

**Document Number: V1.0/C/ALC7/E-Business**

Note: This document consists of the Annex for the Action line and consolidates the comments received from WSIS Stakeholders for the:

* Proposed zero draft <http://www.itu.int/wsis/review/mpp/pages/phase1-submissions.html>
* Proposed first draft <http://www.itu.int/wsis/review/mpp/pages/consolidated-texts.html>

Please note that this document is not for comments it is only for the purpose of information.

Draft WSIS+10 Vision for WSIS Beyond 2015

С7. ICT Applications: E-Business

**Annex: Zero Draft Stakeholder Contributions**

1. **Promote of the entry of SMMEs into all sectors of e-business taking new technological developments into account**
2. Governments, international organizations and the private sector should continue to **promote the use of e-business models** in developing countries and countries with economies in transition.
3. Ensure **effective competition** in national and international ICT sectors and markets.
4. Encourage the use of ICT in **public tendering** and **e-procurement**.
5. Ensure the ease of Internet access to the public, **free flow of data, an open Internet** and **network neutrality** to secure an inclusive information economy.
6. Encourage **ICT** **use in small, micro and medium enterprises (SMMEs),** including by enhancing their access to affordable computer, telecom and broadband infrastructure.
7. Promote business opportunities from **new ICT developments**, including, but not limited to, mobile commerce, social media, cloud computing, big data, open data and 3D printing.
8. Create and support **ICT-enabled business networks**.
9. **Create an enabling environment for buying and selling goods and services via ICT networks**
10. Ensure an **enabling environment** to strengthen security on the Internet, build trust and facilitate cross-border **e-commerce** and **e-government for business**.
11. Recognize the importance of **electronic signature** and **encourage the provision of the necessary infrastructure** to protect the digital identity of individuals and organizations and to enable the use of electronic documents.
12. Address offline and online **taxation** of goods and services to create incentives to foster online business transactions and exchange of goods and services via the Internet and other digital networks.
13. Provide the appropriate infrastructure for **handling e-transactions** using, for example, **credit cards, Internet banking and mobile money**.
14. Make efforts to **bring down the costs of shipping and delivery** and address **logistical bottlenecks** to facilitate cross-border e-commerce.
15. **Facilitate a vibrant sector for the production of ICT goods and services**
16. Continuously assist developing countries, and in particular the least developed countries, in building vibrant sectors for the development of ICTinfrastructure, content and services to support both economic growth and social wellbeing.
17. Raise awareness among SMMEs about business opportunities and challenges in the ICT producing sector, including in ICT services and ICT-enabled services.
18. **Harness the scope for ICTs to support women's entrepreneurship**
19. Encourage **women entrepreneurs** in developing countries, especially in rural and remote communities, to make **effective use of relevant ICTs** in support of their business activities.
20. Encourage **women entrepreneurs** in developing countries to become engaged **in the ICT producing sector** as a way to seize income opportunities.
21. **Improve access to e-business data to facilitate impact assessments**
22. Continue efforts to produce **data on enterprise use of ICT and the ICT sector, including by collaborating with** **the ICT industry itself,** to help decision makers understand e-business trends and impacts by applying internationally agreed indicators and standards.
23. Improve the **measurement of national and cross-border e-commerce** and of **trade in ICT services and ICT-enabled services**.
24. **Analyze the impact** of e-commerce and e-business for countries, especially the least developed countries.
25. **Enhance the involvement of all e-business stakeholders in policy formulation and implementation**
26. **Engage grass-roots practitioners and thought leaders** in national level discussions on e-business through various channels, including through **participatory technologies** such as social media.
27. Ensure the **sustainability of e-business solutions** by engaging users as well as local and global ecosystem players in innovation processes from the early stages of design and testing.