce supported by internationally accredited industry relevant education, demonstrated skills development, recognized ethical conduct and adherence to proven best practices and standards; an ICT workforce following personal responsibility, public accountability, quality assurance, recognized credentials. This involves the collaboration of business, industry, governments, academia, and professional societies." Stephen Ibaraki, ICT Fellow, Global Fellow, Distinguished Fellow

#### **Debated Issues:**

- Highlights of the main issues:
  - o Trustworthy computing and trustworthy individuals
  - o ICT Profession- towards a definition
  - o Professionalism in ICT what does it mean
  - o Trends in ICT
  - o Contribution to GDP that trust makes
- Key achievements and challenges shared
  - ICT Profession compared to the Health Profession a common layer of knowledge and competence underpinning the unique knowledge of the verticals of each discipline area







11:00 - 13:00



- Impact and trends stemming from and aligned with the work of a professionalized ICT workforce:
  - ICT supported by computing as a profession accounts for 20% of GDP growth in some countries
  - ICT supported by ICT professionals produces "Super" Capital at five (5) times Total Factor Productivity Gain compared with non-ICT capital. For every dollar spent on ICT, the return is five (5) dollars in value and for every ICT dollar spent returning 5 dollars in value.
  - Computing as a Profession will drive innovation, entrepreneurship, business growth and economic development yielding a potential20% increase in global GDP.
  - Licensing and Registration of ICT Workers will cause differentials around the world in what is presently a global profession, ICT practitioners can work from anywhere to anywhere in the unregulated and unlicensed world of today.
  - Trustworthiness must be paid specific attention, and seen as a horizontal for both ICTs and individuals providing ICT services.
- ICT professionalism is specifically referring to those attributes in an individual practitioner that indicates he or she:
  - Has demonstrated a commitment to continuing professional development;
  - Is subjected a disciplinary regime including a code of ethics and professional conduct, which ultimately holds that community interest is paramount;
  - Is willing to take personal responsibility for his or her actions;
  - Holds himself or herself accountable for his or her actions;
  - Is committed to service, to both internal and external customers, as well as to the larger community;
  - Takes pride in the profession and works to develop it;
  - Has demonstrated his or her higher skills in his or her community of practice through recognised education and training, as well as Continuous Professional Development (CPD).

There are no guarantees today and as ICT becomes more and more pervasive, with the Internet of Things (IoT) on the doorstep, professionalism will become increasingly more important. We as communities and customers must take control to ensure quality and to develop trust relationships in those who provide services to us. Trustworthiness is not easily won; it is earned and easily lost. Trustworthiness in ICTs can only be provided by skilled technical practitioners taking that next step of becoming professionals. Individual certified ICT Professionals, and the programs that are



developing ICT as a global profession, must be a focus in the WSIS process going forward across all Action Lines.

Europe through the EC is recognising this and is spending significant sums of money to address the development of Professionalism for the Digital Agenda through the creation of a common body of knowledge and studying just what is meant by professionalism in ICT.

#### Main conclusions reached during the discussion:

With the advent of the growing deluge of information that the Internet gives us access to it becomes even more important that it is mediated to ensure safe and productive outcomes by those whom we trust utilising systems that we can trust.

Access to ICTs and their products and services are now ubiquitous in many parts of the world and more to come in the future, means that we must ensure reliability and trusted systems are developed and deployed.

We are now at the beginning of our understanding of the role of trustworthiness in this.

To achieve trustworthiness in ICTs those practitioners who provide, create and maintain them will be recognised as professionals through certifications from trusted, standards based organisations.

IFIP IP3 is committed to moving the ICT practitioner to the next level of professionalism and we welcome the opportunity to work within the WSIS multi-stakeholder framework for the next period to advance this mission.

#### The vision for implementation of WSIS Action lines beyond 2015:

An Information and Knowledge Society cannot prosper and grow sustainably without a highly professionalised, skilled and ethical ICT workforce to provide, create and maintain the needed services and infrastructure, address STEM shortages, bring diversity into ICT, and bridge the skill and competency needs and gaps. To foster high GDP growth, sustainable high economic development and drive significant measurable innovation this workforce must be able to demonstrate its professionalism apart from its technical skill to reassure citizens of the world that they are trustworthy and can be trusted to provide such services and infrastructure. This demonstration might take the form of localised independently certified practitioner schemes administered by trusted authorities. Such schemes should also be capable of mutual recognition, encouraging a globally mobile professional ICT workforce.

All Action Lines are impacted by this vision, it is a truly cross cutting vision that must be reflected in the design of activities in the Post 2015 Development Agenda.

#### The link with the Endorsed WSIS+10 High-level Event Outcome Documents:

This topic is encapsulated particularly in *B. Priority areas to be addressed in the implementation of WSIS Beyond 2015* paragraphs 13, 31 & 32.



13. Fostering ICT capacity building and ensuring that professional expertise keeps pace with advancing technology by building mechanisms for ICT skills development, to support economic development, help generate jobs and allow more people to benefit from the information society

31. Promoting professional standards and continued research on the ethical dimensions on the uses of ICTs.

32. Providing assistance for those countries that would like to adopt legal frameworks to promote their domestic ICT markets in the future, and providing other forms of assistance.

Action Lines part C:

#### C4. Capacity Building

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.



#### **C6.** Enabling environment

In order to leverage the transformational power of ICTs and broadband in particular to maximize the social, economic and environmental benefits of the Information Society, governments need to continue to create a trustworthy, predictable, procompetitive, supportive, transparent and non discriminatory, legal, regulatory and policy environment that enables innovation, entrepreneurship, investment and growth

#### C10. Ethical dimensions of the Information Society

The Information and Knowledge Societies should be subject to universally recognized values and promote the common good and to prevent abusive uses of ICTs.

- a) All stakeholders should continue to raise awareness and promote national, regional and international debate on the ethical opportunities and challenges related to the use of ICTs.
- b) Promote respect of the fundamental ethical values in the use of ICTs and prevent their abusive usage.
- c) Continue to invite all researcher stakeholders, to continue research on ethical dimensions of ICTs, and to further examine current and emerging, challenges and opportunities.

#### C11. International and regional cooperation

International and regional cooperation among all stakeholders continue to be vital to advance the use of ICTs for supporting sustainable development beyond 2015.

#### The link to the Post 2015 Development Agenda:

The outcomes from this session demonstrated that collaboration will continue to be the key, particularly from and with philanthropic and international organisations in order to achieve the Post 2015 Agenda.

IFIP IP3 is such an organisation and is in a position to assist with the resolution of issues about driving professionalism in the ICT workforce.

IFIP IP3 mapping and harmonization addresses the fragmentation and non-alignment between industry and academia with regards to Skills and Competences Frameworks.

IFIP IP3 is taking a proactive approach to solving labour force diversity issues including shortages because of the ageing society, lack of STEM graduates and lack of appropriate workplace diversity e.g. unequal representation of women ICT professionals.



IFIP IP3 localized mentorship programs address the need for developing vs developed countries, and recognises that approaches need to be different.

IFIP IP3 will support local entities in driving the professionalism of its workforce.

IFIP IP3 collaborative model and best practices provide a ready toolbox to develop the maturity of the Society's profession.

#### Suggestions for Thematic Aspects that might be included in the WSIS Forum 2015

We suggest a workshop for Action Line Facilitators and other interested parties, to discuss how a competent Professional ICT workforce is an essential enabler pervasive across all Action Lines. The outcome would be an agreement on how this will be implemented and measured, and the anticipated impact.

#### Emerging Trends related to WSIS Action Lines identified during the meeting

- In a Pan-EU Report it was found:
- Only 21% of IT workers competences match their declared profile. In other words, 79% did not have the competences needed for their roles;
- IT Manager was the most declared job profile, however only 8% had competencies that matched the role;
- IT professionals across Europe show a low level of competence in some of the five e-CF areas, (Plan, Build, Run, especially in 'Enable', Manage);

The final report produced the following recommendations:

- EU young talent is lacking; promoting the IT profession among young people is essential;
- Continuous Professional Development (CPD) needs to play a greater role and should be targeted to e-competence gaps;
- Career paths with defined training and education requirements are needed;
- All countries urgently need to address the gender imbalance

For the Future: 95% of students should demonstrate advanced ICT usage—there are a few examples:

- Digital pen and gestures for note taking, sketching, annotating, showing process, prototyping and complex visual thinking
- Handwriting recognition for STEM, ARTS, HUMANITIES
- Software for graphic design and creativity



- Voice recognition and digital creation on assignments, multitasking for complex research and knowledge building
- Digital music composition, playing, composing

Mobile and wearable devices for advanced cognitive application, analysis, synthesis, evaluation of Internet research

ICT must enable 21st Century Skills such as Data analysis and Information Synthesis to Research, Innovation, and Entrepreneurial Insight and more as illustrated below:



By 2018, 80% of leading-edge firms will be developing those with multiple skills/with a focus on Professionalism and Business. Business Analysts are already in high demand. In 2014, 60% of IT Roles will be business facing; over 60% will have business and non-IT Experience.

World CIO Forum has come out with a Joint Declaration where they talk about the professionalism of IT career, highest standards, quality and ethics. Bill Hutchison recipient of the first Lifetime Achievement Award from the Intelligent Community Forum of New York for his pioneering smart cities work and with recognition as "One of the World's Top 35 People to Watch" in 2009 and 2010. Bill says, "When you think of the impact of computing over the years, now it's at the heart of everything and it really is a profession and requires professional standards, testing and accountability.



I'm 100 percent behind that idea...."This is a key acknowledgement of the importance of ethics and IT professionalism which lays the foundation for IT as a recognized profession.

Many ICT job roles are no longer under the control of the Chief Information Officer, but rather dispersed throughout a business. To ensure trustworthiness of these employees whose managers are not ICT experts, it is important that they are acknowledged and accredited ICT Professionals.

#### Organizer:

International Federation for Information Processing (IFIP) IP3

#### Panellists:

- Ms Moira de Roche, Marketing Director, IFIP IP3, international organization
- Mr Leon Strous, President, IFIP, international organization
- Mr Stephen Iberaki, Vice Chairman IFIP IP3, international organizational
- Ms Brenda Aynsley OAM, Chairman IFIP IP3 International organization
- Prof. Dr. Bernhard M. Hämmerli, President SI, Switzerland
- Mr Raymond Morel, General Assembly member IFIP, international organization

#### Link between your workshop and the WSIS Action Lines:

- <u>C4. Capacity building</u>
- <u>C5.</u> Building confidence and security in the use of ICTs
- <u>C10. Ethical dimensions of the Information Society</u>
- <u>C11. International and regional cooperation</u>

IFIP IP3's mission is cross cutting across these 4 Action Lines.





Monday 9 June 2014

Room H2

"Fighting spam takes a common effort and the sense of feeling responsible towards internet security and safety as well as to oneself as to all others using the internet. Only the combined efforts of government, industry and end users will lead to a better chance at success in the

fight against spam. Government by leading by example and setting basic rules others have to adhere to. Industry by adopting and living up to best practices and internet standards. End users by being aware of the risks of using the internet and acting upon this awareness." - Wout de Natris

#### **Main Outcomes:**

The workshop discussed the tools, roles and collaboration needed to combat the threats that come from unsolicited forms of electronic communication or spam. Everyone from governments, the technical community, industry organizations and network operators has a role and valuable function to perform in order to stop this persistent nuisance with a vastly underappreciated economic impact and far-reaching consequences.

#### **Debated Issues**

- What is spam or unsolicited email
- Spam is bad as it crowds out real email and enables crime what can and should be done by everyone to address the growing problem
- What is the role of privacy in the implementation of spam mitigation tools
- What about freedom of expression and therefore the value of not having any spam mitigation
- Can language be used as a means to filter spam

#### Main Outcomes of the Session highlighting:

• There are many methods and tools that can be used to address the problem of spam, some are expensive and others are not as effective as other options.



11:00 - 13:00







- Ways to manage incoming spam include block lists, message filters and port management, however message filtering on language has proven to be very difficult and that option has been abandoned for better techniques
- For outgoing spam there are filters and email authentication that can be used, however filtering on language has proven to be very difficult and that option has been abandoned for better techniques
- Governments need to address the growing threats from spam and they have several different initiatives they can undertake to address the problem e.g. stimulate the discussion, facilitate solution development, raise awareness, establish standards and best practices, legislate, enforce, judge
- Brazil has created an Anti-Spam Working Group and initiative under NIC.br/CGI.br to address the issue of spam within their country. In particular they have undertaken studies to determine the extent and source of the issue. They noted that 80% of spam due to open proxies that may be botnets. The group has also developed a Port 25 Management working group, developed Email Marketing Self Regulation (http://capem.org.br), and develops Best practices and awareness initiatives.
- An update of the work of ITU-D Question 22-1/1: Securing information and communication networks: best practices for developing a culture of cybersecurity from its last study period was provided. It included the work of the group in developing Best Practices and producing the state of spam report. The new study period starts in September 2014 and the work of the group will focus on dealing with spam in developing countries.
- The Internet Society and ITU-D partnership on capacity building initiatives for developing countries on combating spam was introduced. The partnership includes contributing to the efforts of the ITU-D Study Group to further its work on spam best practices as well as conducting workshops and other training on how to address the issue of spam.

#### Suggestions for Thematic Aspects that might be included in the WSIS Forum 2015:

ITU and the Internet Society are assisting many countries in framing what is needed to develop guidelines and national policies to address spam. It would be useful to have a session on best practices and the frameworks to combat spam as a status report on the results of the ITU-Internet Society partnership in 2014.

#### **Emerging Trends related to WSIS Action Lines:**

There is a need for the development of favorable policies and regulatory frameworks that encourage an environment that provide protection from the unsolicited threats facing consumers and impacting access to ICTs.



#### Organizers:

Internet Society (ISOC) and the ITU Telecommunication Development Bureau (ITU-D)

#### Moderator:

Ms. Karen Mulberry, Policy Advisor, Internet Society

#### Panellists:

- Mr. Chris Boyer, Vice-President ATT
- Mr. Wout de Natris, Consultant
- Ms. Cristine Hoeper, General Manager of CERT.br/NIC.br (The Brazilian National CERT)
- Mr. John Levine, President, CAUCE
- Mr. Eliot Lear, Cisco Systems

#### Link between this workshop and one of the WSIS Action Lines:

- <u>C5. Building confidence and security in the use of ICTs</u> Spam falls under the on-going capacity building work to build further confidence and security in the use of ICTs Action Line C5
- <u>C11. International and regional cooperation</u>







Iran National Committee for

### The Challenges of Making Broadband Ecosystem in Developing Countries Iran (Iran National Committee for WSIS)

Monday 9 June 2014 Room M

11:00 - 13:00

A high speed network is one of the main needs for providing the electronic services to reach the information and knowledge societies. E-services with broadband access can enhance and improve the quality of people's lives. However in many developing countries the implemented infrastructure for broadband has not been efficiently utilized and this is a lack for making Information society. The main problem is that broadband is an ecosystem whose parts should work together. This workshop will provide an opportunity for participants to find some of the main issues concerning the broadband ecosystem especially in developing countries. A broadband ecosystem includes its networks, the services that the networks carry, the applications they deliver and users. Each of these components has been transformed by technological, business, and market developments. Different issues should be considered regarding each component.

In this workshop, high-level Iranian panellists from government, ICT industry leaders and academia will discuss about the situation of the future of the broadband ecosystem in developing countries from different points of views. The opportunities provided by broadband for developing countries, as



well as their strengths and weaknesses in implementing the broadband ecosystem, are presented by panellists. In this regards some issues such as the role of governmental, private sector and international investment, the role of research in making the strategic plans, and the role of different stakeholders, specially the role of telecommunication operators in this ecosystem are highlighted.

#### Panellists:

- Hadi Shahriar Shahhoseini (Workshop Organizer), Director of International and Scientific Cooperation, Iran University of Science and Technology, Iran
- Mohammad Khansari, Head of Iran Telecommunication Research Center, Iran
- Aliasghar Ansari, Vice chairman of Iran Information Technology Organization, Iran
- Amir Hossein Saeedi Naeini, Iranian ICT Guild Organization (IIG), Iran
- Arash Soleimani Rouzbehani, MTN IranCell Mobile Communication, Iran
- Hamid Reza Nikoufar, Board Member of Mobile Communication Company of IRAN (MCI), Iran
- Davoud Zareian, Director-General for International Affair, Telecommunication Company of Iran, Iran

#### Link between this workshop and the WSIS Action Lines:

- <u>C1. The role of public governance authorities and all stakeholders in the promotion of ICTs</u> for development
- <u>C2. Information and communication infrastructure</u>
- <u>C7. ICT Applications:</u>
  - o <u>E-government</u>
  - o <u>E-business</u>
  - o <u>E-learning</u>
  - o <u>E-health</u>
  - o <u>E-employment</u>
  - o <u>E-environment</u>
  - o <u>E-agriculture</u>
  - o <u>E-science</u>
## A New Conception of ICT Capacity Building (CNNIC)

## Monday 9 June 2014

Room L

Xiantang Sun from CNNIC points out that capacity building is a key measure to help the developing countries to build up confidence. For institutions working on capacity building, it is essential to build up the "soft power" of the laggard group along with the hardware capacity. The "soft power" refers to the

comprehensive ICT development vision and strategy, ICT literacy and creativity of people, social equity and economic independence.

Pablo Hinojosa from APNIC emphasized that the capacity building needs multi-stakeholder cooperation, especially for IPV6 deployment. All stakeholders should benefit from capacity building initiatives - both in developed and developing countries. Where applicable, the programmes should be of a multistakeholder nature to facilitate knowledge sharing across stakeholders and communications across professional cultures.

Leonid Todorov from RU coordination Center emphasized that the capacity building can be diverse also: from theory, technical aspects, (participation in particular) political processes and organisations, policy formulation and strategic planning, policy implementation and enforcement, education. Even geographical coverage may vary from local via national and regional to global programmes. Governments can play a vital role in capacity building but the government officials should also build their own ICT capacity in order to further drive the capacity building in larger realm.

Jane Coffin emphasized the necessity to build capacity for vulnerable people with the joint efforts between non-government organizations. To be effective, capacity building programs should be based on the assessment of existing needs in particular communities, as different communities have different goals, different interests, and as there is no one fits all solution. After clear understanding of the existing situation in a particular target group is achieved and other existing solutions and initiatives are taken into account, capacity building programs for the respective target group can be offered by coordinating global and national strategies on the inclusion of vulnerable people in the Information society, with particular attention paid to women and children.

Hamed AI Shukairi points out the importance of systematically organized ICT knowledge sharing efforts provided by the local government in accordance with their respective culture, language and development level. Especially, he introduced the innovative capacity building portal provided by Oman government to exemplify his points.







14:30 - 16:1!



## **Debated Issues**

The workshop started with sharing the information on identified needs and performed activities by ISOC, APNIC, CNNIC, RU Coordination Center and Oman government. The participants discussed various types of existing capacity building programmes and needs, including different topics of coverage, formats, target groups and aims.

Then the panellists drew implications upon such experience sharing. Several fundamental questions about capacity building are addressed and debated during the workshop, including the following key topics:

- What are the ultimate goals of capacity building?
- What are the ICT capacities mostly in need?
- What is the most efficient way of doing capacity building?
- Which group of people mostly needs the help?
- It was emphasized that capacity building is easy to talk about but is not easy to carry out not everyone can implement it as it requires resources, didactic methods and experience. Capacity building goes beyond a training or fellowship positions and involves:
- Strategy Planning
- Coaching and tutoring
- Training for trainers
- Involvement of participants in the practical processes and policy immersion
- Knowledge Sharing

There was a general concern that capacity building has become a very commonly used term by a number of high representatives in their speeches. But without understanding the complexity of this learning process and sufficient investments (including financial) in reality. Capacity building is a process that needs experience, proven methodology and didactics, resources - and has costs, which needs joint efforts of multistakeholders.

Please highlight key achievements and challenges shared by the audience and/ or panelists

The audience raised a comment that that all stakeholders should benefit from capacity building initiatives. Target audience of capacity building programmes vary and can include elderly people. The panellists responded that the target audiences of capacity building should be diverse, which include:

- end-users and user communities
- youth
- senior citizens
- entrepreneurs and SMEs
- teachers and educators
- local authorities
- law enforcement institutions
- regulators



- government officials
- policy makers
- decision makers
- diplomats

The impact of capacity building is not visible instantly but only after a few years' time, or even a generation. The present organizations have agreed to follow up to strengthen the visibility of existing programmes, and jointly provide forms of capacity building in the future.

## Main Outcomes:

- The main conclusions reached during the discussions include following points:
  - The fast development of the Internet make every ICT organization to some extent have to improve their capacities in order to get involved and find development opportunities. The changes and challenges in the fast development of the Internet bring new concepts and content to capacity buildings, which covers more than technical aspects.
  - Internet organizations, especially the ones in developing countries have to find the most suitable way of capacity buildings in order to meet their local requirements and situations. Thus, organizations are suggested to integrate capacity buildings into their strategy
  - Capacity buildings process is suggested to have a multiple-stake holder model, and also should take local government as a key role.
  - Capacity building plan should respect local culture and language issues. From a community point of view, not only ICT organizations should improve their capacities, but also the youth and the elders need assistance to learn to use the Internet facilities.
- The vision for implementation of WSIS action lines beyond 2015:
  - We suggest that capacity building should also integrated the capacity building for senior citizens, training government officials and policymakers to provide the sense of emersion in the information society among these people.
  - We also suggest the global capacity building efforts can be further coordinated and integrated to provide several sustainable and high quality programs for the community.
- Link with the endorsed wsis+10 high-level event outcome document:

The workshop content is linked with and well represented by Section A item 4, 6, 7, Section B item 3,4,5,8,9,11,12,13,14,15., Section C, item 3, 4,5, 6, 11,12,16,19 of the endorsed wsis+10 high-level event outcome document

• Link to the post 2015 development agenda:



The workshop outcome is directly linked with and well represented by C4, and especially item (e) in C4 of the document WSIS+10 Vision for WSIS Beyond 2015.

## Suggestions for Thematic Aspects that might be included in the WSIS Forum 2015:

We suggest to include ICT capacity building program organizers to jointly have thematic workshops on WSIS forum each year for sharing experience and vision emerging trends. Some coordinative and collaborative mechanisms can also be established in order to provide consistent and higher quality programs that are mostly in need.

## **Emerging Trends related to WSIS Actions:**

Currently the capacity building is more than providing training and lecture series on a ad-hoc basis, or technical assistance. It is becoming more focused on strategy planning and socio-economic impacts. Therefore, the further WSIS Action Lines for capacity building should include more on soft powers rather than hardware, and more as an integrated campaign done by diverse stakeholder rather than monolithically act.

#### Organizer:

The China Internet Network Information Center (abbreviated as CNNIC)

#### Moderator:

Mr. Hongbin ZHU, Senior International Strategist of CNNIC

#### Panellists:

- Mr. Hamed Al-Khayari, Education Portal Supervisor, Ministry of Education, Oman.
- Ms. Jane R. Coffin, Director, Development Strategy, Internet Society, United States of America.
- Mr. Leonid Todorov, Deputy Director, Coordination Center for Top-Level Domains, Russian Federation.
- Mr. Pablo Hinojosa, Strategic Engagement Director, APNIC, Australia
- Mr. Xiantang SUN, Deputy Director, International Strategic Coorperation Center, CNNIC

#### The link between this workshop and a WSIS Action Line:

C4. Capacity building

# The Information Society in the Arab Region – A Decade of Achievements (UN-ESCWA)

Monday 9 June 2014

Room K1

For more than a decade, UNESCWA has been leading efforts in the Arab region to assist in building the Information Society. ESCWA has participated in shaping the outcomes of the World Summit on the Information Society (WSIS) during its Geneva-2003 and Tunis-2005 phases, through the organization of several prep-coms and roundtables in the region and participation in both phases of the Summit. Immediately after the Geneva 2003 phase, ESCWA developed the Regional Plan of Action for Building the Information Society, and participated in shaping the Arab ICT Strategy that was produced by the League of Arab States

(LAS). In 2009, ESCWA held a regional conference to assess progress in the region four (4) years after the WSIS. During 2013-2014, ESCWA participated in the global and regional dialogue pertaining to the WSIS+10 vision and stocktaking.

Within a decade, and notwithstanding all the political, economic, and financial challenges, the Arab countries have been exerting extensive efforts in their endeavors to build the information society in their respective countries. ESCWA has been assisting them through several activities (EGMS, workshops, studies, technical materials, policy advocacy, project, ... etc.), as well as in monitoring progress through conducting periodical national and regional profiles that measured and benchmarked this progress.

During the elapsing decade, ESCWA has worked actively, as the trusted partner, for certain thematic areas such as, and not limited to, cyber legislations, internet governance, digital Arabic content, broadband, Arabic Domain Names, finance and venture capital. The countries have also managed to develop their ICT sectors, build their infrastructure, create institutional setups, and capacity building programs.

The Workshop will shed light on the above important milestones, areas, achievements, and will launch the latest version of the Regional Profile of the Information Society 2013. It will also provide a chance for champions from the Arab region to provide highlights on their experiences, challenges and achievements of their countries at the national level. The Workshop will be organized in two









14:30 - 16:1!



parts, the first will include presentations and the second part will be a panel discussion where speakers give their experiences in developing IS and their insights on the vision for the WSIS+10 and beyond.

## **Organizers:**

- Mr. Ayman El-Sherbiny, Chief of ICT Policies Section, UN-ESCWA, Lebanon (Chair)
- Ms. Nibal Idlebi, Chief of Innovation Section, UN-ESCWA, Lebanon

## Panellists (in alphabetical order):

- Ms. Nermine Al-Saadany, Director of International Relations, Ministry of Communications and Information Technology MCIT, Egypt
- Mr. Qusai Al Shatti, Vice Chair, Central Agency for Information Technology CAIT, Kuwait
- Mr. Fayçal Bayouli, Director in the International Cooperation and External Relations Bureau Ministry of Higher Education, Scientific Research and ICT, Tunisia
- Mr. Ridha Guellouz, President, ICT Association ATTIC, Tunisia
- Mr. Imad Hoballah, Chairman, Telecommunications Regulatory Authority TRA, Lebanon

## **Preliminary Agenda**

Titles and Speakers	
Chair: Mr. Ayman El-Sherbiny, United Nations - ESCWA	
1. ESCWA and WSIS ESCWA Key Achievements in the Past Decade	Mr. Ayman El-Sherbiny, ESCWA
2. Launch of the Regional Profile of the Information Society in the Arab Region - 2013	Ms. Nibal Idlebi, ESCWA
3. Experiences/Key Achievements of ESCWA Member States in the Past Decade	
<ul> <li>Insights on the WSIS 2005 in Tunisia: the Starting Point</li> </ul>	Mr. Ridha Guellouz, ICT Association, Tunisia
<ul> <li>Information Society in Lebanon 2003-2013: Development of Regulatory Framework and Infrastructure</li> </ul>	Mr. Imad Hoballah, Telecommunications Regulatory Authority - TRA, Lebanon
<ul> <li>Kuwait Experience in Building the Information Society with Focus on Building Trust and Partnerships</li> </ul>	Mr. Qusai Al Shatti, Central Agency for Information Technology (CAIT), Kuwait
<ul> <li>Egypt Experience in Building the Information Society with focus on Enabling Environment</li> </ul>	Ms. Nermine Al-Saadany, Ministry of Communications and IT (MCIT),



and International Cooperation <ul> <li>Insights on the WSIS+10 Review Process</li> </ul>	Egypt
<ul> <li>Role of the Tunisian Government and all Stakeholders in the Promotion of ICTs for Development and International and Regional Cooperation</li> </ul>	Mr. Fayçal Bayouli, Ministry of Higher Education, Scientific Research and ICT, Tunisia
4. Open Discussion	

## Link between this workshop and the WSIS Action Lines:

- <u>C1. The role of public governance authorities and all stakeholders in the promotion of ICTs</u> for development
- <u>C2. Information and communication infrastructure</u>
- <u>C3. Access to information and knowledge</u>
- <u>C4. Capacity building</u>
- <u>C5.</u> Building confidence and security in the use of ICTs
- C6. Enabling environment
- <u>C7. ICT Applications:</u>
  - o <u>E-government</u>
  - o <u>E-business</u>
  - o <u>E-learning</u>
  - o <u>E-health</u>
  - o <u>E-employment</u>
  - o <u>E-environment</u>
  - o <u>E-agriculture</u>
  - o <u>E-science</u>
- <u>C8.</u> Cultural diversity and identity, linguistic diversity and local content
- <u>C11. International and regional cooperation</u>

The Future of the Information Society Beyond 2015: Opportunities and Challenges (Iran)

## Monday 9 June 2014

## Room M

This panel will bring together different panellists from the ICT policymakers, private sector, civil society and academia to discuss about the following questions:

- What is the role of developing countries in making WSIS and how they will appear in future?
- What are the specific challenges facing WSIS after 2015?
- How the remaining challenges may change the future of the Information Society?
- What are the key elements for enhancement privatization and the role of private sector in WSIS beyond 2015?
- Is there any link between Ethics and local culture and local content with WSIS? How developing countries can benefit from this link?
- What are the critical factors that need to be considered by governments and other stakeholders in future of the information Society?
- What role can academia, universities and research organizations play in WSIS?
- •

Organizer: Iran National Committee for WSIS

## Panellists:

- Nasrollah Jahangard, Vice Minister of ICT and Chairman of Information Technology Organization, Iran.
- Hadi Shahriar Shahhoseini (Workshop Organizer), Director of International and Scientific Cooperation, Iran University of Science and Technology, Iran.







14:30 - 16:1!



- Davoud Zareian, Director-General for International Affair, Telecommunication Company of Iran, Iran.
- Ebrahim Talaee, Tarbiat Modares University, Iran.
- Behrouz Minaei Bidgoli, Iran University of Science and Technology, Iran
- Younes Shokrkhah, Head of Iranian Studies Association of Information Society, Iran.

## Link between the workshop and one of the WSIS Action Lines:

- <u>C1. The role of public governance authorities and all stakeholders in the promotion of ICTs</u> for development
- <u>C2. Information and communication infrastructure</u>
- <u>C3. Access to information and knowledge</u>
- <u>C4. Capacity building</u>
- <u>C5.</u> <u>Building confidence and security in the use of ICTs</u>
- <u>C6. Enabling environment</u>
- <u>C7. ICT Applications:</u>
  - o <u>E-government</u>
  - o <u>E-business</u>
  - o <u>E-learning</u>
  - o <u>E-health</u>
  - o <u>E-employment</u>
  - o <u>E-environment</u>
  - o <u>E-agriculture</u>
  - o <u>E-science</u>
- <u>C8.</u> <u>Cultural diversity and identity, linguistic diversity and local content</u>
- <u>C9. Media</u>
- <u>C10.</u> Ethical dimensions of the Information Society
- <u>C11. International and regional cooperation</u>

This workshop covers all the WSIS Action Lines.



– A Taxonomy Discussion (ISOC)

Monday 9 June 2014

Room H2

"Internet governance is not about governments, but about the process. The term governance comes from the Latin word for steering -- every boat needs a tiller to guide its progress." Markus Kummer

#### Main Outcomes:

The session discussed the growing complexity and significance of Internet governance addressing the

difficult issues that impact, or are impacted by the continued evolution of the global Internet. The panel members discussed the varying means that can be used to capture the issues and map the roles played by all stakeholders (e.g. governments, Internet technical community, private sector businesses and other non-governmental stakeholders) to understand the gaps and steps needed to address those gaps in the broader Internet Governance debate.

#### **Debated Issues:**

- Internet governance how do you capture the taxonomy of the issues and identify the gaps that need to be addressed
- Accountability and the roles of stakeholders in the discussion
- Mechanisms to map the Internet governance ecosystem to capture the issues
- What are the roots of internet governance and the foundation of the historical views that may have shaped the current mapping processes
- What is the role of governments in the Internet governance map

#### **Main Outcomes:**

- The Internet is an ever changing and complex enabler and innovator however the changes also create challenges for Internet governance frameworks.
- Governments have a role in protecting their societies in the same way they do in the offline world.







THEMATIC





There are many ways to map the Internet governance issues and the roles that are played by stakeholders to determine issues and gaps that need to be addressed and incorporated into the broader governance process.

- It is important to incorporate historical knowledge into the mechanisms used to map the issues and identify the gaps.
- It was proposed that there are five key areas for Internet governance issues: sociocultural, economic, development, legal, infrastructure & standardization
- There are differences in between traditional policy issues that existed before the growth of the Internet, which are being transformed as a result of the Internet and new issues that are as a result of the Internet that address proper functioning of the network
- There is a need to build on Internet governance mapping outcomes and with the purpose of deepening the analysis of those issues, and to develop approaches to incorporate the identified gaps into the process.

However the policy issues are messy and overlap with other issues so that the map is not a clean picture of identified outcomes.

• There is a role for everyone in the Internet governance map; no matter what mechanism you may use to outline the environment.

## Organizer:

Internet Society (ISOC)

## Moderator:

Mr. Markus Kummer - Internet Society

## Panellists:

- Mr. Eliot Lear, Cisco
- Mr. George Sadowsky, ICANN Board
- Mr. Jovan Kurbalija, DiploFoundation
- Mr. William Drake University of Zurich

## **Emerging Trends related to WSIS Action Lines:**

The roles of all stakeholders in enabling the open Internet and Internet governance through understanding the contribution of ICTs in enabling future innovation and economic development that results from this collaboration.

- Information and communication infrastructure
- International and regional cooperation



## Link between this workshop and the WSIS Action Lines:

- <u>C3. Access to information and knowledge</u>
- <u>C4. Capacity building</u>







Conquering the Digital Divide: How public access to ICTs supports development in the information society (IFLA)

Monday 9 June 2014

14:30 - 16:1!

Room K2

"To be successful, we must cultivate a culture of digital inclusion.' Vashti Maharaj, Head, Legal Services Division, Ministry of Science and Technology, Government of the Republic of Trinidad and Tobago

"We have to realize that even as Internet access increases, the majority of people are barely connected as a result of low bandwidth, lack of power, and high costs of connecting." Mike Jensen, Internet Access Specialist, APC

## **Debated Issues:**

- The workshop debated a wide-ranging number of areas relating to public access to ICTs in a development context
- Presentations were made on:
  - o An overview of public access in the WSIS context
  - o Developments in the ICT landscape over the past ten years affecting public access
  - Use of public access to ICTs by women and girls
  - Libraries as providers of public access to ICTs
  - National ICT frameworks and support for public access from a government perspective
  - Private sector initiatives to bridge the digital divide and support public access
- Panellists identified a significant number of factors that should be addressed in national public access roadmaps. These issues were often discussed in terms of both achievements and challenges:
  - Sustainability of facilities
  - Limited technology management skills in facilities, particularly outside urban areas
  - Infrastructure use existing infrastructure and go where the infrastructure is to start with
  - Local content provision is essential
  - o Affordability without low-cost services, demand will be limited



- Literacy basic and digital
- Public-private partnerships
- Considerations when providing access:
  - Cultural barriers
  - Age
  - Safety
  - Fear/distrust
  - Disabilities
  - Gender, including gender-sensitive staffing at public access points
  - Opening hours and flexibility, including women-only opening hours
  - Capacity building of staff, both technical and administrative
  - The range of ancillary services provided along with access

### **Main Conclusions:**

Promotion for public access is crucial – people need to know it's available and trustworthy, and it needs to provide services that people want (including access to local, relevant content)

Libraries are beginning to be used by governments much more effectively as public access providers, although more countries need to take advantage of existing infrastructure to bring access to more communities.

Any roadmaps for public access must be based on consultation with all stakeholders - essential

All roadmaps will be different, and pick and choose elements that meet their society's needs – although sharing of best practice from diverse countries will undoubtedly be helpful.

Combining facilities and embedding public access programmes in broader policies such as education will be helpful – for example partnering libraries with schools can lead to better digital literacy amongst pupils.

Public-private partnerships may be an answer to the public access sustainability problem, and at the same time governments should explore the use of universal service funds to support public access through libraries or other service points

## Vision for Implementation of Access Lines Beyond 2015:

**[Governments partner with libraries]** Governments should incorporate public libraries into their plans to narrow the digital divide, and to support public access to ICTs through funding and capacity building – both in terms of broadband infrastructure, as well in terms of staff and user training.

[Public libraries should be utilised as access points for government services, agricultural subsidies and employment opportunities.] When moving services from any public authority online, or when



authoring any policies that reference a need to increase citizen participation in democracy or decision making, libraries should be used as a means of promoting engagement and reaching citizens.

[Private sector has a huge role to play] The private sector should partner with libraries/public access intermediaries to deliver fast broadband through community access points so that all members of the community can benefit – including those without means to pay for any access at all. Public access providers can learn from the innovative programs in the private sector and implement accordingly.

**[The Broadband Commission should partner with public access providers]** The development of affordable broadband will contribute to an expansion of ICT use and access to services. Policymakers should incorporate safe community spaces, such as public libraries, into their ICT infrastructure frameworks so that those unable to afford personal Internet-connected devices can still experience the benefits of the information society.

**[Remote and rural public access points are supported with broadband]** Libraries and community centres are often the only places in remote and rural areas where people can access ICTs – CSO,s governments and the private sector should work together to ensure that remote community access points are connected to high-speed broadband, inside a sustainable enabling environment.

**[Embed public libraries in education policies, and ensure every school has a library too]** Public access advocates should work alongside the education sector to embed Media and information literacy training in school curricula and enable library and information professionals to work alongside educators to build students' capacities.

**[Use libraries in lifelong learning programmes]** Governments should develop and support policies that fund media and information literacy training programmes for all people, from young to old. Libraries should be embedded in these policies and education authorities encouraged to partner with libraries to implement them.

**[Sustain and develop what we already have]** The workshop participants agreed that we must continue to develop and sustain what we already have - over 330,000 public libraries worldwide, with 230,000 in developing countries.

## Link with the Endorsed WSIS+10 High-level Event Outcome Documents

We are very happy to see that the WSIS+10 outcome documents (WSIS Vision, Priority Area 22) recognises that it is a priority to support providers of public access in the local communities such as libraries in the coming years. We appreciate the continuing focus on closing the digital divide and the recognition that being online alone is not enough – skills and training are also needed to help people full engage in the information society. We must go beyond access.

#### Link to the post-2015 development agenda



Libraries can play a role in providing access to information to support development in all of the goals under discussion. In particular, targets on public access to information should be included under Goal 16 (Achieve peaceful and inclusive societies, rule of law, effective and capable institutions), and universal access to ICTs, including public access, should be referenced under Goal 8 (Promote strong, inclusive and sustainable economic growth and decent work for all) as well as across 17 (Means of implementation).

## Suggestions for Thematic Aspects that might be included in the WSIS Forum 2015:

- Universal service funds and public access
- Public access and the post-2015 development agenda

## **Emerging Trends related to WSIS Action Lines:**

- Affordable broadband access
- Continuing need for public access, even in areas with high mobile or fixed broadband uptake
- Promotion of local content

## Panellists:

- Mr. Stuart Hamilton, Deputy Secretary General, IFLA (Chair)
- Mr. Mike Gurstein, Executive Director, Centre for Community Informatics Research, Development and Training, Canada
- Mr. Mike Jensen, Internet Access Specialist, Association of Progressive Communications (APC), South Africa
- Ms. Iffat Gill, Activist/Researcher, Worldpulse, Pakistan
- Ms. Vashti Maharaj, Head, Legal Services Division, Ministry of Science and Technology, Government of the Republic of Trinidad and Tobago
- Mr. John Davies, VP Sales and Marketing, Intel Corporation, United States

## The link between this Workshop and the WSIS Actions Lines:

- <u>C3. Access to information and knowledge</u>
- <u>C2. Information and communication infrastructure</u> (the workshop is mainly linked to C3, however C2 is also relevant to the workshop)

## The link between this Workshop and the WSIS Actions Lines:

• <u>C3. Access to information and knowledge</u>



• <u>C2. Information and communication infrastructure</u> (the workshop is mainly linked to C3, however C2 is also relevant to the workshop)

# Digital Equity: Steps towards Digital Equity in Developing and Developed Countries (IFIP)

Monday 9 June 2014

Room E

"Education and Infrastructure are the basic key points for establishing the digital equity" Ramon Puigjaner, IFIP Vice-President.

"WSIS Action Lines were launched without any notion of evaluation, necessary to check their degree of success" Raymond Morel, representative of the Schweizer Informatik Gesellschaft at the IFIP General Assembly

*"It is necessary to be careful because social and political changes (and digital equity falls in this category) often lead to instability" Benjamín Barán, Past President of the Centro Latinoamericano de Estudios en Informática (CLEI)* 

## **Debated Issues:**

The session was introduced by Ramon Puigjaner, IFIP Vice-President and workshop organizer, who offered a definition of digital equity. Digital Equity dimensions are: Technology resources, Quality content, Culturally responsive content, Effective use, and Content creation. Even if all these points are important the most critical at this moment are:

- The necessity to allow that people can obtain the **education** from well-formed educators, allowing to conveniently using computers and networks in a large sense
- People should be able to easily and deeply **use** both **computers** and **networks** for accessing and **using** all kind of **information**

To solve these points is urgent all around the world but specially developing countries. IFIP has several bodies well suited to tackle these points (such as TC3 on Education, WG6.9 on Communication Networks for Developing countries and WG9.4 on Social Implications of Computers in Developing Countries).











WSIS+10 HLE has defined 11 Action Lines plus 8 sub-Action Lines. All of them have a close relation with Digital Equity and a proposal is that Digital Equity should be considered as a transversal element of WSIS.

Leon Strous, IFIP President, introduced IFIP as a non-government organisation, which covers 55 countries across all continents, member societies have a total membership close to one million professionals, and three thousand colleagues around the world cooperate in IFIP work. One of IFIP's strategic aims is related to digital equity, enabling contributions to the UN millennium development goals and the WSIS+10 action lines. A way of going towards Digital Equity is by sharing information in an open and transparent manner.

Diane Whitehouse, IFIP TC9 (on Society and ICT) chair, gave an overview of the work of this technical committee, which focuses on many different societal, social and ethical elements with special accent on issues of democracy, equity and justice.

Bernhard Haemmerli, President of the Schweizer Informatik Gesellschaft (member of IFIP), gave several examples showing that information security is a big challenge for developing countries and that if we are living in a worldwide society, insecurity in some countries means insecurity throughout the globe. And he introduced the Information Security Education & Solidarity (ISES-Initiative) on development at the IFIP TC3 on Education.

Raymond Morel, representative of the Schweizer Informatik Gesellschaft at the IFIP General Assembly, explained that digital equity is a challenge that crosses all the WSIS action lines, that IFIP needs to force itself to "go in a crossing mode", and that WSIS was launched without any notions of evaluation. Many new issues (e.g., cloud) have also come on to the agenda.

Finally was introduced the presentation of Benjamín Barán, from Paraguay, Past President of the Centro Latinoamericano de Estudios en Informática (CLEI), member of IFIP, showing the problems with a digital divide between countries and among countries. Paraguay has considerable challenges and made several recommendations, including e.g., educating the educators. Can we be optimistic? Dr Baran is indeed optimistic, and believes that digital equity can be found. Nevertheless, it is necessary to be careful, because social and political changes often lead to instability.

After these presentations a dialogue between the panellists and the audience was open to clarify the exposed positions and arriving to the outcomes exposed below.

## Main Outcomes:

Digital equity can be considered a state in which both the digital divide and the participation gap are bridged and it is necessary to push ahead to get it.

To avoid the digital divide it is initially necessary:

• The access to the education from well-formed educators, allowing the convenient use of computers and networks.



• Citizens should be able to easily and deeply **use** both **computers** and **networks** for accessing and **using** all kind of **information**.

Digital equity should include a convenient degree of security because insecurity in some country means insecurity throughout the globe.

Digital equity is a challenge that crosses all the WSIS action lines and in consequence should be considered as a transversal aspect to all of them.

WSIS has launched the Action Lines without any notions of evaluation and this aspect should be included in order to know its degree of success.

It is advisable to review the writing of the Vision, Pillars and Target of the WSIS Action Lines to avoid redundancies and to clarify concepts and domains of each one.

Some issues raised by participants will be followed up by IFIP and its partners. Among them:

- The gap caused by language issues for people who are not fluent enough in the generally used languages in ICT applications will be tackled.
- The way to arrive to the digital equity taking into account the different social situation, the linguistic and cultural differences, etc.

The cooperation of the WSIS facilitators will be welcome.

## Suggestions for Thematic Aspects that might be included in the WSIS Forum 2015:

The above outcomes are all of them thematic aspects that could be included for discussion in the WSIS Forum 2015.

## Emerging Trends related to WSIS Action Lines identified during the meeting:

WSIS Action Lines were set at some moment in the time. Since then new aspects have emerged (e.g. the cloud) and it would be useful to review the domain of each action line or to create new ones to incorporate these topics.

## Panellists:

- Mr Benjamín Barán, Past-President, *Centro Latinoamericano de Estudios en Informática*, (Latin-American Centre of Informatics Studies, CLEI), Paraguay
- Mr Lawrence Gudza, Zimbabwean representative at the General Assembly, International Federation for Information Processing (IFIP), Zimbabwe.
- Ms Gabriela Marín, President, CLEI, Costa Rica.
- Mr Raymond Morel, Swiss representative at the General Assembly, IFIP, Switzerland
- Mr Ramon Puigjaner, Vice-President, IFIP, Spain.
- Mr Ajith Salgado, Sri Lankan representative at the General Assembly, IFIP, Sri Lanka.
- Mr Leon Strous, President, IFIP, Netherlands.
- Ms Diane Whitehouse, Chair, IFIP Technical Committee on ICT and Society, United Kingdom



### Link between this workshop and the WSIS Action Lines:

- <u>C1.</u> The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- <u>C2. Information and communication infrastructure</u>
- <u>C3. Access to information and knowledge</u>
- <u>C4. Capacity building</u>
- <u>C5. Building confidence and security in the use of ICTs</u>
- <u>C6. Enabling environment</u>
- <u>C7. ICT Applications:</u>
  - o <u>E-government</u>
    - o <u>E-business</u>
    - o <u>E-learning</u>
    - o <u>E-health</u>
    - o <u>E-employment</u>
    - o <u>E-environment</u>
    - o <u>E-agriculture</u>
    - o <u>E-science</u>
- <u>C8.</u> Cultural diversity and identity, linguistic diversity and local content
- <u>C9. Media</u>
- <u>C10. Ethical dimensions of the Information Society</u>
- <u>C11. International and regional cooperation</u>

This workshop on Digital Equity intends to show that Digital Equity should be considered as a transversal aspect transversal to all Action Lines

# ICTs for People with Disabilities: Empowerment and Inclusion (MCIT, Egypt)

## Monday 9 June 2014

Room H1

## **Debated Issues**

 The session highlighted efforts exerted by t he Ministry of Communications and Inform ation Technology for a better inclusion of a n important segment in the society; that is the people with disabilities. This is in additi on to tackling the efforts exerted by UNESC O in this regard.

alization of some ideas.

MCIT Egypt presented three pillars of its ini tiative, namely education, employment and innovation. With snapshots from the r eal community, MCIT was able to illustrate some measures to help an easier and ef fective learning experience for PWDs. The digital curriculum for the deaf and blind is an illustration of efforts exerted in this domain. In addition, the role of ICT was hi ghlighted in promoting the work of beneficiaries and better connecting them with their communities. Furthermore, Egypt conducts an annual conference as a platfor m for PWDs to showcase their innovative ideas in presence of representatives fro

m academia and the private sector for further promotion and eventually commerci

• From UNESCO, there was a presentation on related mandate and targeted interve ntions for PWDs.In addition, there was a mention of a number of related projects

The audience discussed the issue of sustainability of efforts geared towards continuous inclusion of PWDs in society.

## Quotes:

Quotes were from the real community; MCIT presented a video that captured how the use of ICT devices is helpful in better grasping of educational content. In addition to another video that presented how ICT helped one of the youth to market his handicrafts and eventually earn money.





Arab Republic of Egypt Ministry of Communications and Information Technology

## 16:30 - 18:15





### **Main Outcomes:**

ICT is a powerful tool to empower people with disabilities and enhance their quality of life.

ICT can offer them equal educational, training and employment opportunities

- It is of real importance to collectively pay attention to people with disabilities to help them in tegrate in the society and make use of their contribution towards the development of the inf ormation society.
- MCIT Egypt has a vision to establish a regional center for ICT4PWDs aiming at developing mo bile applications for PWDs in Arabic language, developing related ICT policies and standards, and paying attention to required capacity building.

## Suggestions for Thematic Aspects that might be included in the WSIS Forum 2015:

• Trends for PWDs inclusion and empowerment through ICT

## **Organizer:**

The Ministry of Communications and Information Technology (MCIT), Egypt

## Panellists:

- DR. Abeer Shakweer, Minister's Advisor for Social Responsibility, Ministry of Communication and Information Technology, Egypt.
- Ms. Andrea Saks, International Telecommunications Specialist for the Deaf Chairman ITU JCA-AHF (Joint Coordinating Activity on Accessibility and Human Factors), Coordinator IGF DCAD (Dynamic Coalition on Accessibility and Disability) (To be confirmed)
- UNESCO Expert in the ICT for PwDs (To be confirmed)

## Link between this workshop and the WSIS Action Lines:

- <u>C3. Access to information and knowledge</u>
- <u>C6. Enabling environment</u>
- <u>C7. ICT Applications</u>:
  - o <u>E-learning</u>
  - o E-health
- <u>E-employment</u>





# Sustainable life-cycle management of ICT equipment (UNEP SBC, UNU-IAS, ITU)

Monday 9 June 2014

Room H2

"The rapid growth of ICT usage has led to a large increase in the volume of e-waste globally, with about 50 million metric tonnes generated every year"

"Of which not even 10 % is documented and recycled in **BASEL CONVENTION** most countries except the EU and Japan"

"E-waste is not a problem in industrialized countries only but for all countries around the world. It is estimated that a few years time developing and emerging countries will generate more e-waste than industrialized countries."

"Addressing the challenge of e-waste requires a multi-stakeholder approach for life cycle and value chain assessment."

"New technologies and intellectual p roperty (IP) play a role not only in the development of ICT equipment, but also at later life-cycle stages, such as the recycling of the equipment and recovery of the material."

"Considering that prevention is better than a cure, e-waste policies and standards are needed to provide guidance and help shape the global market."

"Service providers, as well as manufacturers, must integrate e-waste considerations into their Corporate Social Responsibility (CSR) strategies."

## Debated Issues:

This session provided an overview of policies and standards on electronic and electrical waste (ewaste), the patent landscape of e-waste technologies as well as the issues of quantifying and collection of e-waste. While e-waste is one of the fastest growing waste streams worldwide, e-waste management is a complex issue. The panellists discussed the environmentally sound management of e-waste challenges related to environmental, socio-economic and health issues, but also the opportunities it provides to create new green jobs as well as economic incentives for recovering value from redundant, excessive or end-of-life Information and Communications Technologies (ICTs).





16:30 - 18:1!





Socio-economic and health aspects of e-waste management as well as the linkages between the environmentally sound recycling of e-waste and precious and rare earth metals were also addressed.

## Main Outcomes:

Creating a better basis for quantifying e-waste levels, extending and using information on the trends of e-waste recycling technologies development and dissemination will boost adequate e-waste management policies and informed decision-making aiming at e-waste minimization and environmentally sound management of end-of-life ICT equipment.

## **Emerging Trends relevant to the Action Lines:**

- International standards are very important for tackling e-waste. ITU, through its ITU-T Study Group 5 has developed a series of standards (ITU-T Recommendations) including a universal mobile phone charger (ITU-T L.1000), an environmentally friendly universal charger for laptops as well as other portable devices (ITU-T L.1002), and a standard for green batteries for smart phones and other handheld ICT devices (ITU-T L.1010). Additionally, ITU has developed a Toolkit on end of life management for ICT equipment which offers guidance for the recovery and recycling of materials contained in ICT equipment. . ITU-D study Question 8/2 focuses on e-waste policies and guidelines to assist Member States develop policies, regulations and legislative frameworks ensuring a level playing field for all stakeholders.
- The Conference of Parties of the Basel Convention has developed technical guidelines for the environmentally sound management of used and end-of-life mobile phones and computing equipment. Based on the international standards and guidance provided, countries have to develop their national policies for collection and recycling of e-waste in a sustainable and economically viable manner without posing threats to health and the environment.
- WIPO's Patent Landscape Report on Recycling Technologies for End-of Life ICT Equipment provides the IP perspective of E-Waste recycling and shows many emerging trends. Specifically, the rapidly growing patenting activity globally in the area of E-waste recycling points strongly to the commoditization of electronic waste; in particular, as a source of high value materials, such as the scarce rare earth metals that are commonly used in modern electronic consumer goods. A similar trend is also shown for noble metals, in particular silver, gold and platinum. Moreover, the report clearly identifies Asia Pacific as the region with the highest patenting activity in the area, while it includes information on country-specific interest in patenting, and case studies of the most prolific patent applicants. Overall, patenting activity related to E-waste recycling mirrors the rate of growth exhibited by relevant mentions in the media, confirming that growing economic interest in dealing with end-of-life electronics is occurring alongside and spurring on global innovators
- Quantifying waste of electrical and electronic appliances is difficult; e-waste flows (collection, transportation, dumping) are largely undocumented and a measurement framework is essential to address this problem, e.g. prior environmentally sound recycling can take place, some flows are currently not documented or collected via the right channels.



## Templates relevant to the Action Line in the context of the WSIS+10 process:

e-Waste must be included in the post 2015 WSIS+10 outcome document considering an integrated and multi-stakeholder waste management approach, which encompasses environmental, socioeconomic and technological considerations, is a crucial part of international and national sustainable development strategies.

Standardization and regulations should aim at ICT that makes more efficient use of resources, is designed for longer life, for easy and effective dismantling and environmentally sound recovery of valuable parts.

In order to achieve visible results in the future, it was recommended that, to reduce e-waste production, policy makers should:

- Have long term sustainable ambitions
- Improve the sustainability and competitiveness of manufacturing and business practices
- Measure and document e-waste flows (generation, collection, transboundary movement, inferior recycling / dumping) more accurately
- Foster public/private partnerships to develop sustainable business cases for material recovery and recycling of e-waste.
- Raise awareness at the consumer level for a better understanding of the life-cycle of ICT equipment
- Improve collection of e-waste to ensure that e-waste is recycled with the right technologies
- Take into account technologies addressing e-waste recycling to have a better overview of available technical solutions increasing efficiency in e-waste management and facilitating more informed decisions.

## Moderator:

Mr Matthias Kern, Senior Progamme Officer, Technical Assistance Branch, Secretariat of the Basel, Rotterdam and Stockolm Conventions UNEP

## Panellists:

- Mrs. Gisa Fuatai Purcell, Head, LSE Division BDT / PKM "Opening Remarks"
- Ms Cristina Bueti, Advisor ITU-T Study Group 5, ITU: "E-waste: from threat to opportunity"
- Mr Kees Balde, United Nations University, Institute for the Advanced Study of Sustainability (UNU-IAS): "Quantifying waste of electrical and electronic appliances"
- Ms Irene Kitsara, Project Officer, Patent Information Section, Access to Information and Knowledge Division, World Intelectual Property Organization (WIPO):"Patent Landscape Report on Recycling Technologies for End-of Life ICT Equipment"

Link between this workshop and the WSIS Action Lines: C7. ICT Applications: E-environment





# The 2012 International Telecommunication Regulations and the Internet (APIG)

Monday 9 June 2014

16:30 - 18:1!

## Room K2

"The criticism of the 2012 ITRs is not valid from a legal point of view" - Richard Hill, Hill & Associates

## **Debated Issues:**

- Concerns raised regarding the ITRs and the role of governments and intergovernmental organizations in the governance of the Internet
- The concerns were clearly identified, as were the views of those who take the view that the provisions of the 2012 ITRs are not, in and of themselves, problematic.
- It was also pointed out that not acceding to the 2012 ITRs might deprive consumers of the advantages of certain provisions of the ITRs.
- It was pointed out that discussions must continue and that the 2014 Plenipotentiary Conference might discuss whether or not, and if so when, to convene another World Conference on International Telecommunications (WCIT).

## Main Outcomes of the Session highlighting

- There are differing perceptions of WCIT and the ITRs. While a legal analysis of the ITRs does not support concerns raised, those concerns persist.
- According to some, accession of all, or at least most, states to the ITRs could improve security and privacy without threatening freedom of speech, but this view is not shared by all.
- The WSIS+10 High Level Event outcome documents recognize the need for further cooperation to improve network security. The 2012 ITRs also recognize this need.
- The 2012 ITRs include provisions to foster the creation of a transparent and competitive environment for the development of telecommunications, including the Internet. This should favor the implementation of the post 2015 Development Agenda.

## Suggestions for Thematic Aspects that might be included in the WSIS Forum 2015

Need for agreed global norms that will help to maintain an interconnected Internet and avoid islands of limited connectivity.



## Emerging Trends related to WSIS Action Lines identified during the meeting

Continued interest in improving security and privacy, as well as addressing the financial issues such as the relatively high cost of Internet access in developing countries and the high prices of mobile roaming.

## Organizer:

Association for Proper Internet Governance

## Panellists:

- Karen Mulberry, ISOC
- Mohamed Al Ghanim, WCIT
- Richard Hill, APIG

## The link between this workshop and the WSIS Action Lines:

- <u>C2. Information and communication infrastructure</u>
- <u>C3. Access to information and knowledge</u>
- C5. Building confidence and security in the use of ICTs
- <u>C11. International and regional cooperation</u>





Hubco: An Initiative for the Development of ICT Access, Use and Skills in the Businesses of Iran (Data Processing Company)

## Monday 9 June 2014

16:30 – 18:15

Room K2

## **Debated Issues:**

• The involvement of the private sector in WSIS is a key element in building the Information Society and in achieving the Sustainable Development Goals and implementation of WSIS action lines. Mr



- Bidabadi (Chairman of Board) as one of the panelists in the workshop stated that Data Processing company (Parvaresh Dadeha) as a private sector ICT company in Islamic Republic of Iran has done many national and large-scale projects in the country based on public, full private and PPP investment models. This company has played a key role in the development of ICTs in the country and implementation of WSIS action lines during its 27 years of activity. He mentioned that there are many key success factors that contribute to the success of the company as a private sector entity. These factors are having a sound and robust cooperate strategy, using new technologies, deep understanding of the key objectives and development of the country and the world information society, understanding the key problems of the stakeholders, identifying the emerging technology trends, good relationship with the key stakeholders such as regulatory body, guild organizations, innovation, agility, flexibility and risk management and etc. He mentioned that government should develop the needed policy and regulatory frameworks to support private sector, attract private investment and to develop the infrastructure, financing, and new business models.
- In the second section of this workshop, Dr. Mohammad Reza Ayatollahzadeh Shirazi, described that the main objective of this workshop is to introduce one of the key components of the e-Business solution that has been developed by the Data Processing Company named Hubco and its role in increasing ICT use in the businesses of Iran. He mentioned that Hubco is an e-commerce solution that in its first development stage provides e-procurement as service to the member businesses.
- Dr. Shirazi mentioned that HubCo is not just a technical IT solution. But, as a part of the solution that is provided to the businesses, the company provides **Business Empowerment Services** to enable the businesses, especially SMEs to use the services



that are provided by the system. These empowerment services are IT consultancy, leveraging the ICT infrastructure of the business, providing the needed ICT skills and knowledge development programs for improving ICT skill and knowledge level of the employees to help them using the application and its services.

- He mentioned that our early assessment of the ICT maturity of the businesses that want to use Hubco services shows that in most of these businesses the infrastructure (Internet, LAN, etc.) and access to it is not at the required level, some of the businesses need access to computer, tablet or even a mobile phone, and ICT skills of the employees in some of the businesses is very low. These are the main obstacles in using the services of Hubco solution. Also, he mentioned that according to the existing conceptual frameworks proposed by OECD, UNCTAD and ITU for information economy and ICT development, ICT readiness, ICT use and ICT capabilities are different stages of ICT development. Thus, by considering the number of businesses that are potential customers of this system, it can be said that Hubco and the Business Empowerment Services that are provided by the Hubco organization can improve access to infrastructure, intensity of use and ICT skills in the businesses. These improvements will lead to an overall improvement of ICT development in the businesses.
- Using new computing models such as cloud computing (Hubco Mall) and mobile computing (Hubco Mobility) in the development of Hubco was another area of discussion in the workshop. It was stated that cloud-based e-commerce supports rapid responses to market opportunities and challenges. Lower costs and faster deployments enable businesses to evaluate new opportunities without large upfront investments. By using cloud computing services, businesses can expand their e-commerce activities without having to add staff for maintenance. Cloud computing expands the possibilities for configuring e-commerce. Finally, using SaaS as a cloud offering empowers the businesses allows them to do their business in a more dynamic way. Dr. Shirazi said that using cloud computing services is an attractive solution for Small and Medium Enterprises (SME) because for SMEs, managing cash-flow is vital and, since Hubco cloud-computing services such a e-procurement and platform with no upfront fees and with no extensive lock-in periods.
- It was stated in the workshop by the panelists that Hubco customers are willing to use a mobile app for accessing to the Hubco services. Because of that need, at this stage, Data Processing Company has developed Hubco Mobility as a m-commerce solution to provide easy access to the functionalities such as generating e-RFQs, access to RFQs and Quotes and submitting the quotes. Statistics suggest that m-commerce is another emerging model that can transform the way that we are doing business. According to BI Intelligence in January 2013, 29% of mobile users have now made a purchase with their phones. Walmart estimated that 40% of all visits to their internet shopping site in December 2012 were from a mobile device. It is predicted that \$67.1 billion purchases will be made from mobile devices by European and U.S. shoppers in 2015.
- There were some comments and questions from the audiences. One of the important suggestions was to use Hubco for books and intangible assets such as software components. It was stated that Hubco can help software solution developers to find their needed components in an efficient and effective way in a shorter period of time. Other question was about using Hubco for procuring the product and services from the



foreign suppliers outside of the country. Dr. Shirazi said that Hubco operation and business model lets us to extend the scope of supplier to the foreign suppliers and we have considered this option in the roadmap of Hubco. Another question was the impact of Hubco on the adoption and use of ICT in the businesses of Iran.

## **Main Outcomes:**

- The subject of this workshop is related to the Action Line C7 (ICT Applications: benefits in all aspects of life- e-business). It has been stated in this action line that ICT applications can support sustainable development, in the fields of public administration, business, education and training, health, employment, environment, agriculture and science within the framework of national e-strategies. In the e-business section, the following statements have been made:
  - a. Governments, international organizations and the private sector, are encouraged to promote the benefits of international trade and the use of e-business, and promote the use of e-business models in developing countries and countries with economies in transition. Data Processing Company as a private sector company has developed Hubco as an e-commerce solution and model.
  - b. Through the adoption of an enabling environment, and based on widely available Internet access, governments should seek to stimulate private sector investment, foster new applications, content development and public/private partnerships. Data Processing Company has performed an extensive investment in the mentioned e-commerce solution to promote business and leverage ICT adoption and use in the businesses.
  - c. Government policies should favor assistance to, and growth of SMMEs, in the ICT industry, as well as their entry into e-business, to stimulate economic growth and job creation as an element of a strategy for poverty reduction through wealth creation. Using solutions such as business process outsourcing by Hubco and new computing models such as cloud computing and mobile computing helps SMEs to go online without high upfront fees and with no extensive lock-in periods.
- According to what has been stated before, the main theme of this thematic workshop is directly related to the following items in the WSIS+10 Vision for 2015 beyond:
  - a. C6 (Enabling Environment)- 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.
  - b. C7 (ICT Applications-e-Business): Make it possible for all businesses to connect with relevant ICTs and to benefit fully from the information economy, including by creating an enabling environment for selling and buying goods or services via ICT networks.



- c. C7 (ICT Applications-e-Business): Enhance the involvement of all stakeholders in promoting the benefits of e-business and stimulating the development of new e-business applications, content and services, including for mobile devices and social media.
- d. C7 (ICT Applications-e-Business): Foster a vibrant ICT sector to underpin productive use of ICTs, sustainable growth, job creation, trade and innovation as part of broader strategies for poverty reduction through wealth creation.
- e. C7 (ICT Applications-e-Business): Enhance the entry of micro, small and mediumsized enterprises (SMMEs), and involve women entrepreneurs into all sectors of e-business taking new technological developments into account.
- f. C7 (ICT Applications-e-Business): Improve access to e-business data needed to assess economic and social impacts.

## Suggestions for Thematic Aspects that might be included in the WSIS Forum 2015:

- i. Creating a Knowledge Compendium for the member countries to share their best practices and experiences in development of ICTs and implementation of WSIS action lines.
- ii. Encouraging the developed countries to help and support developing and less developed countries in implementation of action lines and ICT development.
- iii. Innovative and new ICT investment models in the developing countries.
- iv. Public-Private Partnerships for development of ICT.
- v. Identifying barriers and obstacles (e.g. ICT infrastructure, regulations, financial, etc.) for reaching to the WSIS targets and other ICT development objectives in the countries and solutions for speeding up the progress.

## **Emerging Trends related to WSIS Action Lines identified during the meeting:**

- i. Cloud computing
- ii. Mobile computing
- iii. Social commerce

## Organizer:

Data Processing Company (Parvaresh Dadeha)

## Panellists:

- Mr. Ahmad Bidabadi, Chairman of Board, Data Processing Company (Parvaresh Dadeha), I.R.Iran
- Dr. Mohammad Reza Ayatollahzadeh Shirazi, Manager of ICT Department, Data Processing Company (Parvaresh Dadeha), I.R.Iran
- Mr. Amir Mehrabinezhad, Manager of ICT Department, Data Processing Company (Parvaresh Dadeha), I.R.Iran
- Mr. Hossein Norouz, Manager of Innovative Systems Group, Data Processing Company (Parvaresh Dadeha), I.R.Iran



Link between your workshop and the WSIS Action Lines: <u>C7. ICT Applications: E-business</u>

Understanding the challenges of delivering the Internet to everyone and for everyone (ISOC)

## Monday 9 June 2014

## Room M

The benefits of the open Internet flow from the development and adoption of a set of underlying protocols that are in use worldwide. These protocols help to create the base of and provide the tools for nearly 3 billion users, allowing them to communicate with one another for a variety of services and applications. Creating a global network of networks based on a standard platform is a foundational

success of the Internet. However, while the Internet is often called the 'network of networks,' all networks are not created alike.

While it is true that the Internet standards are the same across countries and networks, that is not to say, however, that the overall user experience will be the same regardless of the country. Any such differences, however, do not originate from technical standards, but rather from government policy and economic reality. In particular, these differences can arise at two layers of the Internet:

- Infrastructure: Some countries have better access networks with more resilient international connections than other countries, based on economic factors and policy and regulatory choices.
- Content and applications: Some countries filter content or block applications, using political or legal justifications. In other cases, content that is available in one country is not readily accessible in other countries...

Thus, while the open Internet is an unparalleled positive force for advancement, it is not immune from economic and political influences that occasionally have the impact of limiting its true benefits. Broadly speaking, three sets of issues may impact access and affordability of the Internet:

- An affordable and reliable Internet is not yet a reality for the majority of people in the world, and thus the digital divide must continue to be addressed to provide everyone with Internet access.
- Where access is available it is not always taken, even when it is affordable, as the locally available content and services may not yet create a compelling case for users







16:30 - 18:15



• The mere fact of being connected does not guarantee one will be able to innovate or freely share information and ideas; these abilities require an enabling Internet environment, one that is based on unrestricted openness.

ISOC's guiding vision for the past 21 years is that "the Internet is for Everyone" and, as such, it has consistently worked to help create the standards that underlie the Internet, worked on public policies that increase infrastructure availability, and helped to develop key infrastructure such as Internet Exchange Points to make the Internet more accessible in developing countries.

ISOC will release its first annual Global Internet Report in conjunction with WSIS to highlight the benefits of the open and sustainable Internet, and the challenges to making it accessible to everyone. This panel will analyse the challenges outlined here, to consider solutions to the barriers keeping the majority of the world's population from enjoying the benefits of the Internet.

## Moderator:

Mr. Michael Kende, Chief Economist, Internet Society, Switzerland

## Panellists:

- Mr. Kwaku Ofosu-Adarkwa, Chief Director, Ministry of Communications, Ghana (tbc)
- Ms. Ellen Blackler, Vice President, Global Public Policy, Walt Disney Company, Belgium
- Ms. Amy Alvarez, Executive Director International External & Regulatory Affairs, AT&T, USA
- Mr. Patrick Ryan, Public Policy & Government Relations Counsel for Free Expression and International Relations, Google, USA (tbc)

## The link between this workshop and the WSIS Action Lines:

- <u>C2. Information and communication infrastructure</u>
- <u>C3. Access to information and knowledge</u>
- <u>C6. Enabling environment</u>
- <u>C8.</u> Cultural diversity and identity, linguistic diversity and local content


Plan of Action for the Information and Knowledge Society in the Latin America and the Caribbean (eLAC2015): The way forward (ECLAC)

Monday 9 June 2014

16:30 - 18:1!

Room K1

*"WSIS+10 are about refreshing the vision towards 2015" -Benedicto Fonseca Filho, Ambassador, Ministry of External Affairs, Brazil* 

"Infraestrcuture will have a key role in the post-2015 agenda" - Enrique Ruiz, Ministry of Communications and Transport, Mexico

"The regional agenda can contribute to meet the targets of the global agenda" - Yolanda Martinez, Presidency of México

"Civil society has seen an openness to discuss public policies in the region in the past years" - Joana Varon, Center for Technology and Society Getulio Vargas, Brazil

"Without process like eLAC or WSIS there is no chance for collaborative work" - Silvia Bidart, Director, Information Technology Federation of Entities for Latin America and Caribbean, Spain and Portugal Entity (ALETI)

"Latin America and the Caribbean are setting the agenda for the global stage in Internet governance"- Andrés Piazza, Public Affairs Officer, Latin America & Caribbean Network Information Centre (LACNIC)

*"eLAC2015 can give a place for common voice" - José Clastornik, Executive Director, Agency for Development of e-Government and Knowledge and Information Society (AGESIC), Uruguay* 

# Main Outcomes:

- Debated Issues :
  - eLAC is the regional action plan on the Information and Knowledge Society for Latin America and the Caribbean, in accordance to the Millennium Development Goals



(MDG) and the World Summit on the Information Society (WSIS). It has a long-term vision -towards 2015- which states that ICTs are tools for economic development and social inclusion. It began in 2005 in Rio de Janeiro, Brazil as eLAC2007.

- The first phase of eLAC2007 was then followed by the regional action plans approved in El Salvador in 2008 (eLAC2010) and Lima in 2010 (eLAC2015), at the second and third Ministerial Conferences on the Information Society in Latin America and the Caribbean. The eLAC2015 action plan was developed by means of a participatory process with a public consultation involving stakeholders from governments, the private sector and civil society. The action plan identifies 6 priorities, 10 action lines and 26 goals for 2010-2015. Some of their key statements have been:
  - Central role to access and infrastructure
  - 2005, Rio de Janeiro: ICTs policy instruments
  - 2008, San Salvador: application of ICTs in the social field
  - 2010, Lima: access to broadband and productive development
  - 2013, Montevideo: Follow-up to WSIS+10, Internet governance and digital economy.

### • The expected takeaways of the session were:

- Review the relevance of platforms for political dialogue and cooperation on information society
- Evaluate the impact of eLAC2015 in terms of institutionalization of ICT policies in the region
- Evaluate the challenges for the follow-up mechanism at eLAC2015.
- Review some aspects and issues to consider in defining a post-2015 regional agenda in Latin America and the Caribbean
- Evaluate eLAC2015 as a multi-stakeholder platform

### • Key achievements and challenges shared by the audience and or panellists:

<u>Benedicto Fonseca Filho, Ambassador, Ministry of External Affairs, Brazil:</u> WSIS+10 has been about refreshing the vision towards 2015, which was established in 2003. The expectation for 2015 is to evaluate the achievements of WSIS and reinforce policies on areas were more efforts should be address. The overall process will take place within the framework of the United Nations General Assembly. Regional platforms are indispensable, especially in developing regions to help the exchange of information and best practices, and project to the global community. In this case is necessary to reinforce the participation of Latin America and the Caribbean in global forums on information society. The main challenges of eLAC2015 are financial, until the last ministerial meeting there was financial support from the European Union but this has been discontinued. The financial sustainability is a challenge without external support. Another challenge is to review how to discuss policy issues with a multi stakeholder engagement.



- Enrique Ruiz, Ministry of Communications and Transport, Mexico: Latin America and the Caribbean is a very diverse region and there have been high hopes for a regional agenda post-2015 with a lot of changes in region in the past years, particularly in the area if infrastructure. In Mexico there has been a constitutional reform that had help carry on various programs in the telecommunications sector and eLAC2015 can contribute to the exchange best practices in this aspects. Regarding the organization of the next Ministerial Conference on Information Society in Latin America and the Caribbean in 2015, Mexico has state to give continuity the work that has been done in the past years.
- <u>Yolanda Martinez, Presidency of México:</u> The regional agenda eLAC2015 can contribute to meet the targets of the global agenda. At the same time WSIS+10 outcome documents can provide a high value input to define a regional agenda post-2015.
- Joana Varon, Center for Technology and Society Getulio Vargas, Brazil: Civil society has seen an openness to discuss public policies in the region in the past few years, with examples like NetMundial or Marco Civil in Brazil. Nevertheless, great challenges remain a head regarding the questions on representativeness of the civil society. ICT has been not only the object of policies in the region but a great tool to help open the debate on policies.eLAC2015 can be seen as great example of cooperation in the region but efforts could be done to foster a more open and more dynamic platform.
- Silvia Bidart, Director, Information Technology Federation of Entities for Latin America and Caribbean, Spain and Portugal Entity (ALETI): Without process like eLAC or WSIS there is no chance for collaborative work. eLAC has been very important as multi stakeholder platform for political dialogue but any process like eLAC depends on the work of a technical secretariat. In the IT sector The region has a lot of asymmetries at national, local and sub regional levels. The IT working group of eLAC has engaged in three areas: double taxation, indicators, and support to IT industry, its first meeting will be in Mexico in September. There are special challenges in the platforms specially regarding the financial mechanism to support their activities and those in the technical secretariat.
- <u>Andrés Piazza, Public Affairs Officer, Latin America & Caribbean Network Information</u> <u>Centre (LACNIC):</u> eLAC has showed a great an evolution from its beginning, especially in their openness. Latin America and the Caribbean are now setting the agenda for the global stage in Internet governance. The role that eLAC took in Internet governance at Regional Preparatory Meeting for the Internet Governance Forum, LACIGF, has been very important specially helping the involvement of governments in the process. Latin America and the Caribbean have been taking a key role in multi stakeholder approaches to deal with ICT policies. The regional should try to build a public-private partnership to address technical and infrastructure issues in the region, and one of the key issues in this field has been the use of the IPv6.



- Highlights of the main issues debated and interactions with the audience:
  - Platforms like eLAC2015 can help countries to have a collective view and supplement each other capacities for a greater impact.
  - Working in policies for encouraged the development of the applications and content should be the next stage for Latin America and the Caribbean.
  - Ten years ago the region did not have a multi stakeholder platform for dialogue.
  - $\circ$  eLAC agenda for post-2015 will have a feedback with WSIS+10 outcome documents.

# • Main conclusions reached during the discussion:

- The relevance of eLAC2015 as a networking platform is positive
- Great recognition for the importance of the multi stakeholder approach
- Challenge of the platform is the continuity
- The financial issues must be addressed
- $\circ$   $\;$  The expectations on the secretariat are high and needs to be review
- The platform can be more dynamic
- o Discussing thing and giving feedback to the platform is need to be encourage
- Discuss the emerging the trends
- The vision for implementation of WSIS Action lines beyond 2015:
  - Regional plataforms can play a role on this
- The link with the Endorsed WSIS+10 High-level Event Outcome Documents
  - $\circ~$  The regional agenda post-2015, will take note on the WSIS+10 High-level Event Outcome Documents

### Emerging Trends related to WSIS Action Lines identified during the meeting

- Big data
- Internet of things
- Privacy issues
- Cloud computing

### Organizer:

Agencia para el Desarrollo del Gobierno de Gestión Electrónica y la Sociedad de la Información y del Conocimiento (AGESIC), Uruguay/Economic Commission for Latin America and the Caribbean (UNECLAC)

### Panellists:

- Mr. Jorge Patiño, ECLAC, Chile
- Mr. José Clastornik, AGESIC, Uruguay



Link between your workshop and one of the WSIS Action Lines: <u>C11. International and regional cooperation</u>



# UNESCO's Comprehensive Study of Internet-related issues (UNESCO)

Wednesday 11 June 2014

Room K2

# Debated Issues:

UNESCO took this session to share the initial findings and seek inputs through an inclusive multistakeholder consultation process on its ongoing Comprehensive Study of Internet-related issues as mandated by its 37th General



13:15 - 14:4!

THEMATIC

Conference Resolution 52 (2013). The discussion focuses in the four fields of the Study (i) Access to information and knowledge, (ii) Freedom of expression, (iii) Privacy, and (iv) Ethical dimensions of the information society and also explores possible options for future actions as related to global Internet governance.

# Main Outcomes:

Invitation of all participants to access the latest version of the study *at:* <u>www.unesco.org/new/internetstudy</u> and provide feedbacks on the study through an email to <u>Internetstudy@unesco.org</u>

# Suggestions for Thematic Aspects that might be included in the WSIS Forum 2015:

Presentation of the final study version, including options for future action

# Panellists:

Governments, private sector, civil society, academia, international organizations and the technical community are welcome to join this session and provided their inputs to the Concept Paper of the Study which UNESCO will present at the meeting.





Room H2

"Various observing systems collect data to be processed and analyzed by research centres around the world, which is then exchanged among Member States and delivered to the users. This creates a heavy reliance on ICTs"

"Monitoring the ocean system is essential to understanding climate system and our ability to predict it"

"Communications and data services have revolutionized ocean observing systems; we are only beginning to see benefits of a comprehensive subsurface observation system"

"We work in the climate system, which is highly connected and multi-faceted, so it is essential that data is open and available for all"

*"There is a lack of information (1) from deep water sites and under ice and (2) on biochemistry and nutrients in oceanic systems"* 

"When we look at energy budget of planet, 93 per cent of excess heat in the atmosphere is taken up by the ocean"

"Lack of data leads to limited knowledge, which inhibits the ability to address the issue at hand"

# **Debated Issues:**

The workshop provided an overview of best practices and case studies on projects using ICTs as tools to record and access weather and climate data. Special emphasis of the workshop was set on the use of marine climate data, recognizing the importance of oceans in the climate systems. The role of ICTs in climate data is very important because it helps to meet the demands of the climate community. In the opening remark, these issues were specifically highlighted:

- How do we connect ITU/WMO members/users of climate data to ICT?
  - Although technology is advancing, there is still a gap between developed and developing countries in terms of the sustainability and affordability of technology



- WMO is looking to promote technological advances in developing countries, especially in Africa
- Radio frequency spectrum is scare, but important for successful climate monitoring
  - We are currently facing threats from commercial telecommunication providers, as they are competing to get bigger frequency bands
  - WMO is working closely with ITU to ensure spectrum is allocated for climate monitoring and disaster warning
- Exploring new technologies for meteorology
  - E.g. gathering data from the deep ocean by enabling the availability of submarine cable repeaters equipped with scientific sensors and using space station towers to as sites for data gathering
  - Data quality and standards are still issues to be addressed

# Main Outcomes of the Session

ICTs play a pivotal role in climate change monitoring, climate change projections and warnings against extreme weather and climate events. Climate observations need to account for the full range of elements that describe the climate system – not just those that describe the atmosphere-. Extensive observations of the ocean and terrestrial-based systems are required. The numerous meteorological and related observational networks and systems should continue to be improved so that it meets the evolving user requirements and the societal needs.

Emerging Trends relevant to the Action Line in the context of the WSIS +10 process

### **Marine Climate Data**

- Although meteorological data management follows international standards , there are opportunities to use all affordable data to meet emerging needs for climate services
- New approaches and technologies are being used to address data gaps in the ocean: e.g. wave gliders (powered by wave and solar power); elephant seals and sea mammals are tagged; building observing systems under ice shelves and using acoustic systems and communications mechanisms

### Green Cables for Climate/Ocean Monitoring and Disaster Warning

- Marine and Ocean observations are important to monitor global climate change and for emergency warning, as is the case for detecting tsunamis and reducing the impact of the disaster
- The UNESCO/WMO/ITU Joint Task Force (JTF) is leading studies to facilitate the deployment of dual-purpose submarine telecommunication cables in high seas for climate/ocean monitoring and disaster warning
- Through its committees, the JTF is exploring the scientific and societal needs, new engineering technology requirements for sensor standards and testing protocols, as well as the business opportunities, and legal implications to establish the basis for the initiation of a pilot project.

# Oceans in the UN and international arena



- In addition to its own and partner networks, WMO receives also data from voluntary and research communities which is then transmitted through the WMO Information System
- This system is continuously being improved, especially with guidance from the governing bodies

WMO works closely with other UN agencies, such as UNESCO/IOC, International Maritime Organisation (IMO)and International Hydrographic Organisation (IHO), and there are several interagency coordination mechanism on ocean and coastal issues such as UN-Water and others.

Templates relevant to the Action Line in the context of the WSIS +10 process:

# Role of the Regulator

- Data, where possible, must be a requirement for policy frameworks and licensing regimes
- Regulators must facilitate the exchange of climate data and ensure that it is disseminated in a safe and secure fashion, with consideration of international and national data policies
- Data collected from sensors must be evaluated according to agreed international standards, so that quality, accuracy and interoperability are achieved
- WSIS should create an enabling environment, especially in the least developed countries to take advantage of the use of ICTs for climate monitoring, weather forecasting and warnings.

# Moderator:

Reinhard Scholl, Deputy Director, Telecommunications Standardization Bureau, ITU

# Panellists:

- Opening Remarks: Mr. Peiliang Shi, Director, WMO Information System Branch, Observing and Information Systems Department, World Meteorological Organization
- Marine Climate Data (Katherine (Katy) Hill Ph.D. GCOS/GOOS/WMO secretariat)
- Green Cables for Climate/Ocean Monitoring and Disaster Warning Erica Campilongo, Project Officer, Telecommunication Standardization Bureau, ITU (JTF Secretariat)
- Oceans in the UN and international arena the role of WMO" Edgard Cabrera, Chief, Marine Meteorology and Ocean Affairs Division, Weather and Disaster Risk Reduction Services, World Meteorological Organization)
- ICTs and Climate Data Mr. Ali Mahm'd Ahmad Al-Shrouf, Researcher Irrigation Management, Abu Dhabi Food Control Authority, United Arab Emirates
- "ICTs and Climate Data the role of regulator" Mr. Donnie Defreitas, Office of the Regulator, Samoa





Sustainable Education: Smart Cost Education Solutions for Developing Economies (Intel Corporation)

Thursday 12 June 2014

09:00 - 10:30

# Room H

The Millennium@EDU Program's mission is to contribute to the advancement in the Millennium Development Goals (MDGs) through the use of Information, Communication and Scientific Technologies(ICSTs) in Learning and Education while fostering key 21<sup>st</sup> Century Skills such as critical thinking, problem solving, communication, collaboration and creativity, among others.



The Millennium@EDU Program will provide a comprehensive "Millennium@EDU Solution Pack, including computer device", to enable every student and teacher in the program access to information technologies including computing devices, content, software and applications all specially tailored for learning, education and inclusion and it will be made available at a smart affordable price. A total of 15 Million Millennium@EDU Solution Packs will be made available until 2015.

The Millennium@EDU is a multi-stakeholder initiative led by the private sector including some of the largest multinationals involved in education and technology that are willing to provide their contribution for the achievement of the Millennium Goals.

The initiative includes the establishment of National Projects led by local Promoters from the public and private sector to boost the local tech industry with the support of global tech companies and answer to the appropriate needs of the communities where the Millennium@EDU Projects are developed.

Millennium@EDU is inspired by the "Millennium Declaration" and is committed to contribute to Millennium Development Goals framed in particular in Goal 8, Target 8.F: "In cooperation with the private sector, make available the benefits of new technologies, especially information and communications".

The Millennium@EDU Program was presented in September 2012, in New York City, coinciding with the opening of the 67th Session of United Nations General Assembly, and actually launched in January 2013 at Education World Forum in London.

The expected duration of the Millennium@EDU Program is up to 31 December 2015. Further extensions shall be possible under stakeholders' decision.

Successful Millennium@EDU projects projects can be found in Egypt, Philippines and Mexico.

Achievements in the last 10 years:



- 1) The development of National projects with strong impact in Education and ICT with the transformational aspects associated both on pedagogy, Country development index, and Country Economy improvement.
- 2) Building strong partnerships between private partners. Anexample is the Millennium@EDU and Intel Education Solutions. It is also important to refer that this partnerships extends as well to the Public sector namely ITU and Governments.
- 3) The production of affordable and fit solutions targeting Education and developing economies.

# Challenges in the last 10 years:

Over the last 10 years many investments were made on Education and ICT. The four main challenges were the lack of connectivity, benchmarking with Countries/Regions and the absence of a proper infrastructure

# Vision beyond 2015:

The vision beyond 2015 is to create the right conditions in order that Sustainable Education can be a reality moving forward. This vision is directly linked under the United Nations objectives concerning the Sustainable Development Goals through the use of ICT's (Information, Communication and Scientific Technologies).

The way we propose ourselves to move forward is to support Sustainable Education as already stated, in order to create a powerful capacity building system (C4), in every Country and accessed by every citizen establishing a new adequate infrastructure for knowledge.

# Organizer:

Intel Corporation

### Panellists:

- Mr Mario Franco, Founder and Chairman of the Millenniul@EDU Foundation. Mr. Franco is based in Lisbon, Portugal
- Mr John Davies, Vice President, General Manager, Intel Corporation

### Link between this workshop and the WSIS Action Lines:

- <u>C2. Information and communication infrastructure</u>
- <u>C3. Access to information and knowledge</u>
- <u>C4. Capacity building</u>
- <u>C7. ICT Applications</u>: <u>E-learning</u>



How can ICT Utilization Ensure Connectivity of People under Disasters and Enhance Disaster Preparedness? Possibilities of ICTs in Disaster Management (Japan)

# Thursday 12 June 2014

# Room K2

# **Debated Issues**

- How to implement the newly disaster management systems when disaster occurred.
- Who could be and how could be covered the cost of implementation for these disaster management systems?



10:45 - 12:00

Coffee to be served before the worksho

# Main Outcomes:

- In the workshop, Dr. Tomoaki KUMAGAI(NTT) focused on Movable and Deployable ICT Resource Unit(MDRU), which can rapidly provide local ICT services in various areas such as rural areas and disaster areas.
- MDRU provides many kinds of ICT services including telephone, internet which are very useful and helpful for local people when a disaster occurs.
- In the workshop, Mr. Yuji HATTA(NTT West) introduced NTT West's activities of "Smart HIKARI Town" in Kumamoto city in Japan.
- In this project, "Citizen Participation Type Hazard Map" showed as importance of education and training for disaster preparedness.
- In the workshop, Mr. Shigehiko YASUMURA(Fujitsu) focused on Submersible Earthquake and Tsunami Sensor Network System, which can also be used for communication and provide the ideas for implementation in the earthquake countries.
- The solution provides high performance seismic and tsunami observation and data collection compatible with ITU-T Green Repeater.

# Suggestions for Thematic Aspects that might be included in the WSIS Forum 2015:

How can ICT Utilization ensure Connectivity of People under Disaster and enhance Disaster Preparedness?





# **Emerging Trends related to WSIS Action Lines identified during the meeting:**

Disaster preparedness has become a focal point in today's ICT issues as natural disasters continue to increase globally.

# Organizer:

Ministry of Internal Affairs and Communications, Japan

# Panellists:

- Title : Movable and Deployable ICT Resource Unit

   Instant Provision of Local ICT Services –
   Dr. Tomoaki KUMAGAI
   Senior Research Engineer, Supervisor, NTT Network Innovation Laboratories,
   Nippon Telegraph and Telephone Corporation (NTT)
- Title : Introduction of NTT West's Activities for "Smart Town" and ICT for Disaster Prevention Mr. Yuji HATTA Associate Manager, Cloud Solution Department, Business Marketing Headquarters, NTT West Corporation
- Title : Submersible Sensor Network for Earthquake & Tsunami equipped with Communication Capability Mr. Shigehiko YASUMURA
  - Director, International Relations, Business Management Center,
  - Finance & Social Infrastructure Sales Group,
  - Fujitsu Limited

# Link between your workshop and the WSIS Action Lines:

- C2. Information and communication infrastructure
- C3. Access to information and knowledge

Media and the Internet: New creation and distribution channels reshaping the market (WIPO)

# Thursday 12 June 2014

# Room E

"The Media sector needs to be looked at through the lenses of cultural diversity." (A. Luo)

"The lack of certainty of UGC regulation is affecting the chances that technology oriented start-up companies with business models based on UGC have to receive funds and investments." (F. Ruz)

"Around 25% of all pictures ever taken on earth are now uploaded on Facebook." (S. Milner)

"The audience is increasingly demanding; people nowadays expect to have access to content from anywhere, at any time and anyhow." (P. Goethals)

"With reference to its disruptive potential on creative industries, the Internet is still a teenager. There is much more to come and it is impossible to have a clear forecast." (B. Muller)

"The best solutions come from a discussion in which each and every player is involved." (M. Paiva)

# **Debated Issues:**

- \_ The effects of digital technologies on the ways content and information are created and distributed.
- The economic, legal and social implications of the direct engagement of users in the creation and distribution of content and information.
- The social and economic impact/importance of User Generated Content (UGC) and platforms enabling its distribution (e.g. Facebook, YouTube, LinkedIn, Flickr, Wikipedia, new applications using available data, such as public transport info or sports event schedules).
- The different roles played by UGC platforms, content industry, broadcasters and governments in this field.

The scope of the term UGC.

# Main Outcomes of the Session:

The idea that the Internet creates an environment where creativity can be fostered was largely shared and supported by data and examples. In order to preserve the Internet as an environment



INTELLECTUAL PROPERTY

ORGANIZATION



10:45 - 12:00





friendly to creativity it is important to have appropriate regulations and practices in place. Some participants were of the view that certain countries' national legal framework needed to adapt; on the other hand there was a broad agreement that licensing solutions may represent the optimal solution for cases where UGC is subject to commercial exploitation and revenue streams are derived from its further distribution. UGC and content produced by the industry are not to be seen as alternative models; they complement each other. The lack of awareness of regulation among the users represents a major problem; UGC platform are playing a role in helping users to understand the legal implication of distributing content online.

# Emerging Trends relevant in the context of the WSIS +10 process:

Users (or non-traditional creators) are increasingly engaged in the creation and distribution of content online. Social and structural changes brought about by digital migration and the Internet may challenge the balance between the interests of professional creators and consumers. On the other hand, in some instances (e.g. collaborative models, User Generated Content) traditional demarcations between creators and users are progressively blurring.

Given the rapid changes occurring in this area, policy makers should actively monitor those trends in order to guarantee that the Internet continues to foster creativity, but also safeguarding some economic incentives to creators.

In this context, intellectual property continues to play a central and crucial role in developing a balanced, healthy and inclusive information society.

Building on these outcomes and the ones from the 2013 Thematic Workshop on "The Internet: an Environment for Creativity", and with the purpose of deepening the analysis of those issues, WIPO, together with the World Economic Forum, is proposing to organize a Thematic Workshop on "The Business of Creativity: User Generated Content and IP" (http://www.intgovforum.org/cms/wks2014/index.php/proposal/view\_public/18) in the context of the Internet Governance Forum 2014.

### Moderator:

Mr. Paolo Lanteri, World Intellectual Property Organization, Italy

### Panellists:

- Ms. Mengyu Annie Luo, World Economic Forum, China;
- Mr. Simon Milner, Facebook, United Kingdom
- Ms. Marcela Paiva, Mission to the World Trade Organization, Chile
- Mr. Peter Goethals, Head of IP, European Broadcasting Union, Belgium
- Mr. Franz Ruz, ECIJA Law Firm, Chile
- Mr. Benoit Muller, Muller Avocats, Switzerland

### Link between this workshop and the WSIS Action Lines:



C3. Access to information and knowledge

<u>C8.</u> Cultural diversity and identity, linguistic diversity and local content



# UAE – A Smart Population (MBRSLP, ADSIC, United Arab Emirates)

Thursday 12 June 2014

Room K1

"Digital Literacy & Capacity Building strategies and programs are one of the important pillars to drive the service transformation agenda towards achieving the vision of Information Society". Mr. Mansoor Al Marzooqi, e-Government Strategy Manager, Abu Dhabi Systems & Information Centre, Emirate of Abu Dhabi, United Arab Emirates.

"The success of Digital Literacy & Capacity Building programs is driven by the effective collaboration between public and private sectors to ensure greater impact on the citizens and the community". Ms. Amal Al Tamimi, e-Literacy Program Manager, Abu Dhabi Systems & Information Centre, Emirate of Abu Dhabi, United Arab Emirates.

### **Debated Issues:**

The session focused on the strategic initiative that was introduced by the Government of Abu Dhabi for citizens with a goal of delivering world class online services as appropriate. Its objectives for doing so were to drive modernization, improve operational efficiency, embrace technology and provide greater access to those services to government,



برنامج محمد بـن راشد للتعلم الـذكـي Mohammed Bin Rashid's Smart Learning Program United Arab Emirates

businesses and citizens. Furthermore, the Government of Abu Dhabi identified that there is an opportunity to fulfill the gap in digital skills among various demographic social groups. The skills gap was particularly acute between those individuals who needed access to, and required knowledge related to the use of information technology, and those who did not have the necessary access; i.e. those residing in rural areas or those emanating from less affluent backgrounds, and thus needed government services that are enabled without limitations. Hence, the discussion during the session went through the following debated points:

- Identification of the right segments for the Digital Literacy & capacity building programs.
- Development of the appropriate content/curriculums for the Digital Literacy Agenda.



15:00 - 16:30



- Engagement of citizens and their effective participations in digital literacy programs.
- Discussions on engagement of private sector to bring innovative solutions.
- Expanding the coverage of the e-citizen program to cover wider geographical areas in short time-frame.
- Promoting the e-citizen program to attract large number of citizens in community.

# Main Outcomes of the Session highlighting

- Digital Literacy & Capacity Building programs are an ecosystem that requires the engagement of various stakeholders.
- Digital Literacy & Capacity Building programs should continue coping with the new trends in ICT globally.
- The private sector has to engage effectively in order to foster the innovation and enrich the skills of citizens.
- Learning by practice remains the best investment towards achieving the vision of Information Society.

### Emerging Trends related to WSIS Action Lines identified during the meeting

• Social media and e-Participation are emerging trends that are aligned with WSIS Action Line beyond 2015.

# Organizers:

- Mohammed bin Rashid Smart Learning Programme (MBRSLP), United Arab Emirates
- Abu Dhabi Systems & Information Centre (ADSIC), United Arab Emirates

### Panellists:

- Mohammed Gheyath, Director General, Mohammed Bin Rashid Smart learning program, UAE
- Amal Hamad Al Tamimi, e-Literacy Program Manager, Abu Dhabi Systems & Information Centre, UAE
- Mr. Mansoor Al Marzooqi, Strategy Manager, Abu Dhabi Systems & Information Center, United Arab Emirates (UAE)
- Mr. Khaled Al Al Sheikh, Government Engagement Manager, Abu Dhabi Systems & Information Center, United Arab Emirates (UAE)

### Link between the workshop and the WSIS Action Lines:

• <u>C4. Capacity building</u>



• <u>C7.</u> I<u>CT Applications: E-learning</u>

185

# Thematic Workshop

CSTD 10-year Review of the Progress made in the Implementation of the Wsis Outcomes (CSTD secretariat, UNCTAD)

# Thursday 12 June 2014

# Room K1

The United Nations Economic and Social Council (ECOSOC) has tasked the Commission on Science and Technology for Development (CSTD) to conduct a 10year review of the progress made in the implementation of the WSIS outcomes. Pursuant to ECOSOC resolution E/RES/2013/9 of 22 July 2013, the results of this 10-year review should be submitted, through the ECOSOC, to the United Nations General Assembly as it makes an overall review of the implementation of the outcomes of the World Summit in 2015.

As part of the open process to collect inputs from Member States, all facilitators

and stakeholders, all participants of the WSIS+10 High-Level Event are invited to join a discussion on the 10-year progress made in the implementation of WSIS outcomes at 16:45 on Thursday 12 June 2014 in Room M of the ITU Montbrillant Building.

The session will include a brief on the substantive discussion on the progress made in the implementation of WSIS outcomes that took place during the seventeenth session of the CSTD last May, as well as a short introduction to the CSTD's 10-year review. Participants will then have the opportunity to share their experience, views and priorities, with regard to, inter alia, the following questions:

- To what extent has a 'people-centred, inclusive and development-oriented Information Society' developed in the ten years since WSIS, and how have WSIS outcomes contributed towards this?
- What are the major challenges that have inhibited the emergence of a 'people-centred, inclusive and development-oriented Information Society', and how effectively are these being addressed?
- What should be the priorities for stakeholders seeking to achieve WSIS outcomes and progress towards the Information Society in the Post-2015 Development Agenda?

# Panellists:

• Chair: H.E. Dr. Omobola Johnson, Supervising Minister of Science and Technology and Minister of Communication Technology of the Federal Republic of Nigeria and Chair of the 18th session of the CSTD



16:45 - 18:1!







- Ms. Anne Miroux, Director, Division on Technology and Logistics and Head of the CSTD Secretariat, UNCTAD
- Mr. David Souter, Managing Director, ict Development Associates

# Followed by interactive discussion

# Welcome to contribute to the CSTD's 10-year review!

# Link between this workshop and the WSIS Action Lines:

- <u>C1. The role of public governance authorities and all stakeholders in the promotion of ICTs</u> for development
- <u>C2. Information and communication infrastructure</u>
- <u>C3. Access to information and knowledge</u>
- <u>C4. Capacity building</u>
- <u>C5. Building confidence and security in the use of ICTs</u>
- <u>C6. Enabling environment</u>
- <u>C7. ICT Applications:</u>
  - o <u>E-government</u>
  - o <u>E-business</u>
  - o <u>E-learning</u>
  - o <u>E-health</u>
  - o <u>E-employment</u>
  - o <u>E-environment</u>
  - o <u>E-agriculture</u>
  - o <u>E-science</u>
- <u>C8.</u> Cultural diversity and identity, linguistic diversity and local content
- <u>C9. Media</u>
- <u>C10. Ethical dimensions of the Information Society</u>
- <u>C11. International and regional cooperation</u>

The session is relevant to the WSIS+10, to all Action Lines and all other WSIS outcomes.

Digital Content for an Inclusive Knowledge Society (UN-ESCWA, ITU-Arab Regional Office, Ministry of ICT in Egypt and other partners)

Friday 13 June 2014

Room L

The purpose of this workshop is to highlight the importance of digital content and multilingualism in cyberspace for building the knowledge-based economy and to increase the impact of cyber space use on socioeconomic development, especially with regard to job creation and inclusion of disadvantaged communities.

Many international and regional organizations, such as Regional Commissions especially UN-ESCWA, UN-ESCAP and UN-ECA were active during the last 10 years in promoting the development of local language and widely-used language on the Internet. Governments of selected countries have also had an important role in launching national initiatives for the digitization of national heritage or archiving national libraries. NGO have also played a tremendous role in encouraging communities and individuals to create

applications, portals and mobile apps using their mother tongues and local dialects. Furthermore, the private sector also contributed to the creation and the generation of multi-lingual content especially through the provision of suitable platforms that stimulated the emergence and spread of user-generated content.

UN-ESCWA initiated its Digital Arabic Content (DAC) initiative in 2003 and has published since then a number of publications on DAC industry. It has also implemented a two-phased project on the "Promotion of the Digital Arabic Content Industry through Incubation" in collaboration with selected incubators in the Arab region. These activities shed light on the enormous job opportunities offered by this industry and showed its positive impact on socio-economic development. Furthermore, ESCWA has also studied the progress in digital content in the Arab region through its Regional Profile of the Information Society.



Arab Republic of Egypt

Ministry of Communications

and Information Technology









The ITU and its Arab regional Office was also active members in supporting DAC development in the Arab region through its Connect Arab Summit 2012 and its relevant publications and communiqués. The ITU-ARO also collaborated with other regional partners to implement its competition on mobile content in 2013. This competition helped foster innovative ideas among young social entrepreneurs.

Many Arab member countries were very active in the development of digital content. The Ministry of Telecommunication and Information Technology in Egypt and Centre for Documentation of Cultural and Natural Heritage (CULTNAT) has realized an outstanding project for the digitization of Egyptian heritage. This project received high level recognition worldwide and it is one of best practice in this area.

UNESCO has made many projects related to the preservation of cultural heritage and multilingualism. UNESCO's Atlas of the World's Languages in Danger which intends to raise awareness about language endangerment and the need to safeguard the world's linguistic diversity, is just one example. The UN regional commissions also implemented a number of projects to promote cultural diversity using local languages in their respective regions. At the global level, the Partnership for Measuring ICT for Development has introduced specific targets to encourage the development of content and facilitate the presence and use of all world languages on the Internet, and has recently prepared an interesting report about the measurement of cultural diversity.

This thematic workshop will discuss the challenges of the digital content industry as a main component of a knowledge-based economy. These challenges include the lack of an appropriate funding mechanism for promoting innovation and entrepreneurship, the need for highly-skilled people to produce high quality content and the affordability of ICT infrastructure. During this workshop, there will be presentations and panel discussions on selected stories from the world about the role of multilingualism for facilitating the access of disadvantaged communities to information and knowledge, and will discuss their impact on the development of these communities. Furthermore, the workshop will discuss the efforts made with regard to the measurement of digital content and multilingualism on the Internet and the challenges facing the collection of data either through the national statistical offices or through adequate tools.

The experts will also present their vision for developing digital content beyond 2015. They will stress on the importance of establishing an appropriate ecosystem, including the legislation and the standards, for the digitization and for the creation of relevant high quality content and the need for promoting R&D, especially for language processing. They will also show the importance of encouraging innovation and entrepreneurship as a main pillar of a knowledge-based economy, and will call for the need to formulate national and regional strategies for the development of digital content.

Furthermore, this workshop will present the new trends of technologies, such as mobile content, social media and cloud computing; and will show their role in facilitating the development of local content. New models like user generated content and crowd-funding mechanism will also be subject of discussion during this workshop.



The speakers of this session will represent government, private sector, NGOs and international organizations from various regions in the world.

# Panellists:

Confirmed speakers:

- Ms Nibal Idlebi, Chief of the Innovation Section, UN-ESCWA, Lebanon (Chair)
- Ms Noha Adly, Deputy Minister, Ministry of ICT, Egypt
- Mr Karim Abdelghani, Programme Coordinator, ITU Regional Office for the Arab States, Egypt
- Mr Cedric Wachholz, Program Specialist, Information Society Division, UNESCO
- Mr David Souter, Partnership for Measuring ICT for Development
- Ms Tiziana Bonapace, Chief ICT and Development Section, UN-ESCAP
- Mr Makane Faye, Chief, Knowledge Management and Library Services Section, UN-ECA

Other potential speakers:

- Ms Cosette Castro from Brazil or A Representative from UN-ECLAC (to be confirmed)
- Mr Louis Napoleon Casambre from Philippine (to be confirmed)
- A representative expert of International NGO (Potentially ISOC),
- A representative expert of Private Sector (Potentially Yahoo),

### Format of the workshop:

•	Introduction of the thematic workshop	(5 mn)	
	<ul> <li>Ms. Nibal Idlebi, (UN-ESCWA)</li> </ul>		
•	Presentations:	(30 mn)	
	<ul> <li>Mr. Cedric Wachholz, UNESCO</li> </ul>		
	o Ms. Noha Adly, Ministry of Communication and Information Technology in Egypt		
•	Launch of ITU – ESCWA report on "Digital Arabic Content: Assessment Study"		
	<ul> <li>Mr. Karim Abdelghani &amp; Ms. Nibal Idlebi</li> </ul>		
•	Panel on global, regional and national experiences on digital content	(30 mn)	
	<ul> <li>Mr. David Souter, Partnership for Measuring ICT for Development</li> </ul>		
	<ul> <li>Ms. Tiziana Bonapace, UN-ESCAP</li> </ul>		
	<ul> <li>Mr. Makane Faye, UN-ECA</li> </ul>		
	<ul> <li>A representative expert of International NGO (Potentially ISOC),</li> </ul>		
	<ul> <li>A representative expert of Private Sector (Potentially Yahoo),</li> </ul>		
•	Questions/Answers (Part of the Q/A will be for remote participants)	(30 mn)	
•	Wrap-up and recommendations from the panelists	(10 mn)	
Link be	etween this workshop and the WSIS Action Lines		
•	Primarily linked to: C8. Cultural diversity and identity, linguistic diversity and local cor	<u>ntent</u>	
•	However the workshop is also linked to:		
	• <u>C1. The role of public governance authorities and all stakeholders in the pron</u>	notion	

- of ICTs for development
- o <u>C3. Access to information and knowledge</u>





How can ICT Utilization provide Solutions to Issues on Sustainable Development for Developing Countries? Possibility of ICTs to Facilitate Social and Economic Development in Developing Countries (Japan)

Friday 13 June 2014

11:00 - 12:4

Room K2

This session is in line with the WSIS Action Lines C7 and will focus on the possibilities for ICTs to facilitate social and economic development by providing solutions to issues on sustainable development in developing countries by introducing case studies that took place in ASEAN Countries.

Today, a significant number of developing countries still face various issues on sustainable development such as poverty, energy, education, food and healthcare, even though numerous measures have been taken to solve them. Under the above-mentioned circumstance, ICTs are anticipated to provide innovative solutions to those issues.



To present how ICT Utilization can provide solutions to issues on sustainable development for developing countries, the session will introduce the projects conducted by TTC (The Telecommunication Technology Committee) Japan to provide ICT solutions contributing to improving life in rural areas and will provide details on four respective case studies.

The our case studies consist of 1) aquaculture solution in Sao Pablo Lake, the Philippines, 2) environmental solution with a remote monitoring system using M2M sensor networks built in cooperation with the University of Palangka Raya, in Central Kalimantan, Indonesia, 3) e-Healthcare and local government solution which provide health check-up services and healthcare contents distribution services to residents in rural area, Tanah Datar Regency, West Sumatra, Indonesia and 4) education solutions by using ICTs focused on optical network and some applications in rural areas in Malaysia.

The knowledge and experiences obtained from these projects are expected to be shared with and extended to other countries, especially developing countries in order to provide them with effective solutions to issues on sustainable development by ICT utilization.

# Organizer:

Ministry of Internal Affairs and Communications, Japan

# Speakers:



- Title : Case Study 1)
   "ICT Solutions Contributing to Improving Life in Rural Areas and Aquaculture Solution in San Pablo Lake, the Philippines"
   Dr. Hideyuki IWATA
   Senior Research Engineer, Supervisor, NTT Access Service Systems Laboratories, Nippon Telegraph and Telephone Corporation (NTT)
- Title : Case Study 2)
   "Environmental Solution in Central Kalimantan, Indonesia"
   Mr. Kaoru KENYOSHI
   Chief Manager, Telecom Carrier Business Planning Division, NEC Corporation
- Title : Case Study 3)
  - "e-Healthcare and Local Government Solution
  - Tanah Datar Regency, West Sumatra, Indonesia"
  - Mr. Kiyoshi UEMATSU
  - Manager, Carriers Systems Division, Telecom Systems Business Division, Oki Electric Industry Co., Ltd.
- Title : Case Study 4)
   "Report on Field Trials focusing on Optical Network and some Applications and Next Step" Dr. Tetsuya YOKOTANI

Manager, Global Standardization and R&D Relation Group, Corporate R&D, Mitsubishi Electric Corporation

# Link between the workshop and the WSIS Action Lines:

**C7. ICT Applications:** 

- o <u>E-government</u>
- o <u>E-learning</u>
- o <u>E-health</u>
- o <u>E-environment</u>
- o <u>E-agriculture</u>



# Child Online Safety: Global trends and social media (Trend Micro and ITU)

Friday 13 June 2014

# Room G2

Technological innovation has created unprecedented opportunities for children to learn, share and communicate. It has helped empower them to assert their rights and express their opinions. Despite the profound benefits of the Internet, children and young people can face a number of risks online, such as exposure to inappropriate





11:15 - 13:00

content or to inappropriate contact, or violation of their privacy, to name a few. In line with its long tradition of public-private partnership, ITU signed a Memorandum of Understanding (MoU) with Trend Micro to increase understanding of and readiness for cybersecurity risks, in particular the ones for the most vulnerable children. Trend Micro will run a webinar session by giving an update on what is happening and the general threat landscape, general trends, possible tools to be used to ensure online safety of children and young people. The webinar will also highlight the use of social networks and the preventive measures that can be taken to reduce cyberbullying, child sexual abuse, grooming and cyber-enticement

# Panellists:

Trend Micro and ITU

Link between this workshop and the WSIS Action Lines: <u>C5.</u> Building confidence and security in the use of ICTs





The Eleventh meeting of the United Nations Group on the Information Society (UNGIS) will be held as part of the WSIS+10 High-Level Event. This meeting comprises the High-Level Segment of the meeting that will take place on Tuesday 10 June 2014 and the Working Level meeting that will take place on the Friday 13 June 2014.

The Eleventh UNGIS meeting will provide an opportunity to advance the Group's objectives of coordination of substantive and policy issues facing the United Nation system in the implementation of the outcome of the World Summit on the Information Society (WSIS). Particular focus will be directed towards the development of a Work Plan.

A draft Agenda for the High-Level Session is below. Relevant documentation for the meeting will be made available at <u>www.ungis.org</u>.

Provisional Agenda:

- 1) Opening Remarks
  - a. Chair and Vice-Chairs of UNGIS
  - b. Heads of the UN Agencies
- 2) Discussion on WSIS and the Post 2015 Agenda
- 3) Other matters
- 4) Closing









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A draft Agenda for the Working-Level Meeting is below. Relevant documentation for the meeting will be made available at <u>www.ungis.org</u>.

Provisional Agenda:

- 1) Opening by ITU, the Chair of the year 2014
- 2) Adoption of the Agenda
- 3) Progress Review according to the Workplan 2013-14
- 4) Defining the Workplan 2014-2015
- 5) Election of co-chair 2014-2015
- 6) Others





# Knowledge Exchange

# **COP** Partners Meeting (Closed Meeting)

# Monday 9 June 2014

16:30 - 18:1!

Room E

This meeting will present a quantitative approach in activity evaluation in order to better reflect the work being carried out by ITU-COP, its partners and globally while aligning with the current framework of the UN's Sustainable Development Goals.



# Social Networking Events

WSIS+10 Gala Dinner Sponsored by Rwanda (On invitation only)			
Wednesday 11 June 2014	19:00		
-			
Official Reception Sponsored by Switzerland			
Certificate Ceremony for Partners			
Tuesday 10 June 2014	18:30		
CICG			
High-Level Lunch Sponsored by United Arab Emirates			
(On invitation only)			
Tuesday 10 June 2014	13:15 – 14:30		
CICG, Espace Motta			
Coffee Sponsored by Poland			
Tuesday 10 June 2014	15:45 – 16:45		
CICG, Espace Motta			
Coffee Sponsored by Oman			
Wednesday 11 June 2014	10:15 - 11:15		
CICG, in front of Room 1			
Ministerial High-Level Lunch Sponsored by Intel			
(On invitation only)			
Wednesday 11 June 2014	12:15 - 14:00		
CICG, Espace Motta			
Coffee Sponsored by Switzerland			



Wednesday 11 June 2014 CICG, in front of Room 1

16:00 - 17:00





This year, the Exhibition covered Montbrillant ground floor with a total of 20 stands, representing 15 countries from different regions of the world. Reflecting the spirit of the multistakeholder approach, the Exhibition welcomed participants from Government, Private Sector, International Organizations, and Civil Society.

The Exhibition was designed to offer an opportunity to network and exchange ideas. This multistakeholder event provides a platform to exhibitors from all over the world, enabling stakeholders to share their Success Stories and promoted their action in terms of ICT services. Several initiatives related to ICT4D were displayed throughout the stands. Exhibitors from Government commonly displayed their countries' achievements towards WSIS Action Lines (Mexico, Oman; Kuwait, Qatar, Iran). From Sustainable Education solutions to E-waste management, and E-Environment, sustainability theme seems to be key theme of this year's Exhibition.

As a result of this event, visitors were given the opportunity to learn how to successfully implement ICTs in various fields and in the most innovative ways.

The other important components of the Exhibition were ITU Welcome Desk, and UNEP's Poster Exhibition on the theme of e-waste management and mobile life cycle which both added to the informative and convivial experience WSIS Exhibition strives to achieve.

The launch of the WSIS +10 Exhibition kicked off at the Inauguration Ceremony which took place on Tuesday, June 10 at 2:00 pm. The Ceremony was honored by the presence of ITU Deputy Secretary-




WSIS+10 Exhibition Inauguration Group Picture



General, Mr. Houlin Zhao. In his speech, Mr. Zhao thanked partners for their continuous support in the organization of WSIS, and reminded the audience of the importance and the purpose of the Exhibition during the Forum. The ITU Deputy Secretary-General then proceeded to the symbolic cutting of the Inauguration ribbon. Leading the way, Mr. Zhao took a tour of the Exhibition and personally thanked all participants. Multiple pictures were taken to capture the conviviality of this social event.

The WSIS+10 Exhibition also served as a space where delegates can win prizes. The Exhibition Inauguration Ceremony launched the first Lucky draw of the week: several Intel tablets were up for grabs. All WSIS participants were invited to drop their business cards in the "lucky bowl" and the lucky winners went home with a Tablet, courtesy of Intel, Strategic Partner Gold for WSIS+10 High-Level Event.







## Mr. Zhao, ITU Deputy Secretary-General visits Intel's stand displaying Sustainable Education solutions.



UNEP's Poster Exhibition: Mobile Life Cycle and E-waste management



Mr. Zhao at Kazakhstan's stand.



### The Exhibitors:

	Logo	Name of organizer	Title of the Exhibition	Country		
	STRATEGIC PARTNERS GOLD					
1	United Arab Emirates	Telecommunications Regulatory Authority	Smart Future, Smart Government.	United Arab Emirates		
2	(intel)	Intel Corporation	Sustainable Education	Germany		
	PARTNERS FOR SPECIFIC ACTIVITIES					
З	MIC	Ministry of Internal Affairs and Communications	Possible Clues to Solutions for Issues on Sustainable Development for Developing Countries	Japan		
4	عمان الرقمية e.oman	Information Technology Authority	e.Oman	Oman (Sultanate of)		
5	Contral Residence Vor Information	Central Agency for Information Technology (CAIT)	Towards e-Kuwait	Kuwait		



	Logo	Name of organizer	Title of the Exhibition	Country	
6	NHALK OF THE OWNER	Rwanda Utilities Regulatory Agency (RURA)	Rwanda's journey beyond 2015	Rwanda (Republic of Rwanda)	
7	hö محقوق الاتصالات وتكنولوجيا المعلومات Ministry of Information and Communications Technology	Ministry of Information and Communications Technology (ICT Qatar)	State of Qatar: Ministry of ICT	Qatar	
8		Communications and Information Technology Commission, (CITC)	Saudi Arabia	Saudi Arabia (Kingdom of)	
9	MÉXICO GOBIERNO DE LA REPÚBLICA	Ministry of Communication and Transport	México Digital	Mexico	
		CONTRIBUTING PA	RTNERS		
10	Internet	The Internet Society (ISOC)	The Internet Society	Switzerland	
	UNITED NATIONS				
11		ITU	ITU Welcome Desk	Switzerland	
12	UNITED NATIONS UNCTAD	UNCTAD	UN Conference on Trade and Development (UNCTAD) : ICTs for Development	Switzerland	



	Logo	Name of organizer	Title of the Exhibition	Country
13	BASEL CONVENTION	UNEP Secretariat of the Basel, Rotterdam and Stockholm Conventions	UNEP/Secretariat of the Basel Convention	Switzerland
14	International Trade Centre	ITC	International Trade Center	Switzerland
15		UN booth	UN publications on WSIS related activities	Switzerland
		EXHIBITOR	S	
16	e₀gov	Ministry of Transport and Communication	Global e-Government Forum 2014, 6-7 October 2014, Astana, Kazakhstan	Kazakhstan (Republic of)
17	ونارد ارتامان فادور اطلاعات دارد ارتامان فادور اطلاعات سازمان فناوری اطلاعات ایوان	Iran National Committee for WSIS, Information Technology Organization	Iran's Achievements Towards WSIS Action Lines.	Iran (Islamic Republic of)
18	والعاد الرئيس Gedarif Digital	Gedaref digital city organization (GDCO)	Sudan Telecentres Promoting e-services for Community Development	Sudan
20	HEP	Health and environment Program (HEP)	Intellectual property and Information technology through seminars in Cameroon	Switzerland - Cameroon



	Logo	Name of organizer	Title of the Exhibition	Country
21		World Summit Award (WSA)	World Summit Awards	Austria
22	DİPLO	DiploFoundation	Geneva Internet Platform	Switzerland



## Closing Ceremony Lucky Draw

### Friday 13 June 2014 CICG Room 1

16:00 – 17:30 (Passive A/E/F)

The Closing Ceremony with officially end the WSIS+10 High-Level Event 2014.



# Publications Release and Briefs

Monday 9 June 2014

14:00 - 14:30



# **Publication Release**

# Empowering Women Entrepreneurs through ICTs: A practical guide (UNCTAD)

Wednesday 11 June 2014

13:15 - 14:4

Room K1

"This publication contributes greatly to the body of knowledge, fills a need and provides a useful tool for awareness-raising, assessment and to chart a course for action. It's impressive in that it addresses many dimensions as laid out in the WED Framework including the social, cultural, institutional barriers, capacity building needs, the broader enabling economic environment, the particulars of entrepreneurship, and then links all of that very concretely to ICTs. This guide provides much needed practical steps to take us closer to realizing our goals of women's digital empowerment and economic empowerment ... we will certainly promote this guide and the assessment tool within it." - Jennifer Breslin, UNWomen

#### Summary and main issues discussed:

UNCTAD in collaboration with the ILO launched a new publication, "Empowering Women Entrepreneurs through Information and Communications Technologies: A Practical Guide". The event highlighted key issues addressed in the publication and featured statements and presentations from UNCTAD and the ILO. UNWomen provided a commentary on the publication. A video on women entrepreneurs and ICTs was also screened. Comments from UNWomen and the delegates attending the event conveyed that the publication offered a valuable resource to support the formulation of evidence-based policies empowering women entrepreneurs in developing countries through ICTs. They also reiterated the publication's usefulness and timeliness in light of the importance of harnessing ICTs to empower women entrepreneurs.

The publication examines the ICT dimension of the ILO's Framework for assessing the environment for women entrepreneurship development (WED) and serves as a resource and primer for policymakers, development practitioners and people wanting to become familiar with the issue of ICTs and women's entrepreneurship.

Discussion during the event highlighted that information and communications technologies (ICTs) offer women entrepreneurs new opportunities to strengthen their businesses. Through mobile



phones, electronic platforms, radio, TV, blogs and the Internet, women entrepreneurs are reaching out to customers and building their businesses in ways they could not do before. Effective use of ICTs is helping women entrepreneurs to overcome several barriers. However, factors such as lack of knowledge, education and skills, time poverty, socio-cultural constraints, limited access as well as other factors continue to hinder many women entrepreneurs in developing countries from benefitting from ICTs. How ICTs can be used in areas such as strengthening women's access to finance and to methodologically increase the competitiveness of women's businesses also needs to be researched and examined more in-depthly and are areas for further future work.

Information on the publication can be accessed at:

#### www.unctad.org/ict4d

[click on link "ICTs and women's entrepreneurship"]



# Press Conference (Media Only)

Wednesday 11 June 2014 CICG, Room 18 12:15 - 13:0(



# WSIS+10 High-Level Event Partners

Strategic Partners Gold Partners for Specific Activities Contributing Partners

"Organizers of the WSIS+10 High-Level Event would like to thank the Strategic Partners Gold, Partners for Specific Activities and Contributing



Partners for their significant contribution towards strengthening all activities related to the WSIS+10 High-Level Event."

## **Strategic Partners Gold**



**Intel Corporation** 



United Arab Emirates



MIC	Band Har Suit Contraction Technology	Partners for MÉXICO GOBIERNO DE LA REPÚBLICA
Japan	Kuwait (State of)	Mexico
		<u>Activities</u>
عمان الرقمية e.omon		فطرت في المعلومات وزارة الاتصالات وتكنولوجيا المعلومات Ministry of Information and Communications Technology
	Poland (Republic	Qatar (State of)
Oman (Sultanate of)	Saudi Arabia (Kingdo	Schweizerische Eidgenossenschaft   Confédération suisse   Confederazione Svizzera   Confederaziun svizra   Swiss Confederation   Bundesamt für Kommunikation BAKOM   Office fédéral de la communication OFCOM   Uffizi federal da communicazioni UFCOM   Uffizi federal da communicazion OFCOM   Switzerland (Confederation of)
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## **Contributing Partners**



Côte d'Ivoire (Republic of)



CICG



Internet

Society





ICANN









# **United Arab Emirates**

## Strategic Partner Gold (Government)

## **United Arab Emirates**

### Country Workshop

Smart Future, Smart Government Thursday 12 June 2014 10:30 – 12:00, Room K1

### **Thematic Workshop**

Economic & Environmental Sustainability through Smart ICT Monday 9 June 2014 11:00 – 13:00, Room K1

### **Thematic Workshop**

UAE – A Smart Population Thursday 12 June 2014 15:00 – 16:30, Room K1



# High-Level Lunch Sponsored by United Arab Emirates (On invitation only)

Tuesday 10 June 2014 13:15 – 14:30, Espace Motta, CICG



# **Intel Corporation**



### Strategic Partner Gold (Private Sector)

## **Intel Corporation**

**Thematic Workshop** Sustainable Education: Smart Cost Education Solutions for Developing Economies Thursday 12 June 2014 09:00 – 10:30, Room H

Ministerial High-Level Lunch Sponsored by Intel

**(On invitation only)** Wednesday 11 June 2014 12:15 – 14:00, CICG, Espace Motta

Lucky Draw Sponsored by Intel Friday 13 June 2014 16h-17h30 (Closing Ceremony), CICG, Room





## Japan

### Partners for Specific Activities

## Japan

### **Country Workshop**

What are the Key Issues in implementing WSIS Outcomes (since 2005 and beyond 2015)? - Lessons Learnt from the experiences of Japan contributing to Developing Countries Thursday 12 June 2014 09:00 – 10:30, Room K2

### Thematic Workshop

How can ICT Utilization provide Solutions to Issues on Sustainable Development for Developing Countries? - Possibility of ICTs to Facilitate Social and Economic Development in Developing Countries

> Friday 13 June 2014 11:00 – 12:45, Room K2



#### **Thematic Workshop**

How can ICT Utilization Ensure Connectivity of People under Disasters and Enhance Disaster Preparedness? - Possibilities of ICTs in Disaster Management



Coffee to be served before the workshop Thursday 12 June 2014 10:45 – 12:00, Room K2

## Kuwait (State of)

### Partners for Specific Activities

## State of Kuwait

### **Country Workshop**

Towards e-Kuwait: Success Stories achieved by different Government Agencies *Coffee to be served before the workshop* Thursday 12 June 2014 09:00 – 10:30, Room M







## Mexico

Partners for Specific Activities

## Mexico

### **Country Workshop**

The National Digital Strategy as an enabler to bring Mexico into the Information Society *Coffee to be served before the workshop* Friday 13 June 2014 09:00 – 10:45, Room K2



# Oman (Sultanate of)

### Partners for Speci



عمانالرقمية e.oman

## Sultanate of Oman

### **Coffee Sponsored by Oman**

Wednesday 11 June 2014 10:15 – 11:15, in front of Room 1, CICG





# Poland (Republic of)

### Partners for Specific Activities

## **Republic of Poland**

### **Coffee Sponsored by Poland** Tuesday 10 June 2014

15:45 – 16:45, Espace Motta, CICG





# Qatar (State of)

### Partners for Specific Activities

## State of Qatar

### **Country Workshop**

Qatar Assistive Technology Center: Empowering People Coffee to be served before the workshop Wednesday 11 June 2014 13:15 – 14:45, Room H1



# Rwanda (Republic of)

Partners for Specifi



## **Republic of Rwanda**

### **Country Workshop**

Broadband Infrastructure, Application and Services: Rwanda's Vision 2020 *Coffee to be served before the workshop* Thursday 12 June 2014 15:00 – 16:30, Room K2

### WSIS+10 Gala Dinner Sponsored by Rwanda (On invitation only)

Wednesday 11 June 2014, 19:00





# Saudi Arabia (Kingdom of)

Partners for Specific Activities

## Kingdom of Saudi Arabia

### **Country Workshop**

MCIT contribution in the dissemination of digital culture, knowledge and capacity building Thursday 12 June 2014 15:00 – 16:30, Room K2



# Switzerland (Confederation of)



Schweizerische Eidgenossenschaft Confédération suisse Confederazione Svizzera Confederaziun svizra

Swiss Confederation

Bundesamt für Kommunikation BAKOM Office fédéral de la communication OFCOM Ufficio federale delle comunicazioni UFCOM Uffizi federal da communicaziun UFCOM Federal Office of Communications OFCOM

## **Confederation of Switzerland**

**Official Reception Sponsored by Switzerland** 

Certificate Ceremony for Partners Tuesday 10 June 2014 18:30, CICG



# Côte d'Ivoire (Republic of)

### **Contributing Partners**



Côte d'Ivoire (Republic of)





## Tunisia

High-Level Networking Coffee (VIP Lounge) Sponsored by Tunisia (High Level Guests and Special Guests Only) Tuesday 10 June, 8:15-9:00





## IFIP

**Contributing Partners** 

## International Federation for Information Processing (IFIP)

### **Thematic Workshop**

Trustworthiness is earned but easily lost; the benefits of professionalism to your economy Monday 9 June 2014 11:00 – 13:00, Room H1

### **Thematic Workshop**

Digital Equity: Steps towards Digital Equity in Developing and Developed Countries Monday 9 June 2014 14:30 – 16:15, Room E



## ICANN

### **Contributing Partners**



## Internet Corporation for Assigned Names and Numbers (ICANN)

### **Thematic Workshop**

Future roles in the Internet Governance Ecosystem Monday 9 June 2014 09:00 – 10:45, Room H1



ISOC

**Contributing Partners** 



## **Internet Society (ISOC)**

#### **Thematic Workshop**

Internet Community Partnerships for Development: Creating the Enabling Environment through Capacity and Infrastructure Development and Related Economic Factors Monday 9 June 2014 09:00 – 10:45, Room M

### **Thematic Workshop**

Combatting spam: what role can you play in addressing the problem? Monday 9 June 2014 11:00 – 13:00, Room H2

#### **Thematic Workshop**

Internet Governance: Challenges, Issues and Roles – A Taxonomy Discussion Monday 9 June 2014 14:30 – 16:15, Room H2

### **Thematic Workshop**

Understanding the challenges of delivering the Internet to everyone and for everyone Monday 9 June 2014



16:30 – 18:15, Room M





- Partnership for Measuring ICT for Development:
- <u>http://www.itu.int/ITU-D/ict/partnership/</u>



For further information please write to the WSIS Secretariat at <u>wsis-info@itu.int</u>