



World Summit  
on the Information Society  
Turning targets into action



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Note: This Executive Summary captures the main achievements, challenges and recommendations of the Action Line during the 10-year period of WSIS Implementation; this has been submitted by the Action Line Facilitator in response to the request by the participants of the Third WSIS+10 MPP meeting. The complete report on the 10-Year Implementation of the Action line was submitted to the Third WSIS+10 MPP meeting held on 17-18 February 2014 and is available at the following url: [www.itu.int/wsis/review/reports/#actionline](http://www.itu.int/wsis/review/reports/#actionline)

**10-Year WSIS Action Line Facilitator's Reports on the Implementation of WSIS Outcomes**  
**WSIS Action Line – C6: Enabling environment**  
**Lead Facilitator: ITU**

**Executive Summary**

**Introduction**

This summary is based on a 10-year review of progress made in the implementation of the Enabling environment Action Line<sup>1</sup>.

**1. Achievements**

The enabling environment has witnessed the following trends since the first WSIS in 2003:

- Sector reform including creation of regulatory agencies and more open and competitive markets to attract investment.
- Progression of e-government though levels of online presence vary tremendously. Open data has emerged as promising tool for greater transparency.
- Internet governance issues debated through multiple forums at the national, regional and international level.
- Consumer protection and privacy in cyberspace continue to face challenges from computer threats and government surveillance.

**2. Challenges**

There has been much progress in improving the enabling environment for the information society over the last ten years. However challenges remain in respect to enhancing

<sup>1</sup> <http://www.itu.int/md/S14-WSIS23-C-0006/en>

awareness, confidence and security to stimulate use of ICTs. Key future challenges for the enabling environment include:

- ongoing reform of the ICT legal and regulatory frameworks in light of rapid industry evolution;
- resolving outstanding issues relating to further liberalizing the ICT sector;
- Internet governance;
- determining the right balance between security and privacy;
- enhancing delivery of government services and transparency of public administration processes.

### **3. Recommendations**

To overcome the current challenges in a highly dynamic and rapidly changing digital economy, governments, policy makers and other stakeholders need to develop a multi-pronged approach and may consider the following recommendations:

- Design and enforce open, effective and forward looking policy, legal and regulatory frameworks based on inclusive and wide-ranging public consultation.
- Reexamine and redefine regulatory frameworks to promote digital inclusion ensuring that all communities as well as targeted population groups such as youth, women, persons with disabilities and indigenous peoples can access and use ICTs for their social and economic empowerment.
- Adopt a holistic approach to governing the ICT sector and move towards cross-sector regulation in view of fueling synergies among government agencies, private sector and the society as a whole.
- Enact a consistent and overarching ICT and/or broadband policy to foster broadband development across all sectors and drive digital inclusion of all.
- Lift all barriers to entry in broadband markets, enable open access to essential facilities and increase competition at all network layers, moving towards lighter and simplified regulation while promoting innovation and entrepreneurship.