

Moderated High-Level Policy Sessions



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>> Good morning. We'll get started in two minutes. I'll ask you to take your seats. As a special favor for me, for those sitting by the back of the room, it would be so lovely if you would consider moving a little closer. Up to you, but I would love that! We'll get started in 2 minutes.

A couple of our speakers will be arriving shortly after we get started.

We're 30 seconds until launching the session.

>> Good morning. I'll give another 15 seconds to get some folks seated and then we'll get started.

My name is Marilyn Cade. I'm acting as high-level track facilitator for this fast paced session. We'll make it a



42-minute fast paced session.

Today what we're going to do is focus on digital trade, on the digital economy and trade. It is, in fact, a pleasure for me to be here as I have a business background and I have seen the benefits of how the digitalization can begin to improve lives and can contribute to solving social problems. We'll focus on how the digital economy and trade can contribute to achieving the Action Lines and the SDGs. We're going to implement some modifications in former approaches where we're going to have a mix of statements by three speakers and then two speakers that will take questions and provide answers, and we'll try to become a little more interactive than the policy forums have been in the past. I'll ask your indulgence, if you have a question for the speakers and you write it down, bring it to the help desk over here on my left and they'll provide them and we'll try to address them at the end of the session. Speakers will remain seated to make statements, they'll give their comments from their seats because I have my work desk spread out here.

Now this is a bit of a change in the traditional format. Again, we're going to try to do this in a very short period of time. Time is both our friend and enemy. I beg the indulgence of all the speakers to try to stick to the time limits. The speakers that are reading a statement will be given a total of 5 minutes and at 4:30 a bell will ring and they'll have 30 seconds to wrap up and then I'll move to the next speaker promptly at the close of 5 minutes. The speakers answering questions will have two time slots that also equal that amount of time in total and they'll also hear a bell when their 30 seconds away from closing. Later today there is a reading out session where I will try to capture the key nuggets, key messages and the key examples that we have come up with. We'll look forward to having all of you attend that meeting out session which will be Chaired by our WSIS forum Chair who is with us today.

Why are we all here at the WSIS forum? We share a common goal about trying to achieve the promise that world leaders agreed to at the conclusion of the four years of the world summit on the Information Society. We're here to really try to actualize and put into action how we fulfill the 230 Agenda and how to achieve the Sustainable Development Goals and how we use technology to improve people's lives and to solve some of the major challenges that we all know so well about from

our daily lives.

I want to go to our first speaker, I'll introduce the acting deputy general for ICT applications from Indonesia. I know you'll answer a couple of questions for us. The first question: How does the digital economy play a role in the economic growth of Indonesia?

>> MARIAM FATIMA BARATA: Thank you for your attention, Excellencies, Honorable team, ladies and gentlemen, Indonesia is a country with the most population, in the least, 17,000 islands.

Currently we have no less than 88 online million users in Indonesia. More than 60% of them are digital and using smart phones in daily life. It is, therefore, in our view an important thing and crucial role in connecting the citizen and help the government to deliver service for the people. Nowadays we see the global trend and comments in the ICT industry, it is -- it is also expected to become the backbone of the economy in this area.

In this regard, Indonesia manifests itself as one of the largest Internet users and promising players in the ICT market. Our the has been very diligent to develop digital economy of our nation and has met this as top priority issue in development. We aim to become the largest digital economy in Southeast Asia by the year of 2020. Related ministries and agencies are mandated by -- to take necessary measures to achieve this. Within the next four years or by the year of 2020 Indonesia aims to create 1,000 entrepreneurs, the start-up expected businesses of 130 billion U.S. dollar with a growth rate of about 50% per year. In order to broaden the road of digital economy in Indonesia we're currently -- we're currently integrating the regulatory frameworks and industry development. It starts with business licensing for the eCommerce industry. It continues with finalizing the national eCommerce roadmap, a collaborative brought by the minister and multistakeholder which will support the eCommerce industry. In the near future it is expected that the implementation of the roadmap will contribute to the growth of the digital economy of Indonesia and our socioeconomic development as a whole.

Thank you.

>> MARILYN CADE: Let me ask a follow-up question: What are the challenges for developing countries? Especially Indonesia but other developing countries in the area of the

digital economy?

>> MARIAM FATIMA BARATA: Some challenges in our view are, among other, resources, mobilization, building in digital and data protection. Allow me to share how Indonesia overcomes that. First, to maximize the resources mobilization our strategy is to accelerate the small, medium enterprise and link them with banking and finance institutions and we have looked at them with the capital policy and those that are offered by governments. In this regard we have also the digitalization of the public services in order to simplify the licensing for the business. We also have to support the stakeholder to be more competitive by advancing, innovation and the second, the digital economy has to ask the Information Society for a comprehensive digital policy that should be developed in a multistakeholder and inclusive approach. Indonesia has been promoting multistakeholder approach. The Internet government forum, also having public consultation for any ICT related policy and regulation. A third, we're of the few of information resilience and we'll be equal and proportionallal with the rate of economic growth in order to grow the consumer in the big data area we're finalizing the ministry. We're also drafting our national policy law and hopefully will look at the national legislative programme in the upcoming year. We would like to conclude by reiterating the strengthening of the ICT in accelerating the development of the developing economy. It is our priority to go to the remote, rural areas of the nation. It is important to mention that Indonesia is the cofounder of the open government partnership showing genuine import in getting our services to the citizens and building trust and partnership with wider stakeholders. We believe that it is only having good governance that we can pave the way for progress in the digital economy.

Thank you.

>> MARILYN CADE: Fantastic.

Thank you so much.

Let me now turn to our next speaker and greet and welcome the vice minister for ICT deputy minister and Chairman of the ICT organization of Iran.

May I hear your comments, please?

>> NASROLLAH JAHANGARD: Thank you very much.

Excellencies, ladies and gentlemen, it is my pleasure to attend this WSIS forum 2016 here in Geneva. I would like to

thank ITU and especially His Excellency Houlin Zhao for housing this forum.

This has been the most broad based programme in the last 15 years which has been adopted by U.N. General Assembly last year to be continued. It is expected that ICTs as enabler industry will play a critical role in socioeconomic roadmap of all countries. In this regard it is necessary that the WSIS Action Lines and the SDGs meet each other's in a way to foster developing programme to cooperation of the U.N. bodies as facilitated and as staters of Action Lines to remove challenges in the way forward. The information of the Iranian international Broadband network, it is an opportunity for all potential partners. Iran keeps the corporation doors open for the implementation of our national eStrategies through an effective technical economic framework. Iran is one of the youngest population in the world. It highly educated people and it is an emerging economy that knows the importance of the WSIS follow-up process as head of the information technology organization in Iran the body in charge of directing these activities I wish the Chairman and colleague to be successful in following the WSIS outcomes and we do our best to help to achieve these common goals.

Again I would like to appreciate all the efforts by everybody to make this forum into a reality. Thank you.

>> MARILYN CADE: Let me now turn to our third speaker that I think we'll have to still wait to arrive and I'll skip on to the fourth speaker. We have the permanent represent of Sri Lanka.

I turn to you, sir, for your statement.

>> SRI LANKA: (No microphone). And the WSIS action lines, Facilitators to organize this timely meeting in line with the resolution 70/125. We note the great potential of information and communication technology as a tool to accelerate humanity and protect our planet has been aptly recognized once more when world leaders adopted the 2030 Agenda WSIS development plan last year. There is a unique synergy between growth and our economy and development of the ICT sector as it derives productivity innovation and increasing the quality of learning as well as the effectiveness in the provision of public services such as health, transportation, finance, security, et cetera. We have made considerable efforts in the implementation of the specific WSIS outcomes in achieving these objectives in

affordable, cost effective manner. The government's vision is to build itself to be a center to foster invention and inclusion and has launched a medium-term strategy for digital sri Lanka2017/2020 developing information infrastructure to develop ICT in production and service sectors at all levels have been promoted vigorously to boost the economic growth. We have several advantages such as high literacy, high capable ICT human resources with best software architectures and designers. By the Department of Census and statistics in 2013, even among individuals involved in the elementary occupations, only 22% are involved. Further developing the human resources by improving access to ICT is another priority. Access to Broadband Internet has been widespread and the telecommunication sector consists approximately over 24 million mobile cellular subscriptions in a country which has a total population of only 21 million. Our mobile operators have deployed cutting edge technology for the provision of mobile Broadband. They're launching the technology and first to deploy 4G, LTG networks. The development initiative has been the flagship in the development supported by the World Bank and other development partners and has made us one of the most connected governments in the region providing a higher quality of life to its people with access to better public services, learning opportunities and information.

As a result, we have been ranked 65th position among 143 economies in the network readiness index of the global information technology report of the world economic forum. The U.N. eGovernment index has ranked improved significantly moving 41 places since 2014. While promoting eGovernment and providing all opportunities to promote freedom of expression the government has also paid close attention to ensure safe and secure cyber environment for all users. Finally I would like to say that sri Lanka is geared to harnessing the potential of ICTs in the development, in particular in realizing the 2030 Development Agenda and SDGs. Mopping.

>> MARILYN CADE: Thank you so much.

Now I'll turn to the United Kingdom, the UK ambassador and permanent representative to the United Nations here in Geneva. We'll follow the question format. My first question for you is what do you see as the success factors for a prosperous digital economy?

>> JULIAN BRAITHWAITE: Thank you.

We think that the essential point for a successful global digital economy open, free, secure global Internet that includes and involves and enables the development goal of developing countries. What's that mean in practice? We think it means four things.

First, an open Internet. The fact you don't need for example a special license to launch a new application in the Internet has driven a tremendous technical development in recent years. The Internet was developed on principle of openness and success of the economy in the global digital economy is built on this and will continue to be built on this.

Second, a free Internet. A free Internet that's allowed everyone to communicate, coming together in ways that you can never imagine years ago when this first began.

This is not only the social benefits, but also to new types of economic activity and collaboration. Third, a secure Internet. We think that this is important, essential for building the trust central to achieve the thriving digital economy.

Users need to be sure they navigate in a secure environment and they can trust technology that they're using and digital trade can't exist without consumer trust.

Finally, global, this is key to unlocking the development and potential of Internet allowing access to larger markets and start-ups, particularly in the developing world and the free flow of information online is the huge economies of scale and fueling economic growth. A global Internet includes one that includes the developing world and systems. A map must be there.

>> MARILYN CADE: Thank you, ambassador.

I have a follow-up for you. Taking into account that the WSIS forum is attended by a very broad and diverse group of stakeholders ranging from governments to intergovernmental organizations, to international organizations, Civil Society, NGOs, academics, business, entrepreneurs, I need to keep going on, don't I? Scientists, engineers, how do you see that this complex group of stakeholders can work together to achieve the prosperous digital economy that you're calling for?

>> JULIAN BRAITHWAITE: That, of course, is the strength of the WSIS model in that it is bringing together all of those involved in a way that's not centralized at all or trying to regulate things that are developing so quickly but you need to



avoid closing down the future, if you like. WSIS has been a good model for preventing what could have happened which is that we could have for good reasons regulated to close down the future. We haven't done that. We need to work together on a global level to put in place the environment described in the WSIS review document.

The key is to put the economic Agenda right at the heart of everything that we do on digital. That means working particularly on capacity building, awareness raising, supporting developing countries. The WSIS review highlighted the progress that's been made, but also the challenges that still face us. There is much more to do to bridge a particular digital divide and connect the next billion people to the Internet.

This is particularly a priority for the U.S. mission in Geneva, we believe that the policy bodies here have a particularly important role to play. Digital Agenda is spread across different international organizations, bodies such as WTO, WIPO, ITU, all are involved. We have to make sure that all of these organizations work hand in hand to unlock the enormous potential of the genuinely global digital economy. Coordination is central to achieving this Agenda with growth and prosperity for all. We hope that the U.N. group on the Information Society can continue to play an important role as well as the commission for science, technology and development. We all share the responsibility for the WSIS implementation follow-up. To conclude, that work needs to involve all organizations and stakeholders to ensure that we're harnessing the competence, knowledge, commitment of everyone in this room and that's also why we value the WSIS forum as a platform to share best practice and strengthen the multistakeholder model and work together towards the common goals.

Thank you.

>> MARILYN CADE: We have a question from the audience.

I'll paraphrase it, I think it falls right in line with points that have been made by all of the speakers and so I will not be able to take comments from all of you, let me read the question.

The question comes to us from an attending here, they open with acknowledging the importance of the digital economy as a key for future economic growth for all countries and note the importance of Internet related services. They go on to

take note that they believe that business has a critical role to play in taking care not only of the positive aspects of the uses of it technology but also the risky areas, the dangerous areas that may emerge from the uses of technology by individuals. In this regard they suggest that there needs to be methods to protect not only children but also adult people from online crime, online bullying, et cetera. They mention and acknowledge the G7 members have experienced and done a lot of work in the area and that business sectors have much knowledge and use to contributing the kinds of problems. They comment that they believe strongly that capacity building for developing countries on these issues should be considered as among the most significant roles and contributions that the business sectors in all countries can make. Then they ask whether you agree with their idea about business increasing and continuing to contribute to addressing the characteristic side of the uses of technology.

Do I have a volunteer to make a comment?

>> JULIAN BRAITHWAITE: I can have a first go at that. Absolutely. That idea of business involvement, the business playing a role in helping the capacity building is really valuable.

The Internet will only become truly global and continuing to command the trust of all of our citizens if the dark side, if you like, of the Internet is properly addressed. Now the key is to avoid the wrong -- addressing that in the wrong way. One of the understandable approaches to doing that is thinking like we need to -- we need to put our arms around this in a legal, more important way and that tends to mean trying to bring the data into national ways, that's understanding but you're in danger of the killing the golden goose that's the Internet, a free throw of data enabling the massive economic and developments that we have seen and huge potential for the future. Business involvement, capacity building, addressing the problems actually is right bullets do it in the right way.

>> MARILYN CADE: I'm going to turn the question over actually to our Action Line facilitator. Many of the statements that were made by speakers addressed the importance of SMEs and about the digital economy, about growing business, economic opportunities in their countries. I attended a session yesterday that you spoke at and I heard some interesting comments as you're the Action Line expert, I'll ask if you have a few thoughts to share with with us and

perhaps you can do it in 3 minutes.

>> TORBJORN FREDRIKSSON: Thank you. Good morning, everyone.

I think we had in the session on eBusiness we focused on how in ECT now and the digital economy can contribute to the sustainable development in the area of trade especially. The biggest opportunities here are exactly for the micro, small and other industries in developing countries. It come true in two ways. First if we can enhance the use of ICT in the business sector, that would be a way then to enhance the productivity which is very important in order for them to be able to compete in international markets. The other thing is that ICT also facilitates trade in new ways that was simply not possible before. We had very interesting examples from Zambia, there were companies now providing out sourcing services to clients in Europe, the United States which would not have been possible without good Broadband connectivity. In Sri Lanka we have an example of the eCommerce, new platforms possible for small, micro and for rural areas to connect with other areas and international markets. We have an example from Bangladesh, freelancer software developers are now able to sell to export markets in a large scale manner. I think what we need to harness is the new opportunities that are encouraging on the basis of the spread of the digital economy which has improved greatly only in the past few years. As was stressed by the comment from the audience, eCommerce and the digital economy is transformational in nature changing the way that business is done. It changes the way that consumers and enterprises are interacting meaning there will be winners and losers. The biggest challenge for us is to make sure that countries, governments, businesses, they're ready to address these opportunities as well as the concerns so that they can impact the benefits from the changing environment that we're seeing right now.

>> MARILYN CADE: Thank you.

I'll take the high-level facilitator privilege by making comments to recognize the contribution that all of you are making. I see in the audience also we have the host of the Internet governance forum, we have Indonesia who hosted the Internet governance forum only a couple of years ago, we have Sri Lanka who has a national international Internet forum and Iran who contributed and organized the IGF and the U.K. has an IGF, an Internet governance forum. The discussion of the

digital economy is really beginning to emerge into those forums as well. I wanted to both thank you for the contributions that your countries are making and working with your stakeholders but yourself as a government, contributing to helping to bring forward that additional multistakeholder environment to begin to address these questions.

I have one final comment to make, four of the governments who are with us today that are on our speaking list are actually members of the Commission on Science Technology for Development which will meet next week. We have a couple of minutes but I wonder if -- I will be attending the CSTD. I have been -- I will actually be joining the Working Group there, the multistakeholder Working Group. I know that all of you as member countries are making a significant contribution for participating in the commission on science and technology for development. Do you have thoughts about the priorities that you see as SDGs are integrated into the work of the continuing work and the role of the CSTD?

I'm sorry, UK, you're nominated.

>> JULIAN BRAITHWAITE: I mean, I think the really interesting thing about this whole field is the fact that WSIS exists is because, you know, science and technology community created technologies and processes and protocols for reasons to do with pure science at the time but which had these extraordinary applications. These extraordinary benefits that once they went out into the wide world and individuals around the world and businesses and different markets started to use them, but got used in all sorts of ways that the original science and technology people weren't thinking but but would not have been possible without that focus on the pure science and the focus on the scientific method and those communities coming together, doing what they did. Some of them not far from where we sit here today just on the border there with France.

It is really important that we maintain that, sort of that link through the support forum, the recognition for the different contributions and the different communities, that they make, they'll continue to be essential in this process. We need to make sure that their role is properly recognized and continuing in the future. This grouping, this multistakeholder model absolutely is essential to ensure that we bring all of those who are involved in the exploitations of the extraordinary innovations and technologies that come

together and talk about the future and then also the intergovernmental organizations here in Geneva, you have an important role to play in enabling, for example, the digital economy working together to put that really and make that process of digitalization of all the economies available to all of the countries.

I think all three communities have an essential role to play and digital and the digitalization of the economies and the public services, they're huge enablers and multipliers of the objectives littering SDGs. All three communities link the SDGs as a combination.

>> MARILYN CADE: Thank you.

Let me make a couple of wrap-up comments. As I was preparing for this session, and I do come from the business background, but I am a member of a couple of boards of NGOs. So very familiar with the importance of technology to NGOs and the role that NGOs play and can play in helping to us achieve the SDGs. I was struck by the fact that I looked at the 17SDGs and I can't imagine how we solve any of them unless we address this move to totally integrate the digitalization throughout our world, throughout our daily life, not just for business uses but to improve our lives and to contribute to addressing some of the global changes and challenges we face like climate change.

The first goal of eradicating poverty, seems to me we have to look at the digital economy and trade and we haven't talked much about trade, but we have to look at the digital economy and trade as key platforms that we must all commit to building and enhancing. I want to acknowledge and thank the ITU Deputy Secretary-General and Chair for joining us today, I thank the speakers and Action Line facilitator and thank all of you for coming and joining us. I'll be writing a short summary. I hope you'll come to the Chairman's session later today and get your report cards.

thank you all so much for coming.

>> [Applause].

>> MARILYN CADE: You'll have a brief break as we prepare for the next session and the next moderator will be joining the stage in about 5 minutes.

>> Ladies and gentlemen, take your seats, we're about to start. good morning. Welcome to session 12, enabling environment, cybersecurity and climate change. Thank you for joining us today.

This session addresses SDG13, taking action with climate change and its impacts and two Action Line, building confidence and security in the use of ICTs and creating the enabling environment. I'm Anna Slomovic and I'll facilitate this session. I would like to remind everyone that the session is in a new question and answer format. Our esteemed speakers are submitting statements to the WSIS and these statement, they'll be published in the outcome document for the high-level track p

In this session I will ask each speaker two questions and they'll center 2:30 to answer each question. Our helpers will raise the yellow card to let speakers know that they have 30 seconds and will ring a bell when the time has come. This session is both on site and remote participants. For those in the room, if you have questions, please pass them to the ladies near the stage on your right F you're participating remotely, the remote facilitator will capture your questions and we hope to take audience questions if time permits.

With this I would like to ask my first question, this question is for the minister from the Democratic Republic of Congo, Your Excellency, how is the DRC telecommunication law favorable in the development of ICT?

>> THOMAS LUHAKA LOSENDJOLA: Thank you very much, Madam.

The first thing is to thank the organizers for having invited us to this forum.

Secondly, yesterday I was a bit jealous when I heard the Delegates of Poland say that her country has 95% coverage. We are very far behind, and we're jealous. We have come here to learn from the experience of others.

Now to answer your question, today legislation on ICTs in our countries is legislation which was passed in 2002 and we feel that it is important on the development of ICTs. For a year now we have been working to adopt the legislation and to change it to an example of the shortcomings in our legislation today for eCommerce the legislation enforced from 2002 does not take eCommerce into account at all. Electronic signatures, they're not covered by our legislation, nor is electronic evidence. We're really far behind in this area. There was a gift from the World Bank, one of the conditions for the payment of this \$92 million donation was to develop our national legislation, which is currently being discussed by the government. We hope it will be adopted this year. This is what I wanted to tell you to answer your first

question.

>> ANNA SLOMOVIC: Thank you. The infrastructure deployment, physical network, frequency spectrum in the national effort for the development of ICT.

>> THOMAS LUHAKA LOSENDJOLA: Currently there is a deployment policy for the national backbone optic fiber network. The first two phases are complete. The first phase is 670 kilometers. The second phase is 3300 kilometers. The advantage of large countries, there is a lot of space. We have over 2 million surface area. The disadvantage, we need great resources to cover the entire territory in fiberoptic services and we have two of the largest cities and that's over 3,000 kilometers. We're now going to phase 3 with a consortium of Chinese partners and we're continuing to deploy and we hope to deploy about 50,000 kilometers of optic fiber.

Currently we're far behind. We're at only about 7,000 kilometers of fiber deployed. We hope to deploy operators throughout the territory at the end because the penetration rate, it is very low. I was saying compared to other countries even we're behind the average. While deploying we wish to facilitate the access to Internet, telecommunications for the entire population throughout the national territory and also we want to facilitate and create an enabling environment for ICTs but for this there is a problem with providing incentives for operators of Internet to deploy throughout the national territory.

Today there is a phenomena whereby most operators focus in urban centers because there it is easier to deploy and the population has a higher revenue than the rural population, which is very poor.

The state wishes also to deploy on the entire national territory to facilitate ICT access to the entire region because we think thanks to ICTs Africa and our country can experience it, a social revolution.

>> ANNA SLOMOVIC: Thank you, sir.

I would like to turn to the minister from Malaysia.

Your Excellency, how does the government address environmental issues arising from the rapid growth of ICTs and electronic waste?

>> JAILANI BIN JOHARI: Excellencies, colleagues, ladies and gentlemen, a very good morning to all of you.

I would like to thank ITU and the Secretary-General for inviting me, especially for housing this forum as well. Our

global issues such as climate change should not rest solely to the players, particularly the industry who are constantly connected to the public which drives the services from every second of every minute and to the very last hours in a day. today the hyper connected world resources, they're never in rest and therein lies the responsibility of the providers who also plays a major role in ensuring how to manage efficiently and effectively.

In Malaysia, by our actional policy objective, the government, the industry, they have worked to address the issue related to the environment and climate change since 2009. Together we are focused on three key areas, firstly is the management, second, the waste management, lastly, (indiscernible). E-Waste and ICT initiative. To talk about the e-Waste, by the project, the mobile or the telecommunication sectors in Malaysia, just to share with you, this is a portion, we have about 45 since 2014 and we have been beneficiary of 148.5%, but the programme is basically to attract the general public and the purpose of recycling old, unused devices. The issue is to raise awareness on the hazardous effect of health and environment for the disposal of mobile devices as well as in recycling this. The green ICT initiative, first our promotion and development to promote the innovation of green ICT technology and practices within the field of communication network infrastructure. We have about 250,000.

I'm sorry U.S. dollars. Yeah. We're exploring sustainable energy resources by implementing proof of concept and solidarity of the system solution for radio and remote stations.

Thank you.

>> ANNA SLOMOVIC: A follow-up question, what is Malaysia's opinion on role of climate change and the way forward on this global issue?

>> JAILANI BIN JOHARI: Malaysia, it is a global issue and we want to improve quality of life, ICTs is not only on the economic benefits, but also about the effect it has on humans and the environment. It is a holistic, multistakeholder approach in mind, they're making sure that resources are sustainable and sufficient and available for other generations to come.

By the year 2020 the Malaysia government will call the growth under the initiative plan from 2016 to 2020 for the

purpose of sustainability and resilience, this includes strengthening and enabling the green growth, adoption of sustainable growth and production and network resources and strategy resiliency in climate change and natural disasters.

>> ANNA SLOMOVIC: Thank you, sir.

We will now hear a statement from the Ambassador of Chad.

>> BAMANGA ABBAS MALLOUM: Thank you very much, Madam moderator. I commend you for being chosen to moderate our session and it is good to see countries being supported to favor the development of the ICTs and to strengthen and further build the capacity thanks to the implementation and further development through ICTs.

We have an opportunity now to discuss the roles of ICTs, to reach our Sustainable Development Goals and to put in place worldwide structures and to focus on the 2030 Agenda for SDGs. In Chad we have attached interest to this. In September of 2014 we had the principal of smart Africa echoing our vision and also our efforts in favor of development for the fight against poverty through the promotion and innovation and the production of goods and services of applications. In short, optimum use of ICTs all throughout the various priority sectors.

Chad will help to further develop ICTs through the following actions. Challenged and partners are working for a plan to help their economy merge, reaching out to 2013 and we have the approach to the SDG and it should accelerate development so infrastructure, Broadband infrastructure, we have built in some 200,000 fiberoptic had cable and some 800 kilometers through Cameroon and the connection to the under sea cable through Sudan. The connections, they're great strives in having stable, accessible infrastructure to all of the population.

When it comes to capacity building we have a University that's been set up in the area of ICTs with coursework and the information technology dedicated to the African Union will soon become a reality in Chad.

That, in short, is what I can tell you regarding the major trends of the society in Chad reaching to the horizon 2018 when I'll be able to present this to you. Thank you.

>> ANNA SLOMOVIC: We now turn to the representative from Moldova.

What's the role of a telecommunication regulator in building greater confidence in the use of ICTs?

>> GRIGORE VARANITA: Thank you for the question.

Speaking of the role of the Telecom regulator in ICT ensuring the security that can be distinguished, the regulators could deal with the first one, it is about the integrity and the security of networks. The second is the security of the users, the personal data, the third one, it is about the security of usage data. There are many regulatory models and we're dealing with the network security and the data protection issues which more or less is efficient. I would like to mention that the Republic of Moldova signed the associated agreement with the European Union and the country took over the regulatory model of the EDU. The ICT operators must take adequate measures to ensure the security of the networks and report significant breaches, security breaches to the regulators and authorities. Another one, it is about the controlling entities, which you must ensure measures against unlawful use, loss and instruction of the personal data. There are, of course, countries, they need to develop the initial capabilities by establishing competently authorities for network for integrity and security and adopting the national integrity and security strategies. However, it is essential that the Telecom regulators have relevant mandate and jurisdiction to assume a clear role and responsibilities in cybersecurity.

This is the main condition necessary to enhance in building the ICTs.

>> ANNA SLOMOVIC: Thank you.

What steps has the national authorities made to make the use of ICTs in general?

>> GRIGORE VARANITA: Recently the Government of Moldova, they have initiated the cybersecurity appointed (indiscernible) according to the regulatory framework of the EDU.

The plan then provides for the cybersecurity management system for the Republic of Moldova and the international society, making it more secure and there are other steps that are undertaken by each authority to generally ensure the space for the users. The national Telecom regulator from the Republic of Moldova has a role to play in the developing the initial standards and the regulatory framework related to the data storing and accessing. Developing the accessing of the state of the ICT system according to the identified standards.

Security requirements (audio issues). Provisions of the

national security 2020. In this plan, most notable that the way we started the process, the electronic communication operators would take a minimal set of security measures.

They would need to formalize and implement the security risk and management and policy. This is the security of the Telecom communications and of course it is very important.

Thank you.

>> ANNA SLOMOVIC: Thank you.

While we're on the subject of data protection -- Your Excellency, do we need a new international, binding instrument on cybercrime?

>> DIRK VAN EECKHOUT: Thank you very much for the question. I have a very short answer. The answer is no.

>> [Applause].

>> DIRK VAN EECKHOUT: I now would explain what the Council of Europe, European council, what it means in this context on how much to fight cybercrime -- on how to fight cybercrime and create a safer, more secure Internet.

The Council of Europe is an organization not of 28 but of 47 members among which Turkey, Russia, Armenia, et cetera, et cetera, this is not the Europe that you might expect.

The second thing I would like to take away from this, when you're talking about the Budapest Convention, the Convention on how to fight cybercrime, convention on cybersecurity, it is not only the work of 28, no, it is a work of 47 and in this case, the work of 36, that's a third of the U.N. membership more or less. A third of the membership thinks it is a good idea, the approach that we have taken.

It is important to know that the Convention, it celebrates the 15th -- -- it is young, it is 15 years old, still when we're talking the Internet this might be very, very, very old. How then are we managing the fact that the Internet is evolving so quickly? This is a kind of permanent dialogue with guiding notes that interpret, that updates what is to be understood by the things in the Convention.

15 years old, updated regularly through these guiding notes.

>> ANNA SLOMOVIC: Thank you. How does this account for the cybersecurity in the ITU?

>> DIRK VAN EECKHOUT: This is a question that goes to the heart of the matter.

The Internet to be functioning needs to be trusted. You need to have confidence.

How do you build trust. The Council of Europe in the Convention, it builds trust mainly, first of all, by existing, because the Budapest Convention, it is the only game in town. If you want some rules, if you want rules that define how data will be treated by your partner country where you do business with, then the minimum for the moment available is exactly the Budapest Convention. Apart from the benchmarking, apart from the rules, you also have the cooperation activities. This is very important, even more than the (indiscernible) (audio issues). The Council of Europe has an office that impacts projects for more than 12 million euros, basically voluntary contributions, notably from the European Union, from Japan, from the United States and many other countries. It is tested and proven, useful kind of Convention and only today we thank and congratulate the representatives (audio issues).

>> ANNA SLOMOVIC: If you have questions, submit them.

Now we'll go to the partnerships of IP3.

Thank you for the question. IP3 has been working for the past ten years to bring about partnerships that can improve the capacity building through skills development opportunities, a standards development that eases the infrastructure development of the developing nations and developing alike through mutual recognition of skills and professionalism, certified by national ICT organizations. (Brenda Aynsley). We take a active approach to look at issues, including shortages because of the aging society, the lack of STEM graduates and lack of appropriate workplace diversity, for example, unequal representation of women in ICT professionals. IP3 localized Mentor ship programs address the need for developing versus developed countries and recognizes that the approaches need to be different. We provide support to local entities in driving the professionalism of its workforce, its collaborative model and best practicing provide a ready toolbox to develop the maturity of the profession and practitioners. Further we can demonstrate that practitioners meeting the IP3 professional standards achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high value added and labor intensive sector, not to mention that we know that certified professionals get paid for by non-certified professionals.

Thank you.

>> ANNA SLOMOVIC: How important is it to build trust in

computing in an economy and globally?

>> BRENDA AYNSLEY: Thank you for that question.

I have identified two reasons, there are probably many more, some of our speakers have already addressed the national cybersecurity programs in their countries.

If we look at the -- this underpins almost all of the significant contributions for the foreseeable future. In the fourth industrial revolution it is asserted that all innovation is depending on computing power. For example, gene sequencing requires significant computer power and analytics, robotics, all rely on computing powers, artificial intelligence and machine learning. The requirements identified by the professor are clustered around three dimensions which I won't go through but they're called physical biological and digital. I'll put in a plug for a session tomorrow morning at 9:00 in room L to learn more about the fourth industrial revolution from one of our speakers.

The second reason is trustworthy. I said last year that trust worthiness is earned but easily lost. Without professionalism the benefits to development in a sustainable way cannot be fully realized. We have seen that developed economies like those in Germany and Japan have caused its customers to be in the industry, the lack of trust hit the bottom line of both Mitsubishi and Volkswagen. We can only encourage leaders in the company and economy to work hard to restore confidence that can lead to the beginnings of trust once again by ensuring the professionalism of the workers in all of its professional disciplines, but particularly in management and ICT practices. I guess in 2016 the message provided by IP3 is we want to work with government and corporate partners to assist us all to achieve the best benefits that we can and again you can visit us at IP3.org or e-mail me and as I said before, we welcome you to join our workshop tomorrow morning in room L at 9:00.

Thank you.

>> ANNA SLOMOVIC: Thank you.

Our next speaker is from the Green Data Center, first I congratulate you on receiving the WSIS award yesterday. As we know, there was a critical role in enabling the Internet, taking into account the rapid growth of data center deployments globally. What's the impact that the industry is having on the environment?

>> MATTHEW RAGENDRA: Excellencies, ladies and gentlemen,



according to industry statistics there are approximately 8 million private commercial and government data centers worldwide. A further 600,000 data centers are forecasted to be built in the near term. With Internet growing and the essence of the Internet of Things data centers will be key to facilitating the storage and management of the data generated in coming years. Indeed, the International Telecommunication Union has reported that there are already 3.2 billion Internet users and 7 billion mobile prescriptions worldwide. The challenge that data centers are one of the most unsustainable industries globally, this sure due to the consumption of large amounts of data which is typically generated by the use of fossil fuels resulting in the emissions of greenhouse gases and other pollutants creating potential issues of energy security in the urban, national context for most countries.

The international data corporation reports that they're 1.6 billion square feet of usable data had globally. Based on the ICT energy consumption of 80 Watts a square foot, it is the 2.0 and then the estimated 75% of the utilization and the global data industries are covering the footprint and covering 1.24 billion metric tons of CO2 in 2014.

Ladies and gentlemen, climate change is a grave challenge that needs a wide-ranging, swift global response. In the context of our discussion today, the data industry needs to be committed to measuring, reporting, reducing. Energy efficiency, it is a first test but in a longer term perspective, disruptive innovations will be proving to be key to mitigate the impact that the dataset industry has on climate change. As such, the public and private sector has an important role in the shifting of the industry, in particular, funding for research into super energy efficient ICT equipment and cooling technologies should be accelerated. Additionally regulatory systems should support innovation and other areas that slow down the reduction of the green technologies in ICT. The multimedia commission, the regulator, was the kick start of the eco change technology and the technical status forum to the green ICT Working Group to facilitate the project for technology. Finally, there should FBI qualities in place to support the accurate measurement and reporting of the carbon footprints.

Thank you.

>> ANNA SLOMOVIC: Thank you. How can the data center industry improve on their energy efficiency and in

particularly, what is the low hanging fruit in particular?

>> MATTHEW RAGENDRA: They can improve on the flow of management but the mixing of hot and cold air, it should be separated to hot or cold containment to make the operational of the data center more energy efficient.

The existing data center for improved air flow does not require substantial amount of expenditure and does not require the facility to be put off line at any time.

Proper air flow management results in cooling energy savings of up to 40%. On the other hand, new data center builds benefits from leveraging current had legislations in the cooling technology. Alternative and medium productive ability, heat can be utilized. The ICT equipment, it can be cooling, it can be reduced by up to 90% because it takes less energy to keep the coolant cool.

You get another 50% ICT energy being saved by reviewing fans on the service itself. Fans are not needed in a fluid environment.

Every data center is different. It has diverse energy efficiency challenges and opportunities, but the same set of problems in each is known and proven solutions. Energy efficiency measures properly applied will reap benefits in a reducing of footprint, increased capacity and liability with an attractive return on investment.

Thank you.

>> ANNA SLOMOVIC: Thank you.

Questions from the audience, the first is for the minister from the democratic republic of Congo: In the process of the telecommunication law, do you work with the private sector, Civil Society or academia? If so, what do they say.

>> THOMAS LUHAKA LOSENDJOLA: Thank you.

Yes, indeed, the review of our legal framework leads us to negotiate all of the various sectors that are concerned by the legal framework and the national operators, Civil Society, others as well, hence the fact that it has taken us longer than we originally thought it would to bring about this vision, this review. Two months ago a consensus was reached with the private sector and this consensus now has led to other ministries now seeing that the commitments we have reached, ICTs and private operators, they have not taken into account their concerns. That's a reason why at present we have set up a special Committee to address the concerns as

voiced by the government bodies but we also promised the private operators and Civil Society that we would carry out another cycle to reach a final consensus, to hear from them again. This is a bill of law that we hope will address everyone's concerns, concerns all the various parties. When legislating if you do not involve the operation sector, Civil Society, then the enforcement of the law can become a source of problems. That's the reason why we're trying to come to a broad consensus of all the operators, including the state operators as well.

Thank you.

>> ANNA SLOMOVIC: Thank you, sir.

We have another question. Can the panel listen objectives and challenges such as the impact of the network, of the -- I guess the automated network and human responsibility versus robotic inclusion.

Would anyone like to volunteer to answer that question?

>> BRENDA AYNSLEY: Thank you for the question.

I think we have to come back to something that I said earlier around professionalism and trustworthiness. We're going to be absolutely pervaded -- if that's a word -- by technology that will support life and social life -- and if we cannot trust those that are providing the infrastructure, the technology, the solutions, if we do not have people who are properly trained and understand their responsibility to society in preparing software and services for our consumption then we will have a significantly difficult transition into the future.

That's what I would like to say.

Thank you.

>> I would like to add here, I completely agree with my neighbor, it is about professionalism, it is about trust, I would say to the industry one of our mantras is Human Rights concerns by design meaning that you take into account while designing your product (Dirk Van Eeckhout) that this is a product being used by humans. People like you and me with certain concerns about their policy, about their data protection, about a lot of other things, and you better actually take care of or they will lose trust and as said by my neighbor also, easy to lose trust, very difficult to build it again.

>> ANNA SLOMOVIC: Thank you.

>> GRIGORE VARANITA: It can be a positive and also it can

be not.

By looking at the whole scenario for us, especially the share, we're trying to combat in the social media the positive aspect of the Internet. This is where some participants will say that -- that this is like a knife. That you can look at this and you can use the Internet -- Jailani Bin Johari (, you can use that to cut a vegetable but you can use it to murder someone else. It is all about what you can do and give on the Internet. This is where we in Malaysia, we have an aspect of how we target, for this year alone, at least our target for one of our agencies, it will impact by the agency and you try to push the importance of using Internet of an eCommerce to promote the main activity. What they're looking at here, the purpose, they want to be popular by using the Internet, they want to continuously regulate those people out there to make sure of the outcome of the Internet, how it can be used with society at large.

>> ANNA SLOMOVIC: Thank you. That was a very interesting discussion.

We have one more question from the audience.

Encryption is the foundation of a secure, trusted Information Society. Yet some countries have considering legislation weakening encryption and requiring back doors for law enforcement and mass online surveillance. How would weakening encryption affect security of the banks, electric grid and other critical infrastructure?

>> I think that the silence you hear from the panel is reflective of the degree to which we're all struggling with the underlying question of the relationship between our use of technologies, the misuse of technologies and how appropriate authorities can ensure that the law is adhered to. (Daniel Sepulveda) we have had a passionate, involved discussion at home over the issue of encryption, it is not one that's over. I expect a similar conversation is taking place around the world in Europe and elsewhere.

There are no simple solutions to this. It doesn't lend well to simple framing either. This isn't simply a question of privacy versus security or more security versus less security. They are very, very complex, mathematical, technical questions to which our commitment and our call from multistakeholder involvement in the conversations becomes even more critical. as we all look at the problem from press.

S of expertise and responsibilities we have, we miss on

things we don't know. Again, I think that to the President of The United States has spoken on this issue a number of times and has argued for strong encryption, the critical component of security around the world and he's argued for the need of continued cooperation and collaboration to ensure we're all able to meet our communal responsibilities.

>> ANNA SLOMOVIC: Thank you.

We're getting close do the end of our time. I would like to ask whether there are any last comments from anybody on the panel, or from our Action Line facilitator or from anyone else that would like to make more comments before we close the session?

I would like to thank all of our high-level speakers for sharing their experience and their insights. I would like to thank you for your participation both in the audience and online.

I'm sorry.

Sir, go ahead.

>> I should have asked earlier for the floor.

The last thing about ICT development for African countries that I wanted to say and for democratic republic of Congo in particular (Thomas Luhaka Losendjola) there was a great -- I don't know who it was that said in I can make the planet earth move if you give me a point of support in the universe. What we think today is that Africa can catch up in development because we have found a new point of support, ICTs, the digital revolution can help us greatly to move forward so we want to learn from the experience of others so that we can accelerate our development and catch up with most of the countries or at least bridge the digital divide, reduce it and improve population lives.

>> ANNA SLOMOVIC: Thank you. Those are wonderful thoughts to conclude with.

I would like to thank everybody. As soon as our panel departs the stage, the new panel will come on to the stage and we'll go on to the next session.

Thank you very much.

>> [Applause].

>> We're going to start the next session, please.

Good morning, everyone. I'm Iffat Gill, founder of ChunriChoupaal, the code to change. I'll be the facilitator for this session 14. The WSIS Action Lines and the 230 Agenda, financing for development and role of ICT. Welcome to

our esteemed panelists. I'm going to go straight to our esteemed panelists from Azerbaijan. Congratulations on a successful Internet governance hosting forum, 2012. I would like to start with asking you this question: What is the role of the government of Azerbaijan in financing for development and how do the ICTs play a role into this? Please.

>> ELMIR VELIZADEH: Thank you. It is a pleasure to be here with you and in the financing and the development of the Information Society. I think that the financing and development, it is crucial and very important for the development of ICT in general. According to the international experience, the government is the main investor and in establishing a core infrastructure for informational systems or state bodies and delivering electronic systems, electronic services to citizens, our main responsibility of government, it demands the resources and development, improvement of ICT and literacy of the digital society which is requiring a broad expansion and they're committed action. There is a practice of adoption of national strategies in Azerbaijan and they have developed the national strategies and adopted multistaged, long-term staged programs for their implementation. As you may know, according to the outcomes of the summit, Azerbaijan is a leading country which has adopted national ICT strategy in February and until now it is the only country in the region.

They have been adopted and implemented the two state programs in order to have the national strategy. There were positive results from the national strategy that's served as a basis from adoption new in the Information Society development strategy for period 2014, 2020. In financing the strategy it has been identified that the government and also considered the public-private partnership and the expectation of first off the private sector by providing its ICT demand who will contribute to the delivering of the valuable services to the Information Society.

The development of the infrastructure project, service delivery and the development of the mobile applications and on the open Government of Data for the full ICT development in the country. We have seen PP3 is based on that.

>> IFFIT GILL: Mr. Deputy minister, can I quickly ask you to highlight some of the work you're doing on supporting small, medium enterprises and the start up culture in Azerbaijan?

>> ELMIR VELIZADEH: The infrastructure, the government,

they established two instruments, two new instruments where they provide the financial support and secondly we create new institutes where we have provided the infrastructure, financial and the services to the small and medium entrepreneurs and specialist datas achieving some results on that by ICT development fund, we provide grants, loans and investment in the small, medium enterprises and support the start-ups and by establishing the new infrastructure we create environment for the innovative ICT industry in Azerbaijan and we think the follow-up to this principle we can create such good environment for the development in Azerbaijan and we're thinking of this aspect and the government by such instrument played a crucial involvement in the country.

>> IFFIT GILL: Thank you very much.

I would like to remind our audience that if you have any questions, please submit them to the help desk, to these ladies here.

We move on to our next speaker, minister from Namibia, if you can update us, Mr. Minister, on what's the progress from Namibia on financing for development and the role of ICTs.

>> TWEYA TJEKERO: Thank you, Madam moderator, facilitator, Namibia is in the southern part of Africa, 2.3 million. We're only 26 years old. Very young nation.

ICT in Namibia at the moment we have the information as the fundamental human right and therefore everybody is -- has the right to access of information. That information must be communicated by the use of technology to enable the nation to fully participate for better governance, for the democracy to flourish.

At the moment the service provider in the area of mobile, Internet, even access to radio, television is very good, especially the urban areas. The challenge is in the rural areas with the majority of Namibians are, the government takes the lead and the private sector has been invited to be a part of this because ICT is regarded as an enabler for developments and the development cannot take place by excluding the majority in areas without being a part of it.

We have a system to accommodate most of the residence and citizens, we have gone from 2G, 3G, 4G and lately, to my knowledge we have become the first African country to launch the 4.5G. This is only for the few that have access to the network. Our purpose at the moment is to help our own country 100% coverage through mobile and Broadband so that they can

fully participate and contribute to the economic development of the country and sustain the economy of the country.

Thank you.

>> IFFIT GILL: Thank you very much.

The next panelist is from Argentina, Ministry of Communications. I have just been told that the ministry is only 4 months old. This is very exciting for me personally to hear more about what are the plans of your ministry to work on financing for development and how you are incorporating the ICTs in the investment practices.

Go ahead.

>> CLARISA LIFSIC: Thank you very much.

Yes, we're very new. The ministry did not exist before --

>> IFFIT GILL: Could you switch on the microphone?

>> CLARISA LIFSIC: Thank you. We're very pleased to join the international community in the belief and conviction of the importance of ICT for growth and development. The new Argentine administration has only shown its commitment in this regard with the creation of the Ministry of Communications which as I said did not exist before and whose objective is to promote universal access to knowledge and we share the implementation of the sustainable development, 230, and it is not by chance that the three pillars already of the new administration in Argentina complement and have the same objectives. The first pillar in Argentina, it is zero poverty. We think that the zero poverty is a moral issue but not only a moral issue, we think it is also a strategic imperative. In a world where competitive advantage does not rely anymore on natural resources but more so on great human matters we cannot afford to leave out those -- human matters we cannot afford to leave out those people that have not had a opportunity to develop. We have to tackle the problem from the roots and in the same way that a child that's not had proper play in the first years of experience is condemned in advancement, so is the child that's denied access to ICTs. This is how important we think ICTs are nowadays.

We have long been talking about digital divides. The digital poverty, it goes beyond it, the lack of knowledge and means on how to use them, it cannot benefit from ICT. Digital poverty although not mortal effects the possibilities of progress and growth. Argentine is committed to using ICT to promote investment, eradication of poverty and implement with

the Action Lines in the 2030 Agenda. We want all to change the paradigm under which the previous administration operated. We are searching for improvement and growth to find poverty rather than institutionalization and these measures. We look at the digital ecosystem and at the regulatory environment so that the 230 Agenda become as reality and not a mere declaration of principles. We want to spread the implementation of the Agenda independent on the interaction, dialogue and joint work of the public sector and private sector globally and we want to highlight our commitment to contribute in this sector. We will work together and achieve everything we intend.

>> IFFIT GILL: Thank you very much.

Good luck. We see how this rolls out in the coming years and months.

Our next panelist from Portugal. My question is related to the outcome document of the high-level meeting of the U.N. General Assembly on the overall review of WSIS. I would like you to share your opinion about what in your view are many outcomes and what are the main challenges.

Thank you.

>> MANUEL COSTA CABRAL: Thank you for the question. Thank you very much for the organizers of this event.

I'm very proud to be participating in this event.

In relation to the outcome, we see this as really a great achievement of the international community but it is -- the development areas, it was encouraging for us, it was real important, and as went through a number of issues that are relevant I think to the international community effort, ICTs as a whole in in global atmosphere, environment. Obviously the linkage between the WSIS process, I think it is an achievement. The way we progress on towards the objective, it is clear that the linkage can only be accomplished by participation of different stakeholders so all stakeholders should work together in order to accomplish and fulfill the objective further.

Also for us there's some important had additional elements there, the Information Society did not -- it was not a trendy subject but looked at as part of our daily life, part of our daily abilities. We cannot see these things without the Information Society involved. This is a clear message that came out. However, it is the digital divides and we have to look at those in a careful way.

The concept is there about the digital divides and it is very rich in my opinion, in our opinion. We are not just talking about this third part, the financial, the way we're in this panel here. We're also talking about other digital divides that are including knowledge divides and in that regard with the stronghold for the promotion of content and diverse languages to diversity, I think this is something that constitutes this as important. Obviously, there's references to the portability, access, the indication, the capacity building, multilingualism, reservation, investment, and appropriate financing which is a possible further digital divide that we should look at and work together in order to address.

>> IFFIT GILL: Thank you very much.

I'm sure we'll have follow-up questions. You made excellent points here.

I'm going to move on to our next speaker, Tunisia and I would like to remark that Tunis was the first country that raised for a world summit on the Information Society at the U.N. and financing for the development in ICTs role was one of the major things your country highlighted. I would like to know a bit more about what is the update from Tunisia and about your national strategic plan for implementing this in your country.

Go ahead.

>> HAFEDH GHADDAB: Thank you very much for allowing me to speak in Arabic. It would be more efficient for me.

>> IFFIT GILL: Go ahead.

>> HAFEDH GHADDAB: I would like to express to you the warmest greetings of Tunisia, a country of peaceful life, understanding.

Ladies and gentlemen, more than ten years have gone by since the WSIS Summit held in 2006. Now we're working together with the international community aiming to find in terms of ambition and we're looking towards the ten years to come with high hopes and ambition. Of course this will further the -- what we have obtained in the last 10 years. All made possible thanks to international solidarity and to the outreach from developed countries to developing. We have appreciated everything that's been done already in the area of information so as to spur the development and the development of our communities. It is our hope that this can be based or provide the way for solutions going forward we have to close

the digital divide and be sure to better train our human resources, provide good content and I would like to share with you some ideas of what's been accomplished so as I'll be able to reach the Sustainable Development Goals.

As I said, to close the digital divide and this will require good infrastructure building and sound governance as well.

We're aware of the fact that everything that's been done in order to provide Internet services and leveraging the ICTs is something that is continuing, going forward, it is underway. What's been done so far is thanks to a lot of efforts turned in by a number of countries, they have focused on two phenomena, the resources of developing countries, the management of governance of the developing countries as very often has been hamstrung by the modality that's not in keeping with the aspirations of the young population and so -- that's important for developed countries to continue supporting developing countries because the developed countries of course, have obtained a certain level, this level of development should make it possible for the developing countries to close the digital divide in order for others to catch up. We have to work hard with a number of national strategies and to have balance in the respect of the environment as well. I would like to recall also here and now a programme of the plan of Tunisia, they're implementing to close the digital divide, of course we're -- this one is through all aspects of society, it has to do with education and eLiteracy has to be provided for as well as other services that will pave the way for a balanced development and ICTs can nurture development, of course, and it is very important when it comes to government services and the government services provided in Cyberspace not to be able to improve our administration and management and provide for open programs for cyber services in the public realm.

I would like very briefly to make mention of a certain number of facts. Tunisia will be organizing two major gatherings, ICT for all on one hand and also the role of the international community to facilitate ICTs. We furthermore would like to say that increased security, heightened security and also the democracy that we see in the making in our countries is something that will be discussed during the upcoming gatherings to be held in Tunisia.

Tunisia requires your help to surmount our objectives to

see that we can have a very strong democracy with interest of all our people.

Thank you.

>> IFFIT GILL: Thank you, Tunisia. I have noted down some interesting points that I would like to come back to them, especially the point on implementing the SDGs and how developing countries can be supported by the developed countries in this regard.

I would like to now move on to our next speaker from union Nationale des Travailleurs Democrates -- they're not here. Sorry about that.

I think we'll -- we'll move on to other questions now.

I'm fortunate to have our WSIS Action Line facilitator here and our WSIS forum Chair, Ambassador Daniel Sepulveda here.

I would love to also include them in this discussion.

Are there any questions first of all from the audience? No remote participation. I would pose this to all of the panelists if you would like to reply, what we have noted now, building knowledge globally, there's a lot of interesting lessons that we can learn from developing world itself that the developed countries can learn.

I would like to ask the panelists what are your comments on that and what are the methods that can be exchanged from both sides in this regard so that we can all foster as a developing world and help each other accelerate the progress towards achieving SDGs?

Would anyone like to take the question?

Portugal? We'll go to -- okay. All right. We'll go to Portugal first. Go ahead, sir.

>> MANUEL COSTA CABRAL: Thank you for that question. (Low audio quality).

We have been through a major financial and economic crisis. It was especially starting 5, 6 years ago and it was a continuing investment in the networks. It was a private driven investment where the competition, the information based competition, it allowed us to look at the coverage in the country. Even in spite of that economic crisis in digital times, we're now going to arrange around 90% of coverage in terms of households in all countries and based on fiber and -- it is a very good accomplishment and even in E.U. terms we're doing very well in terms of coverage on the networks.

Secondly, however, this is a reverse, in spite of the

effort made with the network, there are still low take-up of the Broadband service. This is linked to the divide I talked about before.

There is still a number of a group of people that say -- that are not able to access the Broadband services or they don't find it relevant or they don't find it impactful and they don't have the digital literacy to benefit from the services.

We have in Portugal a long way to go, the Broadband take-up, we're satisfied with the outcomes that have been reached with the private investment and in terms of the coverage of the Broadband networks. We have a license we can share with this panel on the experience that we have had in spite of the economic situation it was possible to make significant progress.

Thank you very much.

>> IFFIT GILL: Thank you very much for your comment. We'll go to Namibia.

>> TWEYA TJEKERO: It is nice to come after Portugal. As a young nation, our challenge obviously is investment in the infrastructure. I spoke about accessibility of the basic information. We're talking about the socioeconomic development. This is a challenge we have and we definitely believe that it is only for the government or for the private sector.

It is government and public sector, to make this information available for only in the nation is informed can they participate. We're also seeing ICT as a cross-cutting sector. Banks need it to expand services to the rural area. Agriculture will need it. Constructors will need it. Medicine will need it in the health sector. All sectors need to have ICT to develop and improve their life. We have declared war in Namibia against poverty. We do not believe in poverty reduction in Namibia, we believe poverty is bad no matter in which shape and that can only happen when you involve the entire nation and we talk of poverty eradication, not reduction. No poverty is good in any corner of the country. We believe that ICT can play that role to help us overcome that by involving all who participate and to improve the standard of living of every Namibian and every human kind.

>> IFFIT GILL: Any questions from the audience? I open the floor to a question from the audience.

Go ahead. Doreen is our Action Line facilitator, she

would like to make a comment. Go ahead.

>> DOREEN BOGDAN: Thank you.

Thank you very much. Py just wanted to follow on to the words of our distinguished minister from Namibia and agree that ICTs are cross-cutting and essential and essentially every economic sector. One of the things we noticed in the U.N. process to create the Sustainable Development Goals, 20's out with a survey about the future that we want and they asked the world basically to kind of rank priorities and it was a great exercise, many young people participated. Because it was an online exercise everybody that participated had connectivity and as a result ICTs were at the bottom of the survey. Sometimes -- we know it is everywhere and we know it is essential. Sometimes we sort of take it for granted and it -- you know, it is at the bottom of the list of priorities.

The reason I mention that, we have heard this in many other sessions, we need to make sure that governments put it at the top of their agendas p we know that the multilateral development banks and I'm sure that ambassador Daniel Sepulveda would want to say what the U.S. is doing on the global connect side of the multilateral development banks, they're now engaging, we have to make sure in the U.N. process something called the U.N. development assistance framework, that's where countries can get funding through the U.N. process, but countries put ICTs at the top of that Agenda as well. There is only a handful of questions that actually have ICTs in their -- I know there are 40 countries that had to renew this year and it would be great if the countries could include ICTs because then they will be able to get funding.

I want to pick up on the comment about sort.giving people access and they don't necessarily use it. We see that is often the case because of affordability issues. We need to keep that in mind. We have to make sure we're not over taxing people. We have to really focus on digital literacy and making sure that people can create and use ICTs and making sure that the content is relevant. I heard in the previous session one of the panelists was picking up on the point about lack of gender and women and ICTs, there is a number of diversity issues we need to keep in mind also Persons with Disabilities and all of those issues.

Thank you.

>> IFFIT GILL: Thank you very much.

I would like to pick up on what -- would you like to make

a comment on this question? Go ahead.

We have a comment from Azerbaijan and then we'll go to Tunisia.

>> ELMIR VELIZADH: Looking at the digital economy, I won't highlight the international cooperation. In our case, in the case of the developing country where we're mostly oriented to the international practice which is the norm. We use such practice and implement this practice and additionally in Azerbaijan when we launch our first telecommunication satellites in partnership with U.S. and France, we are looking at the local needs and to the regional needs. We can see that cooperation, the most aspect for the developing of the Information Society, you have the range of the regional -- for example, our satellites today, they have very wide coverage which includes Europe, Middle East, Central Asia, other continents. This shows the role of our infrastructure and the role of our capacities, we could create new flexibilities for the international cooperation and we're thinking that together that there is good achievements if you won't share our practice and capability it's, maybe in financing, in other aspects too.

Thank you.

>> IFFIT GILL: Thank you.

I will come back to you, sir, on the question on the point that Doreen and Manuel and the minister had raised about the question of low uptake and how we can tackle that.

My question to you would be after we hear from Tunisia is you hosted the Internet governance forum and did hosting an international event like this impact the implementation of the uptake? We'll come back to you after we hear from Tunisia.

>> HAFEDH GHADDAB: This time I'll speak French, the next time, I'll speak English.

I would like to provide a reminder, a slogan in Tunisia, for the future, for our national strategic plan, it is that the minister has promised to build the 2.0 version of Tunisia, Tunisia 2.0. This means that all families all over the territory of Tunisia, all of the regions should be connected, should be brought online, we have a programme to connect all of the families and to have them all Internet connected, Internet enabled.

For the time being, we have only 30% of the population connected.

As of last month we faced in 4G, fourth generation and we

also have a very ambitious project, we want to have digital schools thanks to the deployment of digital content for all schools, all primary and secondary schools all throughout our territory in Tunisia.

Something else, subsidizing Internet for the needy families is better than subsidizing their purchase of consumption of sugar, subsidize the Internet, not sugar, that's our approach.

>> IFFIT GILL: Thank you very much. That's very interesting.

We'll first go to Azerbaijan again for the question that I raised and then we have another question from the remote participant. It is not addressed to any panelist, I'll just say it, if you would like to comment on it, how, to what extent can ICTs eradicate poverty and who are the beneficiaries? We'll go to that question after Azerbaijan.

>> ELMIR: First, the first question on the IGF in Azerbaijan, that's the impact of such a development. Firstly, I would mention that after hosting such big events in our country we develop our infrastructure, we have -- we have good results in the development of the Information Society in Azerbaijan. For example, our statistics, they show that the Internet penetration model, 70% in our country, we have a very well advanced infrastructure for the Broadband.

All peoples use Internet through different technologies, mobile Broadband and fixed lines and others.

We give such big possibilities to all citizens and to each individuals that can use the capabilities which create Information Society and the usage in their own development. We have developed our own eGovernment infrastructure, we have created the development portal for all citizens to deliver our public services electronically.

Last statistics show, and the usage of the electronic services by the government portal, more than -- more than I think 25 million. This is for our people so they have firstly accessibility to the Internet, secondly, they have the literacy and usage, and third, they have the capabilities and the use -- all advances of the information services that exist in our country. And such big events held in our country is in part due to the improvement of our situation. We talked about the new national strategy, the new documents where we tried to develop our activity. I think such preparation or label of IGF, if T. may be a label of WSIS, others, it gives additional

opportunities especially on a local level.

>> IFFIT GILL: Thank you very much.

We have a comment from the Chair of the WSIS forum. -- go ahead.

>> Very briefly. How can ICT eradicate poverty? One, information is power. Sometimes a person would die without knowing that just next door there's some food. The person who died because the person does not have the information. That's how powerful it is. We're talking about -- it is the information that's sometimes not shared or known by the people that know most about it. We believe through ICT we would empower people to have the information but also the investment in education, this is the lack of information, this is why ignorance is a dangerous entity. When we equip them with information, the knowledge, that's how we lead them. We also know that through information people in the rural area would know about the programs that the government offers to them. Also the government would also be aware of the most destitute or neglected or marginalized community. For for there is no information to the government and from the government to the people this is why we will continue to have poverty.

Information through technology, we do not confide only to Internet. I said in Namibia, for example, information through radio, simple radio information, even the announcement to inform them about the flood or the drafts and the representatives to use the information to communicate that plight of the community to the government for help.

In the case of outbreak of any disease, information needs to go out so that they know when and where the help would come. That's what we believe. The role of ICT can play and that's the information, to serve as a conduit to liberate them from ignorance, not having anything. Imagine all of our cellphones, if your cellphone, if it is off, you -- imagine the people in the rural communities, they know nothing that's happening around them. That's a danger. That's what ICT can play, not only in information but also to communicate it, by using different technology to convey that message. That's important I think.

>> IFFIT GILL: Thank you very much. We're coming towards the end of the session.

I'll quickly highlight some of the few things from our session before I go to the final comment from our WSIS Chair.

We heard from Azerbaijan about how hosting events like

the intergovernance forum effected their strategies, that they're to finance the development and how they're incorporating ICT into this.

We heard from Namibia the main take away, how powerful information can be to include that sector of society, that's under privileged with no other means to be a part of the digital revolution.

We are happy to hear that the new Ministry of Communications from Argentina is -- I'm interested in seeing how things shape up in the coming years.

The point that Portugal made about no uptake of the Broadband even though there's the possibility that there is broadband but there is no uptake about it, and the main point I take from Tunisia is the digital school, you're working at educational level to include children, our future leaders into your Tunis2.0 Agenda.

I would like to now give the stage to our Chair for concluding remarks.

Go ahead. Please.

>> DANIEL SEPULVEDA: Thank you very much.

I'm again -- I have sat through now a couple of panels. The continuing theme is ICT not as an end but it is a tool, that they really are an ability for human beings to use a tool to further whatever their own personal ends are, to be whatever it is that they wish to need to produce whatever it is that they wish to produce.

One of the things we need to think about as government officials is the degree to which public policy hinders the ability of people to access the tools. When we talk about, for example, the use of ICTs for eradication of poverty and our colleague from Namibia talks about the need for farmers to access the information to deliver the goods and services to increase the wealth in his home or household, that's an ability that's reduced if -- I don't know the policy there, but I know in policies in other countries where the reduction, where it is mandated of goods and services, or Telecom services, they're taxed at a higher discriminatory rate because it is believed that people purchasing them can afford the tax. We are often acting as one of the barriers to access to tools in this space. We need to work together to ensure that though well intentioned public policies effect that. The second point, it is relative to the relevance or to the uptake. The work that our Facilitators does, it is with

regard to the women uptake and you see the gender gap with respect to ICT, it is in the because it is less relevant to women. If that's the case, what is it that we need to do to Mcat what we know are illogical gaps in access to ICTs? A first one, most important thing to do, it is to have this focus on schools. Once you -- once children, young people, they have a natural inclination and lack of fear of technology and they're driving adoption in communities and driving the use as young leaders, whether as social or economic leaders, but I'm particularly heartened by the panel, the continuing story of Tunisia, the rising democracy, it is important to achieve amazing things. The rise of a new nation like that, to use ICTs for eradicating poverty and we're excited about the return of Argentina and the focus of Argentina in using ICTs particularly because there is so much richness in to the underlying agriculture and in the capacity to use this, if unleashed, the power of ICT to really rise in the region and the world. We're heartened by the conversation.

Thank you.

>> IFFIT GILL: Thank you for the comments. I'm glad you brought up the point of inclusion of women and I hope that best practices that we will be seeing examples of Tunisia, the digital schools and it will have hopefully equal representations for girls as well in the schools. I would like to say that to all panelists to keep all of the under represented communities especially girls and women at the heart of your implementation strategies for financing developmental ICTs. Thank you for your comments, your speeches.

Thank you all. Thank you very much.

>> [Applause].

>> LORI SCHULMAN: Good afternoon. Hello.

Good morning, I'm asking our panelists to please be seated. We're time challenged.

Thank you. Thank you.

Thank you for staying. No problem.

Please have a seat.

Please have a seat here.

Thank you.

Maxine Moffett, please sit. Bridge Africa?

>> MAXINE MOFFETT: Yes.

>> LORI SCHULMAN: Okay.

Please have a seat, we're time challenged.

Good morning, almost afternoon.

(No audio).

We have no particular format. It is a question, answer format. Each of our speaker also have 3 minutes to speak in total. There will be a warning bell at 30 seconds. We will take questions from the audience. We ask the audience to kindly hand your questions to the help desk in this corner and that will be translated up here to me and I'll ask your questions in your kind stead.

I would like to get started. We have some wonderful NGOs here to talk about their programs. I would like to address first the Bangladesh NGOs Network for Radio and communication, Bazlur Ahm Rahman.

I have to questions for you, one very broad, but I noticed that the mission of your organization is to create local content. Could you please explain to us how you're creating it and how you're disseminating it and to follow-up, how the creation of local content is tying into the U.N. strategic development goals.

>> BAZLUR AHM RAHMAN: Thank you.

Madam moderator, distinguished guests, basically in Bangladesh we're running a community review for development. For the community review we have the 1,000 youth and women all over the country working with the review, we call broadcasters. Now we have in Bangladesh, they're producing every day 125 programs a day and this time of programme in line with education, in line with health, in line with other development areas, and they're using local dialect, local language and as a result we see a community that's been created for the marginalized community to raise their own work in line with others, and it becomes a new media outlet that's established there, the rights to information, in line with local content and in line with local dialect. The scope widened for other development and already asked that question about development because of the right to raise the voice of the community and accessibility to knowledge and information and the other is the scope of dialect between the local elected representative, government and the establishment in line with the government and better governance. Next one is direct link established between community and main sector reflected in that development goal and the plan, the development, they have harmonized the sustainable development goal within a several year plan. Now we have the plan, also

this is a very good thing for the government and as well as other sectors. It is the relevance for local content and for inclusion of local culturalty and it ensures the inclusion of the marginalist communities and finally you know Bangladesh is one of the sample countries and we face -- we have taken a more active role in the establishment within the government and within the government and the local community. This is the power of the local content, this is the power of Bangladesh and women in the community media.

Thank you.

>> LORI SCHULMAN: Thank you so much.

I would like to hear -- we would like to hear from cambridge Africa. You have a programme called I believe -- I want to say this correctly. Can you explain to me how this programme, how it works.

>> MAXINE MOFFETT: What we know for a fact right now is that the metropolitan area of Tokyo has more online content according to Google than the entire continent of Africa. While we have a content divide we still have the digital divide that's there. It goes beyond having just access to the Internet and it also goes into people producing content. Right now in this world if you're not on the Internet it is almost like you don't exist. You're not there to be involved in eCommerce, trade, for the world to easily access you.

What Bridge Africa did, we created an application allowing people to create websites and access a database regardless of the digital barriers like access to the Internet. If you have a small, medium-sized business you can create a website through a text message or if you need a service or a good you can access information in your local communities through a text message. We worked with the largest telephone company in Africa to create the programme and to use the short code 8759 for a discounted rate of businesses and for Civil Society organizations, even government institutions to create the online content and access information. We know that access to the Internet, there is still 4.2 billion people that don't have access to the Internet. Our project that we did in Cameroon, we have Internet access of less than 20%. The mobile phone penetration is that 85%. It is believed that within the next 5, 10 years almost everyone will have access to a mobile phone. Our phone system and application work through simple handsets that can cost less than \$5, \$10, not a smartphone

application. But if you're on the Internet, you can use Bridge Africa to access information on local communities and businesses in Cameroon. To date we created the largest business database in the country.

>> LORI SCHULMAN: Thank you.

How are you specifically tying what you're doing to the strategic development goals? I notice you're one of the WSIS prize winner this year. Let us -- tell us more about that.

>> MAXINE MOFFETT: With the Sustainable Development Goals to grant Internet access and to narrow the digital divide, it is a part of what Bridge Africa does. There is a direct connection between extreme poverty and access to the Internet. We know that the digital divide as I said before is deeper than access to the Internet, it is about also creating content and creating voice. So that there can be access. That's what we do. We help people to get connected. We believe that, yes, the digital divide will be narrowed and more people are online every day. We help communities today by using the simple mobile phone technology to be able to get connected so that they can be socially, economically empowered.

>> LORI SCHULMAN: I want to mention, we have to other winners of the WSIS 2016 prizes here, we have the Bangladesh NG Fox Network for Radio and Communication, Bridge Africa and Cybervolunteers is a prize winner as well. It is an honor to talk to you on what you're doing on a day-to-day basis.

I want to switch the conversation a bit and to talk to Mr. Hill from the association for proper Internet governance. We talked a lot today about programming. There are issues in Internet governance and ICTs beyond programming. What -- how -- is the Internet today from a governance perspective democratic? You think it is democratic?

>> Richard hill: I think everybody know mice answer to that, no. -- knows my answer to that. No. We'll look at why. The data is being used, a social network, you have lost all control over your personal data. If you read the terms and conditions, you know that. You don't have much choice about it.

Worse, many companies, many commercial companies know where you are within 100-meters even if you have turned geolocation off on your smartphone. If you don't believe that, see me on the break and I'll explain how it works, there is a number of mechanisms to make that happen -- geolocation -- and we live in a liberal model, not just for

the Internet but all kinds of other things, we live in a liberal model, even with the climate change, if you let private companies do what they want, everybody will be better off. It is true that some people are better off. I don't think it is true that all people are better off. Fundamentally it violates my rights as a citizen to have to make the decisions on the important roles like how my data is used.

Another example, I'm being surveilled as an individual even though I'm not suspected of any crime by any number of governments, not just the ones we have all heard about that, that's more open about it. I have to say that's good that the U.S. is more open on what they're doing. That's a sign of democracy. Other countries are doing it without telling you. There are 4, 5 countries surveilling each of us. I'm a Swiss citizen, I can tell the government to stop surveilling me, we're trying to do that, I have no control over the other countries that do that. That's a violation in my view of my fundamental right which is in the Article 25 of the international governance, every citizen has the right and opportunity to take part in the conduct of the public affairs either directly or through a chosen representative. I think we have a problem.

>> LORI SCHULMAN: How would you fix it?

>> Richard hill: I don't think the solution is greater governmental control of the Internet. That's not what we're looking for. For a number of reasons, including the fact that not all governments are democratic, in fact, very few are democratic. What we need to do, proper implementation of the multistakeholder model. The model predates the Internet and it has been for some time and implemented in certain ways in the Internet which in my view do not correspond to well-known best practices. We don't have time now to run through those.

Basically there has to be mechanisms to ensure the representative ship and those that show up in the meeting, you can't say it is automatic stakeholder and it is grit because everybody shows up, not everybody shows up, funding restriction, don't speak the language, often English, they don't speak the technical lingo, if you don't know all of these words, you can't communicate effectively.

That's coming out, best practices on how much to do this in the Internet framework, they're being developed and it is actually not rocket science.

Basically in my view, the view the groups I represent, participation in democracy, representative democracy, they're complimentary and multistakeholder processes can and must be embedded in traditional democratic processes, parliamentary control, national referendums at least for countries that have that and other systems which are well-known and we use another area, combating cybercrime, most people would agree that Budapest convention is a good starting place. There is room for international cooperation mechanisms and even international Treaties although those are complicated, hard to do. Basically we have to apply well-known best practices for governance also through the Internet which is unique in many ways and I don't think its unique in how it is governed because it is a construct of human beings and humans like to govern themselves in a way that's been developed overtime.

>> LORI SCHULMAN: Thank you very much. There are challenges ahead as you identify with the multistakeholder process.

(No audio). we're going from high policy to other efforts that are being done by the World VR Forum which advances (no audio).

>> It says no audio, I'm hearing myself.

Is it okay? Now it is coming back on the screen. Okay.

>> SALAR SHAHNA: Thank you.

For many people, virtual reality, a new technology, it is about gaming, and what they're trying to prove with our organization is that no, VR is beyond that, but it is about education, art, culture, and really a new idea in a way of seeing our world. We talk about education, indeed, we'll showcase this in the workshop with a picture of VR, you can bring the higher standard of education to anyone in the world regardless of the geographical position, financial position, you can do that with virtual reality because of the sense of presence that VR gives you and the experience. The problem is that information is everywhere, but what lacks for many people is experience.

With virtual reality, in science, you can experience things, for instance I could be in my -- I could be a teacher giving a course right now, on the planet of Mars, we can be anywhere in the world listening to the lecture, you can go to Mars, walk on Mars and explain it on site. This is a tremendous change for education and health.

>> LORI SCHULMAN: How are you getting this technology in

classrooms?

>> SALAR SHAHNA: It is easy, you need a computer that allow as device that allow this experience and you need a hand computer and a guide or just a card board to explain to them.

>> LORI SCHULMAN: How does your programme fit into the Sustainable Development Goals in the SDGs?

>> SALAR SHAHNA: Our programme will allow all patch the countries in development to benefit from Article 9 and the technology we showcase to make all education more sustainable and to have learning through experience.

>> LORI SCHULMAN: Thank you.

Now we'll go to Spain with hour last NGO speaker, Cybervolunteers, they have a wonderful programme, we'll be happy to hear about that. I have two specific questions.

My technology is not working as well as I planned. What work do you do to relieve the digital, the gap to provide the information to the knowledge society and how is this developed and what impact has it had?

>> ANA VINALS BLANCO: Thank you.

The first question, I'm going to explain how we're doing, this is a corporation that was founded in 2001 with a clear vision to promote the access, the use, the knowledge of ICT as a way to give empowerment with the introduction of the technology. Our goal, it is simple, to increase -- simple and difficult, to improve the right, opportunity and skills of the people through the use of technology. With this, the foundation, they come with volunteers and I'm one of the cyber volunteers of the foundation. I'm not the director, no, I'm one of the cyber volunteers. We have a look at inclusion in adult ICTs, corporate affairs and part of our time and knowledge to teach other people the possibilities that the use of technologies can have to daily needs.

We're still training and aligning up training. It is very flexible and the reality, I'm -- and an example of this, the volunteers, they know I'm director of the foundation and I'm a sample of youth empowerment. I think we have to look at that.

A historic moment, the technology, it is a key to eliminate issues, it is time to share and for the first time it is in our hands, the new socioeconomic and so many other programs because the unity, it is us, it is the main characters and for us, this is very important.

This transformation give the insurance of informing

citizens. This is innovation and I believe that the power of a connected citizen is a power to change the world.

Another project H it is an additional project and in that project, within that, it is access to the Information and Knowledge society and the website, it is up and we design as our ICT moves up.

This highlights those people and the initiatives that are using technology from a social and innovative point of view to make an inclusive, empowered society.

This was the first to allow citizens to participate actively and unique in the technology and it is more important to industry to elevate the social issues. We took this message, we decide to make something to keep in touch with all of the people interested in social in ICTs to generate inclusion and promote citizen empowerment.

There's an opportunity to make this work and it is an event where networking is promoted in current activities. There are spaces from these.

Finally, the participation and to discover and the appointment, it is in 20, 21 of December.

>> LORI SCHULMAN: I have a question about the sustainability and your programme.

Do you find a certain number of the people that you teach then become volunteers? Is this something that keeps ongoing?

>> ANA VINALS BLANCO: We have found that. When we teach another volunteer we empower them and our signer volunteers are increasing. Yes.

>> LORI SCHULMAN: Thank you.

We're privileged to have our WSIS line facilitator here with us from UNESCO and we would love to hear from you after listening to these different projects about the progress we're making in the development goals. Thank you.

>> INDRAJIT BANERJEE: Thank you. I find very interesting that you began this panel by saying that -- we are surround being the NGOs, it is very symbolic.

I would like to say this this -- this session, it focuses on themes. A mixed bag from media to linguistic and the cultural diversity. It is almost a description of what the communication information sector in UNESCO does. I'm very happy.

I would cut to the chase and say a few brief things to highlight how UNESCO approaches these critical questions, as far as the media development is concerned, I have said at

several interventions yesterday about freedom of expression, freedom of the press, media, a critical role in the democracy, good governance, I won't go back into that. I would like to try to focus the brief intervention on two critical aspects, one, linguistic, cultural diversity and the second, heritage.

Let me say that linguistic, cultural diversity, where it is concerned, we have made a major error in the past of thinking of this as a side issue. Whereas it is simple to the question of access. If you don't have local content in local languages, I don't see anyone benefiting, but as long as that information, that access to Information and Knowledge, it doesn't empower people and we have brilliant cases which we often overlook like fishermen in India, other parts of the world who without the mobile phones were losing lives when out to sea because there was no way of contacting them to warn them a storm was coming. This should be on access, number one.

Number two, as far as UNESCO is concerned, we have a recommendation on universal access to Cyberspace and multilingualism in Cyberspace, a large majority, large majority of languages are still not present on the Internet. The statistics I remember from about 5,000, 6,000 languages, they exist in the world, official languages, only about 350 or 400 are online. That's a disaster with local language content. UNESCO tries to engage Member States to promote this in the local space and that's a major effort we're concentrating on.

Quickly to come to the question of heritage: We have the work programme, a programme only of its kind which protects the documents and this programme, almost 35 years in the running now, engages governments to pay attention to the importance of reservation of document heritage we have lost far too much documents, heritage, it is precious and many people have said that we're heading to digital amnesia given the amount of content that we have lost.

These are questions which have been powerful so far. We think it is of the heart and the core of and versal access of Information and Knowledge a four pillar of the concept of UNESCO in 2005, what was promoted, it was linguistic, cultural diversity. It is about time we looked at these issues as, you know, among the core issues of universal access to Information and Knowledge.

Thank you very much.

>> LORI SCHULMAN: Thank you for the comments. I would like to follow-up, the issue of digital amnesia is important and timely. We have all of this data, big data and we're archiving it in media we don't even know is 10 years from now, will we access it. Someone recently used an example of saying has anyone tried to retrieve a term paper you may have written as a student from a floppy disk. This is issues to think about moving forward. We need empowering, gaining access, same time, making sure that the technology moves forward, we have ways of translating that to whatever the next generation of technology is.

I want to recognize, of course, Ambassador Daniel Sepulveda and deputy Secretary General Johnson. Thank you for staying to the end. If you have anything to say or contribute, we're happy to hear from you.

If there is any questions from the audience.

>> DANIEL SEPULVEDA: I want to commend everybody on the panel before hearing from the audience. It is exciting, interesting to see how people are using the platform in so many different ways. Each of these is an application of what is a global platform to enable, for example, the communication of not one too many but many too many or the example of individual action and volunteerism or the pursuit of a new application that can be applied in improving education and life. The common mission is to have as many as people as possible to innovate on top of it.

That's generally a good, positive story.

>> LORI SCHULMAN: Do we have questions? If not, I'll ask a question.

I would like to ask it of anyone on the panel, but how do you see the road ahead when you leave Geneva -- you're not leaving Geneva, but assuming you were to walk out of this building today and you go back to your programs and this constant need for volunteers and funding I imagine, typically the case in the non-profit arena, what are the next steps? What do you do next?

>> SALAR SHAHNA: This is an opportunity to work with other organizations, to share reflections. I think sometimes we talk about general ideas and not concrete actions and maybe I think where we are, but I think we have to work more in local context and with people who don't have the opportunity to -- I think education is important and we offer free training to people for innovations and to have access to the



Internet.

>> BAZLUR AHM RAHMAN: We have an annual summit, it starts on Friday, and we're excited. We have many experts from 50 different countries coming to join us. It was really good to be here at WSIS, I was able to discuss with many people in a way I wasn't able to discuss before p many things come from the political aspects, it was really good to share with all of the people in here and to push for training. One thing in breaking technology F you have to train each country so that they can be self-sufficient in creating the technology themselves.

>> I will join my colleagues to work on a number of initiatives, including the Internet Social Forum working on bringing more democracy and things and you can find that on Internetsocialforum.net.

>> LORI SCHULMAN: What will you about doing?

>> MAXINE MOFFETT: We'll continue to promote our application in Cameroon and to look to expand it into other countries and markets because I believe we have created an application that makes sense for the digitally unconnected to create content so that they're accessible to the new world that's online.

>> SALAR SHAHNA: There are four areas, creating knowledge at a local level, utilizing the knowledge, also testing the knowledge. I think in this regard there is a very, very good role being played at the national level, we have the people, we have the duty to translate this knowledge from here to national level, from national level to local level. I think following the WSIS Forum we'll now have the duty to translate this knowledge to our own country and national level to local level. I have a question to the Ambassador, to the ITU, I appreciate that you're here, but from 2017, we would be very happy to development activities regarding the community section, I think that community, the resources, it is also in line with global realization.

Thank you very much.

>> LORI SCHULMAN: Would UNESCO like to have the last word?

>> INDRAJIT BANERJEE: Really we need to make very dedicated, committed effort to understand from the past few years of our WSIS experience what has gone wrong. It was said brilliantly the other day, you have to look back and use that knowledge to look forward. We talk about access and universal

access and Information and Knowledge and we don't look at things that are evident in terms of why there is not greater access. We need to begin thinking that access is not all about connectivity. Access is far more complex than that.

What I would take away from this session and to go become to UNESCO with, it is what are the key areas of where a few critical steps will dramatically access, talking about not only the locally relevant and locally -- local cultural content and the linguistic content, but also I think that an area that we're overlooking issues is people with disabilities. That's a area that access can play a critical role. Thank you.

>> LORI SCHULMAN: The ITU has the second to -- UNESCO has the second to last word. We give the last word to the ITU. Thank you.

>> Thank you. I wanted to add words to my colleague from UNESCO -- we have so many NGOs participating in this -- in this WSIS forum. I believe one of the things we want to do after this event, a lesson, we have to look at increasing the diversity of the participation in the WSIS Forum. We have seen it grow each year and we have a good participation from the international organizations, the NGOs. We increasingly are seeing academia, we would lining to see more academia. We have some private sector members but they tend to be from the large multinational and especially when talking about local content.

We really need to attract some of the industry in developing countries, these need to be small enterprises, I wouldn't even say medium, small start-up enterprises and we have to reach out to them. They have a lot of good ideas that they need to bring into this. A lot of innovation in the small companies and a lot of small countries are in developing countries. One of the lessons is try to attract more of those types of participants to future forums.

Thank you very much.

>> LORI SCHULMAN: Thank you very much.

Our time has ended and our translators are hungry. I think the rest of the room is hungry.

Thank you to everyone. This is a wonderful discussion. You're open about your programs and challenges and we look forward to hearing about your projects next year here in Geneva.

Thank you.