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FORUM**

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**OUTCOME  
DOCUMENT**

Coordinated by:



Organized by:



# WSIS Forum 2016

## Outcome Document

*WSIS Action Lines:*

*Supporting the Implementation of the SDGs*

Version 1.1

## Disclaimer

Please note the WSIS Forum 2016 Outcome Document is a compilation of the outcomes of the sessions (Thematic Workshops, Country Workshops, Action Line Facilitation Meetings, Interactive Sessions, Information Sessions and Policy Sessions) submitted to the WSIS Secretariat by the organizations responsible for their respective sessions. ITU does not hold any responsibility for the outcomes provided by the organizers of the sessions for the WSIS Forum 2016.

All the session recordings are available here:

- Webcast: <http://www.itu.int/net4/wsis/forum/2016/Agenda/Webcast/Archive>
- Adobe connect Virtual Rooms: <http://www.itu.int/net4/wsis/forum/2016/Agenda/> (please click on each session to access session recordings)

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- Government of Poland
- Government of Rwanda
- Government of the United States
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- Government of Germany
- Government of Iran



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- Asia Pacific Network Information Centre (APNIC)
- Association for Progressive Communication (APC)
- Association for Proper Internet Governance (APIG)
- Association of Regulators of Communications and Telecommunications of CPLP (ARCTEL-CPLP)
- ChunriChoupaal
- Cyberlaws.net
- DiploFoundation
- EC Medici Framework of Cooperation
- European Internet Inclusion Initiative (EIII)
- Evolving Consulting
- GDCO Sudan
- Global e-Sustainability Initiative (GeSI)
- Global Internet Policy Observatory (GIPO)
- Graduate Women International
- International Federation of Film Producers Associations (FIAPF)
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- Information Security Education and Solidarity Initiative (ISES)
- IUST Research Center for ICT Strategic and International Studies
- Russian Internet Information Center
- Semantis
- Swiss Engineering
- Symantec
- Technical Centre of Agricultural and Rural Cooperation ACP-EU (CTA)
- The eWorldwide Group
- World Summit Award
- World VR Forum

### INTERNATIONAL ORGANIZATIONS or COMMISSIONS:

- Economic Commission for Latin America and the Caribbean (ECLAC)

- Food and Agriculture Organization (FAO)
- International Telecommunication Union (ITU)
- International Federation for Information Processing (IFIP)
- International Professional Practice Partnership (IP3)
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- Internet Governance Forum Support Association (IGFSA)
- Internet Society (ISOC)
- Partnership on Measuring ICT for Development
- Secretariat of the Basel Convention
- Special Rapporteur on the sale of children, child prostitution and child pornography
- United Nations Children's Fund (UNICEF)
- United Nations Conference on Trade and Development (UNCTAD)
- United Nations Department of Economic and Social Affairs (UNDESA)
- United Nations Development Program (UNDP)
- United Nations Economic Commission for Europe (UNECE)
- United Nations Educational, Scientific and Cultural Organization (UNESCO)
- United Nations Industrial Development Organization (UNIDO)
- United Nations Office for Disaster Risk Reduction (UNISDR)
- Universal Postal Union (UPU)
- World Health Organization (WHO)
- World Intellectual Property Organization (WIPO)
- World Meteorological Organization (WMO)

#### ACADEMIA:

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- ICANN
- Institute of Electrical and Electronics Engineers (IEEE)
- University of Geneva
- United Nations University Operating Unit on Policy-Driven Electronic Governance (UNU-EGOV)
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**WSIS TEAM:**

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## List of Organizations that Participated in the WSIS Forum 2016

| Category   | Country    | Entity                                                                         |
|------------|------------|--------------------------------------------------------------------------------|
| Government | Albania    | Electronic and Postal Communications Authority                                 |
| Government | Albania    | Permanent Mission of Albania                                                   |
| Government | Algeria    | Algérie Télécom                                                                |
| Government | Algeria    | Ministry Of Post And Information And Communication Technologies                |
| Government | Algeria    | Permanent Mission of Algeria                                                   |
| Government | Argentina  | Ministerio de Modernización                                                    |
| Government | Argentina  | Ministry Of Communications                                                     |
| Government | Armenia    | Ministry of Transport and Communications                                       |
| Government | Armenia    | Permanent Mission of Armenia to UNOG                                           |
| Government | Armenia    | Trade Representative of Armenia to WTO                                         |
| Government | Australia  | Department of Foreign Affairs and Trade                                        |
| Government | Austria    | Austrian Federal Ministry of Families and Youth                                |
| Government | Azerbaijan | Administration of the President of the Republic of Azerbaijan                  |
| Government | Azerbaijan | Ministry Of Communications And High Technologies Of The Republic Of Azerbaijan |
| Government | Bahamas    | Utilities Regulation And Competition Authority                                 |
| Government | Bangladesh | Access to Information (a2i) Programme, Prime Minister's Office                 |
| Government | Bangladesh | Bangladesh Permanent Mission, Geneva                                           |
| Government | Bangladesh | Bangladesh Telecommunication Regulatory Commission (BTRC)                      |
| Government | Bangladesh | Ministry of Posts, Telecommunications and Information Technology               |

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| Government | Belarus                | Academy of Public Administration under the Aegis of the President of the Republic of Belarus |
| Government | Belarus                | IT Academy, High-Tech Park                                                                   |
| Government | Belarus                | Permanent Mission Of Belarus In Geneva                                                       |
| Government | Belarus                | Private Institute For Modern Knowledges                                                      |
| Government | Belgium                | Belgian Institute For Postal Services And Telecommunications (BIPT)                          |
| Government | Benin                  | Autorité de Régulation des Communications Électroniques et de la Poste (ARCEP-BENIN)         |
| Government | Benin                  | Ministère de l'Economie Numérique et de la Communication                                     |
| Government | Bosnia and Herzegovina | Communications Regulatory Agency BH                                                          |
| Government | Botswana               | Botswana Communications Regulatory Authority (BOCRA)                                         |
| Government | Brazil                 | Ministry of Communications                                                                   |
| Government | Brazil                 | Ministry of Foreign Relations                                                                |
| Government | Brazil                 | Permanent Mission of Brazil to the World Trade Organization                                  |
| Government | Burkina Faso           | ARCEP                                                                                        |
| Government | Burkina Faso           | Ministère de la Communication                                                                |
| Government | Burkina Faso           | Ministère du Développement de l'economie Numerique et des Postes                             |
| Government | Burundi                | Agency for regulation and control of telecommunications (ARCT)                               |
| Government | Burundi                | Ministère des Postes, des Technologies de l'Information, de la Communications et des Médias  |
| Government | Burundi                | OFFICE NATIONAL DES TELECOMMUNICATIONS                                                       |
| Government | Cabo Verde             | ANAC - National Communications Authority                                                     |
| Government | Cabo Verde             | National Authority For Communications ANAC                                                   |
| Government | Cameroon               | Telecommunications Regulatory Board                                                          |

|                   |                             |                                                                                           |
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| <b>Government</b> | Canada                      | Dept. of Innovation, Science and Economic Development (Canada)                            |
| <b>Government</b> | Chad                        | Agence de Développement des Technologies de l'Information et de la Communication          |
| <b>Government</b> | Colombia                    | Misión permanente de Colombia                                                             |
| <b>Government</b> | Colombia                    | Permanent Mission of Colombia                                                             |
| <b>Government</b> | Comoros                     | Autorité Nationale de Régulation des Technologies de l'Information et de la Communication |
| <b>Government</b> | Comoros                     | Ministère des Postes et des télécommunications                                            |
| <b>Government</b> | Costa Rica                  | Permanent Mission Of Costa Rica To The United Nations Office In Geneva                    |
| <b>Government</b> | Côte d'Ivoire               | AIGF - Agence ivoirienne de Gestion des Fréquences                                        |
| <b>Government</b> | Côte d'Ivoire               | ANSUT - Agence Nationale Du Service Universel Des Télécommunications                      |
| <b>Government</b> | Côte d'Ivoire               | Autorité de Régulation des Télécommunications de Côte d'Ivoire                            |
| <b>Government</b> | Côte d'Ivoire               | Ministère de l'Economie Numérique et de la Poste                                          |
| <b>Government</b> | Côte d'Ivoire               | Mission Permanente de la République de Côte d'Ivoire                                      |
| <b>Government</b> | Cuba                        | CUBARTE                                                                                   |
| <b>Government</b> | Cuba                        | Embajada de Cuba en Ginebra                                                               |
| <b>Government</b> | Cuba                        | Ministerio De Comunicaciones                                                              |
| <b>Government</b> | Cuba                        | Ministerio De Cultura                                                                     |
| <b>Government</b> | Cuba                        | Ministerio De Salud Publica                                                               |
| <b>Government</b> | Cuba                        | SOFTEL - Empresa Productora de Sofwer para la Tecnica Electronica                         |
| <b>Government</b> | Cyprus                      | Ministry of Transport, Communications and Works                                           |
| <b>Government</b> | Dem. People's Rep. of Korea | Mission Permanente de la République Populaire Démocratique de Corée auprès de l'ONU       |
| <b>Government</b> | Dem. Rep. of the Congo      | Commission Nationale pour l'UNESCO                                                        |



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| <b>Government</b> | Dem. Rep. of the Congo | Ministère des Postes,<br>Telecommunications et NTIC                                               |
| <b>Government</b> | Dem. Rep. of the Congo | Ministry of Posts,<br>Telecommunication and ICT                                                   |
| <b>Government</b> | Djibouti               | DJIBOUTI TELECOM                                                                                  |
| <b>Government</b> | Djibouti               | Djibouti Telecom                                                                                  |
| <b>Government</b> | Djibouti               | Ministère De La Culture Et De La<br>Communication, Chargé Des<br>Postes Et Des Télécommunications |
| <b>Government</b> | Djibouti               | Ministère de la Santé                                                                             |
| <b>Government</b> | Djibouti               | Ministry Of Communication, Post<br>And Telecommunication                                          |
| <b>Government</b> | Djibouti               | Permanent Mission of Djibouti                                                                     |
| <b>Government</b> | Egypt                  | Ministry Of Communications And<br>Information Technology                                          |
| <b>Government</b> | Egypt                  | Permanent Mission of the Arab<br>Republic of Egypt                                                |
| <b>Government</b> | Equatorial Guinea      | ORGANO REGULADOR DE LAS<br>TELECOMUNICACIONES (ORTEL)                                             |
| <b>Government</b> | Estonia                | Datel Ovela                                                                                       |
| <b>Government</b> | Estonia                | EAS - Enterprise Estonia - e-<br>Residency                                                        |
| <b>Government</b> | Estonia                | Estonian Permanent Mission In<br>Geneva                                                           |
| <b>Government</b> | Ethiopia               | Ministry of Communication and<br>Information Technology                                           |
| <b>Government</b> | Ethiopia               | Permanent Mission of Ethiopia                                                                     |
| <b>Government</b> | France                 | Ministère Des Affaires Étrangères<br>Et Du Développement<br>International                         |
| <b>Government</b> | France                 | Ministry Of Economy                                                                               |
| <b>Government</b> | France                 | Mission Permanente De La France                                                                   |
| <b>Government</b> | France                 | Permanent Representation of<br>Belgium to the Council of Europe                                   |
| <b>Government</b> | Gabon                  | Autorité de Régulation des<br>Communications Electroniques et<br>des Postes                       |
| <b>Government</b> | Gabon                  | Ministère de l'Economie<br>Numérique et de la Poste                                               |

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| Government | Gabon         | Ministère de l'Economie Numérique et de la Poste                                              |
| Government | Gabon         | Mission permanente de la République gabonaise                                                 |
| Government | Gabon         | Mission permanente de la République gabonaise                                                 |
| Government | Gambia        | Ministry of Information and Communication Infrastructure                                      |
| Government | Georgia       | Ministry Of Economy And Sustainable Development Of Georgia                                    |
| Government | Georgia       | Ministry Of Economy And Sustainable Development Of Georgia                                    |
| Government | Georgia       | Permanent Mission Of Georgia To The UN Office And Other International Organizations In Geneva |
| Government | Georgia       | UN Office And Other International Organizations In Geneva                                     |
| Government | Germany       | Deutsche Gesellschaft Für Internationale Zusammenarbeit                                       |
| Government | Germany       | Federal Ministry For Economic Affairs And Energy                                              |
| Government | Ghana         | Ministry Of Communications                                                                    |
| Government | Ghana         | National Communications Authority                                                             |
| Government | Guatemala     | Mision Permanente de Guatemala                                                                |
| Government | Guinea        | Autorité de Régulation des Postes et Télécommunications (ARPT)                                |
| Government | Guinea        | Ministère des Postes, des Télécommunications & de l'Economie Numérique                        |
| Government | Guinea        | Mission Permanente de Guinée à Genève                                                         |
| Government | Guinea-Bissau | National Regulatory Authority for Information and Communication Technologies                  |
| Government | Guinea-Bissau | Secretary of State for Transport and Communications of Guinea-Bissau                          |
| Government | Hungary       | Ministry Of National Development                                                              |
| Government | India         | Centre for Development of Advanced Computing                                                  |
| Government | India         | Department of Child Development, Women Development & Social Wefare, Govt of West Bengal       |

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| <b>Government</b> | India                      | Department of Electronics & Information Technology, Government of India                      |
| <b>Government</b> | India                      | Department of Telecommunication                                                              |
| <b>Government</b> | India                      | National Informatics Centre, West Bengal State Centre, Govt of India                         |
| <b>Government</b> | India                      | Permanent Mission of India                                                                   |
| <b>Government</b> | Indonesia                  | Coordinating Ministry For Economic Affairs                                                   |
| <b>Government</b> | Indonesia                  | Coordinating Ministry of Political, Legal and Security Affaires of the Republic of Indonesia |
| <b>Government</b> | Indonesia                  | ICT Watch Indonesia                                                                          |
| <b>Government</b> | Indonesia                  | Ministry of Communication and Information of the Republic of Indonesia                       |
| <b>Government</b> | Indonesia                  | Ministry of Communication and Information Technology, Republic of Indonesia                  |
| <b>Government</b> | Indonesia                  | Ministry of Coordination of Law and Security                                                 |
| <b>Government</b> | Indonesia                  | Ministry of Foreign Affairs of the Republic of Indonesia                                     |
| <b>Government</b> | Iran (Islamic Republic of) | Communications Regulatory Authority (CRA)                                                    |
| <b>Government</b> | Iran (Islamic Republic of) | Information Technology Organization (ITO)                                                    |
| <b>Government</b> | Iran (Islamic Republic of) | Ministry of Economic Affairs and Finance                                                     |
| <b>Government</b> | Iran (Islamic Republic of) | Ministry of Information and Communication Technology                                         |
| <b>Government</b> | Iran (Islamic Republic of) | Permanent Mission of the Islamic Republic of Iran                                            |
| <b>Government</b> | Iraq                       | Ministry Of Communications                                                                   |
| <b>Government</b> | Iraq                       | Permanent Mission of Iraq                                                                    |
| <b>Government</b> | Ireland                    | National Disability Authority                                                                |
| <b>Government</b> | Italy                      | Ministry Of Economic Development                                                             |
| <b>Government</b> | Italy                      | Ministry Of Economic Development - Institute For Communications And Information Technologies |

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| Government | Italy           | Ministry Of Economic Development- Communications                                                    |
| Government | Japan           | Ministry of Internal Affairs and Communications                                                     |
| Government | Kazakhstan      | Permanent Mission of Kazakhstan                                                                     |
| Government | Kazakhstan      | JSC "Information accounting center"                                                                 |
| Government | Kazakhstan      | Ministry for Investments and Development of the Republic of Kazakhstan                              |
| Government | Kazakhstan      | National ICT Holding «ZERDE», JSC                                                                   |
| Government | Kazakhstan      | National Information Technologies JSC                                                               |
| Government | Kenya           | Communications Authority of Kenya                                                                   |
| Government | Korea (Rep. of) | Korea Information Society Development Institute                                                     |
| Government | Korea (Rep. of) | Ministry Of Science, ICT And Future Planning (MSIP)                                                 |
| Government | Korea (Rep. of) | Permanent Mission of the Republic of Korea                                                          |
| Government | Kuwait          | Environmental public Authority                                                                      |
| Government | Kuwait          | EPA - Environment Public Authority                                                                  |
| Government | Kuwait          | Manpower and Government Restructuring Program (MGRP)                                                |
| Government | Kuwait          | PUBLIC INSTITUTION FOR SOCIAL SECURITY - TAAMINTA                                                   |
| Government | Lao P.D.R.      | Ministry of Post and Telecommunications                                                             |
| Government | Latvia          | Ministry of Environmental Protection and Regional Development                                       |
| Government | Latvia          | Permanent Mission Of Latvia To The United Nations In New York                                       |
| Government | Latvia          | The National Library Of Latvia/ Association Of European Research Libraries (LIBER)                  |
| Government | Lithuania       | Permanent Mission Of The Republic Of Lithuania To The United Nations Office And Other International |
| Government | Madagascar      | Ministère des Télécommunications, des Postes et des Nouvelles Technologies                          |

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| <b>Government</b> | Madagascar | Ministry of Post, Telecommunications and the Digital Development                                     |
| <b>Government</b> | Madagascar | Mission permanente de Madagascar                                                                     |
| <b>Government</b> | Malawi     | Ministry of Information, Communications Technology and Civic Education                               |
| <b>Government</b> | Malaysia   | CyberSecurity Malaysia                                                                               |
| <b>Government</b> | Malaysia   | Malaysian Communications and Multimedia Commission                                                   |
| <b>Government</b> | Malaysia   | Ministry Of Communications And Multimedia Malaysia                                                   |
| <b>Government</b> | Malaysia   | Permanent Mission Of Malaysia To The UN                                                              |
| <b>Government</b> | Maldives   | Communications Authority of Maldives                                                                 |
| <b>Government</b> | Maldives   | Ministry Of Home Affairs                                                                             |
| <b>Government</b> | Mali       | Agence nationale de télésanté et d'informatique médicale                                             |
| <b>Government</b> | Mali       | AGETIC - Agence des Technologies de l'Information et de la Communication                             |
| <b>Government</b> | Mali       | ASIM                                                                                                 |
| <b>Government</b> | Mali       | Association of Women for the application and dissemination of information and communications technol |
| <b>Government</b> | Mali       | Autorité Malienne de Régulation des Télécommunications/TIC et Postes (AMRTP)                         |
| <b>Government</b> | Mali       | Ministère de l'Economie numérique et de la Communication                                             |
| <b>Government</b> | Mauritius  | C.I.S.D                                                                                              |
| <b>Government</b> | Mauritius  | Ministry of Information Technology and Telecommunications                                            |
| <b>Government</b> | Mauritius  | Ministry Of Technology, Communication And Innovation                                                 |
| <b>Government</b> | Mexico     | BGBG                                                                                                 |
| <b>Government</b> | Mexico     | Instituto Federal De Telecomunicaciones                                                              |
| <b>Government</b> | Mexico     | Organismo De Promoción De Inversiones En Telecomunicaciones                                          |

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| Government | Mexico              | Permanent Mission Of Mexico                                                         |
| Government | Mexico              | Permanent Mission Of Mexico                                                         |
| Government | Mexico              | Presidencia De La República                                                         |
| Government | Mexico              | SCT                                                                                 |
| Government | Moldova             | National Regulatory Agency for Electronic Communications and Information Technology |
| Government | Morocco             | ANRT                                                                                |
| Government | Morocco             | Maroc pme ( agence nationale pour la promotion de la PME)                           |
| Government | Morocco             | Mission permanente du Maroc                                                         |
| Government | Morocco             | Poste Maroc                                                                         |
| Government | Morocco             | Poste Maroc (Barid AL Maghrib)                                                      |
| Government | Namibia             | Ministry of Information and Communication Technology                                |
| Government | Namibia             | Permanent Mission of Namibia                                                        |
| Government | Nepal (Republic of) | Ministry of Information and Communications                                          |
| Government | Nepal (Republic of) | Nepal Telecom                                                                       |
| Government | Nepal (Republic of) | Permanent Mission                                                                   |
| Government | Netherlands         | London Action Plan / Authority for Consumers and Markets                            |
| Government | Netherlands         | Ministry Of Economic Affairs                                                        |
| Government | Nigeria             | AfICTA - Africa Information and Communication Technologies Alliance                 |
| Government | Nigeria             | Federal Ministry Of Communications                                                  |
| Government | Nigeria             | National Assembly, Nigeria                                                          |
| Government | Nigeria             | National Information Technology Development Agency (NITDA)                          |
| Government | Nigeria             | Nigerian Communications Commission (NCC)                                            |
| Government | Norway              | Norwegian Communications Authority                                                  |
| Government | Oman                | Information Technology Authority                                                    |

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| <b>Government</b> | Pakistan           | Ministry of Information Technology and Telecommunication                                    |
| <b>Government</b> | Pakistan           | Permanent Mission Of Pakistan To The UN                                                     |
| <b>Government</b> | Paraguay           | Secretaría Nacional de Tecnologías de la Información y Comunicación                         |
| <b>Government</b> | Philippines        | DOST - Information And Communications Technology Office                                     |
| <b>Government</b> | Philippines        | Information and Communications Technology Office                                            |
| <b>Government</b> | Poland             | Office Of Electronic Communications                                                         |
| <b>Government</b> | Poland             | Permanent Mission of the Republic of Poland                                                 |
| <b>Government</b> | Portugal           | ANACOM                                                                                      |
| <b>Government</b> | Portugal           | Foundation for Science and Technology, Ministry of Science, Technology and Higher Education |
| <b>Government</b> | Portugal           | Ministry of Science, Technology and Higher Education                                        |
| <b>Government</b> | Qatar              | Ministry of Transport and Communications                                                    |
| <b>Government</b> | Romania            | ANCOM - National Authority for Management and Regulation in Communications of Romania       |
| <b>Government</b> | Romania            | Permanent Mission of Romania to the UN Office in Geneva                                     |
| <b>Government</b> | Russian Federation | Commission of the Russian Federation for UNESCO                                             |
| <b>Government</b> | Russian Federation | Department of E-Government Development, Ministry Of Telecom And Mass Communications         |
| <b>Government</b> | Russian Federation | FSUE NIIR                                                                                   |
| <b>Government</b> | Russian Federation | Ministry of Telecom and Mass Communications                                                 |
| <b>Government</b> | Russian Federation | Permanent Misson of the Russian Federation in Geneva                                        |
| <b>Government</b> | Russian Federation | The Ministry of Economic Development of the Russian Federation                              |
| <b>Government</b> | Saudi Arabia       | Communication and Information Technology Commision                                          |
| <b>Government</b> | Saudi Arabia       | KACST                                                                                       |



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| <b>Government</b> | Saudi Arabia | ministry of commerce & industry                                    |
| <b>Government</b> | Saudi Arabia | Ministry of Communications and Information Technology (MCIT)       |
| <b>Government</b> | Saudi Arabia | Ministry of Education                                              |
| <b>Government</b> | Saudi Arabia | Ministry of Finance                                                |
| <b>Government</b> | Saudi Arabia | MOFA                                                               |
| <b>Government</b> | Senegal      | ARTP - Autorité de Régulation des Télécommunications et des Postes |
| <b>Government</b> | Senegal      | Ministère des Postes et des Télécommunications                     |
| <b>Government</b> | Senegal      | Ministère des Postes et des Télécommunications                     |
| <b>Government</b> | Senegal      | Permanent Mission of Senegal                                       |
| <b>Government</b> | Senegal      | Permanent Mission of the Republic of Senegal                       |
| <b>Government</b> | Senegal      | Primature                                                          |
| <b>Government</b> | Senegal      | Prime Minister/General Secretariat of the Government               |
| <b>Government</b> | Serbia       | Ministry Of Trade, Tourism And Telecommunications                  |
| <b>Government</b> | Sierra Leone | National Telecommunications Commission                             |
| <b>Government</b> | Singapore    | Infocomm Development Authority Of Singapore                        |
| <b>Government</b> | Slovakia     | Ministry of Finance                                                |
| <b>Government</b> | Slovenia     | Ministry for education science and sport                           |
| <b>Government</b> | South Africa | Department of International Relations and Co-operation             |
| <b>Government</b> | South Africa | Dept of Telecommunications and Postal Services                     |
| <b>Government</b> | South Africa | Permanent Mission of South Africa                                  |
| <b>Government</b> | Spain        | European Commission                                                |
| <b>Government</b> | Sudan        | Ministry of Communication and Information Technology               |
| <b>Government</b> | Sudan        | Ministry Of Communications & Information Technology                |
| <b>Government</b> | Sudan        | national information center                                        |
| <b>Government</b> | Sudan        | National Telecommunications Corporation (NTC)                      |

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| <b>Government</b> | Sudan       | NIC - National Information Center                     |
| <b>Government</b> | Swaziland   | Ministry of Information Communications and Technology |
| <b>Government</b> | Swaziland   | Mission Permanente De La République De Guinée         |
| <b>Government</b> | Swaziland   | Swaziland Communications Commission                   |
| <b>Government</b> | Switzerland | Délégation Wallonie-Bruxelles                         |
| <b>Government</b> | Switzerland | Embassy And Permanent Mission Of Rwanda               |
| <b>Government</b> | Switzerland | MELANI                                                |
| <b>Government</b> | Switzerland | Ministère des affaires étrangères                     |
| <b>Government</b> | Switzerland | Mission of Ukraine to UN Office in Geneva             |
| <b>Government</b> | Switzerland | Mission permanente de la République de Madagascar     |
| <b>Government</b> | Switzerland | Mission permanente de la République du Mali           |
| <b>Government</b> | Switzerland | Mission permanente de la République du Tchad          |
| <b>Government</b> | Switzerland | Mission permanente d'observation du Saint-Siège       |
| <b>Government</b> | Switzerland | Mission Permanente du Bénin                           |
| <b>Government</b> | Switzerland | Mission permanente du Burkina Faso                    |
| <b>Government</b> | Switzerland | Mission permanente du Burundi à Genève                |
| <b>Government</b> | Switzerland | Mission Permanente du Canada                          |
| <b>Government</b> | Switzerland | Mission Permanente du Tchad à Genève                  |
| <b>Government</b> | Switzerland | OFCOM - Office Fédéral de la Communication            |
| <b>Government</b> | Switzerland | Permanant Mission Of Viet Nam Aupres De UN At Geneva  |
| <b>Government</b> | Switzerland | Permanent Mission of Argentina                        |
| <b>Government</b> | Switzerland | Permanent Mission Of Austria                          |
| <b>Government</b> | Switzerland | Permanent Mission of Bangladesh                       |
| <b>Government</b> | Switzerland | Permanent Mission of Belgium to the UN in Geneva      |
| <b>Government</b> | Switzerland | Permanent Mission of Bulgaria                         |
| <b>Government</b> | Switzerland | Permanent Mission of Chile                            |

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| <b>Government</b> | Switzerland | Permanent Mission of China                                                                             |
| <b>Government</b> | Switzerland | Permanent Mission Of Germany                                                                           |
| <b>Government</b> | Switzerland | Permanent Mission of Greece                                                                            |
| <b>Government</b> | Switzerland | Permanent Mission Of Hungary                                                                           |
| <b>Government</b> | Switzerland | Permanent Mission Of Israel                                                                            |
| <b>Government</b> | Switzerland | Permanent Mission Of Japan                                                                             |
| <b>Government</b> | Switzerland | Permanent Mission of Lesotho                                                                           |
| <b>Government</b> | Switzerland | Permanent Mission Of Mauritius                                                                         |
| <b>Government</b> | Switzerland | Permanent Mission Of Nepal                                                                             |
| <b>Government</b> | Switzerland | Permanent Mission of Oman                                                                              |
| <b>Government</b> | Switzerland | Permanent Mission of Paraguay                                                                          |
| <b>Government</b> | Switzerland | Permanent Mission Of Portugal,<br>Ministry For Foreign Affairs                                         |
| <b>Government</b> | Switzerland | Permanent Mission Of Rwanda                                                                            |
| <b>Government</b> | Switzerland | Permanent Mission of Sierra Leone<br>to the UNOG                                                       |
| <b>Government</b> | Switzerland | Permanent Mission Of Sri Lanka To<br>The United Nations                                                |
| <b>Government</b> | Switzerland | Permanent Mission Of Sri Lanka To<br>The WTO                                                           |
| <b>Government</b> | Switzerland | Permanent Mission of Switzerland                                                                       |
| <b>Government</b> | Switzerland | Permanent Mission of the<br>Democratic Republic of the Congo                                           |
| <b>Government</b> | Switzerland | Permanent Mission Of The<br>Hashemite Kingdom Of Jordan                                                |
| <b>Government</b> | Switzerland | Permanent Mission of the<br>Kingdom of Swaziland to the UN<br>and other International<br>Organizations |
| <b>Government</b> | Switzerland | Permanent Mission of the<br>Netherlands                                                                |
| <b>Government</b> | Switzerland | Permanent Mission of the Republic<br>of Azerbaijan to the UN Office in<br>Geneva                       |
| <b>Government</b> | Switzerland | Permanent Mission Of The<br>Republic Of Cyprus                                                         |
| <b>Government</b> | Switzerland | Permanent Mission of the Republic<br>of Indonesia                                                      |
| <b>Government</b> | Switzerland | Permanent Mission Of The<br>Republic Of Malawi To UNOG                                                 |

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| <b>Government</b> | Switzerland                           | Permanent Mission of the Republic of Maldives                                                        |
| <b>Government</b> | Switzerland                           | Permanent Mission of the Republic of Zambia                                                          |
| <b>Government</b> | Switzerland                           | Permanent Mission of the Sultanate of Oman                                                           |
| <b>Government</b> | Switzerland                           | Permanent Mission Of Turkey To The UNOG                                                              |
| <b>Government</b> | Switzerland                           | Permanent Mission of Turkmenistan                                                                    |
| <b>Government</b> | Switzerland                           | Permanent Mission of Ukraine to UN Office in Geneva                                                  |
| <b>Government</b> | Switzerland                           | Permanent Representative of Thailand to the WTO                                                      |
| <b>Government</b> | Switzerland                           | Philippine Permanent Mission In Geneva                                                               |
| <b>Government</b> | Switzerland                           | Seedstars World                                                                                      |
| <b>Government</b> | Switzerland                           | Swiss Federal Department of Foreign Affairs / United Nations and International Organisations Divisio |
| <b>Government</b> | Switzerland                           | Turkish Permanent Mission to the UN office at Geneva                                                 |
| <b>Government</b> | Switzerland                           | U.S. Permanent Mission to Geneva                                                                     |
| <b>Government</b> | Thailand                              | Department of International Trade Promotion, The Royal Thai Government                               |
| <b>Government</b> | The Former Yugoslav Rep. of Macedonia | Ministry of Information Society and Administration                                                   |
| <b>Government</b> | The Former Yugoslav Rep. of Macedonia | Permanent Mission of the Republic of Macedonia to the UN in Geneva                                   |
| <b>Government</b> | Togo                                  | Ministère de la communication, de la culture, des sports et de la formation civique                  |
| <b>Government</b> | Tonga                                 | Prime Minister's Office of the Government of the Kingdom of Tonga                                    |
| <b>Government</b> | Tunisia                               | Association Tunisienne de la Technologie Numérique                                                   |
| <b>Government</b> | Tunisia                               | La Poste Tunisienne                                                                                  |
| <b>Government</b> | Tunisia                               | Ministry of Communication Technologies and Digital Economy                                           |
| <b>Government</b> | Tunisia                               | Ministry of education                                                                                |

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| <b>Government</b> | Tunisia              | Permanent Mission of Tunisia in Geneva                |
| <b>Government</b> | Tunisia              | TT                                                    |
| <b>Government</b> | Turkey               | Information And Communication Technologies Authority  |
| <b>Government</b> | Turkey               | Ministry of Justice of Turkey                         |
| <b>Government</b> | Tuvalu               | Communication And Transport                           |
| <b>Government</b> | Tuvalu               | Ministry Of Communication And Transport               |
| <b>Government</b> | Uganda               | Ministry Of Foreign Affairs                           |
| <b>Government</b> | Uganda               | Ministry Of Foreign Affairs Of The Republic Of Uganda |
| <b>Government</b> | Uganda               | Ministry of Information and Communications Technology |
| <b>Government</b> | Uganda               | Permanent Mission of Uganda to Geneva                 |
| <b>Government</b> | Uganda               | Uganda Communications Commission                      |
| <b>Government</b> | Ukraine              | Parliament Of Ukraine                                 |
| <b>Government</b> | Ukraine              | Ukrainian IT Association                              |
| <b>Government</b> | United Arab Emirates | Aqdar                                                 |
| <b>Government</b> | United Arab Emirates | DUBAI ELECTRICITY AND WATER AUTHORITY                 |
| <b>Government</b> | United Arab Emirates | Dubai Government Excellence Program (DGEP)            |
| <b>Government</b> | United Arab Emirates | Dubai Land Department                                 |
| <b>Government</b> | United Arab Emirates | Dubai Police                                          |
| <b>Government</b> | United Arab Emirates | Dubai Police                                          |
| <b>Government</b> | United Arab Emirates | Dubai Smart City Office                               |
| <b>Government</b> | United Arab Emirates | Dubai Smart Government                                |
| <b>Government</b> | United Arab Emirates | Emirates Identity Authority                           |
| <b>Government</b> | United Arab Emirates | Emirates Real Estate Solutions                        |
| <b>Government</b> | United Arab Emirates | Khalifa Empowerment Program for Students - AQDAR      |
| <b>Government</b> | United Arab Emirates | Ministry of Interior                                  |
| <b>Government</b> | United Arab Emirates | Permanent Mission of the United Arab Emirates         |
| <b>Government</b> | United Arab Emirates | Prime Minster Office                                  |

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| <b>Government</b>               | United Arab Emirates | Sharjah Chamber Of Commerce & Industry                              |
| <b>Government</b>               | United Arab Emirates | Smart Navigation Systems                                            |
| <b>Government</b>               | United Arab Emirates | TRA - Telecommunications Regulatory Authority                       |
| <b>Government</b>               | United Arab Emirates | Validation Gateway Project Manager, Emirates ID                     |
| <b>Government</b>               | United Kingdom       | CISG / UK Government                                                |
| <b>Government</b>               | United Kingdom       | Department Of Culture Media And Sport                               |
| <b>Government</b>               | United Kingdom       | Permanent Mission of the United Kingdom                             |
| <b>Government</b>               | United Kingdom       | UK Mission To The UN, Geneva                                        |
| <b>Government</b>               | United States        | Federal Communications Commission                                   |
| <b>Government</b>               | United States        | National Telecommunications and Information Administration (NTIA)   |
| <b>Government</b>               | United States        | U.S. Access Board                                                   |
| <b>Government</b>               | United States        | U.S. Department of State                                            |
| <b>Government</b>               | Uruguay              | AGESIC - Agency for e-Government and Information Society            |
| <b>Government</b>               | Uruguay              | ANTEL - Administración Nacional de Telecomunicaciones               |
| <b>Government</b>               | Uruguay              | Permanent Mission of Uruguay                                        |
| <b>Government</b>               | Vanuatu              | Office Of The Government CIO                                        |
| <b>Government</b>               | Viet Nam             | Ministry of Information and Communication                           |
| <b>Government</b>               | Yemen                | Permanent Mission of Yemen                                          |
| <b>Government</b>               | Zambia               | Ministry of Transport and Communications                            |
| <b>Government</b>               | Zambia               | Zambia ICT Authority (ZICTA)                                        |
| <b>Government</b>               | Zimbabwe             | Ministry of ICT Postal & Courier Services                           |
| <b>Government</b>               | Zimbabwe             | Permanent Mission of the Republic of Zimbabwe                       |
| <b>Government</b>               | Zimbabwe             | POTRAZ                                                              |
| <b>NGO and/or Civil Society</b> |                      | Bangladesh Association of Software and Information Services (BASIS) |
| <b>NGO and/or Civil Society</b> |                      | Ensibuuko ICT4Ag                                                    |

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| NGO and/or Civil Society |            | PAYNCoP                                                             |
| NGO and/or Civil Society | Albania    | Albanian ICT Association (AITA)                                     |
| NGO and/or Civil Society | Argentina  | Youth SIG                                                           |
| NGO and/or Civil Society | Armenia    | Women and Information Society                                       |
| NGO and/or Civil Society | Australia  | GSA InfoComm                                                        |
| NGO and/or Civil Society | Austria    | World Summit Award                                                  |
| NGO and/or Civil Society | Bangladesh | Bangladesh NGOs Network for Radio and Communication (BNNRC)         |
| NGO and/or Civil Society | Barbados   | CropGuard - Addis Alem Co-operative Society Ltd                     |
| NGO and/or Civil Society | Belgium    | Association Pas de Bras, Pas de Chocolat                            |
| NGO and/or Civil Society | Belgium    | European Disability Forum                                           |
| NGO and/or Civil Society | Brazil     | Brazilian Internet Steering Committee - CGI.br                      |
| NGO and/or Civil Society | Brazil     | Brazilian Network Information Center (NIC.BR)                       |
| NGO and/or Civil Society | Canada     | FJDD - Fondation des jeunes pour un développement durable           |
| NGO and/or Civil Society | China      | ISOC China                                                          |
| NGO and/or Civil Society | China      | The Hong Kong Council of Social Service                             |
| NGO and/or Civil Society | France     | CODATA (Committee on Data of the International Council for Science) |
| NGO and/or Civil Society | France     | EUROLINC                                                            |
| NGO and/or Civil Society | France     | Make Mothers Matter - MMM                                           |
| NGO and/or Civil Society | France     | Private Consultancy                                                 |
| NGO and/or Civil Society | France     | Semantis                                                            |
| NGO and/or Civil Society | France     | W3C Web Accessibility Initiative (WAI)                              |
| NGO and/or Civil Society | Germany    | Global Knowledge Partnership Foundation                             |



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| NGO and/or Civil Society | India                      | Just Net Coalition                                              |
| NGO and/or Civil Society | India                      | Wockhardt Foundation                                            |
| NGO and/or Civil Society | Iran (Islamic Republic of) | Information Technology Management Center of Women's Seminars    |
| NGO and/or Civil Society | Ireland                    | IP Justice                                                      |
| NGO and/or Civil Society | Italy                      | EC Medici Framework                                             |
| NGO and/or Civil Society | Italy                      | Informatica Solidale Onlus                                      |
| NGO and/or Civil Society | Italy                      | Informatici Senza Frontiere ONG                                 |
| NGO and/or Civil Society | Korea (Rep. of)            | ISOC Korea                                                      |
| NGO and/or Civil Society | Netherlands                | Accessibility foundation                                        |
| NGO and/or Civil Society | Netherlands                | Chunri Choupaal                                                 |
| NGO and/or Civil Society | Netherlands                | Free Press Unlimited                                            |
| NGO and/or Civil Society | Netherlands                | IFLA                                                            |
| NGO and/or Civil Society | Netherlands                | Stichting ChunriChoupaal                                        |
| NGO and/or Civil Society | Russian Federation         | Institute of the Information Society                            |
| NGO and/or Civil Society | Russian Federation         | Qrator Labs                                                     |
| NGO and/or Civil Society | Russian Federation         | Russian Internet Information Center                             |
| NGO and/or Civil Society | Russian Federation         | the open Net                                                    |
| NGO and/or Civil Society | South Africa               | APC - Association for Progressive Communications                |
| NGO and/or Civil Society | Spain                      | Cibervoluntarios Foundation                                     |
| NGO and/or Civil Society | Sudan                      | Gedaref Digital City Organization                               |
| NGO and/or Civil Society | Swaziland                  | CECIDE - Centre du Commerce International pour le Développement |
| NGO and/or Civil Society | Switzerland                | ACSIS - African Civil Society information Society               |

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|--------------------------|-------------|---------------------------------------------------------------------------------|
| NGO and/or Civil Society | Switzerland | Africa21.org                                                                    |
| NGO and/or Civil Society | Switzerland | African Commission on Health Promoters and Human Rights (CAPSDH)                |
| NGO and/or Civil Society | Switzerland | AfriContent                                                                     |
| NGO and/or Civil Society | Switzerland | Agence Internationale pour le Developpement                                     |
| NGO and/or Civil Society | Switzerland | Al-Hakim Foundation                                                             |
| NGO and/or Civil Society | Switzerland | APIG - Association for Proper Internet Governance                               |
| NGO and/or Civil Society | Switzerland | Conference of NGOs in Consultative Relationship with the United Nations (CoNGO) |
| NGO and/or Civil Society | Switzerland | DAISY Consortium                                                                |
| NGO and/or Civil Society | Switzerland | Diaspora africaine pour la société de l'information                             |
| NGO and/or Civil Society | Switzerland | Digital Society Switzerland                                                     |
| NGO and/or Civil Society | Switzerland | DiploFoundation                                                                 |
| NGO and/or Civil Society | Switzerland | DiploFoundation / Geneva Internet Platform                                      |
| NGO and/or Civil Society | Switzerland | Espace Afrique International                                                    |
| NGO and/or Civil Society | Switzerland | Geneva Learning Foundation                                                      |
| NGO and/or Civil Society | Switzerland | Global Social Observatory                                                       |
| NGO and/or Civil Society | Switzerland | Globethics                                                                      |
| NGO and/or Civil Society | Switzerland | GRAD                                                                            |
| NGO and/or Civil Society | Switzerland | Graduate Women International                                                    |
| NGO and/or Civil Society | Switzerland | Health and Environment Program (HEP)                                            |
| NGO and/or Civil Society | Switzerland | ICANN                                                                           |
| NGO and/or Civil Society | Switzerland | ICT4Peace                                                                       |
| NGO and/or Civil Society | Switzerland | ICVolunteers                                                                    |

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| NGO and/or Civil Society | Switzerland    | Ingénieurs du Monde NGO / CADCAMation SA          |
| NGO and/or Civil Society | Switzerland    | International Bridges to Justice                  |
| NGO and/or Civil Society | Switzerland    | International Disability Alliance                 |
| NGO and/or Civil Society | Switzerland    | Internet & Digital Ecosystem Alliance (IDEA)      |
| NGO and/or Civil Society | Switzerland    | IPS Institute for Planetary Synthesis             |
| NGO and/or Civil Society | Switzerland    | Iril And Software Heritage                        |
| NGO and/or Civil Society | Switzerland    | ISAN                                              |
| NGO and/or Civil Society | Switzerland    | ISOC - Internet Society                           |
| NGO and/or Civil Society | Switzerland    | iuventum                                          |
| NGO and/or Civil Society | Switzerland    | Kuu Tinaa                                         |
| NGO and/or Civil Society | Switzerland    | Massai experience                                 |
| NGO and/or Civil Society | Switzerland    | OCAPROCE International                            |
| NGO and/or Civil Society | Switzerland    | Orif                                              |
| NGO and/or Civil Society | Switzerland    | Swiss Engineering                                 |
| NGO and/or Civil Society | Switzerland    | TEDxGeneva                                        |
| NGO and/or Civil Society | Switzerland    | Terre des Hommes                                  |
| NGO and/or Civil Society | Switzerland    | THE Port association                              |
| NGO and/or Civil Society | Switzerland    | Village Suisse ONG                                |
| NGO and/or Civil Society | United Kingdom | AB5 Consulting                                    |
| NGO and/or Civil Society | United Kingdom | GSM Association                                   |
| NGO and/or Civil Society | United Kingdom | NCUC.org                                          |
| NGO and/or Civil Society | United States  | Alliance for Affordable Internet / Web Foundation |
| NGO and/or Civil Society | United States  | Center for Democracy & Technology                 |

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|---------------------------------|---------------|-------------------------------------------------------------------|
| <b>NGO and/or Civil Society</b> | United States | Dot.Asia                                                          |
| <b>NGO and/or Civil Society</b> | United States | INTA - International Trademark Association                        |
| <b>NGO and/or Civil Society</b> | United States | ITIC - Information Technology Industry Council                    |
| <b>NGO and/or Civil Society</b> | United States | Open Geospatial Consortium                                        |
| <b>NGO and/or Civil Society</b> | United States | SDG Nexus                                                         |
| <b>NGO and/or Civil Society</b> | United States | The Net Safety Collaborative                                      |
| <b>NGO and/or Civil Society</b> | Uruguay       | LACNIC                                                            |
| <b>Other</b>                    | Switzerland   | Independent                                                       |
| <b>Other</b>                    | United States | LAUNCH FESTIVAL, STHLM TECH FEST, SOLUTIONS SUMMIT                |
| <b>Private Sector</b>           |               | PFC - Persona Famiglia Comunità                                   |
| <b>Private Sector</b>           | Austria       | Austrian Federal Economic Chamber (Wirtschaftskammer Oesterreich) |
| <b>Private Sector</b>           | Bangladesh    | Bangladesh Institute of ICT in Development (BIID)                 |
| <b>Private Sector</b>           | Bangladesh    | Grameenphone Ltd.                                                 |
| <b>Private Sector</b>           | Belgium       | Global e-Sustainability Initiative                                |
| <b>Private Sector</b>           | Belgium       | International Federation of Film Producers' Associations [FIAPF]  |
| <b>Private Sector</b>           | Belgium       | Nokia                                                             |
| <b>Private Sector</b>           | Belgium       | Samsung                                                           |
| <b>Private Sector</b>           | Cameroon      | Bridge Africa                                                     |
| <b>Private Sector</b>           | Canada        | Ericsson Canada, Inc.                                             |
| <b>Private Sector</b>           | Denmark       | Cisco                                                             |
| <b>Private Sector</b>           | France        | Evolving Consulting                                               |
| <b>Private Sector</b>           | France        | International Chamber of Commerce                                 |
| <b>Private Sector</b>           | France        | Orange                                                            |
| <b>Private Sector</b>           | France        | orange business services                                          |
| <b>Private Sector</b>           | Germany       | Deutor                                                            |

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|----------------|----------------------------|--------------------------------------------------------------------|
| Private Sector | Germany                    | Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH |
| Private Sector | Germany                    | PEAT                                                               |
| Private Sector | Germany                    | SAP SE                                                             |
| Private Sector | Ghana                      | 25th Century Technology Limited                                    |
| Private Sector | India                      | Xtage Technologies                                                 |
| Private Sector | Indonesia                  | APJII                                                              |
| Private Sector | Indonesia                  | Telkom Indonesia                                                   |
| Private Sector | Iran (Islamic Republic of) | Arianous ICTD                                                      |
| Private Sector | Iran (Islamic Republic of) | CITNA                                                              |
| Private Sector | Iran (Islamic Republic of) | Data Processing Company (Parvaresh Dadeha)                         |
| Private Sector | Ireland                    | ERRIC.org LTD                                                      |
| Private Sector | Ireland                    | Escher Group Holdings                                              |
| Private Sector | Ireland                    | Immersive VR Education                                             |
| Private Sector | Ireland                    | Latina Entertainment & Media Ireland Ltd.                          |
| Private Sector | Italy                      | TI Sparkle                                                         |
| Private Sector | Jamaica                    | Agro VCM Solutions Limited                                         |
| Private Sector | Japan                      | Mitsubishi Research Institute                                      |
| Private Sector | Japan                      | Yahoo Japan Corporation                                            |
| Private Sector | Kenya                      | FarmDrive                                                          |
| Private Sector | Luxembourg                 | MyTransfer                                                         |
| Private Sector | Malaysia                   | Green Data Center LLP                                              |
| Private Sector | Mali                       | Orange Mali                                                        |
| Private Sector | Netherlands                | ebay Classifieds Group                                             |
| Private Sector | Netherlands                | Musoni                                                             |
| Private Sector | Netherlands                | Vimpelcom Ltd                                                      |
| Private Sector | Nigeria                    | FoodRing                                                           |
| Private Sector | Norway                     | Tingtun AS                                                         |
| Private Sector | Poland                     | MMIproconnect                                                      |

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|----------------|--------------------|----------------------------------------------------|
| Private Sector | Portugal           | Barreiros - Strategy & Management Consulting       |
| Private Sector | Portugal           | First Approach Consulting                          |
| Private Sector | Portugal           | Vieira de Almeida                                  |
| Private Sector | Russian Federation | Intervale                                          |
| Private Sector | Saudi Arabia       | Saudi Telecom company                              |
| Private Sector | South Africa       | QUALCOMM INTERNATIONAL INCORPORATED                |
| Private Sector | Spain              | everis Spain SLU                                   |
| Private Sector | Spain              | Telefonica S.A                                     |
| Private Sector | Sri Lanka          | KAPRUKA.COM Pvt Ltd                                |
| Private Sector | State of Palestine | Palestine Telecommunication Company (Paltel Group) |
| Private Sector | Sudan              | Sudanese Mobile Telephone Company, Zain            |
| Private Sector | Sweden             | DAKA advisory AB                                   |
| Private Sector | Switzerland        | Acris GmbH                                         |
| Private Sector | Switzerland        | act-s AG                                           |
| Private Sector | Switzerland        | Amber Management Sarl                              |
| Private Sector | Switzerland        | ateo                                               |
| Private Sector | Switzerland        | Avnet Technology Solutions                         |
| Private Sector | Switzerland        | Cisco Systems                                      |
| Private Sector | Switzerland        | Cisco Systems GmbH                                 |
| Private Sector | Switzerland        | Claire Doole Communications                        |
| Private Sector | Switzerland        | DIAMINDS S.à.r.l.                                  |
| Private Sector | Switzerland        | DONA Foundation                                    |
| Private Sector | Switzerland        | dot stories                                        |
| Private Sector | Switzerland        | eBay                                               |
| Private Sector | Switzerland        | Getyourdesk.com                                    |
| Private Sector | Switzerland        | Google.com                                         |
| Private Sector | Switzerland        | HASE Solutions                                     |
| Private Sector | Switzerland        | High Pulse                                         |

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| Private Sector | Switzerland          | HubFlux                                                            |
| Private Sector | Switzerland          | IT Kovac                                                           |
| Private Sector | Switzerland          | lumens8 sa                                                         |
| Private Sector | Switzerland          | ML Consult                                                         |
| Private Sector | Switzerland          | Outofzbox                                                          |
| Private Sector | Switzerland          | Privately Sàrl                                                     |
| Private Sector | Switzerland          | Procter & Gamble                                                   |
| Private Sector | Switzerland          | Sharingbox                                                         |
| Private Sector | Switzerland          | Silent Circle                                                      |
| Private Sector | Switzerland          | solveit E-Government Solutions                                     |
| Private Sector | Switzerland          | Swiss Telecommunications Association (asut)                        |
| Private Sector | Switzerland          | Swisscom (Suisse) SA                                               |
| Private Sector | Switzerland          | The Spamhaus Project                                               |
| Private Sector | Switzerland          | Tryngo Sarl                                                        |
| Private Sector | Thailand             | Advanced Info. Service Co. Ltd                                     |
| Private Sector | Thailand             | HappyFresh                                                         |
| Private Sector | Turkey               | Tiga Information Technologies                                      |
| Private Sector | Uganda               | Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH |
| Private Sector | United Arab Emirates | eWorldwide Group                                                   |
| Private Sector | United Arab Emirates | eWorldwide Group                                                   |
| Private Sector | United Kingdom       | Accenture                                                          |
| Private Sector | United Kingdom       | Analysys Mason Limited                                             |
| Private Sector | United Kingdom       | CCC                                                                |
| Private Sector | United Kingdom       | eNovation4D                                                        |
| Private Sector | United Kingdom       | Global Information Highway                                         |
| Private Sector | United Kingdom       | HearAngel/LimitEar Ltd                                             |
| Private Sector | United Kingdom       | Microsoft 4Afrika                                                  |
| Private Sector | United Kingdom       | Symantec                                                           |



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|---------------------|----------------|-------------------------------------------------------------------------------------------|
| Private Sector      | United Kingdom | The Multilingual Internet Group, MLI Group                                                |
| Private Sector      | United Kingdom | Vodafone Global Enterprise                                                                |
| Private Sector      | United States  | Access Partnership                                                                        |
| Private Sector      | United States  | Alt Space VR                                                                              |
| Private Sector      | United States  | CloudFlare                                                                                |
| Private Sector      | United States  | G3ict                                                                                     |
| Private Sector      | United States  | mCADE IIc - ICT Strategies                                                                |
| Private Sector      | United States  | Riftmax                                                                                   |
| Private Sector      | United States  | Startup Grind                                                                             |
| Private Sector      | United States  | The Galway Strategy Group as part of ICC BASIS Delegation                                 |
| Private Sector      | United States  | Verisign, Inc. as Part of ICC BASIS Delegation                                            |
| Private Sector      | Uruguay        | Linguoo                                                                                   |
| UN and/or Int. Org. |                | Switch New Media                                                                          |
| UN and/or Int. Org. | Austria        | ICPE - International Center for Promotion of Enterprises                                  |
| UN and/or Int. Org. | Botswana       | SADC- Southern African Development Community                                              |
| UN and/or Int. Org. | Cameroon       | CAPDA - Consortium d'appui aux actions pour la promotion et le développement de l'Afrique |
| UN and/or Int. Org. | China          | United Nations University Computing and Society                                           |
| UN and/or Int. Org. | Egypt          | LAS - League of Arab States                                                               |
| UN and/or Int. Org. | Egypt          | UNDP - United Nations Development Programme                                               |
| UN and/or Int. Org. | Ethiopia       | UNECA - United Nations Economic Commission for Africa                                     |
| UN and/or Int. Org. | France         | CGIAR Consortium                                                                          |
| UN and/or Int. Org. | France         | Council of Europe                                                                         |
| UN and/or Int. Org. | France         | INTERPOL                                                                                  |
| UN and/or Int. Org. | France         | OECD                                                                                      |
| UN and/or Int. Org. | France         | UNESCO - United Nations Educational, Scientific and Cultural Organization                 |

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|---------------------|--------------------|--------------------------------------------------------------------------------------------|
| UN and/or Int. Org. | India              | ASDF - Association of Scientists, Developers and Faculties                                 |
| UN and/or Int. Org. | India              | UNICEF India - Office for West Bengal                                                      |
| UN and/or Int. Org. | Italy              | FAO - Food and Agriculture Organization                                                    |
| UN and/or Int. Org. | Italy              | UNICEF Office of Research - Innocenti                                                      |
| UN and/or Int. Org. | Kenya              | ATU - African Telecommunications Union                                                     |
| UN and/or Int. Org. | Korea (Rep. of)    | WIPO - World Intellectual Property Organization                                            |
| UN and/or Int. Org. | Lebanon            | UN-ESCWA                                                                                   |
| UN and/or Int. Org. | Malaysia           | Impact Hub Kuala Lumpur                                                                    |
| UN and/or Int. Org. | Mauritius          | AfriNIC                                                                                    |
| UN and/or Int. Org. | Netherlands        | CTA (Technical Centre for Agricultural and Rural Cooperation ACP-EU)                       |
| UN and/or Int. Org. | Netherlands        | Organization for the Prohibition of Chemical Weapons                                       |
| UN and/or Int. Org. | Netherlands        | The Technical Centre for Agricultural and Rural Cooperation (CTA)                          |
| UN and/or Int. Org. | Portugal           | ARCTEL - CPLP                                                                              |
| UN and/or Int. Org. | Portugal           | United Nations University Operating Unit on Policy-Driven Electronic Governance (UNU-EGOV) |
| UN and/or Int. Org. | Russian Federation | RCC - Regional Commonwealth in the field of Communications                                 |
| UN and/or Int. Org. | Saudi Arabia       | Atta system                                                                                |
| UN and/or Int. Org. | South Africa       | IFIP IP3                                                                                   |
| UN and/or Int. Org. | Spain              | ASIET - Asociación Interamericana de Empresas de Telecomunicaciones                        |
| UN and/or Int. Org. | State of Palestine | State of Palestine                                                                         |
| UN and/or Int. Org. | Switzerland        | Asian-Eurasian Human Rights Forum                                                          |
| UN and/or Int. Org. | Switzerland        | Basel, Rotterdam and Stockholm Conventions Secretariat                                     |

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| UN and/or Int. Org. | Switzerland | CERN - The European Organization for Nuclear Research              |
| UN and/or Int. Org. | Switzerland | ICTSD - International Centre for Trade and Sustainable Development |
| UN and/or Int. Org. | Switzerland | IFIP - International Federation for Information Processing         |
| UN and/or Int. Org. | Switzerland | IGF - Internet Governance Forum Secretariat                        |
| UN and/or Int. Org. | Switzerland | Inter-Parliamentary Union                                          |
| UN and/or Int. Org. | Switzerland | ITC - International Trade Centre                                   |
| UN and/or Int. Org. | Switzerland | OHCHR - Office of the High Commissioner for Human Rights           |
| UN and/or Int. Org. | Switzerland | Secretariat of the Internet Governance Forum                       |
| UN and/or Int. Org. | Switzerland | Tokamak SARL                                                       |
| UN and/or Int. Org. | Switzerland | UN Conference on Trade and Development (UNCTAD)                    |
| UN and/or Int. Org. | Switzerland | UN Expert Committee on Public Administration (UN-CEPA)             |
| UN and/or Int. Org. | Switzerland | UN HRC Advisory Committee                                          |
| UN and/or Int. Org. | Switzerland | UN OCHA FIS                                                        |
| UN and/or Int. Org. | Switzerland | UN Office of the High Commissioner for Human Rights                |
| UN and/or Int. Org. | Switzerland | UN Secretariat of the IGF                                          |
| UN and/or Int. Org. | Switzerland | UN Women                                                           |
| UN and/or Int. Org. | Switzerland | UNAIDS - Joint United Nations Programme on HIV/AIDS                |
| UN and/or Int. Org. | Switzerland | UNCTAD - United Nations Conference on Trade and Development        |
| UN and/or Int. Org. | Switzerland | UNECE - United Nations Economic Commission for Europe              |
| UN and/or Int. Org. | Switzerland | UNEP - United Nations Environment Programme                        |
| UN and/or Int. Org. | Switzerland | UNHCR - United Nations High Commissioner for Refugees              |
| UN and/or Int. Org. | Switzerland | UNICEF - United Nations Children's Fund                            |
| UN and/or Int. Org. | Switzerland | UNIDO - United Nations for Industrial Development Organization     |

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| <b>UN and/or Int. Org.</b> | Switzerland    | UNISDR                                                        |
| <b>UN and/or Int. Org.</b> | Switzerland    | UNITAR - United Nations Institute for Training and Research   |
| <b>UN and/or Int. Org.</b> | Switzerland    | UNOPS                                                         |
| <b>UN and/or Int. Org.</b> | Switzerland    | UPU - Union Postale Universelle                               |
| <b>UN and/or Int. Org.</b> | Switzerland    | WEF - World Economic Forum                                    |
| <b>UN and/or Int. Org.</b> | Switzerland    | WFP - World Food Programme                                    |
| <b>UN and/or Int. Org.</b> | Switzerland    | WHO - World Health Organization                               |
| <b>UN and/or Int. Org.</b> | Switzerland    | WMO - World Meteorological Organization                       |
| <b>UN and/or Int. Org.</b> | Switzerland    | World VR Forum                                                |
| <b>UN and/or Int. Org.</b> | Thailand       | APT - Asia-Pacific Telecommunity                              |
| <b>UN and/or Int. Org.</b> | United Kingdom | ADD International                                             |
| <b>UN and/or Int. Org.</b> | United Kingdom | CTO - Commonwealth Telecommunications Organisation            |
| <b>UN and/or Int. Org.</b> | United States  | ARIN - American Registry for Internet Numbers                 |
| <b>UN and/or Int. Org.</b> | United States  | UNICEF New-York                                               |
| <b>UN and/or Int. Org.</b> | United States  | United Nations                                                |
| <b>UN and/or Int. Org.</b> | United States  | United Nations System Chief Executives Board for Coordination |
| <b>Univ/Academia</b>       | Argentina      | Universidad Nacional de La Plata                              |
| <b>Univ/Academia</b>       | Australia      | APNIC - Asia Pacific Network Information Centre               |
| <b>Univ/Academia</b>       | China          | Peking University                                             |
| <b>Univ/Academia</b>       | Denmark        | University of Aarhus                                          |
| <b>Univ/Academia</b>       | France         | europanumerica.eu                                             |
| <b>Univ/Academia</b>       | France         | INSEAD                                                        |
| <b>Univ/Academia</b>       | Georgia        | University of Cologne / GIZ                                   |
| <b>Univ/Academia</b>       | Germany        | Humboldt Law Clinic Internetrecht                             |
| <b>Univ/Academia</b>       | India          | Indian Institute of Science                                   |
| <b>Univ/Academia</b>       | India          | National Law University                                       |

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| Univ/Academia | Iran (Islamic Republic of) | Computer Research Center of Islamic Sciences (CRCIS)            |
| Univ/Academia | Iran (Islamic Republic of) | IUST - Iran University of Science and Technology                |
| Univ/Academia | Italy                      | CNR-ISTI                                                        |
| Univ/Academia | Japan                      | Keio University                                                 |
| Univ/Academia | Japan                      | University of Tokyo                                             |
| Univ/Academia | Korea (Rep. of)            | Hankuk University of Foreign Studies                            |
| Univ/Academia | Korea (Rep. of)            | KAIST                                                           |
| Univ/Academia | Korea (Rep. of)            | World Economy Research Institute                                |
| Univ/Academia | Kyrgyzstan                 | Institute of Electronics and Telecommunications                 |
| Univ/Academia | Mexico                     | Mexico-CIME                                                     |
| Univ/Academia | Netherlands                | University of Amsterdam Faculty of Law Ethiopia Project         |
| Univ/Academia | Saudi Arabia               | King Saud University                                            |
| Univ/Academia | Sri Lanka                  | AOD International Design Campus                                 |
| Univ/Academia | Sweden                     | Kristianstad University                                         |
| Univ/Academia | Switzerland                | AGSB American Graduate School of Business                       |
| Univ/Academia | Switzerland                | hepia / HES-SO Geneva                                           |
| Univ/Academia | Switzerland                | Internet Society - ISOC                                         |
| Univ/Academia | Switzerland                | Media Change & Innovation Division, IPMZ, University of Zurich  |
| Univ/Academia | Switzerland                | Open University UK - Following Msc in IT Security and Forensics |
| Univ/Academia | Switzerland                | Université de Genève                                            |
| Univ/Academia | Switzerland                | Université de Lausanne                                          |
| Univ/Academia | Switzerland                | University of Geneva                                            |
| Univ/Academia | Trinidad and Tobago        | The University of the West Indies                               |
| Univ/Academia | Ukraine                    | Odessa National Academy of Telecommunications n.a. A.S. Popov   |
| Univ/Academia | United Arab Emirates       | American University of Sharjah                                  |
| Univ/Academia | United Kingdom             | Coventry University                                             |

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| <b>Univ/Academia</b> | United Kingdom | LSE                                                                 |
| <b>Univ/Academia</b> | United Kingdom | Royal Holloway, University of London                                |
| <b>Univ/Academia</b> | United Kingdom | Technology and Management Centre for Development, Oxford University |
| <b>Univ/Academia</b> | United Kingdom | University of Cambridge                                             |
| <b>Univ/Academia</b> | United States  | Cyber Security and Privacy Research Institute                       |
| <b>Univ/Academia</b> | United States  | IEEE - Institute of Electrical and Electronics Engineers, Inc.      |
| <b>Univ/Academia</b> | United States  | mPowering Frontline Health Workers Partnership                      |
| <b>Univ/Academia</b> | United States  | Potomac Institute                                                   |
| <b>Univ/Academia</b> | United States  | Purdue University                                                   |
| <b>Univ/Academia</b> | United States  | Technology & Social Change Group. University of Washington          |

# Special Address: United Nations Secretary General



UNITED NATIONS

NATIONS UNIES

Mr Ban Ki-moon, Secretary-General, United Nations



**VIDEO MESSAGE TO WORLD SUMMIT ON THE INFORMATION SOCIETY FORUM 2016**

**Geneva, 03 May 2016**

[Click here for the video message](#)



# WSIS Forum 2016: Introduction

Following the UN General Assembly Resolution A/70/125, calling for close alignment of the WSIS and SDG process as well as holding the WSIS Forum on the annual basis, the WSIS Forum 2016 was held from the 2-6 May 2016 at the ITU Headquarters in Geneva and the overall theme of the WSIS Forum 2016 was “**WSIS Action Lines: Supporting the Implementation of SDGs**”.



WSIS Forum 2016 attracted more than 1800 WSIS Stakeholders from more than 140 countries onsite and more than 800 remote participants from 85 countries. High-level representatives from the wider WSIS stakeholder community graced the event, among these, more than 85 ministers and deputies, including the Prime Minister of Tonga, ambassadors, CEOs and civil society leaders, who contributed passionately towards the programme of the Forum and its annual theme. The WSIS Forum 2016 was chaired by H.E. Ambassador Daniel Sepulveda, Deputy Assistant Secretary of State and U.S. Coordinator for International Communications and Information Policy (USA), who played a key role in providing high-level guidance for the Forum's outcomes.

Within the framework of the High-Level Track, officials of the WSIS Stakeholder community, representing the government, private sector, civil society, academia, technical community and international organizations were given opportunity to provide their insights on the WSIS Action Lines, the outcomes of the UNGA Overall Review and the submissions received during the open consultation process. The High-Level Track was opened with the *High-Level Strategic Dialogue on WSIS Action Lines and SDGs*, followed by 17 High-Level Policy Sessions which took place on the 3rd and 4th of May. In addition, a Ministerial Roundtable provided an opportunity for more than 60 ministers and deputies to discuss national approaches aimed at strengthening the national

development plans, and the role of ICTs, in particular WSIS Action Lines, as enablers of the Sustainable Development Goals.

Building on the open consultation process, more than 150 thematic sessions were held during the WSIS Forum 2016, aligned with the overall theme of the WSIS Forum 2016. This provided a vibrant atmosphere for facilitation and exchange on a multistakeholder vision of the WSIS Process towards achieving SDGs. An exhibition space also provided the perfect atmosphere to network, learn and share.

Key outcomes of the WSIS Forum 2016 include the following:

- **WSIS Forum 2016: Outcome Document**

This document provides a summary of more than 150 sessions organized during the Forum Track of the WSIS Forum 2016. Each session shows a direct linkage between the WSIS Action Lines and the respective SDGs (please see the WSIS Forum 2016: WSIS Action Lines and SDGs Matrix). The Forum track is the result of the multistakeholder Open Consultation Process.



- **WSIS Forum 2016: High Level Track Outcomes and Executive Brief**

This document provides a summary of each high-level moderated session by the respective High level Track Facilitators and lists thematically all the Policy Statements submitted by the Ministers, Regulators, Heads of UN Agencies, Academia, Leaders from the Civil Society and Technical Community. The key role played by ICTs in Enabling the SDGs is very clear in the statements made by the policy makers.



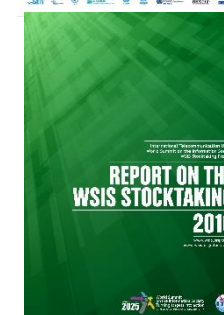
- **WSIS Action Lines Supporting Implementation of the Sustainable Development Goals (2016)**

This document has been developed by the WSIS Action Line Facilitators and identifies the key linkages of the Action Line with the SDGs, providing case examples.



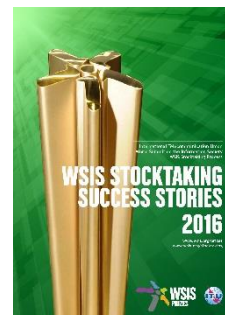
- **WSIS Stocktaking Report 2016**

The eighth edition of the WSIS Stocktaking Report Series, focuses on contributions by stakeholders worldwide to WSIS and Sustainable Development Goals. It emphasizes achievements, highlights trends and draws conclusions consistent with the action lines referenced in the Geneva Plan of Action. This Report provides key findings on emerging trends in the development of the information society, and references major activities being implemented in the eighteen areas covered by the eleven WSIS Action Lines.



- **WSIS Stocktaking Success Stories 2016**

This report highlights 18 winning projects of the WSIS Prizes 2016 contest that provides a platform for identification and showcasing success stories across the WSIS Action Lines defined in the Geneva Plan of Action. The WSIS Prizes honour outstanding projects that leverage the power of information and communication technology to accelerate achievement of sustainable development goals.



- **WSIS Forum 2016 and SDG Matrix**

This document builds upon the WSIS-SDG Matrix and provides guidance on the outcomes of more than 100 sessions held during the forum, emphasizing linkages between the WSIS Action Lines and SDGs as well as highlighting rational for each linkage that has been established.

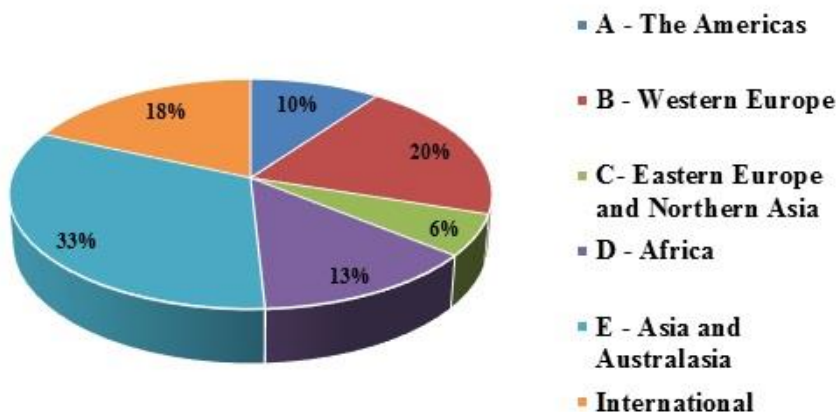
All WSIS Forum 2016 Outcomes, photo and video documentation and highlights are available at [www.wsis.org/forum](http://www.wsis.org/forum).

# Open Consultation Process

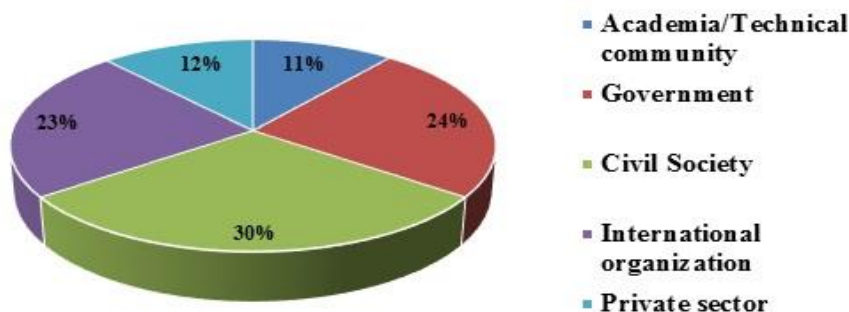
The Agenda and Program of the WSIS Forum 2016 were designed in collaboration with the multi-stakeholders on the basis of official submissions received during the Open Consultation Process on the thematic aspects and innovations of the format of the WSIS Forum 2016. Involving all WSIS Stakeholders (governments, civil society, private sector entities, academia and international organizations), this process aimed to ensure an active participation of different players during the event. The process began in November 2015 and was structured in five phases that includes online submissions and physical meetings. The ITU-WSIS Secretariat received more than 115 submissions containing proposals on the thematic aspects and innovations on the format of the WSIS Forum 2016, including binding requests for partnerships, workshops, exhibition spaces and so on.

All related information can be found at: <http://www.itu.int/net4/wsis/forum/2016/OCP/>

**Regions**



**Stakeholder Type**



# Social Networks



The following graphs give an overview of the 4 different social network channels that were used to promote the WSIS Forum 2016 before and during the event. Twitter, Facebook, YouTube and the ImeetyouatWSISForum community platform were used to promote the events and the outcomes of the WSIS Forum 2016 with the aim of reaching more WSIS Stakeholders worldwide.

## Facebook:

### Number of likes:

The official facebook account of the WSIS Forum 2015: <http://facebook.com/wsisprocess>.

The page currently has 3,955 likes (as of 10 June, 2016).

The figure below shows the number of likes between 12 March, 2016 and 10 June, 2016, which is relatively stable, having increased from 3,672, with a slight increase during the week of the WSIS Forum.

**Figure 1: Number of Total Page Likes, per day, between 12 March, 2016, and 10 June, 2016.**



Source : Facebook Insights

The graph below shows the reach of the posts. According to Facebook Help Center, a post count as reaching someone when it is shown in their News Feed. During the WSIS Forum 2016, their reach was very high, having leaped from an average of 132 reaches per post in the period from 12 March to 30, April to an average of 1317 reaches per post during the week from 2 May to 9 May.

**Figure 2: Post Reach, per day, between 12 March, 2016, and 10 June, 2016.**



Source : Facebook Insights

## Twitter:

The official twitter page: <https://twitter.com/WSISprocess>.

The hashtag #WSIS has been widely used referring to the WSIS Forum 2016 as well as @wsisprocess. All

tweets mentioning #WSIS on a public open profile have been highlighted on the outreach page of the

WSIS Forum 2016 official website [www.wsis.org/forum](http://www.wsis.org/forum). This strategy is a part of the Iwrite4WSISForum campaign. The latter is a campaign that aims to empower stakeholders to write and report on all WSIS related events and activities, sharing their work, experiences, and ideas with thousands of WSIS stakeholders online and worldwide.

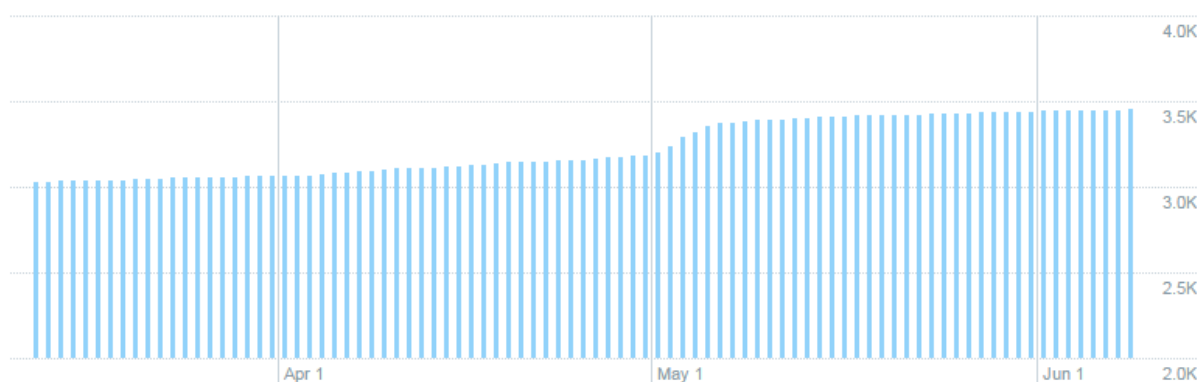
### Number of followers:

3,454 followers were recorded on 10 June, 2016. Since 12 March, 2016, the twitter account of WSIS increased its number of followers in 14% with 425 new followers. It can be seen on the graph that there was a significant increase during the week of the WSIS. Between 1 May (the before the WSIS



Forum) and 6 May, there was an approximate 5% increase in the number of followers, from 3,200 to 3,371 followers.

**Figure 2: Number of Twitter followers, per day, between 12 March, 2016, and 10 June, 2016.**



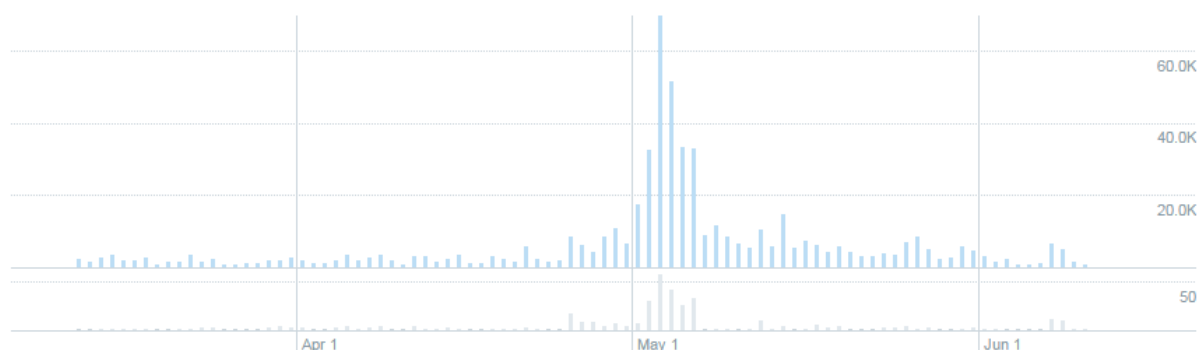
Source : Twitter Analytics

## Tweets and Impressions

In the graph below, in light grey you can see the number of Tweets per day and in light blue, the number of impressions, per day. According to Twitter Help Center, Impression is “*times a user is served a Tweet in timeline or search results*”. Therefore, impression is linked to how many times a particular tweet has been seen, not only by your followers, but by the general Twitter community.

**Figure 3: Number of Tweets and Impression, per day, between 12 March, 2016, and 10 June, 2016.**

Your Tweets earned **536.8K impressions** over this **91 day** period

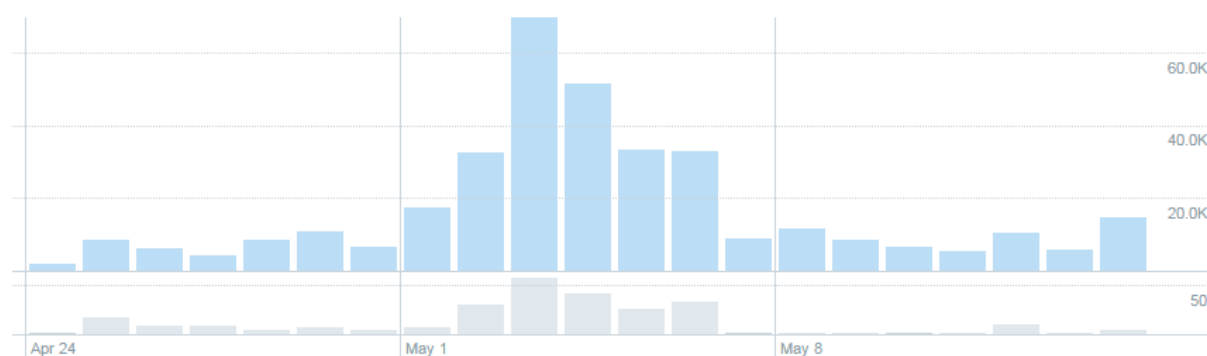


Source : Twitter Analytics

It is clear from Figure 3 that there was a considerable increase in impressions during the period of the WSIS Forum. Furthermore, it is clear that the same number of Tweets generated more impressions during and after the WSIS then before. To see this more clearly, it is interesting to view the same graph, but for a shorter period: one week before the WSIS Forum to one week after the WSIS Forum (24 April, 2016, to 14 May, 2016).

**Figure 4: Number of Tweets and Impression, per day, between 24 April, 2016, and 14 May, 2016.**

Your Tweets earned **344.6K impressions** over this **21 day** period

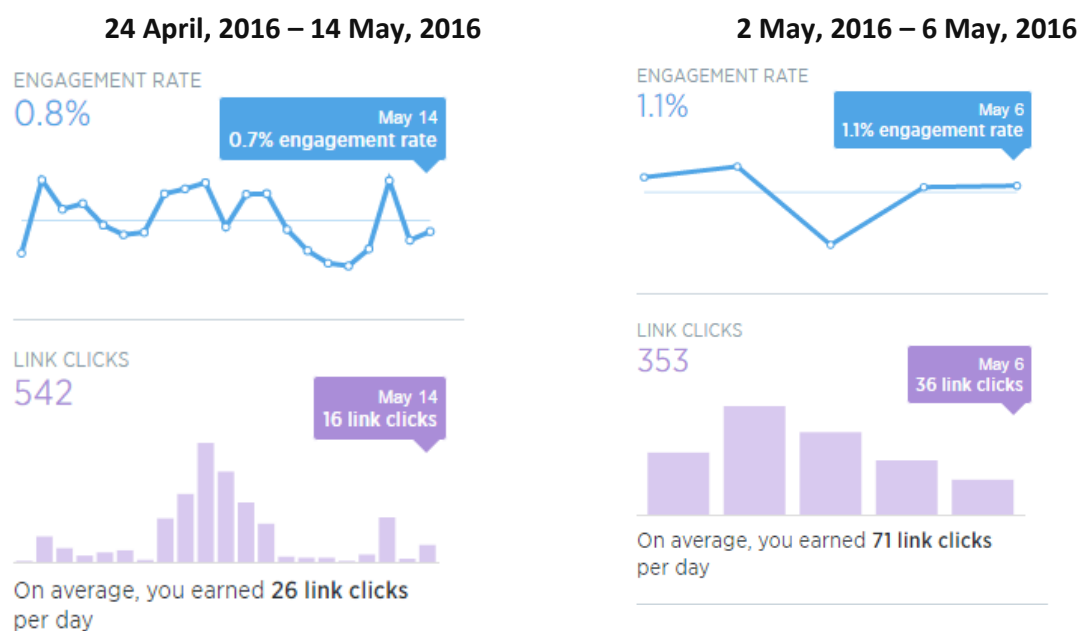


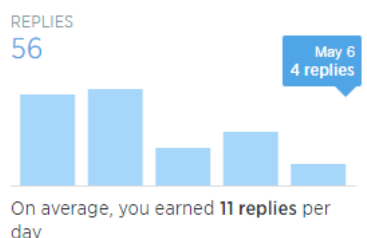
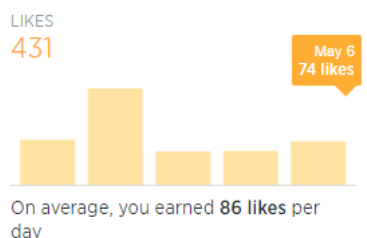
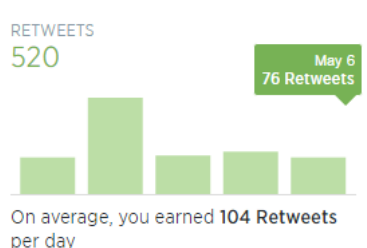
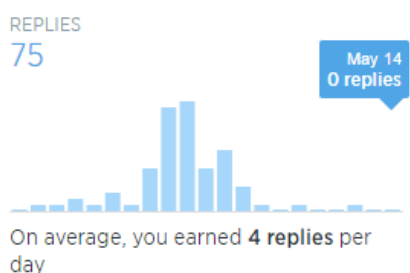
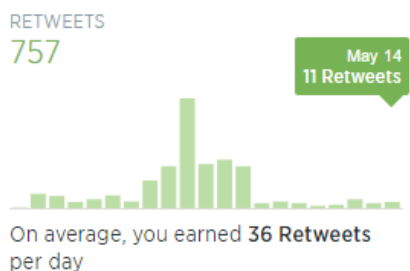
*Source : Twitter Analytics*

During the five days of the Forum, the 190 Tweets posted generated 212,913 impressions - an average of 1209 impressions per tweet. Below are other Twitter Statistics from the period of the WSIS Forum 2016:



Figure 5: Various Twitter Statistics, per day





## YouTube:

The official YouTube channel of WSIS: <https://www.youtube.com/user/WSISProcess>

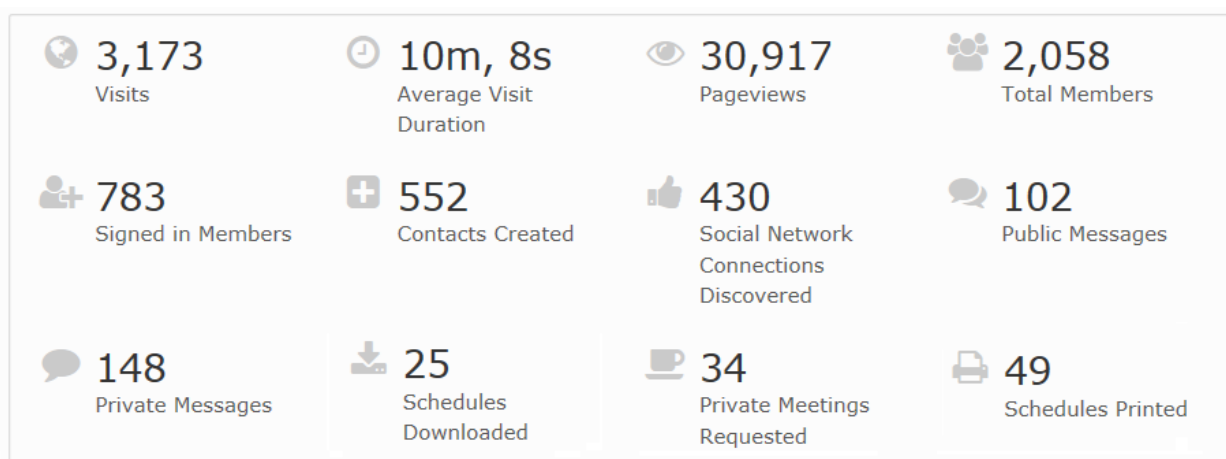
Participants can find all the interviews conducted during the WSIS Forum 2016, and all interviews conducted during previous editions of WSIS. Stakeholders can also find videos that summarize the five days of the event and share them on other social networks.

## ImeetyouatWSIS:

ImeetyouatWSIS is a special feature for registered participants, an online community platform created as an extension of the **WSIS Forum 2016** to help attendees to meet other registered participants, start conversations, interact with scheduled speakers and build a personalized schedule of sessions. As a confirmed participant of the Forum, people automatically registered to the online community platform and received an invitation to complete the profile.

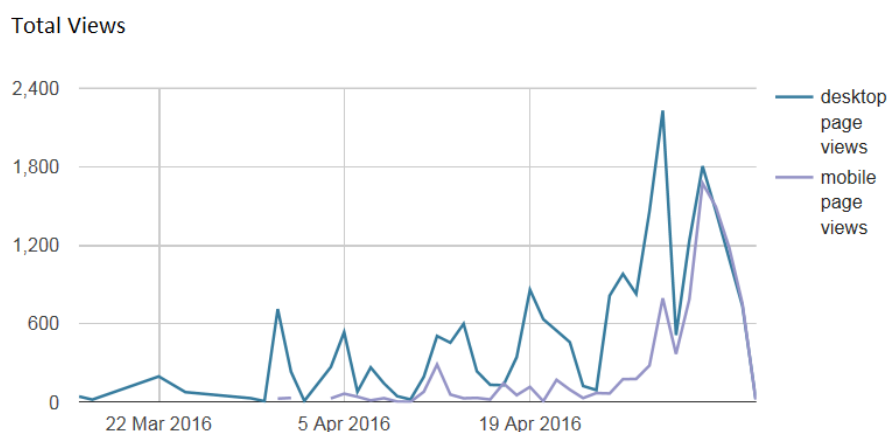
ImeetyouatWSIS gave attendees the possibility to:

- View the profiles and interests of the other attendees
- Discover which of your Twitter, LinkedIn and Facebook contacts are also attending
- Build a personalized schedule of talks to attend
- Download hand-outs and materials for sessions
- Schedule one-on-one meetings with other attendees
- Join the discussions about WSIS related topics and issues

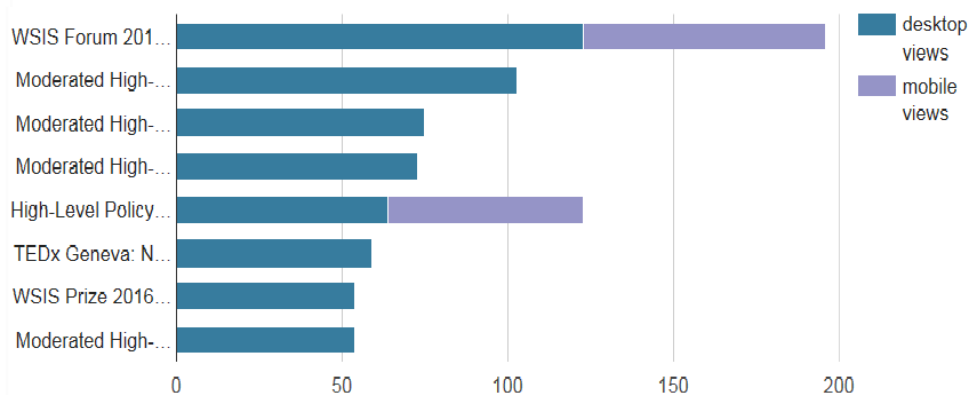


As a result of this year ImeetatWSIS:

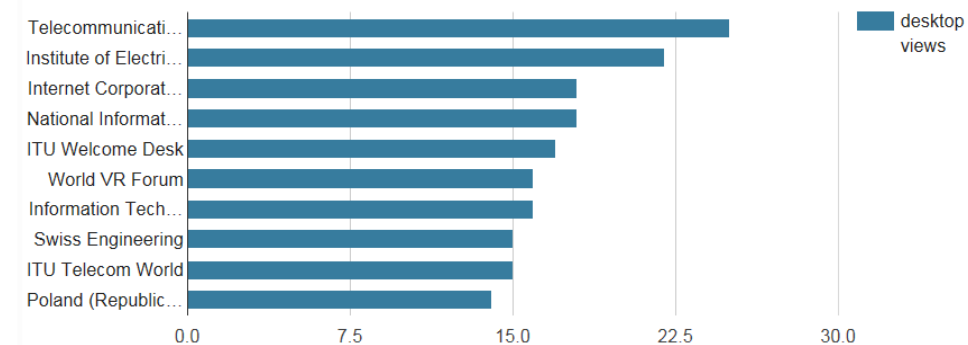
- Around 800 participants at the platform
- More than 2.000 people attending to the Forum
- More than 100 discussions between participants
- And more than 3.000 visits to the platform



#### Session views



#### Organization views



# Opening Segment:

Opening Ceremony

Opening Session

High-Level Policy Dialogue

Handing over of WSIS Prizes

Group Photograph

Tuesday 3 May 2016

CICG, Room 1

09:00 – 12:15

Interpretation A/C/E/F/R/S

Captioning and Remote Participation

The Opening Ceremony set the priorities of the WSIS Forum 2016, brought forth a wide range of topics within the Global Information and Knowledge Societies while emphasizing the role of Information and Communication Technologies (ICTs), WSIS Action Lines in particular, regarding the recently adopted Sustainable Development Goals (SDGs). In this way, the WSIS Forum 2016 build upon the outcomes of the UN General Assembly Overall Review of the implementation of the WSIS outcomes (UNGA Resolution 70/125), which recognized the necessity of holding this Forum on an annual basis and called for a close alignment between WSIS and the SDG processes.

The WSIS Forum 2016 served as a key forum for discussing the role of ICTs as a means of implementation of the SDGs and targets, with due regard to the global mechanism for follow-up and review of the implementation of the 2030 Agenda for Sustainable Development (UNGA Resolution A/70/1). The WSIS-SDG Matrix, developed by UN WSIS Action Line Facilitator and presented at the WSIS Forum 2015, will serve as the mechanism to map, analyse and coordinate the implementation of WSIS Action Lines, and more specifically, ICTs as enablers and accelerators of the SDGs.

The ceremony began with opening statements from the host, co-organizers, partners and representatives of stakeholders engaged in the WSIS Process. The Opening Ceremony concluded with the handing out of the WSIS prizes.



The format, agenda, and the thematic focus of the Forum is a result of an open consultation process with the involvement of all WSIS Stakeholders. The Forum will build upon two tracks, the High-Level Track, and the Forum Track.

#### 9:00-9:45

##### Opening Ceremony:

1. Mr Ban Ki-Moon, UN Secretary-General (Video Message)
2. Mr Houlin Zhao, Secretary-General, ITU
3. **Visionary Speech:** H.E. Mr Majed El Mesmar, Deputy Director General, , Telecommunications Regulatory Authority (TRA), United Arab Emirates (Strategic Partner Platinum of the WSIS Forum)
4. Mr Joakim Reiter, Deputy Secretary General, UNCTAD,
5. Mr Indrajit Banerjee, Director, Knowledge Societies Division (KSD), Communication and Information Sector (CI), UNESCO
6. UNDP
7. Mr Philipp Metzger, Director General, OFCOM, Switzerland (Host of the First Phase of the WSIS in 2003)
8. Mr Cyril Ritchie, President, Conference of Non-Governmental Organizations (CoNGO) Civil Society
9. Ms Dominique Lazanski, International Chamber of Commerce (ICC) and Business Action to Support the Information Society (BASIS)

#### 9:45-10:00

##### High-level Statements by Heads of UN Agencies:

1. **Ms Arancha González**, Executive Director, International trade Centre (ITC)
2. **Mr Petteri TAALAS**, Secretary-General, World Meteorological Organization (WMO)
3. **Mr. Christian Friis Bach**, Executive Secretary, United Nations Economic Commission for Europe (UNECE)
4. **Mr Pascal Clivaz**, Deputy Director General, Universal Postal Union (UPU)
5. **Mr. Peter Major**, Chairman, UN Commission on Science and Technology for Development (CSTD)

#### 10:00-10:15

##### Appointment of the Chairman of the WSIS Forum 2016 and announcement of High-level Track

##### Facilitators

- **Mr Houlin Zhao**, Secretary-General, ITU
- **Chairman: Ambassador Daniel A. Sepulveda**, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America

##### Civil Society

1. Ms Chinmayi Arun, Executive Director, Centre for Communication Governance at National Law University Delhi, India
2. Dr. Cisse Kane, President, African Civil Society on the Information Society (ACSIS), Senegal
3. Mr. Klaus Stoll, Executive Director, Global Knowledge Partnership, Germany
4. Ms. Iffat Gill, Founder/CEO, ChunriChoupaal, The Code to Change, Netherlands

5. Ms. Anriette Esterhuysen, Executive director of the Association for Progressive Communications , APC, South Africa

### Technical Community

1. Mr. Nigel Hickson, Vice President, International Governmental Organisations (IGO) Engagement, ICANN
2. Mr. Pablo Hinojosa, Director, Strategic Engagement, APNIC, Australia
3. Ms. Karen McCabe, Senior Director of Technology Policy and International Affairs, IEEE, USA
4. Ms. Anna Slomovic, Lead Research Scientist, Cyber Security and Privacy Research Institute, George Washington University, USA

### Academia

1. Dr. Tomasz Janowski, Head, United Nations University Operating Unit on Policy-Driven Electronic Governance (UNU-EGOV), Portugal
2. Dr. Shailaja Fennell, Lecturer in Development Studies, Centre of Development Studies and Department of Land Economy, University of Cambridge, United Kingdom
3. Dr. Greg Shannon, Ph.D., Chief Scientist for the CERT Division, Software Engineering Institute at Carnegie Mellon University, Past Chair of the IEEE Cybersecurity Initiative, USA
- 4.

### Private Sector

1. Ms. Marilyn Cade - Board Member of WAVE and Advisor to ICT Associations from Developing Countries, USA
2. Ms. Elizabeth THOMAS-RAYNAUD, Senior Policy Executive and Director, International Chamber of Commerce (ICC), France
3. Ms Lori S. Schulman, Senior Director, Internet Policy, International Trademark Association (INTA)

### 10:15-10:45

#### High-Level Opening Policy Statements:

**Mr Houlin Zhao, Secretary-General, ITU;**

**Chairman: Ambassador Daniel A. Sepulveda,** Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America

1. **Japan** - H.E. Mr Yasuo Sakamoto, Vice-Minister for Policy Coordination, Ministry of Internal Affairs and Communications
2. **Saudi Arabia** –Mr Khalad Almanzalawy, Deputy Permanent Representative of the Kingdom of Saudi Arabia to the United Nations Office in Geneva
3. **Poland**- H.E. Ms Magdalena Gaj, President of Office for Electronic Communications (UKE)
4. **ICANN** - Mr Akram Atallah, President and CEO



5. **Internet Society (ISOC)**- Mr Raúl Echeberría, Vice President
6. **Institute of Electrical and Electronics Engineers (IEEE)** - Mr Oleg Logvinov, Chairperson of the IEEE Internet Initiative
7. **International Federation for Information Processing (IFIP)** – Mr Leon Strous, President

**10:45-11:45**

**High-Level Strategic Dialogue on WSIS Action Lines and SDGs**

**Mr Houlin Zhao**, Secretary-General, International Telecommunication Union

**Moderator- Chairman:**

**H.E. Mr Daniel A. Sepulveda**, Ambassador, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States Department of State

**Panelists:**

1. **Latvia**, Amb Janis Mazeiks, Ambassador, Permanent Representative of Latvia in New York (UNGA Review WSIS Facilitator)
2. **International Telecommunication Union**, Mr Brahima Sanou, Director of Telecommunication Development Bureau
3. **UN Technology Facilitation Mechanism Group for the SDGs, Member and International Council for Science (ICSU)** - Dr Heide Hackmann, Executive Director
4. **UN Technology Facilitation Mechanism Group for the SDGs, Member University of Oxford** – Prof Xiaolan Fu, Director of Technology and Management Centre for Development
5. **United Nations Department of Economic and Social Affairs (UNDESA)**, Ms. Marion Barthelemy, Acting Director, Division for Public Administration and Development Management (DPADM)
6. **United Nations University**, Professor Michael Best, Director of the UNU Institute on Computing and Society (UNU-CS)
7. **Ms Joan Krajewski**, Board Member, **Global e-Sustainability Initiative (GeSI)**
8. **Ms Adela Goberna** - Chair of the Youth Special Interest Group, ISOC

The panel discussion represented both a cross section of expertise, interest and of commitment from a variety of groups of stakeholders to fulfill the SDGs and the WSIS Action Lines in parallel and how they relate into one another.

Framing questions introduced included the following:

Why are ICTs and WSIS Action Lines essential for the achievement of the Sustainable Development Goals and the principal of ensuring no one is left behind? What are the main opportunities and challenges? Specifically, what are the key elements required for policy recommendations on ways to accelerate progress and maximize the transformational change we need to see and what actions are needed to ensure that no one in the Information Society is left behind? Are there specific issue areas or even communities that require urgent attention?

The session served to reach out to leaders and engage them in this process. Interesting issues and questions were raised, such as the following:

**Amb. Daniel Sepulveda:**

*“The 2030 Agenda for Sustainable Development and WSIS Outcome Document are our two framing documents for our work going forward”.*

*“We recognize there needs to be linkages between the work we’re doing through the WSIS Action Lines and the 230 Agenda, which is about sustainable development and ensuring that the 17 goals that were issued by our leaders are met”.*

**Marion Barthelemy:**

*“ICTs are important, in the area of integration, to realize the SDGs”.*

*“At the U.N. we’re using more than usual the social media to mobilize Civil Society, the private sector and to make the SDGs known by everybody”.*

*“A critical dimension is education. People need the skills not only to use ICTs but to engage in the kind of employment that you need now in the digital society”.*

**Heide Hackmann:**

“Despite the wealth of scientific knowledge and despite many national regional, global, policy efforts and international agreements, we have taken very small steps towards the kind of sustainable outlined in Agenda 21 adopted at the first Rio summit in 1992.

“As we turn to the hard work of implementation of that Agenda we all recognize that this will demand an integrated multistakeholder, multisector approach in which science and technology has a central role to play”.

“Science working with society rather than science serving from the top-down, giving to society. This is the essence of what we now call open science”.

“We need to ensure that there is cooperation and synergy between the ICT and the science, technology and innovation (STI) communities.”

“The technologies and processes of the digital revolution really provide a powerful mechanism for this kind of multiplication of productivity and creativity through the rapid interchange and development of ideas by the network interaction of many minds”.

“ICT can and must become a powerful platform for change”.

**Xiaolan Fu:**

*“A major challenge that is facing many developing countries is the lack of necessary technology that are needed for the achievement of the SGs”.*

*“Technology transfer from the more advanced countries to the less-developed countries, from the leaders to the followers”.*

*“Information and telecommunication technology can play a very important role to provide, to facilitate the technology defusion at an unprecedented speed and at an unprecedented way of penetration and at much lower cost”.*

*“ICTs, an important engine for achievement of the Sustainable Development Goals. It is a facilitator but also it is an accelerator to enable ICT to play this role.”*

*“We need global partnership in developing knowledge and the infrastructure and also changes in regulations and the practices like open sciences to allow this”.*

**Amb Janis Mazeiks,**

*“The importance of continuity in the WSIS process ensured by the WSIS +10 review. We did reaffirm the trust in the WSIS process for building a people-centered, inclusive, developmentally oriented Information Society and preserve the multistakeholder nature”.*

*“I would argue that not having a separate goal on ICTs is actually a good thing similarly as not having an individual goal on electricity. This proves that ICTs like electricity, they're indeed key enablers for all. We need both of these for implementation of all goals”.*

*“ICTs provide the challenge to leapfrog in development and thus speed up and reach the goals of the 230 Agenda. First and foremost, the goal of eliminating poverty”.*

*“Despite the success of the digital technology, connectivity, affordability, it remains a problem both across and within regions”.*

*“Broadband connectivity has become a basic infrastructure of modern society comparable to roads, electricity and water yet it is the one area where the digital divide is most obvious”.*

*“It is not only about speed and cost as our review document highlighted and mentioned speed, affordability, language, local content, accessibility for people with disabilities”.*

*“I would also stress the importance of enabling environment, the different development levels of ICTs in countries that are otherwise in similar situations can be explained perhaps only by the differences in the national regulatory environments”.*

*“LDCs and Small Island Developing States have particular difficulties in bridging the Broadband gap”.*

*“Women and girls must be an important focus group while the absolute gender gap is not massive, it is not acceptable to have this 20th century problem in 21st Century technologies”.*

**Brahima Sanou:**

“Although we have achieved a critical mass of infrastructure - today there is optical fiber, there is 7 billion mobile subscriptions- giving us a different look than 20 years back, for me, it is more about how we use this infrastructure.”

“The idea of vertical regulation, the vertical policy, it should be abandoned to go towards what we call a collaborative policy and the collaborative regulation and also the collaborative cooperation, this is a way that I see what we can do to accelerate that”.

“Today there are more than 2 billion people that are financially excluded. That don’t have the means to be integrated in the classic banking system. At the same time we have also 7 billion mobile subscriptions”. This is an example of a possible quick win, where one side would only need the resource of the other side.

**Michael Best:**

“ICTs are increasingly the central means for measuring and evaluating the progress towards realizing the SDGs”.

“We're excited about something we're calling small data”.

“Small data refers to cases where the sampling unit and the unit of analysis are similar in size. A small data approach could envision the data sharing platform enabling local community members to inform themselves about their water conditions, come up with real time sharing and response plans for local challenges and advocate public water stakeholders based on local empirical data.”

“With our small data approach we're also asking for us all to never forget just exactly who the data represents”.

“The fabric of our SDG data is woven with the lives of many men and women and at the small data approach it is trying to ensure that the data does not just originate from them as raw bits and bites on to some sort of overall national aggregate analysis but also returns to them as actionable and empowering knowledge”.

**Joan Krajewski:**

“We need to work together in joint action and GeSi is a collaboration organization that's committed to that. Especially with regards to the Sustainable Development Goals”.

“GeSi summary report entitled *System transformation: How digital solutions will drive progress towards the Sustainable Development Goals* shows clear findings”.

“We believe that digital solutions offer unprecedented speed and reach while increasing access to goods and services in a more people-centric, affordable way”.

“It took 130 years for electric grids to reach 17% of Sub-Saharan Africa, with mobile networking,

however, it only took 23 years for the first digital networks to become available. In essence, this is 23 times higher diffusion speed and reach”.

“eLearning can enable a huge number of people to gain access to affordable and quality education, including a digital curriculum which is so important to bridge the digital divide opening the door for as many as 450 million people to obtain eLearning degrees by 2030 and there by cutting the cost of education, improving affordability and also improving quality for people everywhere”.

“Many of the solutions are very complex to implement and some of the countries that least have the resources to deal with these very complex issues, they're those countries that need mostly the joint action from all of us”.

“This successful implementation requires joint action by policymakers, multilateral organization, the ICT sector, businesses outside of the ICT sector and also NGOs”.

“We need to overcome the regulatory and financial barriers that we face”.

“We have an ambitious Agenda still to fulfill, we will not reach the digital solutions in the SDGs alone. We need joint action to harness the full potential in every sector and all over the world and working together with our partners in government, business, Civil Society along the WSIS Action Lines we'll accelerate the SDGs to reality”.

**Adela Goberna:**

“We need to leave the one-way thinking and get the both-way thinking between WSIS and SDGs”.

“I do think that the challenges usually means opportunities”. “This is a combination between willingness and interest”. “When we open the game for new players we have new interests, new perspectives and that's quite difficult to merge together and to have new policies”.

“The thing is, the key challenge we have here, it is to stop targeting new efforts, targets of current policies and start engaging them (Youth) as policymakers. Actually they can have a nice word down there and if we just listen to them and empower them to talk that brings good results to the table and the elements that we can take into account”.

“How can we assure that no one is left behind? First by understanding how they relate. I'm 23 and people my age, they do not relate to people that are older.

“We have to do serious capacity building because when we do serious capacity building we empower people to make full use of Internet when they understand how that works you start to think about getting policies done and, therefore, we just follow the circle and by doing capacity building we enable them to reach the full potential”.

**11:45-12:15**

**WSIS Project Prize Ceremony**

Eighteen WSIS Project Prizes were awarded during this session recognizing successful initiatives by governments, private sector actors, civil society members and partnerships between all stakeholders. [www.wsis.org/prizes](http://www.wsis.org/prizes).

The winners were awarded for their tremendous efforts and achievements on implementation of WSIS outcomes by Mr Houlin Zhao, Secretary-General, ITU.

### **WINNING PROJECTS**

1. Action Line C1 The role of government and all stakeholders in the promotion of ICTs for development:

**Fostering intergration of Argentine Academia in the activities of ITU**

ENACOM, ARGENTINA.

2. Action Line C2 Information and communication infrastructure

**Data centers for government agencies**

National Information Technologies JSC, KAZAKHSTAN

3. Action Line C3 Access to information and knowledge

**Connected Homes**

Presidential Social Council, COSTA RICA

4. Action Line C4 Capacity building

**Smart Online SMEs (S.O.S.) by Thaitrade.com**

Department of International Trade Promotion (DITP), THAILAND

5. Action Line C5 Building confidence & security in the use of ICTs

**Certification Programme for better ICT services**

Office of Electronic Communications, POLAND

6. Action Line C6 Enabling environment

**Life Long Learning and Employment for People with Disabilities**

Ministry of Communications and Information Technology, EGYPT

7. Action Line C7 E-government

**e-National Judicial System**

Ministry of Justice of Turkey, TURKEY

8. Action Line C7 E-business

**ATAA Programme**

Ataa For helping charity organizations, SAUDI ARABIA

9. Action Line C7 E-learning

**MEXICOX-PLATFORM OF MASSIVE OPEN ONLINE COURSE (MOOCS)**

National Digital Strategy, MEXICO

10. Action Line C7 E-health

**Informatization of the Public Health System**

SOFTTEL, CUBA

11. Action Line C7 E-employment

**Technology for Education, Employment, Entrepreneurs, and Economic Development**

**Project**

Information and Communications Technology Office, PHILIPPINES

12. Action Line C7 E-environment

**Asia Pacific Green Data Center Farm**

Green Data Center LLP, MALAYSIA

13. Action Line C7 E-agriculture

**Harmonized Information of Agriculture, Revenue and Irrigation for a Transformation**

**Agenda- Precision Technology for Agriculture**

Centre for Development of Advanced Computing, INDIA

14. Action Line C7 E-science

**R-package to compute confidence intervals for heritability, reliability, and heterogeneity**

Ilia Vekua Institute of Applied Mathematics (VIAM) of Ivane Javakhishvili Tbilisi State University (TSU), GEORGIA

15. Action Line C8 Cultural diversity & identity, linguistic diversity

**Connectivity is Productivity**

Bridge Africa, UNITED STATES OF AMERICA

16. Action Line C9 Media

**Youth Women in Community Media and Journalism-the beginning of a new era in rural broadcasting journalism of Bangladesh**

Bangladesh NGOs Network for Radio and Communication, BANGLADESH

17. Action Line C10 Ethical dimensions of the Information Society

**EmpoderaLive**

Cibervoluntarios Foundation, SPAIN

18. Action Line C11 International & regional cooperation

**ICT Development in Arab Region**

Telecommunications Regulatory Authority, UNITED ARAB EMIRATES





# Moderated High-Level Policy Sessions



Interpretation: A/C/E/F/R/S

Captioning and Remote Participation

The WSIS Forum builds upon the outcomes of the UN General Assembly Overall Review of the implementation of the WSIS outcomes ([UNGA Resolution 70/125](#)), which recognized the necessity of holding this Forum on an annual basis and called for a close alignment between WSIS and the Sustainable Development Goals (SDG) processes. The WSIS Forum therefore serve as a key forum for discussing the role of ICTs as a means of implementation of the Sustainable Development Goals and targets, with due regard to the global mechanism for follow-up and review of the implementation of the 2030 Agenda for Sustainable Development ([UNGA Resolution A/70/1](#)).

Policy Statements were delivered during the High-Level Track (3-4 May 2016) of the WSIS Forum 2016 by high-ranking officials of the WSIS Stakeholder community, representing the Government, Private Sector, Civil Society, Academia and International Organizations. The high-level track consisted of the opening segment, interactive policy dialogues, ministerial round table, and a high-level networking programme. Policy Sessions were moderated by high-level track facilitators and were grouped around different themes identified as important by the WSIS Stakeholders during the [open consultation process](#) and the outcomes of the UN General Assembly Overall Review.





# Moderated High-Level Policy Sessions



Interpretation: A/C/E/F/R/S

Captioning and Remote Participation

At the WSIS Forum 2016, moderated High-Level Policy Sessions of the High-level Track (HLT) took place on the 3rd and 4th of May. During these sessions, moderated Policy Sessions with high-ranking officials of the WSIS Stakeholder community, representing the Government, Private Sector, Civil Society, Academia and International Organizations were held.

High-Level Policy Sessions were divided into fifteen sessions covering fourteen themes. The themes, based on the Geneva Plan of Action with particular focus on the WSIS Action Lines, build on the outcomes of the United Nations Overall Review and the submissions received during the open consultation process.

Please read the outcomes here: <http://www.itu.int/net4/wsis/forum/2016/Outcomes/#reports>

**TUESDAY, 3 May 2016, 14:00 – 17:00**

| 14:00 – 14:50 / ROOM ONE<br>Session ONE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 14:00 – 14:50 / ROOM TWO<br>Session TWO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| <p>WSIS Action Lines and the 2030 Agenda</p> <ol style="list-style-type: none"> <li>1. <b>Mr Houlin Zhao</b>, Secretary-General, ITU- (BDT)</li> <li>2. <b>Chairman: Ambassador Daniel A. Sepulveda</b>, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America</li> <li>3. <b>High-Level Track Facilitator (HLTF): Dr. Tomasz Janowski</b>, United Nations University Operating Unit on Policy-Driven Electronic Governance (UNU-EGOV)</li> <li>4. <b>WSIS Action Line Facilitator:</b> Ms Doreen Bogdan, Chief of Strategic Planning and Membership Department, ITU</li> <li>5. <b>Antigua and Barbuda</b> - H.E. Mr Melford Walter Nicholas, Minister, Ministry of Information, Broadcasting,</li> </ol> | <p>Knowledge Societies, Capacity Building and e-Learning</p> <ol style="list-style-type: none"> <li>1. <b>Mr Houlin Zhao</b>, Secretary-General, ITU – (DSG)</li> <li>2. <b>Chairman: Ambassador Daniel A. Sepulveda</b>, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America</li> <li>3. <b>High-Level Track Facilitator (HLTF): Dr. Shailaja Fennell</b>, Lecturer in Development Studies, Centre of Development Studies and Department of Land Economy, University of Cambridge, United Kingdom</li> <li>4. <b>WSIS Action Line Facilitator: Mr Cedric Wachholz</b>, Programme Specialist, WSIS Coordinator, UNESCO</li> <li>5. <b>Burundi</b> - S.E. Mr Nestor Bankumukunzi, Ministre, Ministère des Postes, des</li> </ol> |

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| <p>Telecommunications and Information Technology</p> <ol style="list-style-type: none"> <li>6. <b>Guinea Bissau</b> - H.E. Mr João Bernardo Vieira, Secretaria de Estado dos Transportes e Comunicações da Guiné-Bissau</li> <li>7. <b>Russia</b> - H.E. Mr Nikolay Nikiforov, Minister, Ministry of Telecom and Mass Communications of the Russian Federation</li> <li>8. <b>Group of Fifteen</b> - Mrs. Samantha Jayasuriya, Deputy Permanent Representative of the Permanent Mission of Sri Lanka to the UN, on behalf of the Group of Fifteen</li> <li>9. <b>Commonwealth Telecommunications Organisation</b>, Mr Shola Taylor - Head of Organization</li> <li>10. <b>International Federation for Information Processing (IFIP)</b> - Mr Leon Strous, President</li> <li>11. <b>DiploFoundation and Geneva Internet Platform</b> - Mr Jovan Kurbalija, Head of Organization</li> <li>12. <b>Association of Scientists, Developers and Faculties International</b> - Mr Kokula Krishna Hari Kunasekaran, Head of Organization</li> </ol> | <p>Technologies de l'Information, de la Communication et des Médias</p> <ol style="list-style-type: none"> <li>6. <b>Cuba</b> - Prof. Mr Ernesto Rodriguez Hernandez, Director General de Informatica, Ministerio de Comunicaciones de Cuba</li> <li>7. <b>Djibouti</b> – H.E. Mr Ali Hassan Bahdon, Minister, Ministry of Communication, responsible for Posts and Telecommunications</li> <li>8. <b>Portugal</b> – H.E. Prof. Manuel Heitor, Minister, Ministry of Science, Technology and Higher Education</li> <li>9. <b>The Former Yugoslav Republic of Macedonia</b> - H.E. Ms Marta Arsovska Tomovska, Minister, Ministry of Information Society and Administration</li> <li>10. <b>Asia-Pacific Telecommunity (APT)</b> - Ms Areewan Haorangsi, Secretary General</li> <li>11. <b>UNITAR</b> - Mr Alex Mejia, Senior Manager, Representing Head of Organization</li> <li>12. <b>National Library of Latvia</b> - Mr Andris Vilks, Director</li> </ol> |
| <p><b>14:50 – 15:40 / ROOM ONE</b><br/><b>Session THREE</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <p><b>14:50 – 15:40 / ROOM TWO</b><br/><b>Session FOUR</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <p>WSIS Action Lines and the 2030 Agenda</p> <ul style="list-style-type: none"> <li>• <b>Mr Houlin Zhao</b>, Secretary-General, ITU- (BDT)</li> <li>• <b>Chairman: Ambassador Daniel A. Sepulveda</b>, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America</li> </ul> <ol style="list-style-type: none"> <li>1. <b>High-Level Track Facilitator (HLTF): Ms. Karen McCabe</b>, Senior Director of</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <p>Inclusiveness – Access to Information and Knowledge for All</p> <ul style="list-style-type: none"> <li>• <b>Mr Houlin Zhao</b>, Secretary-General, ITU- (TSB)</li> <li>• <b>Chairman: Ambassador Daniel A. Sepulveda</b>, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

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| <p>Technology Policy and International Affairs, IEEE, USA</p> <ol style="list-style-type: none"> <li>2. <b>UN Action Line Facilitator: UN Action Line Facilitator:</b> Ms. Marion Barthelemy, Acting Director, Division for Public Administration and Development Management (DPADM), United Nations Department of Economic and Social Affairs (UNDESA),</li> <li>3. <b>United States of America</b> - H.E. Mr Daniel A. Sepulveda, Ambassador, Deputy Assistant Secretary Bureau of Economic and Business Affairs, US Department of State</li> <li>4. <b>Lao P.D.R.</b> - H.E. Hiem Phommachanh, Minister of Post and Telecommunications</li> <li>5. <b>Madagascar</b> - H.E. Mr Neypatraiky André Rakotomamonjy, Minister, Ministry of Post, Telecommunications and new technologies</li> <li>6. <b>Mexico</b> - Mr Victor Lagunes, Chief Information Officer, Presidency of Mexico</li> <li>7. <b>Turkey</b> - Mr Ömer Fatih Sayan, Head of Information and Communication Technologies Authority</li> <li>8. <b>OECD</b> – Dr Vincenzo Spiezia, Senior Economist, Measurement and Analysis of the Digital Economy, Directorate for Science, Technology and Innovation</li> <li>9.</li> </ol> | <ol style="list-style-type: none"> <li>1. <b>High-Level Track Facilitator (HLTF): Mr. Klaus Stoll</b>, Executive Director, Global Knowledge Partnership, Germany</li> <li>2. <b>UN Action Line Facilitator: Mr Indrajit Banerjee</b>, Director, Knowledge Societies Division (KSD), Communication and Information Sector (CI), UNESCO</li> <li>3. <b>Algeria</b> - H.E. Ms Houda Imane Faraoun, Ministère Algérien de la Poste et TIC</li> <li>4. <b>Bangladesh</b> – H.E. Mrs Tarana Halim, State Minister, Ministry of Posts, Telecommunications and Information Technology</li> <li>5. <b>Costa Rica</b> - H.E. Mrs Elayne Whyte, Ambassador and Permanent Representative of Costa Rica to the United Nations Office in Geneva</li> <li>6. <b>Iran</b> - H.E. Mr Mahmoud Vaezi, Minister, Ministry of Information &amp; Communication Technology</li> <li>7. <b>African Civil Society on the Information Society (ACIS)</b> - Dr. Cisse Kane, President of the African Civil Society on the Information Society (ACSIS)</li> <li>8. <b>25th Century Technology Limited</b> - Mr Kwaku Ofosu-Adarkwa, PhD, Chief Executive Officer</li> <li>9. <b>Rwenzori Center for Research and Advocacy, Uganda</b> - Mr Jostas Mwebembezi, Head of Organization</li> <li>10. <b>Health and Environment Program (HEP)</b> - Ms Madeleine Scherb, Head of Organization</li> </ol> |
| <p><b>15:40 – 16:30 / ROOM ONE</b><br/><b>Session FIVE</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <p><b>15:40 – 16:30 / ROOM TWO</b><br/><b>Session SIX</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <p><b>Bridging Digital Divides</b></p> <ul style="list-style-type: none"> <li>• <b>Mr Houlin Zhao</b>, Secretary-General, ITU</li> <li>• <b>Chairman: Ambassador Daniel A. Sepulveda</b>, Deputy Assistant Secretary,</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <p><b>Inclusiveness – Access to Information and Knowledge for All</b></p> <ul style="list-style-type: none"> <li>• <b>Mr Houlin Zhao</b>, Secretary-General, ITU-(TSB)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

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| <p>Bureau of Economic and Business Affairs, United States of America</p> <ol style="list-style-type: none"> <li>1. <b>High-Level Track Facilitator (HLTF):</b> Ms Chinmayi Arun, Executive Director, Centre for Communication Governance at National Law University Delhi, India</li> <li>2. <b>UN Action Line Facilitator:</b> Mr Cosmas L. Zavazava Chief of Department, Project Support and Knowledge Management Telecommunication Development Bureau (BDT)</li> <li>3. <b>Ethiopia - H.E. Dr. Debretsion Gebremichael Measho</b>, Minister, Ministry of Communication and Information Technology</li> <li>4. <b>Gabon - H.E. Pastor Ngoua N'Neme</b>, Minister, Ministry of Digital Economy and Posts</li> <li>5. <b>Japan - H.E. Mr Yasuo Sakamoto</b>, Vice-Minister for Policy Coordination, Ministry of Internal Affairs and Communications</li> <li>6. <b>Asociación Interamericana de Empresas de Telecomunicación (ASJET)</b> - Mr Pablo Bello, Secretary General</li> <li>7. <b>World Economic Forum</b> – Mr Alex Wong, Senior Director and Head, Future of the Internet Initiative</li> <li>8. <b>EUROLINC</b> - France, Mr Louis Pouzin, Project Director</li> <li>9. <b>Africa ICT Alliance</b> – AfICTA - Dr. Jimson Olufuye, Chairman</li> <li>10.</li> </ol> | <ul style="list-style-type: none"> <li>• <b>Chairman: Ambassador Daniel A. Sepulveda</b>, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America</li> </ul> <ol style="list-style-type: none"> <li>1. <b>High-Level Track Facilitator (HLTF): Mr. Pablo Hinojosa</b>, Director, Strategic Engagement, APNIC, Australia</li> <li>2. <b>UN Action Line Facilitator: Mr. Cedric Wachholz</b>, Programme Specialist, WSIS Coordinator, UNESCO</li> <li>3. <b>Senegal - H.E. Mr Yaya Abdoul Kane</b>, Minister, Minister of Posts and Telecommunications</li> <li>4. <b>Serbia – H.E. Prof. Irini Reljin</b>, Assistant Minister, Ministry of Trade, Tourism and Telecommunications</li> <li>5. <b>Turkey – H.E. Mr. Mustafa EROL</b>, Deputy Undersecretary, Ministry of Justice of Turkey</li> <li>6. <b>Nigeria - Prof. Umar Danbatta</b>, Executive Vice Chairman, Nigerian Communications Commission</li> <li>7. <b>International Council for Science (ICSU)</b> - Ms Heide Hackmann, PhD., Executive Director</li> <li>8. <b>ChunriChoupaal-The Code To Change</b> - Ms Iffat Gill, Head of Organization</li> <li>9. <b>Swiss Engineering</b> - Ms Yvette Ramos, MSci.Eng. – MBA, President of Swiss Engineering Genève, President of the Committee, Swiss Engineering Romandie</li> </ol> |
| <p><b>16:30 – 17:00 / ROOM ONE</b><br/><b>Session SEVEN</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <p><b>16:30 – 17:00 / ROOM TWO</b><br/><b>Session EIGHT</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p><b>Enabling Environment</b></p> <ol style="list-style-type: none"> <li>1. <b>Mr Houlin Zhao</b>, Secretary-General, ITU (BR)</li> <li>2. <b>Chairman: Ambassador Daniel A. Sepulveda</b>, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <p><b>ICT Applications and Services</b></p> <ol style="list-style-type: none"> <li>1. <b>Mr Houlin Zhao</b>, Secretary-General, ITU- (DSG)</li> <li>2. <b>Chairman: Ambassador Daniel A. Sepulveda</b>, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

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| <p>3. <b>High-Level Track Facilitator (HLTF) - Ms. Anriette Esterhuysen</b>, Executive director of the Association for Progressive Communications , APC, South Africa</p> <p>4. <b>WSIS Action Line Facilitator: Mr. Kemal Huseinovic</b>, Chief of the Infrastructure, Enabling Environment and E-Applications Department, ITU</p> <p>5. <b>Côte d'Ivoire (Republic of) - H.E. Mr Bruno Nabagné Koné</b>, Ministre de la Poste et des Technologies de l'Information et de la Communication, Porte-parole du Gouvernement</p> <p>6. <b>Maldives - H.E. Umar Naseer</b>, Minister of Home Affairs</p> <p>7. <b>Qatar – H.E. Mr Khalid Al-Hashimi</b>, Assistant Undersecretary of Minister of Transport</p> <p>8. <b>South Africa - H. E. Prof Hlengiwe Mkhize</b>, Deputy Minister, Ministry of Telecommunications and Postal Services</p> <p>9. <b>Zimbabwe - H. E Dr Win B. J. Mlambo</b>, Deputy Minister, Ministry of Information Communication Technology, Postal and Courier Services</p> <p>10. <b>Singapore</b>, Mr Keng Thai Leong, Deputy Chief Executive, Infocomm Development Authority (IDA)</p> <p>11. <b>African Telecommunications Union</b>, Mr Abdoukarim Soumaila, Secretary General -</p> <p>12. <b>Nokia</b>, Mr Marc Vancoppenolle, Global Head of Nokia Government Relations</p> | <p>3. <b>High-Level Track Facilitator (HLTF): Ms Elizabeth Thomas-Raynaud</b>, Senior Policy Executive and Director, International Chamber of Commerce, Digital Economy and BASIS</p> <p>4. <b>WSIS Action Line Facilitator: Ms. Marion Barthelemy</b>, Acting Director, Division for Public Administration and Development Management (DPADM), United Nations Department of Economic and Social Affairs (UNDESA),</p> <p>5. <b>Argentina – H.E. Mrs María Inés Baqué</b>, Secretary of Public Management and Innovation, Ministry of Modernization</p> <p>6. <b>Oman - Dr. Salim Al Ruzaiqi</b>, CEO, Information Technology Authority</p> <p>7. <b>Albania – H.E. Mrs Filloreta Kodra</b>, Ambassador, Permanent Representative of Albania to UNOG</p> <p>8. <b>University of Oxford – Prof Xiaolan Fu</b>, Director of Technology and Management Centre for Development</p> <p>9. <b>Thailand – Mrs Arada Fuangtong</b>, Chief of Digital Group, Office of Digital Commerce</p> <p>10. <b>Accenture - Mr Justin Keeble</b>, Managing Director</p> <p>11. <b>Systemics -PAB LTD – Ms Malgorzata Olszewska</b>, Director, Regulatory and Government Development</p> |
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WEDNESDAY, 4 May 2016, 9:00 – 12:00

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| 9:00 – 9:50 / ROOM ONE<br>Session NINE | 9:00 – 9:50 / ROOM TWO<br>Session TEN |
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| <p><b>WSIS Action Lines and the 2030 Agenda; Financing for Development and Role of ICT</b></p> <ul style="list-style-type: none"> <li>• <b>Mr Houlin Zhao</b>, Secretary-General, ITU</li> <li>• <b>Chairman: Ambassador Daniel A. Sepulveda</b>, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America</li> </ul> <ol style="list-style-type: none"> <li>1. <b>High-Level Track Facilitator (HLTF): Mr. Nigel Hickson</b>, Vice President, International Governmental Organisations (IGO) Engagement, ICANN</li> <li>2. <b>WSIS Action Line Facilitator: Ms Doreen Bogdan</b>, Chief of Strategic Planning and Membership Department, ITU</li> <li>3. <b>Georgia</b> – H.E. Mr David Khutsishvili Deputy Minister, Ministry of Economy and Sustainable Development</li> <li>4. <b>Paraguay</b> - S.E. Ing. David Ocampos, Ministro, Secretaría Nacional de Tecnologías de la Información y Comunicación (SENATICs)</li> <li>5. <b>State of Palestine</b> - H.E. Dr. Allam Mousa, Minister, Ministry of Telecommunications and Information Technology</li> <li>6. <b>Sudan</b> - H.E. Dr Tahani Abdalla Attia, Minister, Ministry of Communications &amp; Information Technology</li> <li>7. <b>Uganda</b> - H.E. Mr John Nasasira, Minister, Ministry of Information and Communications Technology</li> <li>8. <b>Uruguay</b> - H.E. Mr Ricardo González Arenas, Ambassador, Permanent Representative of Uruguay to UN in Geneva</li> <li>9. <b>Just Net Coalition</b>, Mr Norbert Bollow, Co-Convenor</li> <li>10. <b>EC MEDICI Framework of Cooperation</b>, Prof. Alfredo M. Ronchi, Secretary General</li> </ol> | <p><b>Digital Economy and Trade</b></p> <ul style="list-style-type: none"> <li>• <b>Mr Houlin Zhao</b>, Secretary-General, ITU- (DSG)</li> <li>• <b>Chairman: Ambassador Daniel A. Sepulveda</b>, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America</li> </ul> <ol style="list-style-type: none"> <li>1. <b>High-Level Track Facilitator (HLTF): Ms Marilyn Cade</b> - Board Member of WAVE and Advisor to ICT Associations from Developing Countries</li> <li>2. <b>WSIS Action Line Facilitator: Mr Torbjörn Fredriksson</b>, Chief of ICT Analysis Section, UNCTAD</li> <li>3. <b>Indonesia</b> - H.E. Ms Mariam Fatima Barata, Vice Minister for Information Application, Ministry of Communication and Information Technology</li> <li>4. <b>Iran</b> - H.E. Mr Nasrollah Jahangard, Vice-Minister, ICT Deputy Minister and Chairman of Information Technology Organization of Iran</li> <li>5. <b>Mauritania</b> - S.E. M. Moctar Malal Dia, Ministre, Ministère de l'Emploi, de la Formation professionnelle et des Technologies de l'Information et de la Communication</li> <li>6. <b>Sri Lanka</b> - Mrs. Samantha Jayasuriya, Deputy Permanent Representative of the Permanent Mission of Sri Lanka to the UN</li> <li>7. <b>United Kingdom</b> - H.E. Mr. Julian Braithwaite, UK Ambassador and Permanent Representative to the United Nations in Geneva</li> </ol> |
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| <p>9:50 – 10:40 / ROOM ONE</p> <p>Session ELEVEN</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <p>9:50 – 10:40 / ROOM TWO</p> <p>Session TWELVE</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| <p><b>Bridging Digital Divides</b></p> <ul style="list-style-type: none"> <li>• <b>Mr Houlin Zhao</b>, Secretary-General, ITU</li> <li>• <b>Chairman: Ambassador Daniel A. Sepulveda</b>, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America</li> </ul> <ol style="list-style-type: none"> <li>1. <b>High-Level Track Facilitator (HLTF):</b> Dr. Greg Shannon, Ph.D., Chief Scientist for the CERT Division, Software Engineering Institute at Carnegie Mellon University, Past Chair of the IEEE Cybersecurity Initiative, USA</li> <li>2. <b>WSIS Action Line Facilitator:</b> Mr Cosmas L. Zavazava Chief of Department, Project Support and Knowledge Management Telecommunication Development Bureau (BDT)</li> <li>3. <b>Cyprus (Republic of )</b>- H.E. Mr Marios Demetriades, Minister of Transport, Communications and Works</li> <li>4. <b>Mauritius</b> - H.E. Mr Etienne Sinatambou, Minister of Technology, Communication and Innovation</li> <li>5. <b>Vietnam</b> - H.E. Mr PHAM Hong Hai, Deputy Minister of Ministry of Information and Communication</li> <li>6. <b>Zambia</b> - H.E. Mr Kapembwa Simbao, Minister, Ministry of Transport, Works, Supply and Communications</li> <li>7. <b>UNESCWA</b> – Mr Haidar Fraihat, Ph.D., Director, Technology for Development Division (TDD)</li> <li>8. <b>VimpelCom</b> - Mr Tomas Lamanauskas, Group Director Public Policy</li> <li>9. <b>Microsoft, Affordable Access &amp; Smart Financing, Microsoft 4Afrika Initiative</b> - Mr Frank McCosker, General Manager</li> <li>10. <b>eWorldwide Group</b> – Dr Salma Abbasi, Chairman and CEO</li> </ol> | <p><b>Enabling Environment; Cybersecurity; Climate Change</b></p> <ol style="list-style-type: none"> <li>1. <b>Mr Houlin Zhao</b>, Secretary-General, ITU (DSG)</li> <li>2. <b>Chairman: Ambassador Daniel A. Sepulveda</b>, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America</li> <li>3. <b>High-Level Track Facilitator (HLTF): Ms. Anna Slomovic</b>, Lead Research Scientist, Cyber Security and Privacy Research Institute, George Washington University, USA</li> <li>4. <b>WSIS Action Line Facilitator: Mr. Preetam Maloor</b>, i.a. Head of Corporate Strategy Division, ITU</li> <li>5. <b>Democratic Republic of the Congo – H.E. Mr Thomas LUHAKA LOSENDJOLA</b>, Deputy Prime Minister and Minister of ICT, Ministry of Posts, Telecommunications &amp; ICT, DRC</li> <li>6. <b>Malaysia</b> - H.E. Mr Jailani Bin Johari, Deputy Minister, Ministry of Communications and Multimedia, Malaysia <b>(TBC)</b></li> <li>7. <b>Chad</b> - H.E. Mr BAMANGA Abbas Malloum, Ambassador of Chad to the Swiss Confederation, Representative of The Minister of Posts and ICT</li> <li>8. <b>Moldova</b> - Mr Grigore Varanita, Director, National Regulatory Agency for Electronic - Communications and Information Technology</li> <li>9. <b>Council of Europe</b> - H.E. Mr Dirk Van Eeckhout, Thematic Coordinator for the Information Policy (TC-INF), Council of Europe and Ambassador of Belgium to the Council of Europe</li> </ol> |



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| <p><b>10:40 – 11:30 / ROOM ONE</b></p> <p><b>Session THIRTEEN</b></p> <p><b>Bridging Digital Divides</b></p> <ol style="list-style-type: none"> <li>1. <b>Mr Houlin Zhao</b>, Secretary-General, ITU- (BR)</li> <li>2. <b>Chairman: Ambassador Daniel A. Sepulveda</b>, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America</li> <li>3. <b>High-Level Track Facilitator (HLTF): Dr. Cisse Kane</b>, President, African Civil Society on the Information Society (ACSIS), Senegal</li> <li>4. <b>WSIS Action Line Facilitator: Mr. Kemal Huseinovic</b>, Chief of the Infrastructure, Enabling Environment and E-Applications Department, ITU</li> <li>5. <b>Guinea (Republic of)</b> - S.E. M Moustapha Mamy Diaby, Ministre, Ministère des Postes, Télécommunications et de l'Economie Numérique</li> <li>6. <b>Kazakhstan</b> - H.E. Mr Saken Sarsenov, Vice-Minister, Ministry for Investments and Development of the Republic of Kazakhstan</li> <li>7. <b>Paraguay</b> – Mr Miguel Candia Ibarra, First Secretary, Permanent Mission of Paraguay to the UN</li> <li>8. <b>Philippines</b> - H.E. Mr. Louis Napoleon C. Casambre, Undersecretary, Executive Director, Information and</li> </ol> | <p><b>10:40 – 11:30 / ROOM TWO</b></p> <p><b>Session FOURTEEN</b></p> <p>WSIS Action Lines and the 2030 Agenda; Financing for Development and Role of ICT</p> <ul style="list-style-type: none"> <li>• <b>Mr Houlin Zhao</b>, Secretary-General, ITU- (TSB)</li> <li>• <b>Chairman: Ambassador Daniel A. Sepulveda</b>, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America</li> </ul> <ol style="list-style-type: none"> <li>1. <b>High-Level Track Facilitator (HLTF): Ms Iffat Gill</b>, Head of Organization The Code To Change, ChunriChoupaal</li> <li>2. <b>WSIS Action Line Facilitator: Ms Doreen Bogdan</b>, Chief of Strategic Planning and Membership Department, ITU</li> <li>3. <b>Azerbaijan</b> - H.E. Mr Elmir Velizadeh, Deputy Minister, Ministry of Communications and High Technologies of the Republic of Azerbaijan</li> <li>4. <b>Brazil</b> – H.E. Mr Maximiliano Salvadori Martinhão, Secretary of Telecommunications, Ministry of Communications of the Federative Republic of Brazil</li> <li>5. <b>Argentina</b> – Mrs Clarisa Lifsic, Secretary of Investment Promotion, Ministry of communications, Argentina</li> <li>6. <b>Portugal</b> – Mr Manuel Costa Cabral, CEPT/ Co-President</li> </ol> |

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| <p>Communications Technology Office (Ministerial level)</p> <p>9. <b>India</b>, National Internet Exchange of India, CEO &amp; Joint Secretary, Department of Electronics &amp; Information Technology, Mr Rajiv Bansal</p> <p>10. <b>Internet Society (ISOC) - Mr Raúl Echeberria</b>, Vice President</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <p>7. <b>Tunisia</b> – Dr Hafedh Ghaddab, chargé de la coopération internationale et des relations externes, Ministère des Technologies de la communication et de l'économie numérique</p> <p>8. <b>Union Nationale des Travailleurs Démocrates</b> - Mr Mouhamadou Bamba KA, Head of Organization</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <p><b>11:30 – 12:15 / ROOM ONE</b></p> <p><b>Session FIFTEEN</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p><b>11:30 – 12:15 / ROOM TWO</b></p> <p><b>Session SIXTEEN</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <p>Enabling Environment</p> <ul style="list-style-type: none"> <li>• <b>Mr Houlin Zhao</b>, Secretary-General, ITU- (BDT)</li> <li>• <b>Chairman: Ambassador Daniel A. Sepulveda</b>, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America</li> </ul> <ol style="list-style-type: none"> <li>1. <b>High-Level Track Facilitator (HLTF) :</b> <b>Mr Frank McCosker</b>, General Manager, Affordable Access &amp; Smart Financing, Microsoft</li> <li>2. WSIS Action Line Facilitator: <b>Mr Cosmas L. Zavazava</b> Chief of Department, Project Support and Knowledge Management Telecommunication Development Bureau (BDT)</li> <li>3. <b>Mexico</b> – Mrs Adriana Sofía Labardini Inzunza, Commissioner, Federal Telecommunications Institute</li> <li>4. <b>Egypt</b> – Dr. Abeer Shakweer PhD, Minister's Advisor for social responsibility, Ministry of Communications and Information Technology</li> <li>5. <b>Center for Democracy &amp; Technology</b> - Mr Matthew Shears, Director, Global Internet Policy and Human Rights</li> </ol> | <p>Media; Cultural Diversity and Heritage, Linguistic Diversity and Local Content; Ethical Dimensions of Information and Knowledge Societies</p> <ul style="list-style-type: none"> <li>• <b>Mr Houlin Zhao</b>, Secretary-General, ITU- (TSB)</li> <li>• <b>Chairman: Ambassador Daniel A. Sepulveda</b>, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America</li> </ul> <ol style="list-style-type: none"> <li>1. <b>High-Level Track Facilitator (HLTF): Ms Lori S. Schulman</b>, Senior Director, Internet Policy, International Trademark Association (INTA)</li> <li>2. WSIS Action Line Facilitator: <b>Mr Indrajit Banerjee</b>, Director, Knowledge Societies Division (KSD), Communication and Information Sector (CI), UNESCO</li> <li>3. <b>Bangladesh NGOs Network for Radio and Communication</b> - Mr Bazlur Ahm Rahman, CEO of Organisation</li> <li>4. <b>Bridge Africa</b> - Ms Maxine Moffett, CEO</li> <li>5. <b>Association for Proper Internet Governance</b> - Mr. Richard Hill, President, APIG</li> <li>6. <b>World VR Forum</b> – Mr Salar Shahna, Creative Director and Co-Founder</li> <li>7. <b>Cybervolunteers Foundation</b> – Ms Ana Viñals Blanco, Cybervolunteer of the organization</li> </ol> |

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| <p>6. <b>Somali Youth Development Foundation (SYDF)</b> - Mr Abdullahi Mohamed, Head of Organization</p> <p>7. <b>Association for Progressive Communications (APC)</b> - Mrs Anriette Esterhuysen, Executive Director</p> <p>8. <b>African Network Information Center and Carnegie Mellon University</b> - Ms Aminata Garba, Director of AFRINIC &amp; Assistant Professor at CMU</p> |  |
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# High-Level Dialogues



## HLD

High-Level Dialogues (HLD) provide a unique combination of expert panellists and audience interaction. These High-Level Dialogues were on specific topics identified as crucial within the mandate of the WSIS Forum 2016 and provided insights from leading experts on these pivotal issues.

### **HLD1** SDG 16: Promoting Peaceful and Inclusive [Knowledge] Societies

Wednesday 4 May

13:30 – 16:30

CICG, Room 2

Interpretation E/F

### **HLD2** Enabling a Trusted Connected World

Wednesday 4 May

15:00 – 16:30

CICG, Room 1

Interpretation A/C/E/F/R/S

Captioning

# HIGH-LEVEL DIALOGUE



## HLD1 SDG 16: Promoting Peaceful and Inclusive [Knowledge] Societies (United Nations Educational, Scientific and Cultural Organization – UNESCO)

Wednesday 4 May

13:30 – 16:30

CICG, Room 2

Interpretation E/F

*“Young people are victims of violent radicalism and extremism, nonetheless we are also the ones to condemn such actions. Though sports, culture and the arts, we as young people can draw attention to this challenge and create new narratives to promote a message of peace.”*

Ms. Darice Rusagara, Adviser, Pan-African Youth Network on the Culture of Peace (PAYNCoP)

*“Digital government is an essential structure to support the realization of inclusive knowledge societies and for leverage participatory dialogue require to address the complex social, economic and political challenges of our time.”*

Dr Tomasz Janowski, Head and Founder, United Nations University's Special Operating Unit for Policy-driven Electronic Governance (UNU-EGOV).

*“Creating alternative narratives is crucial [for countering radicalization leading to violence], but sober and balanced discourse is often crowded out by the hysterical and inflammatory speech on social media. Bottom-up approaches to communication that cut across cultural divides as well as a better understanding of what makes for effective speech is essential.”*

Dr John Crowley, UNESCO's Intergovernmental Programme for the Management of Social Transformation (MOST).



United Nations  
Educational, Scientific and  
Cultural Organization

Organisation  
des Nations Unies  
pour l'éducation,  
la science et la culture

Organización  
de las Naciones Unidas  
para la Educación,  
la Ciencia y la Cultura

Организация  
Объединенных Наций по  
вопросам образования,  
науки и культуры

منظمة الأمم المتحدة  
للتربية والعلم والثقافة

联合国教育、  
科学及文化组织

### Main Outcomes of the Session

- Identified evidence-based policy as crucial to ensure the effective use of scarce resources and to prevent potential harm that may result from uninformed policy-making processes;

- Underscored the role of Media and information Literacy (MIL) as an important pillar for building the capacity of youth to think critically, to engage with diversity and support the development of attitudes and competencies that enable them to develop alternative narratives/speech;
- Emphasized that in addition to security-oriented approaches, substantial investment in "soft" measures – such as the approaches of Action Lines C8, C9, and C10 – was necessary to effectively counter radicalization and content that seeks to advance violence;
- Shared best practices and ongoing projects that could support efforts to develop content that is contextualized to the needs of communities, thereby supporting the benefits of information and ICT to be more widely leveraged by rural and disadvantaged populations.
- Pointed to the contribution and role of online youth networks/platforms as crucial pillars for supporting creativity, leveraging arts and media, supporting peer to peer learning, engagement and ensuring that key information needed by youths - including on peace-building - could be effectively delivered and shared at the local, national and global level.
- Ensuring the participation of youth in policy fora – such as WSIS - and opportunities to engage with decision-makers was crucial for their effective involvement in the public policy debate.
- Highlighted the need for innovative funding approaches to bridge critical research gaps where long-term and sometimes dangerous research was needed to address critical difficult public policy questions such as those related to radicalization and violence online. Multi-stakeholder consortia were seen as a possible solution.
- The paucity of information on funding/support initiatives and the role that adaptive devices could play in supporting the integration of persons with disabilities into social life – workplace, educational sector etc. – was identified as an area which the Action Lines should give greater attention;
- The Match-making session provided a platform for describing ongoing initiatives and challenges, supported the identification and initiation of contacts and exploration efforts between more than 10 institutions (including governmental, intergovernmental, research/ academic/ thinks-tanks, and civil society organizations) to support cooperation in areas of common interest that could advance the objectives of the WSIS Action Lines and the SDGs.

### **Main linkages with the Sustainable Development Goals**

SDG16 seeks to promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at

all levels. The session underscored the synergies and contributions of the WSIS C8, C9 and C10 Action lines.

- The C8 Action Line promotes cultural and linguistic diversity and respect for diversity. These efforts contribute to social cohesion, creating conditions for participation, inclusion and justice which are fundamental for realizing SDG16.
- Combatting illegal and harmful content - particularly hate speech designed to nurture and escalate radicalization into violence among youth - developing alternative narratives as well as engaging media to counter the glorification of violence are important preventive contributions that Action Line C9 provides to support the realization of SDG16;
- Media and information literacy can support youth in the development of critical thinking skills youth and bolster their resilience to recruitment and anti-social causes. Research into the role of the on-line and off-line factors in the phenomena of youth radicalization is crucial for designing effective policies and appropriate measures against the uses of ICTs in acts motivated by discrimination, xenophobia, hatred, violence and other forms of intolerance. These C10 Action Lines efforts can advance achievement of SDG16.

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

- There is a growing recognition of the important preventive and mitigative role of “soft” aspects such as the approaches pursued under Action Lines C8, C9 and C10 in countering radicalization and overcoming intolerance. This points to the need to increase investments in such as related projects rather than relying on security-oriented approaches.
- Need to support the long-term research needed to formulate effective policy responses to the emerging technologically mediated social changes and monitor the impacts of these policies.

#### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

- Stimulating innovation by the disadvantaged for the disadvantages – critical to involve disadvantaged groups in developing effective and sustainable approaches to overcoming the challenges they face.
- Creating ecosystem for evidence-based policy-making.
- Building Youth on-line networks for peace

#### **Relevance with the WSIS Action Lines C8, C9, C10**



## Debated Issues

- a. How are digital technologies shaping the fight against radicalization and the prevention of violent extremism?
- b. Which policies and strategies should be in place, including to strengthen a shared sense of belonging through digital technologies?
- c. How can social media be leveraged to give a voice to marginalized communities?
- d. How can ICTs enhance wider artistic freedom and expression, facilitate access to and the enjoyment of culture and foster intercultural dialogue?

## Moderator:

Dr Indrajit Banerjee, Director, Knowledge Societies Division, UNESCO

Mr. Tomasz Janowski, Head and Founder, United Nations University's Special Operating Unit on Policy-driven Electronic Government (UNU-EGOV)

## Panellists:

- Ms. Darice Rusagara, Adviser, Pan-African Youth Network on the Culture of Peace (PAYNCoP)
- Mr. Boyan Radoykov, Chief of the Section for Universal Access and Preservation, UNESCO
- Mr. Tim Francis, Associate Programme Specialist, Section for Media and Society, UNESCO
- Mr. François Marien, Former Communication Officer in the Directorate General for Human Resources, European Commission
- Mr. Paul Blaker, Head of International Information and Communication Technology (ICT) at the Department for Culture, Media and Sport in the United Kingdom
- Ms. Dragana Korljan, human rights officer and Coordinator of the Justice, Protection and Social Right Unit in the Special Procedures Branch in the Office of the High Commissioner for Human Rights
- Mr. Nicolas Seidler, Senior Policy Advisor at the Internet Society
- Mr. John Crowley, Chief of Section for Research, Policy and Foresight in UNESCO's Sector for Social and Human Sciences

## Session Organizers:

Mr. Cedric Wachholz, WSIS Action Line Coordinator, UNESCO

Ms. Rochelle Roca-Hachem, WSIS C8 Action Line Facilitator, UNESCO

Ms. Xianhong Hu, WSIS C9 Action Line Facilitator, UNESCO

Mr. Paul Hector, WSIS C10 Action Line Facilitator, UNESCO

# HIGH-LEVEL DIALOGUE



## HLD2 Enabling a Trusted Connected World (International Telecommunication Union – ITU)

Wednesday 4 May

CICG, Room 1

15:00 – 16:30

Interpretation A/C/E/F/R/S

Captioning

*“Without a national cybersecurity plan that comes from an executive decree, it is very difficult to bring all the different stakeholders to the table. That should be the starting point because cybersecurity is a problem for all of us and for every sector.”*

*-S.E. Ing. David Ocampos, Ministro, Secretaría Nacional de Tecnologías de la Información y Comunicación (SENATICs) Paraguay*



*“We are moving from an information society to a knowledge society. We need trusted entities in this connected environment.”*

*Dr. Chaesub Lee, Director, Telecommunication Standardization Bureau, ITU*

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

- C2. Information and communication infrastructure
- C4. Capacity building
- C5. Building confidence and security in the use of ICTs
- C6. Enabling environment

### Debated Issues

S.E. Ing. David Ocampos, Ministro, Secretaría Nacional de Tecnologías de la Información y Comunicación (SENATICs) in Paraguay pointed out that trusted reliable networks have two different aspects. Firstly, the human aspect. Secondly, the network aspect. His Excellency suggested that we need a multi-stakeholder approach where government establishes regulation and laws, and works directly with industry. In addition, His Excellency added that awareness campaigns are key to reach end-users.

Dr. Chaesub Lee, Director, Telecommunication Standardization Bureau, ITU, noted that we are moving from an information society to a knowledge society. As a result, we

need trusted entities in this connected environment and he stressed the importance of information infrastructure and data. Dr. Lee also noted that now is a good time to be asking the technical industry to think about how we can enable trust for the use of ICT infrastructures, services, and applications.

Mr. Richard Samans, Member of the Managing Board, World Economic Forum, added that there is a lot of work being done to expand connectedness in terms of bringing more people online. However, he noted it gets somewhat harder as we now try to tackle more remote and poorer parts of the world. Mr. Samans also said that one is not really fully connected if one is not able to access the information wanted, thus highlighting cross-border policy differences.

Mrs. Anriette Esterhuysen, Executive Director, Association for Progressive Communications (APC) called for greater evidence-based policy and regulation. Although not a new idea, it remains very relevant. Mrs. Esterhuysen suggested more data, research, and analysis to deal with access gaps or security issues in order to understand exactly where the disconnections are. Mrs. Esterhuysen also asked for good governance at multiple levels, including consumer rights and fundamental human rights.

Mr. Wouter Van Tol, Director of Sustainability and Citizenship, Samsung, noted that people talk a lot about cooperation but that it can be a bit of a cliché. Mr. Van Tol highlighted initiatives at Samsung Electronics, such as their digital academies, where people actually interact. Mr. Van Tol also supported the idea about principles. Cyber space evolves rapidly and the threats spread quickly, which means it is not possible to regulate. Therefore, close cooperation is needed, including a simultaneous top-down and bottom-up approach.

**Moderator:** Kim Andreasson, Managing Director, DAKA advisory AB

**Panellists:**

- H.E. Ms Anusha Rahman Ahmad Khan, Minister of State for Information Technology, Pakistan
- S.E. Ing. David Ocampos, Ministro, Secretaría Nacional de Tecnologías de la Información y Comunicación (SENATICs)Paraguay
- Mr. Chaesub Lee, Director, Telecommunication Standardization Bureau, ITU
- Mrs Anriette Esterhuysen, Executive Director, Association for Progressive Communications (APC)
- Mr Richard Samans, Member of the Managing Board, World Economic Forum
- Mr. Wouter van Tol, Director of Sustainability and Citizenship, Samsung

**Link to WSIS Action Lines:**

- C2. Information and communication infrastructure
- C4. Capacity building
- C5. Building confidence and security in the use of ICTs
- C6. Enabling environment

**Main Outcomes of the Session**

The importance of trust and security were clearly at the forefront of the discussion, mentioned by every panelist. One reason, as noted by Mr. Samans, is that we are quite far from achieving this. As a result, Mr. Samans thought it is incumbent upon all those who engage in these kinds of discussions to share aspirations and to think about how their platforms, networks, and institutions can contribute to greater trust. This led to a second key point in the session, which was the need for greater multi-stakeholder engagement as a way to enable trust. Thirdly, capacity building was frequently cited as a way to enable a trusted, connected world for implementation of WSIS Action lines. Mrs. Esterhuysen noted that capacity at all levels remains important and includes both citizens, regulators and governments themselves.

**Main linkages with the Sustainable Development Goals**

The session promoted various ways to develop digital inclusion through enhanced policies, collaboration and standards. By extension, this promotes access to information, knowledge and capacity building, which can lead to greater socio-economic inclusion more broadly (primarily SDG 10 (Inequality - Reduce inequality within and among countries) and SDG 16 (Institutions - Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels)).

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

There were a number of trends raised in the session, including:

- C2. Information and communication infrastructure
- C4. Capacity building
- C5. Building confidence and security in the use of ICTs
- C6. Enabling environment

**Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

Cyber security and capacity building in this regard as a prerequisite for a thriving digital economy.

# Ministerial Round Table (MRT)



Closed Session - Ministers Only

Wednesday 4 May 2016

14:00 – 16:30

A/C/E/F/R/S

## Introduction:

The Ministerial Round Table provided a platform for an interactive debate, in a high-level setup, on the opportunities and challenges of implementing WSIS Action Lines for achieving SDGs, building upon the outcomes of the UNGA WSIS Overall Review. It focused on the national approaches aiming at strengthening the role of WSIS Action Lines/ ICTs, as enablers of SDGs. It also provided an opportunity to brainstorm on ways to foster multistakeholder partnerships building and sharing of best practices in the implementation of the WSIS Outcomes beyond 2015.

**Chairman:** Mr Houlin Zhao, Secretary General, ITU

**Vice Chairman:** Ambassador Daniel A. Sepulveda Deputy Assistant Secretary, Bureau of Economic and Business Affairs United States of America

**Special Role:** H.E. Mr Hamad Al Mansoori, Director General, Telecommunications Regulatory Authority (TRA) (Strategic Partner Platinum of the WSIS Forum)

## Format:

The Round Table was organized in a dialogue style moderated by the ITU Secretary-General based on the guiding questions below:

1. What are the new opportunities for implementing WSIS Action Lines to address, by 2025, the fresh priorities that were set by the outcomes of the UNGA WSIS Overall Review?
2. What are the national approaches aimed at strengthening, in the national development plans, the role of ICTs, in particular WSIS Action Lines, as enablers of Sustainable Development Goals?
3. How can we foster multistakeholder partnerships building and sharing of best practices in the implementation of the WSIS Outcomes towards 2025?

## Expected Outcome (under preparation):

The main outcomes of the discussions will be reflected in the meeting summary by Chairman and will be reflected as output of the WSIS Forum 2016.

# High-Level Policy Statements: Concluding Session

Wednesday 4 May 2016

16:30 – 18:00

Captioning, A/C/E/F/R/S

The Chairman provided a summary of the outcomes of the high level track and the High level Track Facilitators provided a summary of their respective sessions.

Please read the outcome document available here:

<http://www.itu.int/net4/wsis/forum/2016/Outcomes/#reports>



# Interactive Facilitation Meetings



## WSIS Action Lines

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



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

Each year, the WSIS Action Line Facilitators:

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

# Interactive Facilitation Meetings



Action Lines C1 and C11 (International and Regional Cooperation) - The Role of Public Authorities and Global/Regional Cooperation in Ensuring that No One is Left Behind in the Information Society (United Nations Department of Economic and Social Affairs – UNDESA and International Telecommunication Union - ITU)

Thursday 5 May 2016

09:00 – 10:45

Room G2 - ITU

*“Our digital agenda is not a government plan; it is a country commitment, a multi-stakeholder agreement between representatives of government, the academia, the private sector and civil society organizations.”*

Ms. Diana Parra Silva, Agency for e-Government and Information Society, Office of the President of Uruguay



## Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

The effective participation of governments and all stakeholders is vital in developing the Information Society requiring cooperation and partnerships among all.

## Debated Issues

- Recognition of the role of ICTs in achieving SDGs especially in realizing the principle leaving no one behind
- The role of leadership to recognize various initiatives
- Importance of developing national strategies in a multi-stakeholder process
- Equity in providing access; treating all groups equally
- Identifying priorities in national strategies

- Promoting SMEs so that they can contribute to ICT Economy and SDGs
- Strengthen capacity building especially in the area of regulation
- Technology transfer
- The use of ICTs in parliaments particularly ICTs for greater citizen engagement as a result of initiatives such open data, e-participation,
- Achieving effective communication among all stakeholders

### Achievements

- Evolution of regional and national Internet Governance Forums (IGFs)
- Multi-stakeholder national mechanisms on Internet Governance
- Development of regional platforms for political dialogue in regional and international cooperation such as ELAC in Latin America and the Caribbean which became the main benchmark for Latin America and the Caribbean countries when developing their respective national e-strategies. LAC e-Government Network which articulates regional cooperation projects (public software, electronic medical record, open data, ...) and the analysis of the information society development in the Commonwealth of Independent States (CIS) are shown as other examples of regional cooperation.

### Challenges

- Need for greater vision and leadership
- Many parliaments are asking for support for the deployment of ICTs but the support is not available
- The fact that some member states still do not have mature e-strategies
- Poor linkages between e-strategy documents and implementation
- Weak harmony between stakeholders who work on e-strategies
- Lack of monitoring (indicators and measures are not regularly updated)
- Education of private sector about WSIS and IGF took very long time. We will need a similar marketing campaign for SDGs.
- Paying attention to accessibility requirements during public procurement

### Main Outcomes of the Session

- Need for revisiting action lines to adopt to the evolving needs of information society based on recent developments in ICTs
- Mapping all recent e-strategies developed by Member States for better information sharing and learning from others experiences (C1)
- Mapping all international and regional cooperation mechanisms (C11)

- Creating a new mailing list for organizations who work on action lines C1 & C11
- Traditional technologies such as radio and TV are still relevant for the societies especially in developing countries and in Africa.
- Any policy mistake will be very expensive considering the current economic and financial situation in developing countries and their other pressing priorities.

### **Main linkages with the Sustainable Development Goals**

Action lines C1 and C11 will contribute to all Sustainable Development Goals. Action line C1 is about the effective participation of governments and all stakeholders in developing the Information Society. It contains a total of 9 measures, most of them related to the development of national e-strategies with a multistakeholder approach. Action line C11 is about international and regional cooperation.

ICTs have clearly demonstrated their value as crosscutting facilitators and enablers of sustainable development, which will play a critical role in promoting, advancing and measuring all Sustainable Development Goals. The role of ICTs is crucial in order to realize the principle of “leaving no one behind” during the implementation of the 2030 Agenda. As stated in the Agenda, the spread of ICTs and global interconnectedness have great potential to accelerate human progress, to bridge the digital divide and to develop knowledge societies, as does scientific and technological innovation across areas as diverse as medicine, education and energy efficiency.

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

- Collaborative development of e-strategies (C1)
- Regional partnerships (C11)

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

Facilitators suggest making it consistent with the theme of High Level Political Forum of 2017 to keep the synergies with the Sustainable Development Goals (SDGs). The theme of 2017 will be decided in the coming months.

**Moderator:** Ms. Marion Barthelemy, Acting Director, Division for Public Administration and Development Management (DPADM), United Nations Department of Economic and Social Affairs (UNDESA)

**Panellists:**

- Mr. Haidar Fraihat, Director of the Technology for Development Division, United Nations Economic and Social Commission for Western Asia (UN ESCWA)
- Mr. Kasirim Nwuke, Chief, New Technologies and Innovation Section, United Nations Economic and Social Commission for Africa (UN ECA)
- Ms. Clarisa Estol, Secretary for Investment Promotion, Ministry of Communications, Argentina
- Ms. Lobna Smida, Association Tunisienne de Développement Numérique, Tunisia
- Ms. Marilyn Cade, Advisor, ICT Associations from Developing Countries, United States of America
- Mr. Andy Richardson, Information Specialist, Inter-Parliamentary Union
- Mr. Chengetai Masango, Programme and Technology Manager, United Nations Internet Governance Forum
- Ms. Tatiana Ershova, General Director, Institute of the Information Society, Russian Federation
- Mr Mikael Snaprud, Coordinator of the European Internet Inclusion Initiative (EIII)
- Mr. Juan Raúl Heredia Acosta, Deputy Permanent Representative at the Permanent Mission of Mexico
- Ms. Diana Parra Silva, Agency for e-Government and Information Society, Office of the President of Uruguay
- Dr. Mazen Abduljabbar, Strategy and Business Excellence Consultant, Ministry of Interior, United Arab Emirates

# Interactive Facilitation Meetings



## Action Line C2 (ICT Infrastructure) - Evolving Affordable Broadband Infrastructure for Bringing ICT to All (International Telecommunication Union - ITU)

Thursday 5 May 2016

15:00 – 16:30

Room Popov 1 – ITU

*"I reaffirm our expectation that WSIS Action Lines, by promoting ICT infrastructure and applications, will offer the support and guidance necessary to help governments, the private sector and the civil society to reach the Sustainable Development Goals"*

Igor Resende (Brazil).

*"Broadband based ICT networks are a powerful and crosscutting enablers to achieve the pillars of sustainable development, which are economic growth, social inclusion, and environmental balance"*

Yushi Torigoe (ITU)



*"We need to look after what is needed to be seen differently to achieve universal mobile broadband"*  
Elizabeth Migwalla (Qualcomm).

*"Everyone and everything will be connected everywhere, driving the transition to smart and seamless connectivity"*

Julia Jasinska (Nokia).

*"To cope with their challenges and future trends, operators should build scalable "programmable networks", on-demand and available to all mobile broadband (MBB)"*

Bilel Jamoussi (ITU-T).

**Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11**

C2

**Debated Issues**



- The WSIS Action Line C2 meeting addressed many challenges and key opportunities to achieve ICT infrastructure goals, especially the SDGs
- Ways on how to cope with connectivity problems (such as: total absence of broadband, or networks with large deficit coverage; low quality, user's illiteracy, affordability, outdated technologies and regulations, problems with energy distribution and power consumption) were target.
- Successful case stories were shared from different corners of the world. The common thing among them was the great value added to society and the positive impact of ICT to people. Through connectivity, e-health, e-education, e-government, among other social and economic e-services can be inclusively accessible to all.
- Enhance Capacity building for Broadband Infrastructure.
- Mapping of the Broadband links to fill the gap: relevant to the implementation of regional initiatives on ICTs. Affordability is an issue specially when considered cross border connectivity.

### **Main Outcomes of the Session**

- multi-stakeholder collaboration is the way forward to connect the next 1.5 billion
- Statistics show that the biggest opportunities are in the developing world
- High speed broadband is an essential enabler of sustainable development, while global mobile broadband penetration is approximately 47%, much lower in developing countries (39%) and LDC's (12%).
- Mobile broadband infrastructure (MBB) technology with fastest development compared to others, can play a significant part in eliminating the "Digital Divide" and transforming people's lives, reshaping the Internet, the industry, and the society providing the users with unprecedented experience, free connection with one another anytime, anywhere. Services, such as virtual reality, smart healthcare, smart grid, smart cities, etc. Internet of things (IoT) will become a part of our daily life.
- Connecting Rural Areas to Broadband Internet is possible wherever you have electricity. Solar Energy, Wind Energy and Hydropower are clean energy and to be used for a sustainable operation. Combining the low power consumption equipment and the lack of electricity is still a big challenge for sustainable broadband connectivity.
- Public/Private Partnerships (PPP) is a model which efficiency has been proven in both developed and emerging countries to upgrade ageing networks or expanding coverage in rural areas. Then governments can partner with private sector to mitigate commercial risks also through service contracts or subsidies.

### **Main linkages with the Sustainable Development Goals**

- Sustainable and resilient infrastructure build in developing countries with funding strategies to enhanced financial, technological and technical support to developing countries.
- The tremendous potential of the rise of IoT which will enable also better healthcare, improved agricultural production and positive impact on the environment (e.g. traffic sensors) is raising the bar yet on the need to work on the reach to other sectors. As such, governments must take a wider look at their policy situation to ensure they do not only focus on ICT, but also look at policies in other sectors to ensure that IoT use-cases and digitalization are enabled and not constrained by outdated regulation. Those who move fast will gain a first-mover advantage in accelerating growth via ICTs, and stakeholders must strive to reduce the digital gap.

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

#### From the economic point of view:

- Public-private partnership where there is no regulatory enforcement and absence of business opportunities for industry.
- Implementation of innovative projects such as: Asia-Pacific Information Superhighway; the Mobile Revolution, Intelligent Antenna Sharing, Nokia Fast; the ITU Interactive Transmission Maps, the Mc-Caw wireless broadband project.

#### From the political point of view:

- New views on regulation to address disruptive technologies (for instance trending solutions, e.g. Internet of Things).
- Engagement of all stakeholders involved to effectively implement policies.
- Policy makers in developing countries have recognized that market forces and regulatory/coverage obligations alone may not be sufficient to achieve universal mobile broadband. Policy areas to be re-examined include: Market Structure, Spectrum Policies, Device Access, Digital literacy, Local content, etc. Role of Government: Policies, subsidies, tax incentives, new licensing models, universal service funds, etc.

#### From the technological point of view:

- New cost-efficient technologies, for installing and maintaining services.
- Need of establishing harmonization and standardization to promote affordable solutions.
- Hybrid and converged solutions: fiber, satellite, wireless.
- Roll-out of the global standardization of IMT 2020 systems is bringing real affordable solutions.

- To cope with their challenges and future trends, operators need to consider building an orchestrated, on-demand and ocean-like mobile broadband (MBB) pipe that expands total operator market opportunities and opens the way for continuously successful MBB network operations and management. The so called “programmable network”.

#### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

- Multi-stakeholder consultations to help define additional ICT policy elements aimed at extending broadband coverage and uptake to unserved/underserved communities, in a sustainable way, and consequently enable internet access to new users.
- Ways to provide connectivity to all, dealing with limited resources (spectrum, financing, space, etc.).

**Moderator:** Mr Kemal Huseinovic

#### **Panellists:**

##### **Opening Remarks:**

Mr. Yushi Torigoe

Deputy to the Director, Telecommunication Development Bureau, International Telecommunication Union (ITU)

##### **Keynote Speech:**

Mr. Igor Sant`Anna Resende

Deputy Head of the Information Society Division, on behalf of the Communication Ministry of Brazil

##### **Presentation by Panellists:**

- Mr José Costa  
Director, Wireless Access Standards
- Mr Colin Langtry  
Chief, Radiocommunication Study Groups Department, ITU - BR
- Mr Bilel Jamoussi  
Chief of the Study Groups Department, ITU - TSB
- Ms Julia Jasinska  
Head of Trade Policy and Regulatory Affairs, EU office-Nokia

- Ms Atsuko Okuda  
Chief, ICT and Development Section; ICT and Disaster Risk Reduction Division  
UNESCAP
- Ms Elizabeth Migwalla  
Senior Director Government Affairs - Africa, Qualcomm
- Mr Desiré Karyabwite  
IP Coordinator, ITU - BDT
- Mr Chehem Ibrahim Mohamed  
Chef de Service Informatique et responsable du Projet E-santé, Ministère de la Santé  
- Djibouti
- Mr Abdoukader Osman Farah  
Network Engineer CDMA& Wimax, Djibouti Telecom

**Panel Discussion:**

**Moderator:**

Mr Kemal Huseinovic

Chief, Department of Infrastructure, Enabling Environment and E-Applications,  
International Telecommunication Union

# Interactive Facilitation Meetings



**Action Line C3 (Access) - Access to Scientific Knowledge (A2SK): Lessons learned and the way forward for SDG2030 (United Nations Educational, Scientific and Cultural Organization - UNESCO)**

Thursday 5 May 2016

15:00 – 18:15

Room C1 – ITU

E/F

*“Infrastructure and access to funds is still a problem creating digital divide, but on the positive side, the governments are very supportive of ICTs in enabling development of scientific knowledge for the societies”*

Minister of ICT and Media Development of Burundi.

*“Science, Technology and Innovation is essential for achieving SDG2030 and Open Access and Open Data will be the enabler”*

Dr. Indrajit Banerjee, UNESCO

*“Access to the best practices from the global community help create a rapid road map that led to e-governance initiative such as project Congo”*

Minister of ICT and Media Development of Burundi.

*“When data were made public, it not only made 90,000 datasets from 27 agencies accessible, but it also helped change the mindset of the government people”*

Ms. Yolanda Martinez, Government of Mexico.

*“Open Access of Science creates collaborative communities” Jens Viges, CERN.*

*“Many science questions in developing countries have the benefit of local knowledge and models but lack of access to data is a stumbling block. In fact these models continued being tested over data rich developed nations and then applied in developing regions thus limiting their accuracies”*



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للتربية والعلم والثقافة

联合国教育、  
科学及文化组织

Prof. Pradeep Mujumdar, IISc

*“CODATA is creating a framework for science as an open enterprise”*

Dr. Simon Hudson, CODATA.

*“Content is still the limiting factor for developing information and there is a need for Open Data Science to tackle many of the SDG challenges”*

Dr. Medha Devare, CGIAR.

*“Our experience working with data intensive projects is that access to data can help rapid knowledge growth and the combination of access to data and availability of tools together can aid science driven decision making”*

Prof. Dev Niyogi, Purdue University.

*“Whether a country should adhere to Open Data and Open Access is an internal decision and UNESCO can help the global community by being the enabler linking communities and developing Collaboration”*

Dr. Bhanu Neupane, UNESCO .

### **Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11**

C3: Access to Information

C7: eScience

### **Debated Issues**

- The rapid development of Information and Communication Technologies is not only transforming the way people communicate, learn and interact with each other, but is also providing new possibilities for information gathering and sharing. ICT has also contributed to transform science into science 2.0. From the proliferation of big scientific data, to an increasing shift of basic to applied science, to the increasing popularity of open science, to the use of “virtual” science, and increasing utility of citizen science have all comprehensively changed how science currently works and delivers its outputs to advance humanity. These fast but profound transformations are impacting both scientific community as well as the public as these have given rise to new research questions, tools, terminologies, processes and products.
- Access to Scientific Information thus will have to be examined differently as the process to achieve at least ten sustainable development goals will depend on continuous scientific knowledge feed. Amidst the changing contexts as noted above, within this domain, stakeholders will have to process, relay and consume information differently. In essence, the context of A2SK will dramatically change. From the context of achieving climate resilience to creating a condition for food

and water security much will depend on how information or the processed knowledge will be transacted between and among stakeholders. This shift will not only have to be realized in how the knowledge torch bearers will inform the affected public, but how general public be involved in the whole process. Not least to note, will be changing context of the use of ICTs – defined in terms of tools, content and processes. Moreover, this will also rest upon the knowledge and abilities to communicate how these processes and their numerous interplays are shaping scientific outcomes. The session discussed the following issues in detail:

- How the access to scientific information is changing from its current shape and becoming more interactive and interconnected?
- How the A2SK is impacting the information collection and dissemination processes?
- What can be done to make the stakeholders understand their new role amidst a dynamic scientific environment where Big Data, Open Access and Open Data policies, common standards for openly-licensed educational resources, mandates for scientific repositories etc. are maturing or becoming standard norms in the context of SDGs?
- What are new data and information collection efforts underway and how they are likely to change the way science will be communicated in future?
- What can be done to institutionalize good practices and processes?

## Main Outcomes of the Session

- a. Key Outcomes:  
The panel discussed several issues and noted the following issues:
  - i. The changing face of development would require forging new collaborations, creating new infrastructure base and innovating special provisions for developing countries of the world.
  - ii. The existing policy lacunae needs to be abridged with inclusive policy development dialogues backed with policy formulation exercises and time-bound monitoring and follow-up agenda.
  - iii. Regional collaborations are essential to localize efforts and to create conditions for north-south and south-south collaboration.
  - iv. There is an urgent need for the development of infrastructure and/ or enhancing capacities to utilize existing infrastructure.
  - v. Capacity enhancements are needed at all levels. It is essential to innovate approaches to build capacities at the policy levels, which must include ability to take stock, follow up, and monitor efforts made on the ground.
  - vi. International community must increase their development assistance to enhance A2SK and leverage enough funding to implement efforts to achieve WSIS goals.
  - vii. There is a need to reduce north-south and south-south divide in approaches to develop science and access to science.
  - viii. Generate benchmarks and monitoring mechanism for openness and inclusiveness of the entire ecosystem of scientific knowledge



- ix. There is a need to appreciate the role of citizen during SDG 2030. It is essential to appreciate the fact that citizen around the world are increasingly becoming equipped with ICT devices. It will be very useful to tap on to this new connectedness. In this context, it is important that appropriate tools and processes are established to mainstreamed information thus transacted and recognize its value within the broader context of A2SK.
  - x. Despite many efforts to improve access, it is essential to appreciate that there is a disparity in openness between and among developed and developing countries. This needs to be observed both from the perspectives of Openness and Inclusiveness It is imperative to realize that to create science the cost related to openness must be borne by someone. There are some tell-tell sign that increasingly the disparity is now changed from the erstwhile “ability to access” to now “ability to share” knowledge?
  - xi. The world’s ability to achieve SDG2030 will depend on how quick the scientific information and products are transacted between and among different stakeholder. Thus ability and “real-time” transaction of knowledge will thus shape how the world will commit in achieving Sustainable Development Goals. It is also essential that all barriers to access “real time” knowledge are lifted.
- b. The vision for implementation of WSIS Action lines beyond 2015.
- i. Undertaking a collaborative assessment on Access to information and knowledge across SDGs
  - ii. Assessment of available tools for SDG relevant decision making
  - iii. Identifying the needs and the gaps for decision making
  - iv. Enabling development of tools, processes and contents that help bridge the gap between the needs and available science
  - v. Developing means to pathways between data and knowledge
  - vi. Improving monitoring capability for A2SK towards SDG milestones
  - vii. Forge holistic mechanism for enabling Open data, Open Access and Open Processes and their application for SDGs
  - viii. Since Global experiences have helped in creating best practices, create mechanisms for accessing the knowledge and the expertise
  - ix. Develop collaborating mechanisms at various levels for leveraging funds for A2SK

### **Main linkages with the Sustainable Development Goals**

Access to scientific information is linked to 10 out of 17 goals of sustainable development.

- Goal 1: Poverty reduction
- Goal 2: Hunger Reduction

- Goal 3: Good Health and Wellbeing
- Goal 6 Clean Water and sanitation
- Goal 9 Industry, Innovation and Infrastructure
- Goal 11 Sustainable Cities
- Goal 12 Responsible production and consumption
- Goal 13 Climate Action
- Goal 14 Life below Water
- Goal 15 Life on land
- (Goal 16 and Goal 17 are also useful as enabling mechanisms)

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

Tapping the community to understand what tools are readily available and what are the needs is an urgent issue that requires coordinated effort  
Increased Promptness, Openness and Inclusiveness in knowledge transaction will define the world's ability to achieve SDGs

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

Suggest organizing more dedicated sessions on A2SK, especially highlighting Promptness, Openness and Inclusiveness in knowledge transaction

**Moderators:** Mr. Bhanu Neupane, KSD. UNESCO

#### **Panellists:**

- Honorable Minister for Telecommunication and Media, Burundi
- Dr.. Yolanda Martinez, Government of Mexico
- Dr. Indrajit Banerjee, UNESCO, Paris, France
- Dr. Jens Vigen, CERN, Switzerland
- Dr. Simon Hudson, ICSU/CODATA, France
- Professor Pradeep Mujumdar Indian Institute of Science, India
- Dr. Medha Devare, CGIAR Consortium, France
- Professor Dev Niyogi, Purdue University, USA

# Interactive Facilitation Meetings



Action Line C4 (Capacity Building) – Transcending from Infrastructure to Applications: Building capacity to leverage eHealth applications (International Telecommunication Union - ITU)

Thursday 5 May 2016

16:45 – 18:15

Room Popov 1 - ITU

*"In order to build capacity up to scale, there is need to exploit growing community networks based on smart phone digital transfers"*

*"Capacity building for e-health applications is not just for technologists but also for policy makers and health workers"*



## Relevance with the WSIS Action Lines –

Action Line C4

## Debated Issues

The session was conducted in the form of a panel discussion. It attracted around 25 participants. In setting the tone of the session the moderator provided opening remarks. In the remarks, the moderator stated that ITU has been working to foster the development of ICT applications and their deployment, particularly to rural and underserved areas, to support development. One key area that can facilitate or hinder the fast adoption and use of ICT applications is capacity building. People need to have an appreciation of the value of these applications, and the knowhow to use them.

This session looked at eHealth applications, and explored how training and capacity building are critical in the use of these applications and services in the course of health delivery. Some of these applications require new skills and knowledge to use them, especially where users are living in rural areas.

The panel consisted of a mix of experts from UN agencies, Academia and Private sector. They have been involved in implementing different projects, programs and initiatives dealing with eHealth applications, and they shared their experiences. Each speaker made a presentation of approximately 8 minutes, covering their project or initiative and within that, addressing the capacity building issues.

**Per Hasvold** from the World Health Organization started his presentation by sharing how capacity building is built into the WHO eHealth strategy. The presentation covered the Be Healthy, Be Mobile initiative for building capacity by focusing on large-scale implementations of mHealth for Non-Communicable Diseases, and through partnerships. The initiative has been leveraged by stakeholders to address different needs. As part of a massive public awareness effort, Senegal's Ministry of Health sent 4 million SMS messages to the general public warning of the dangers of Ebola and how to prevent it. Ebola campaign could be rolled out at top speed due to the **existing** collaboration among stakeholders created by the mDiabetes platform. This platform was developed to send information through SMS to people living with diabetes during the period of Ramadan in Senegal. Other countries like Tunisia and India have leveraged the mCessation application adopted for TB and Tobacco cessation.

The presentation highlighted the importance of in-country capacity building as part of its sustainable scale-up model.

**Sherif El Tokali** from the UNDP Egypt country office presented the UNDP Tele-medicine solutions programme. This initiative is a partnership between government, UN agencies, private sector and academia. One of the main objectives of this initiative is to strengthen capacities of health workers to ensure and sustain the supply of locally trained human resources. The presentation emphasized the importance of partnerships among the various stakeholders in building capacity. The presentation also covered recommendations for a way forward including that e-applications for health should be replicated in developing countries.

In his discussion, **Mike Bailey** from mPowering Frontline Health Workers Partnerships shared how mPowering frontline health workers builds an industrial scale distribution system for high quality, curated health content that any health worker can access including areas of limited connectivity. The presentation highlighted that in the next 2 years, whether subsidized or not, most health workers will own smart phones and that even disconnected from the Internet these phones are basically small computers with entertainment systems that can work offline. This creates the need to plan and design educational material around this trend and exploit growing community networks based on smart phone digital transfers.

**Hamit Yasasin** from Tiga presented building capacity for Ministry of Health officials in Turkey on the implementation of the pharmaceutical track and trace system. The presentation highlighted that capacity building was one of the critical success factors

for the nationwide implementation of the solution. The capacity building was carried out to cover Introduction of the system in order to gain the buy in of decision makers. details was given to MoH officials to enhance technical competencies, and information on benefits to all parties was shared with stakeholders to promote acceptance.

**Key achievements highlighted in this session are:**

- Reduction of health care costs
- Increased access to health intervention
- Decrease of barriers to participation in health care programs
- Reduced gap between treatment & behavior
- Integration of user interaction with treatment within their daily life
- Development of self-learning medical kits
- Big data and rationale drug use
- Effective recall
- Safe drug supply

**Challenges highlighted are:**

- Difficulty in accessing the latest sources of knowledge and consultancies
- Inequality in accessibility of health resources and ICT's
- High turn-over of health workers
- Unequal access to quality health services
- Lack of sustainable financial models
- Limited internet penetration and IT infrastructure
- Medical practitioners' insufficient ICT knowledge

**Main Outcomes of the Session**

- Main conclusions reached during the discussion
  - The proliferation of e-applications is creating a demand for new skills sets
  - E-applications in health are necessary for design of preventative strategies, rapid response to communicable diseases and patient support, among other activities
  - Capacity building is a key pillar in the design of any successful eHealth program
  - Capacity building is essential for all levels of users in the development value chain.
  - End users are an important group to consider in capacity building in order for ordinary people to fully leverage the benefits of e-applications
- The vision for implementation of WSIS Action lines beyond 2015.

To continue providing a platform for dialogue, exchange of ideas and knowledge through facilitation of the action line C4 sessions.

## Main linkages with the Sustainable Development Goals

**SDG 1**, Focus of the action line C4 includes development of domestic policies to ensure that ICTs are fully integrated in education and training at all levels, including in curriculum development, teacher training, institutional administration and management, in support of the concept of lifelong learning. Creation of policy frameworks requires stakeholder engagement, analysis and interpretation of data for targeted policy interventions which can be achieved through skills development programmes.

**SDG 2**, With the emergence of e-agriculture and the growing need for the knowledge in the use of ICT's, capacity building interventions focused at development and promotion of programmes to eradicate illiteracy using ICTs at national, regional and international levels, will contribute to knowledge growth and inclusion.

**SDG 3**, To support research and strengthen capacity of developing countries for early warning, risk reduction and management of national global health risks, activities include design of specific training programmes in the use of ICTs in order to meet the educational needs of information professionals, such as archivists, librarians, museum professionals, scientists, teachers, journalists, postal workers and other relevant professional groups which focuses not only on new methods and techniques for the development and provision of information and communication services, but also on relevant management skills to ensure the best use of technologies.

**SDG 4**, Action line C4 focuses on development and promotion of programmes to eradicate illiteracy using ICTs at national, regional and international levels, with the aim of increasing the number of people with relevant ICT skills and to facilitate employment and entrepreneurship in the ICT sector.

**SDG 5**, Work on removing the gender barriers to ICT education and training and promoting equal training opportunities in ICT-related fields for women and girls, is part of the action line, with early intervention programmes in science and technology targeting young girls with the aim of increasing the number of women in ICT careers as well as promotion the exchange of best practices on the integration of gender perspectives in ICT education.

**SDG 6**, Development of distance learning, training and other forms of education and training as part of capacity building programmes, is part of the capacity building initiatives that supports countries interventions giving special attention to

developing countries and especially LDCs in different levels of human resources development.

**SDG 12**, Raising awareness on sustainable consumption and production in today's era requires the use of technology. The action line therefore impacts on this SDG by enhancing technological capacity of countries through training and development initiatives that target ICT's and related areas, as well as building a more inclusive information society.

**SDG 13**, Action line C4 promotes creation by governments, in cooperation with other stakeholders, of programmes for capacity building with an emphasis on building a critical mass of qualified and skilled ICT professionals and experts.

**SDG 14**, Empowering communities in ICT use and promoting the production of useful and socially meaningful content is a capacity building intervention that can increase scientific knowledge and promote innovation and research.

**SDG 16**, The C4 action line focuses on promotion of international and regional cooperation in the field of capacity building, including country programmes developed by the United Nations and its Specialized Agencies.

**SDG 17**, Capacity building initiatives contributes to the SDG through the design and implementation of regional and international cooperation activities to enhance the capacity, notably, of leaders and operational staff in developing countries and LDCs, to apply ICTs effectively in the whole range of educational activities. Also through the launch of pilot projects to design new forms of ICT-based networking, linking education, training and research institutions between and among developed and developing countries and countries with economies in transition.

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

- A demand for new sets of skills and knowledge is created by the rapid increase of e-applications developed to meet the needs of different sectors
- When supported by training of all user groups, tailor made e-applications promote the speed of response in dealing with communicable diseases
- Training programmes designed to increase the use of developed applications should be accessible to everyone

#### **Panellists:**



- **Mike Bailey:** Senior Country Advisor, mPowering Frontline Health Workers
- **Sherif El Tokali,** Assistant Resident Representative, UNDP, Egypt
- **Sameer Pujari,** World Health Organisation
- **Mr. Hamit YAŞASIN,** Electrical and Electronics Engineer

# Interactive Facilitation Meetings



## Action Line C5 (Cybersecurity) - Building Confidence and Security in the Use of ICTs (International Telecommunication Union - ITU)

Thursday 5 May 2016

11:00 – 13:00

Room Popov 1 – ITU

*"Going through the 17 SDGs and 169 Goals it is hard not to find a linkage between all these goals and the security of ICTs."*

Mr. Andrea Rigoni, Intellium Ltd.

*"It is not simply privacy vs national security. National security can only be achieved through better privacy."*

Mr. Phil Zimmermann, Silent Circle

*"There are three reasons why countries decide to devise a Cybersecurity strategy: a major attack, regulatory imposition or out of preventive measures and best practices."*

Dr Stefani Frey, MELANI:

*"Events have shown that the cost of major attacks can amount to a minimum of 1% of the country's GDP".*

Ms. Melissa Hathaway, Potomac Institute



### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

Action line C5 - Building confidence and security in the use of ICTs

### Debated Issues

- The need for better alignment between national digital agendas and cybersecurity agendas was identified. Most countries view ICT infrastructure deployment as the primary goal, without injecting aspects of cybersecurity in the same agenda. Often enough, digital and cybersecurity agendas are devised and managed by different government sectors.

- The aspect of cybersecurity emerges in different policy discussions. There is therefore a clear need for collaboration among the different impacted sectors (e.g. finance, trade etc).
- The issue of privacy, encryption and the prevention of backdoors was touched upon by the panelists and the audience. There was a general agreement that there can be no societal trust without privacy, and that trust, a fragile commodity, is foundational to socio-economic development and needs to be addressed at the political and boardroom level. It was argued that there is no safe way to prevent the misuse of otherwise well intended backdoors.
- The technical challenges of cybersecurity were outlined. It was suggested that the source code of encryption software should be available for peer review and that a more concerted and coordinated action should be established for such peer reviews in order to ensure security of the various encryption products.
- The importance of empowering countries, especially developing countries and LDCs, in building their cybersecurity capabilities was particularly highlighted. Relevant country case studies and efforts were presented.
- Different existing models of regulatory practice were outlined on how to encourage cybersecurity conformity by the private sector in terms of incident reporting (e.g. voluntary vs. mandatory). It was agreed that there is no one-size-fits-all and that the issue merits further consideration and a more nuanced approach.

### **Main Outcomes of the Session highlighting**

- The clear linkage between the SDGs and Action Line C5 was recognized as an opportunity for a renewed international cooperation towards global development.
- The economic aspect, involving both the cost of cyber-breaches and gains from stronger security, should be on the top of the agenda in the relevant global discussions.
- The need for effective information exchange between governments and the private sector on specific cyber-incidents was reiterated, as a necessary way forward in order to achieve trust in the new IoT era.
- There is no master cybersecurity framework model. It should be the result of national risk awareness, and close collaboration between the involved actors, based on each country's unique situation.
- Partnerships in Cybersecurity actions, events and initiatives is the smart approach to be adopted (synergise and optimize). The National Cybersecurity Strategy Toolkit, where ITU is proud to have brought together 15

acknowledged global players, is such an example and so are the ITU Global Cybersecurity Index effort and the regional Cyberdrills.

### **Main linkages with the Sustainable Development Goals**

- Goal 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all
- Goal 5: Achieve gender equality and empower all women and girls
- Goal 9: Build resilient infrastructure, promote sustainable industrialization and foster innovation
- Goal 11: Make cities inclusive, safe, resilient and sustainable
- Goal 16: Promote just, peaceful and inclusive societies

ICTs are an enabler to the implementation of all SDGs, and Building Trust and Confidence in ICTs is vital in achieving the goals.

**Moderator:** Mr. Andrea Rigoni, Intellium Ltd.

### **Panellists:**

- **Mr. Houlin Zhao**, Secretary-General, ITU
- **Mr. Giampiero Nanni**, Symantec Corporation
- **Ms. Melissa Hathaway**, Potomac Institute for Policy Studies
- Commonwealth Telecommunications Organisation (CTO)
- **Mr. Phil Zimmermann**, Silent Circle
- **Mr. Belisario Contreras**, Organization of American States (OAS)
- **Dr. Stefanie Frey**, MELANI, Switzerland
- WSIS Prize winner- TBC

# Interactive Facilitation Meetings



## Action Line C6 (Enabling Environment) Affordable Access for Sustainable Development (International Telecommunication Union - ITU)

Thursday 5 May 2016

09:00 – 10:45

Room Popov 1 – ITU

*“Proactive and innovation are key in the digital environment”.*

Ms. Aminata GARBA, AFRINIC

*“Consumers are driving change in the market by becoming active in new areas – they are not only consumers but also “prosumers” since today consumers also produce content. The regulators have to adapt to this change and empower and protect consumers.”*

Ms. Adriana LABARDINI, IFT, Mexico,



*“Infrastructure sharing can be a solution to falling revenues of network providers, enabling them to secure investment in future networks. When we plan for infrastructure sharing, we need to consider the environment and possible emergency situations.”*

Mr. David GOMES, ANAC, Cabo Verde,

*“Collaboration across the public sector as well as strong stakeholder engagement are needed in order to leverage the potential of ICTs for all citizens”. “Multi-stakeholder approach is really important and dynamic and open regulatory authorities have a central role to play in ...”*

Ms. Anriette ESTERHUYSEN, APC,

*“You need to think holistically and make good use of all regulatory tools that are available, in order to create an enabling environment for affordable and innovative services.”*

Mr. Ilyas AHMED, CAM, Maldives

**Relevance with the WSIS Action Lines: C6**

## Debated Issues

- ITU is a first-rate collaborative neutral platform that engages stakeholders from all areas of ICTs and beyond to achieve the goal of affordable access to ICTs for development. ITU seeks to engage with stakeholders to hold an inclusive dialogue so that together we can open the rich opportunities ICTs offer to people around the world. In this sense, ITU is undertaking numerous activities including information sharing, global and regional research and analysis on the latest policy, regulatory, economic financial and market trends in telecommunications/ICTs, the creation of tools for effective regulation, national and regional assistance, and the creation of training materials and opportunities.
- In order to increase enhanced dialogue and knowledge between national regulators, policy-makers and other Telecommunication/ICT stakeholders on regulatory, economic and financial issues in all regions, ITU is carrying out a number of activities, including regional economic and financial fora, that focused, among other interesting subjects, on the future of global telecommunications in view of the growth of OTT services; Mobile Money (MM) services and digital financial inclusion; relevant market definition and significant market power (SMP); approaches and best practices for Broadband costing and pricing as well as issues pertaining to International Mobile Roaming.
- To assist members in addressing this challenge and creating opportunities, ITU is developing Regulatory Strategic Tools on different relevant topics, such as, the ICT Regulatory Tracker, the ITU LET'S ROAM THE WORLD Initiative, the ITU Project on Universal Service, and the ITU Project on Infrastructure Sharing. During the panel discussion, the importance of these regulatory tools for all regulators was highlighted.
- Panelists focused on infrastructure sharing, as it is a regulatory tool that can reduce the cost of deployment and maintenance of equipment for service providers. Cost reductions on capital expenses (CAPEX) and operational expenses (OPEX) may be translated to final users and lead to more affordable access for all to the digital ecosystem. Operators and service providers can then focus on other activities such as marketing, development of new services, innovation.
- Regarding tools and actions that can contribute to reduce the information divide, panelists mentioned the importance of harmonization and coordination of policies, as well as the effective implementation of regulatory tools such as infrastructure sharing, spectrum licensing, universal service strategies, and other market competition tools such as mobile number portability. Such tools can be more effective if there is also a holistic policy approach.

- Regulators need to think holistically and make good use of all regulatory tools that are available, in order to create an enabling environment for affordable and innovative services. This fits well with 5<sup>th</sup> generation regulation in which regulators are encouraged to work in an inclusive and collaborative way across the sectors so that ICTs can be leveraged for economic and social development.
- It is also important to identify the bottlenecks, define the tools that can be leveraged to address bottlenecks, and facilitate stakeholder engagement to come to solutions together.
- It was highlighted that infrastructure sharing is not a new idea, what has changed is that now markets are more mature, and competition is a reality in many markets, which means that regulators now have the environment and tools to more actively encourage operators to share. Added to that is the fact that operators themselves have experienced the positive impact of infrastructure sharing.
- In some countries it was noted that although telecommunication traffic is increasing, revenues are decreasing for operators and services providers, and there are new players and new business models. Today, it is even more important to work together with operators so that investment in NGN as well as innovation continues to thrive. It is also important consider how to leverage resources that exist in other sectors such as transport, electricity, roads. Municipalities and community networks can also be helpful in reaching unserved and underserved areas and regions.
- Addressing the demand side as well as accessibility are also key to fostering an enabling environment for inclusion and increasing demand. Regulators should also consider tools to ensure that consumers are well informed. Consumers today are becoming Prosumers – they are also producing content.
- Participants also noted that capacity of regulators is key – human, technical and governance.

### Main Outcomes of the Session

- Empowering people via broadband needs much more than just infrastructure – extending access must be accompanied by the development of new services and an ‘information revolution’ to help inform and improve policy-making. Public and private sectors must work together in close partnership to achieve broadband for all.
- Regulatory tools are key. Where regulators and policy makers have the technical and human resources to implement and enforce regulation, an enabling environment is fostered.
- In this era of consumers it is important to find solutions to address demand of services, not only focusing on profitability but also on penetration and access



to communities, and to bring communities associations on board of the whole discussion on affordable access for sustainable development.

- Have a vision on the future, and remember that collaboration and coordination across the sectors will help leverage ICTs to help achieve the Sustainable Development Goals. , Innovation is key in this new digital era and affordability is crucial for sustainable development.

### **Main linkages with the Sustainable Development Goals**

- Recognizing that the fundamental goal of fostering the availability and use of technology to improve people's lives and bridge the digital divide, Action Line C6 – enabling environment - is a cross-cutting and fundamental tool to enable all countries and stakeholders to benefit from universal access to information and knowledge. By building the enabling environment for ICTs with transparent and non-discriminatory policies and regulation, not only can the achievement of the Sustainable Development Goals be facilitated, but ideas and innovation can thrive, markets can develop, partnerships can be enhanced and knowledge platforms leveraged and expanded so that they may become more effective and efficient in an interconnected world. In order to facilitate this process, governments and other agencies recognize the importance of creating an enabling environment. Recognizing the strong commitment of ITU's work towards bridging the digital divide in the area of the enabling environment, UNDP officially handed over the lead facilitation role on WSIS Action Line C6 Enabling Environment to the ITU in May 2008.

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

- Collaborative regulation and holding an inclusive dialogue across the sectors is becoming essential in a digital environment. It will also create the framework where resources can be leveraged and used more effectively.
- In the development of effective regulatory tools and best practices guidelines, it is necessary to consider capacity building on their application and follow up.
- In this digital era, it is becoming relevant to develop specific tools addressed to consumers as well as towards other stakeholder such as municipalities to empower and protect them.

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

- Collaborative Regulation in a digital connected society
- New players, business models, technologies – what are the challenges for regulators?

**Moderator:** Ms Sofie MADDENS, Head, Regulatory and Market Environment Division (ITU/BDT)

**Panellists:**

Opening remarks and Focus presentation on *ITU Strategic Regulatory Tools* by **Mr Kemal HUSEINOVIC**, Chief, Infrastructure, Enabling Environment and E-Applications Department, Telecommunication Development Bureau (ITU/BDT)

Interactive debate among Panelists:

- Ms Aminata GARBA, Director of African Network Information Center (AFRINIC) and Carnegie Mellon University, Assistant Professor (CMU)
- Mr David GOMES, Director General, Agência Nacional de Comunicações, Cabo Verde (ANAC)
- Mr Ilyas AHMED, Chief Executive, Communications Authority of Maldives
- Ms Adriana LABARDINI, Commissioner, Federal Telecommunications Institute (IFT), Mexico
- Ms Anriette ESTERHUYSEN, Executive Director, Association for Progressive Communications (APC)

# Interactive Facilitation Meetings



## Action Line C7 (E-Business) - Leveraging ICT to Support the SDG on Trade Growth for Least Developed Countries (ITC, UPU and UNCTAD)

Monday 2 May 2016

11:00 – 13:00

Room K1

“In Bangladesh a few years ago, SME owners used to say “I have money in the bank, that means my business is doing well, why would I need software/automation?” now the mindset has changed and the ICT penetration has increased a lot especially since 2008 with now 650 million internet users”.

*Mustafizur Rahman Sohel, Joint Secretary General, Bangladesh Association of Software and Information Services (BASIS)*



*“E-commerce is transformational. It is happening whether we like it or not. So it is about being ready and it is about how we can help. There is growing recognition of the importance of addressing this new situation and there is great interest and goodwill of all stakeholders including donors”.*

Torbjörn Fredriksson, Chief, ICT Analysis Section, United Nations Conference on Trade and Development (UNCTAD)

*“Impacting communities locally, creating market opportunities globally”.*

Dimitri Zakharov, Founder and CEO, Impact Enterprises, Zambia (by remote participation)

### Debated Issues

This session considered the experience of businesses in Bangladesh, Sri Lanka and Zambia, among others, and discussed ways to better leverage the digital economy to meet SDG target 17.11 on export growth in LDCs and other developing countries.

**How ICTs can be leveraged to support the SDG on trade growth for least developed countries**

*Overview of speakers' comments:*

The major challenge in a country like Bangladesh is ICT penetration, branding of the country in terms of its image and access to finance. With 8 million SMEs the country has great potential. ITC had helped to increase their ICT capacity within the frame of the “NTFIII programme” (a project funded by the Dutch Government). The Bangladesh Association of Software and Information Services is helping members to adapt to new technological developments (rural penetration / IT training / language skills) and to market the work of Bangladeshi IT service vendors in international markets.

The Founder and CEO of Kapruka, the largest e-commerce company in Sri Lanka, explained how his company is helping SMEs to get involved in e-commerce. The main barriers for the development of e-commerce were summarized in 3 points:

- Import/export difficulties (corrupt customs, unreliable postal services, complex export regulations)
- Payment collection (lack of online payment solutions and international payment gateways)
- Order fulfillment (costs and reliability of goods delivery and appropriate, returns policy)

Kapruka has created Grasshoppers.com to help SMEs overcome these barriers by offering an establishing an import simulator, export proxy, payment aggregator, and establishing a self-employed delivery rider network. Local “bosses” are appointed to cover a specific territory – and are empowered to train and accompany SMEs in their area - supporting SMEs in rural areas to have market access..

The Founder and CEO of Impact Enterprises explained how their Impact Sourcing business had helped their employees in Zambia gain not only core skills in working with technologies, but also increased independence and good working practices.

The Universal Postal Union (UPU) representative underlined that analogue complementary services have to follow the evolution for the digital world. Partnerships were important between public and private organisations to improve the national public infrastructure as delivery and payment are critical issues in e-commerce.

The audience asked how relevant capacity building could be proposed in practice. The representative from the United Nations Conference on Trade and Development (UNCTAD), highlighted several key areas where the main players need to provide effective support:

- Assessment of the current situation / needs (very different for each country)
- ICT infrastructure
- Payment infrastructure
- Transport and trade facilitation
- Legal (improvement of legal frame, of consumer protection etc)
- Training of SMEs (ITC being amongst the leading agencies for that)
- Measurement (very few statistics in this field yet)

The representative of the International Trade Centre (ITC) explained its “E-Solutions” programme: “enabling trade through digital channels”. Within this programme ITC has worked across countries to provide shared access to technologies, payment and logistics solutions and raise awareness among potential consumers and professional buyers in international markets. The programme supports the creation of shared structures and resources which are used by groups of SMEs to get online, receive payments, conform to fiscal and legal requirements of target markets and access cost effective logistics services. As an aid to capacity building, UPU mentioned that post offices in Asia Pacific and Latin America are for a to train and engage local SMEs in e-commerce, working with e-commerce platform providers.

The risk of dominant international e-commerce platforms (Amazon, Alibaba, EBay) potentially crowding out local firms by introducing unfair international competition was raised by the audience. The panel accepted that there is a risk – but that the threats and opportunities of e-commerce are somewhat inevitable – so that the small enterprises are best advised to prepare for the competition and aim to capture the opportunities. Differentiation was key to capturing value: the internet can quickly set prices for commodities – but reputations can also be built and reinforced. By using marketing and branding and the tools of the digital age it is possible to position products from developing countries in profitable niches – reflecting their unique origin and heritage.

### Main Outcomes of the Session

- E-business and e-commerce can help accelerate the achievement of SDG target 17.11.
- However, more needs to be done to assist enterprises in LDCs to overcome barriers to trading internationally and locally through e-commerce channels
- A number of initiatives are coming together to support this goal: under the UNCTAD-led “Aid for e Trade” initiative, the goal is to create a collaborative and transparent platform for showing the needs of developing and least developed countries, what solutions are potentially available and greater clarity to donors where they could best achieve impact.
- Experience exists in developing countries for enabling SMEs to start actively using e-commerce – whether this is through innovative approaches as demonstrated by Kapruka and Grasshoppers in Sri Lanka or by an agency such as ITC in the deployment of its “E Solutions Programme” and supported by initiatives such as the UPU “Easy Export” program with national Postal operators.
- The common thread is the priority to “work together” at the various levels in order to open trade through e commerce – by grouping SMEs together and enabling solutions such as those proposed by Kapruka and others or agencies such as ITC and at an international level to combine the strengths of public and private institutions and partners as proposed under the “Aid for e Trade” initiative

### **Main linkages with the Sustainable Development Goals**

E-commerce represents a good illustration of the connection between ICT and the SDGs. SDG target 17.11 is to "significantly increase the exports of developing countries, in particular with a view to doubling the least developed countries' share of global exports by 2020". This will by necessity require greater involvement of developing countries in digital trade and e-commerce.

The overlap with several SDG is becoming clearer and clearer (SDG targets 17.11 but also 5b, 9.1, 9.3).

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

The E-Business Action Line aims to enhance the involvement of all stakeholders in promoting the benefits of e-business and stimulating the development of new e-business applications, content and services.

The Aid for E-Trade (UNCTAD), the creation of the Private Sector Advisory Council (EBay, PayPal, Alibaba, DHL etc...), the E-solutions programme (ITC) and Exporta Facile (UPU): the trend is for stakeholders to improve collaboration, make it easy for SMEs and donors to implement and benefit from e-commerce and to facilitate the public/private sector cooperation.

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

Focus the entire WSIS forum around 1 or 2 SDGs – such as SDG 1 (Poor Communities) or SDG 5 (Women's economic empowerment).

**Moderator:** James Howe, Senior Adviser, International Trade Centre (ITC)

### **Panellists:**

- Mustafizur Rahman Sohel, Joint Secretary General, Bangladesh Association of Software and Information Services (BASIS)
- Dulith Herath, Founder and CEO, [Kapruka.com](http://Kapruka.com), Sri Lanka
- Dimitri Zakharov, Founder and CEO, Impact Enterprises, Zambia (by remote participation)
- Torbjörn Fredriksson, Chief, ICT Analysis Section, United Nations Conference on Trade and Development (UNCTAD)
- Paul Donohoe, Manager, E-Postal Services & E-Commerce Programme, Universal Postal Union (UPU)

# Interactive Facilitation Meetings



**Action Line C7 (E-Learning) – Ensuring Inclusive and Equitable Quality Education and Promoting Lifelong Learning Opportunities for All (United Nations Organization for Education, Science and Culture - UNESCO)**

Friday 6 May 2016

11:00 – 12:45

Room C1

(E/F)

## Relevance with the WSIS Action Lines – C7 and C4

### Debated Issues

This session explored actions us related to supporting SDG 4 'Education' of the Education 2030 agenda, with a focus on supporting innovative strategies for access to quality learning opportunities, including through approaches related to access to knowledge and digital literacy for learners and teachers in the 21<sup>st</sup> Century. Discussions focused on elearning initiatives, the role of openly licensed educational resources (OER), teacher education for the use of ICT in education.

During the Round Table on on 'Digital Competency Frameworks for Teachers and Learners' in the 21st Century – What, Why, Laureates of the WSIS 2016 Awards, Ms Cristina Cardenas presented the MEXICOX-PLATFORM of Massive Open Online Courses (MOOCS) of Mexico and Dr. Omar Alsaleh, the project on Digital Courses Development Initiative, at the King Saud University, Saudi Arabia. Zeynep Varoglu, UNESCO presented on Digital Literacy and international initiatives related to the ICT Competency Framework for Teachers Harnessing and Open Educational Resources (OER). The session was concluded by a presentation by Mr Raymond Morel of IFIP who focused on informatics and digital technologies in school education and in society.



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科学及文化组织

### Main Outcomes of the Session

Ms Cardenas provided an overview of the Digital Inclusion and Literacy programme in Mexico and presented the MexicoX Platform – a MOOC aimed at spreading access to education in Mexico.



Mr Saleh provided an overview of the development of the Elearning programme at King Saud University. Mr Saleh highlighted that the development of findings of this initiative were that developing 16 per cent of courses saves 57 per cent of teaching load in digital format.

Ms Varoglu outlined the work of UNESCO with the ICT Competency Framework which provides set of competencies for teachers to use ICT effectively in their professional practice, and UNESCO's work on Open Educational Resources (OER). Ms Varoglu emphasized the importance of open licensed solutions for ensuring inclusive access to knowledge societies.

Mr Morel stressed that as the international community embarked on addressing the 2030 Development Agenda goals, it was a good time to experiment with new initiatives. Mr Morel highlighted the need to examine the definition of digital pedagogy and how it relates to other pedagogies.

### **Main linkages with the Sustainable Development Goals**

The presentations addressed how Action Lines C4 and C7 stressed that digital competencies – the capacity to effectively use technology for learning and participation in greater society is vital for achieving SDG4 for 2030. For this reason, Elearning is a key for ensuring inclusive and equitable quality education and promoting lifelong learning opportunities for all.

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

The presentation focused on digital literacy initiatives that support SDG4.

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

Progress of Digital Literacy initiatives that support SDG4.

**Moderator:** Zeynep Varoglu, Communications and Information Sector, UNESCO



# Interactive Facilitation Meetings



Action Line C7 (E-Health) and C7 (E-Agriculture) – ICT Applications for Achieving SDGs (WHO, FAO and ITU)

Monday 2 May 2016

16:30 – 18:15

Room K1 - ITU

*ICT and Nutrition: Federating actions towards eradication of hunger and food insecurity (SDG2) and Healthy lives and wellbeing for all (SDG3)*

*“We need to break out of our silos. That is the mindset needed for the implementation of the SDGs.”*



World Health Organization



Hani Eskandar, ITU

*“We are a company. What we do is not charity but we do it out of our business interest. But for our business to play a key role in socio-economic issues of the communities we need to provide high quality services to our customers and leverage our technology to support development”*  
Tomas Lamanauskas, Vimpelcom

*“We need a business plan as operator will not offer services for free. When I pay, I have the power”*

Ousmane Ly, Director of National Telehealth and Medical Informatics Agency in Mali

**Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11:**

Action Lines C7. ICT Applications: E-health and E-agriculture

## Debated Issues

This session focused on the inter-linkages that exist among the SDGs and among the different WSIS Action Lines in their support to the implementation of the SDGs, in particular the e-health and the e-agriculture Action Line. The strong linkages between health and nutrition are well documented and the eradication of hunger and food security is essential to ensure adequate, safe and diverse

nutrient-rich food for all. The session discussed the potential of ICT as a crosscutting enabler to address the multifaceted nature of nutrition and how ICTs can federate actions by addressing multiple interlinked goals. The different panelists looked at how impact can be increased by overcoming working in silos and avoiding duplication of efforts to tackle the development challenges of the 2030 Agenda more effectively.

- **Sophie Treinen, FAO: ICT for eradication of hunger and food insecurity**

Sophie Treinen explained how food and agriculture lies at the very heart of the 2030 Agenda for Sustainable Development. Both the SDGs and FAO's strategic framework are geared towards tackling the root cause of poverty and hunger, building a fairer society and leaving one behind. The five strategic objectives/programmes of FAO are the following:

1. Help eliminate hunger, food insecurity and malnutrition (which addresses the theme of the session);
2. Make agriculture, forestry and fisheries more productive and sustainable;
3. Reduce rural poverty;
4. Enable inclusive and efficient agricultural and food systems;
5. Increase the resilience of livelihoods to threats and crises.

All of FAO's strategic objectives are strongly interrelated with the SDGs and contribute to the different SDGs. Using a wide range of examples she demonstrated how ICTs contribute to achieve the goals through capacity development (FAO eLearning centre with a wide range of courses among which nutrition), knowledge sharing (research4life offering access to scientific literature on agriculture, health, environment issues, ...), traceability for food safety, monitoring and control of diseases (SMS Gateway to mobile app), advisory services (Digital Green, GloCal, Talking book), remote sensing (eLocust, Somalia Water and Land Information Management) addressing the gender gap (mobile finance and mobile learning) and the governance of tenure (OpenTenure).

- **Ousmane Ly, Director of National Telehealth and Medical Informatics Agency in Mali**

Ousmane Ly demonstrated the SNISI Platform bringing together information on malnutrition and other health issues such as malaria. The key of the success of this platform was not the collection of the data but to make the data understandable and useful for the health care workers, who do not necessarily have the capacities to interpret statistics correctly.

- **Tomas Lamanauskas, Vimpelcom: Operators – Platforms for development**

Tomas Lamanauskas presented the work of Vimpelcom, a Global communications operator and the role they can play in the SDG process. As a company they are transforming from being a sole mobile operator to being a digital company that wants to improve the lives of their customers and not only provide a network

connection. They see a clear link between digitalization and economic growth as well as a correlation between mobile connectivity and reducing poverty.

The session was concluded by the presentations of the following WSIS Champions 2016 from the E-health and E-agriculture Action Lines:

- City-to-Farm Agriculture, Advanced Info Services, Thailand – E-agriculture WSIS Champion
- AgriNeTT, Empowering farmers and involving youth, Trinidad – E-agriculture WSIS Champion
- Somalia Water and Land Information Management (SWALIM), FAO Somalia, e-agriculture WSIS Champion

### **Main Outcomes**

For the first time two Action Lines joined forces to organize a session under a common theme: nutrition. This is an important step to go beyond the work done in sectors or silos. The topic nutrition was chosen, as it is right at the crossing of health and agriculture. ICTs can address several SDGs at the same time and therefore it is important to look at their use in a more holistic way, instead of only addressing issues per sector. The use of ICTs is cross-cutting all the goals of the 2030 agenda and therefore ICTs can be federating among the different sectors. ICT solutions and innovations can serve several sectors and different problems at the same time. The cross-sectorial collaboration between the different Action Lines should be strengthened to enhance the implementation of the WSIS Action Lines beyond 2016.

Also, at the National Level there is a need of coordination between the different sectors. The National Governments need to coordinate the ICT interventions among the different Ministries and also coordinate the development assistance to increase impact and benefits across the different sectors.

### **Main linkages with the Sustainable Development Goals**

- SDG2: End hunger, achieve food security and improved nutrition and promote sustainable agriculture
- SDG3: Ensure healthy lives and promote well-being for all at all ages
- SDG17: Strengthen the means of implementation and revitalize the global partnership for sustainable development

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

Both action lines and sectors do share many common needs and common challenges. Some core ICT capabilities are required in terms of disseminating and sharing information, data collection and surveying, capacity development, Geo-localization, etc. Those are needed to

address many of the common challenges at institutional and individual levels. Coordination of efforts and working together is a key theme if we are to accelerate the impact of ICT by avoiding the duplication of efforts and investments. The interconnected nature of SDGs is implicitly calling for more consolidated and inter-sectoral work using ICT as a cross-cutting enabler and a sharable resources. Nutrition is one example of how this joint cross-sectoral work can address a development challenge in a more holistic and comprehensive manner.

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

Based on the successful merging of two Action Lines within one session and the productive exchange among the experiences of both the health and the agricultural sector, the organizers suggest to organize more joint Action Line meetings during the WSIS Forum 2017 to overcome the sectorial approach and work towards global ICT solutions.

**Moderator:** Hani Eskandar, ITU

#### **Panellists:**

- Sophie Treinen, FAO : ICT for eradication of hunger and food insecurity
- Misha Kay, WHO: ICT, health and SDG 3.8
- Tomas Lamanauskas, Vimpelcom: Role of Operators as federators

# Interactive Facilitation Meetings



Action Line C7 (E-Environment) – Early Warning Systems for Disaster Risk Reduction (World Meteorological Organization – WMO, International Telecommunication Union – ITU and UNISDR)

Friday 6 May 2016

11:00 – 12:45

Room K2

*“Climate Change is a big challenge, 90% of natural disasters are weather related”*

World Meteorological Organization



*“It is better to prepare to prevent a disaster than to respond. A dollar invested in preparedness saves*

*about 14 dollars in response.”*

Cosmas Zavazava



UNISDR

The United Nations Office for Disaster Risk Reduction

## Relevance with the WSIS Action

Lines –

Action Line C7

## Debated Issues

The session was conducted in the form of a panel discussion. It attracted over 30 participants. In setting the tone of the session the moderator Dr. Cosmas Zavazava, invited Deputy Director of BDT, Mr. Yushi Torigoe to provide opening remarks.

In continuation, the moderator introduced the panelists and highlighted the importance of promoting environmental policies to enable the implementation of appropriate technologies and processes for disaster risk reduction. He also added that the issues discussed in this session with touch upon the effective and timely

implementation of the Sustainable Development Goals adopted by the United Nations General Assembly and Sendai Framework on Disaster Risk Reduction.

This session looked at technologies, processes policies and other means to strengthen the importance of early warning message dissemination to the last mile, the end user, and explored how capacity building in different areas of disaster risk reduction and management could assist different stakeholders in achieving their. Some of these areas of action require innovative approaches, strong partnerships and advanced planning.

The panel consisted of a mix of experts from UN agencies, NGOs and Member States. They have been involved by working on different capacities within their respective organizations and they shared their experiences and initiatives undertaken. Each speaker made a presentation of approximately 10 minutes, covering their project, issue or initiative and within that, addressing the issues debated related to disaster risk reduction and early warning systems.

**John Harding** from UNISDR started his presentation by sharing information on trends related to natural disasters though there are trends of increase in economic losses, there is trending-down phenomena in lost lives of similar natural disaster event. However, lost lives in the context of LDCs and SIDS there is a trending-up. Effective early warning systems are required to be integrated in all areas of disaster management.

**Rachel Alwala** from the Communications Authority of Kenya presented the policy and procedural perspective in implementation of different systems in Kenya and challenges faced when working with multi-stakeholder environments. She also highlighted the need to harmonize the relationships among technology use, capacity building and process engineering.

In his discussion, **Alasdair Hainsworth** from WMO explained the systems, data and information generated from weather related solutions, their use for early warning and challenges delivering those messages to the last mile, users who should act based on information they receive. Weather services produce daily close to 1 terabyte (TB) of data per day, challenges the community faces is the storage capacity for that data and its processing. Tremendous processing power is required, and powering such facilities require to have a power plant producing power only for that purpose. In his conclusion he indicated that no one can work alone and weather community needs other communities to join the effort to provide relevant alerts on time to the last mile.

**Bettina G. Quimson** from DOST, Philippines indicated that countries need to share experiences and work together to build the required capacity to provide clear instructions, training and awareness in order to save lives. She also asked the WSIS community to use technology to deliver clear information via video/audio formats in order to save lives. A short video of a project implemented in Philippines by ITU and partners NTT, MIC Japan and others was played to the audience.

**Claudiu Mateescu** from ICRC presented on the role of ICRC in the humanitarian arena and how ICRC uses some early warning information to make their decisions related to response. He also explained the difference from ICRC and IFRC. And also indicated that ICTs are key to support ICRC's humanitarian work.

**Key achievements highlighted in this session are:**

- Increased access to early warning information is key to disaster risk reduction
- Commitment of stakeholders to work together towards the implementation of Sendai Framework and SDG's related to this action line
- Reduction in life loss for some member states
- Clear commitment to assist the vulnerable communities in LDCs and SIDS
- **Challenges highlighted are:**
  - Early Warning messages
  - Lack of capacity in LDCs and SIDS
  - Silo approach on national level when dealing with disaster risk reduction
  - Unequal access to ICT resources due to high-costs and lack of ICT literacy
  - Lack of sustainable financial models
  - Limited internet penetration and IT infrastructure
  - Access to funds to implement EWS for member states to save lives.

**Main Outcomes of the Session**

- Main conclusions reached during the discussion
  - Technology is good and can save lives
  - The technology must be affordable and easily accessible by anyone
  - Regulatory, legal and policy frameworks across different stakeholders and areas of operations are necessary, so are the operating procedures which are clear and simple
  - A multidisciplinary approach is important and effective to make use of it
  - Capacity building is a key pillar in delivering required services and actions to save lives
  - ICTs can save lives before, during and after a disaster strikes.
  - There is a natural link between AL C7 e-Environment, Sendai Framework and SDGs.
  - Climate Data is key for an effective Early Warning System
- The vision for implementation of WSIS Action lines beyond 2015.

To continue providing a platform for dialogue, exchange of ideas and knowledge through facilitation of the action line C7 sessions.



### **Main linkages with the Sustainable Development Goals**

- a. Foster cooperation between the ICT community, the environmental community, the meteorological community, and other relevant communities working on reducing energy consumption and greenhouse gas emissions, environment protection, towards safety of population and assets against increasing threat caused by climate change related impacts.
- b. Minimize e-waste by establishing appropriate measures such as environmentally sound life cycle management processes of ICT equipment by all involved parties, including manufacturers.
- c. Promote the use of ICT equipment in weather forecasting electronic dissemination and early warning systems to increase preparedness against natural hydro-meteorological related disasters.
- d. Raise awareness on the need for international cooperation to assist nations in particular developing and least developed nations, and Small Island Developing states to benefit from a full range of ICT , weather/climate related monitoring and warning services including access to satellite data , high speed internet and smart ICT weather and climate applications.
- e. Encourage establishing and maintaining networks of automated observing systems for the collection and dissemination of essential weather and climate parameters, to be made available to the global community in support of environmental monitoring.

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

- Climate Data Analysis – there is a lot of data, however there is a large need for processing power
- ICTs are key for cross-sectoral activity coordination
- Training programmes designed to increase awareness and know how

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

High-level panel on Multi-Hazard -Early Warning Systems – WMO DG, ITU SDG, Ministers, and Private Sector – focus on Sendai and COP21 implementation and also CREWS Initiative launched at COP21.

**Moderator:** Dr. Cosmas Zavazava Chief of Department, Projects and Knowledge Management (ITU)

#### **Panellists:**

- Alasdair Hainsworth,
- Chief Disaster Risk Reduction Services Division –WMO
- John Harding , UN Relations and Coordination Officer – UNISDR



- Bettina G. Quimson, eSociety, Information and Communications Technology Office – DOST, Philippines
- Claudiu Mateescu, Head of Telecommunications – ICRC
- Rachel Alwala, Assistant Director, Communications and External Affairs, Communications Authority of Kenya

# Interactive Facilitation Meetings



Action Line C7 (E-Government). How e-Government can ensure that no one is left behind in the implementation of the Sustainable Development Goals (United Nations Department on Economic and Social Affairs – UNDESA and International Telecommunication Union – ITU)

Thursday 5 May 2016

16:45 – 18:15

Room K2

*“To have impact, e-government systems need to be accompanied by administrative reforms.”*

Mr. Yuri Hohlov, Chairman of the Board, Institute of the Information Society, Russian Federation

*“The issue is not innovations. Those innovations are not mainstreamed yet especially to government workers who work with vulnerable groups.”*

Mr. Hani Eskandar, ICT Applications Coordinator, International Telecommunications Union



## Relevance with the WSIS Action Lines – please specify the Action line C7

E-government is one driver of institutional development and transformation in the modern age and has an important role in the applications exploring innovative ways to best leverage ICTs in the public sector for achieving the SDGs.

E-government is economically efficient through the provision of faster, easier and more convenient services, better quality and reduced turnaround times, and in some cases a reduction in the direct cost for the service. It can also help to ensure a participatory approach by creating structures for communication and collaboration, strengthening decision-making among various agencies.

## Debated Issues

- Overall situation of e-government development in the world
- Digital economy and its implications on e-government
- Access issues by government employees particularly in remote areas; making ICTs as part of their daily work
- E-participation initiatives at the local level where citizens can report problems about public services
- Citizen use remains surprisingly low and citizens use e-government mostly for getting information
- Identifiers are needed for successful e-government initiatives
- Challenges including availability of local content, affordability, and capacity building
- Access issues still affect e-government services
- Lack of implementation of e-government strategy documents and lack of ownership of these documents
- There is much more we need to learn on e-government. For example how much people are actually using these services and what kind of impact their feedback and views have on the actual decision making and service delivery.
- Inequality is still one of the most important challenges including capacities of countries, institutions and people, affordability and content
- Designing programs in a practical manner
- Addressing feminization of poverty by giving girls access to ICTs
- E-government should be easy to understand similar to commercial portals such as Amazon or Google
- United Nations E-government Survey and other measuring tools

## Main Outcomes of the Session highlighting

- There is a convergence between digital government and knowledge societies essentially creating conditions for self-development of services at the local levels.
- Deep transformation in the e-government; governments and all other stakeholders creating the conditions for other governments to act especially local government
- Go for innovation but keep also focus on the traditional development challenges
- A new framework for digital government assessment is necessary – existing assessments need to be incrementally adopted to serve. Finding synergies between E-government Maturity Index by ESCWA and UN E-government Survey.

- Digital inclusion of citizens for addressing local services

## Main linkages with the Sustainable Development Goals

E-government can play a role to ensure the principle of “leaving no one behind” by helping to reach marginalized and vulnerable groups particularly via mobile technologies, by making institutions more efficient, transparent, inclusive and participatory. E-government can also generate important benefits in the form of new employment, better health and education.

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

- Moving from e-government to digital government; services digital by default, device-agnostic and mobile-centric, digital from end to end
- Digital government and next generation e-government based on knowledge societies
- Provision of personal accounts in e-government websites
- Innovations need to be mainstreamed
- Broadband access facilitation will affect the spread of e-government services in the next 5-10 years

## Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017

Facilitators suggest making it consistent with the theme of High Level Political Forum of 2017 to keep the synergies with the Sustainable Development Goals (SDGs). The theme of 2017 will be decided in the coming months.

**Moderator:** Ms. Marion Barthelemy, Acting Director, Division for Public Administration and Development Management (DPADM) United Nations Department of Economic and Social Affairs (UNDESA)

### Panellists:

#### Session I - Overview

- Mr. Deniz Susar, Governance and Public Administration Officer, DPADM, UNDESA
- Mr. Hani Eskandar, ICT Applications Coordinator, International Telecommunications Union
- Mr. Tomasz Janowski, Founding Head, Operating Unit on Policy-Driven Electronic Governance, United Nations University (UNU)

- Mr. Haidar Fraihat, Director of the Technology for Development Division, United Nations Economic and Social Commission for Western Asia (UN ESCWA)
- Mr. Yuri Hohlov, Chairman of the Board, Institute of the Information Society, Russian Federation

#### **Session II - Case Studies**

- Mr. Walter Fust, Former Head, Swiss Agency for Development Cooperation and Humanitarian Relief, Switzerland
- Ms. Roshni Sen, Department of Women Development and Social Welfare, Government of West Bengal, India
- Mr. Vladimir Averbakh, Director General of the Department of E-government Development, Ministry of Communications and Mass Media, Russian Federation
- Mr. Salem Saqer, Head of the Department of Systems & Programs Maintenance, Ministry of Interior, United Arab Emirates

# Interactive Facilitation Meetings



**Action Line C9 (Media) –Promote Media Freedom and Internet Universality at the Heart of Achieving SDG Target 16.10 (United Nations Educational, Scientific and Cultural Organization – UNESCO)**

Thursday 5 May 2016

9:00 – 10:45

Room C1 - ITU

(E/F)

*"The role of a free press and particularly investigative journalism will be essential to meeting the targets of the SDGs. For example, many of the targets in SDG 16 alone will require a free press that can work nationally and internationally. How do we expect to realistically assess whether or not the following targets will be met without a free press?"*

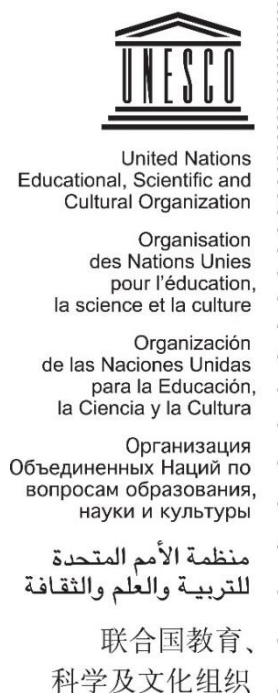
Matthew Shears, Director, Global Internet Policy and Human Rights, Center for Democracy & Technology (CDT)

*" It is crucial to take note of recurring violence against people who post content in alternative sites and blogs (and assassination of bloggers is more and more in the news), and generally protecting freedom of expression is a mission of extreme urgency in all countries."*

Mr Afonso Carlos Alberto, Brazilian Internet Steering Committee

**Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11**

C9



## Debated Issues

The discussion focused on the main linkages of action line C9 with the Sustainable Development Goals in general and in particularly on Goal 16 and Target 16.10, as well as emerging Trends related to Action Line C9 to be noted in the post-2015 WSIS process

Audience and panelists highlighted the achievement of post 2015 WSIS Outcome Document on media related issues, and explored the challenges to operationalize the two proposed

indicators of SDG Target safety of journalists, and access to information. A wide range of emerging trends facing Action Line C9 media were raised and discussed.

### **Main Outcomes of the Session**

To achieve SDG 16.10: Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements, it is crucial to implement two indicators as discussed:

16.10.1 Number of verified cases of killing, kidnapping, enforced disappearance, arbitrary detention and torture of journalists, associated media personnel, trade unionists and human rights advocates in the previous 12 months.

16.10.2 Number of countries that adopt and implement constitutional, statutory and/or policy guarantees for public access to information

The participants saw great importance of having these two indicators which provide various actors to , understand and use for monitoring and implementing SDG 16. and beyond since media freedom and access to information are also crucial for monitoring other SDGs and serve cornerstones of democracy, good governance, and rule of law in every society.

On the indicator of safety of journalists, the challenge discussed is to take a broader approach on how to protect not only journalists but also the emerging media actors including whistleblowers, bloggers, freelancers and get data about them. With Internet use being ubiquitous, it would also be difficult to get data about how online threats plays a role in these cases (eg. death threats, surveillance, that leads to physical violation of rights offline).

On the indicator of access to information, the questions discussed relates to open government, open data, RTI law and practice, big data, privacy and encryption issue, application to public info held by private companies online, intermediaries liability, quality journalism and investigative journalism being sustained, social media and citizen journalism being supported as alternatives.

### **Main linkages with the Sustainable Development Goals**

Action Line C9 media plays a crucial role in advancing all SDGs. Without free press and independent and plural media put in place to inform the government and citizens on those crucial issues and monitor those cases and daily developments related to SDGs, not a single SDG would be achieved. Those emerging media platform and tools such as social media, big data all contribute to the measuring and monitoring the implementation of SDGs.

C9 Media would make direct contributions to SDG 16. 10, since at this time of turbulence and change across the world, including new challenges that require global cooperation and action, the need for quality information has never been so important – this requires a strong environment of press freedom and well-functioning systems to ensure the people’s right to know.



The new adopted two indicators as discussed will offer all actors a useful tool to understand, monitor and report on these two crucial dimensions: safety of journalists and access to information, which would make significant sense to implementation of both post 2015 WSIS process and SDGs.

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

- media concentration observed as a major threat to public sphere
- media manipulation and journalism being reduced to PR campaigns
- Digital safety and security of bloggers and emerging media actors on Internet
- Safety of women journalists and media workers and violence against women and girls on Internet
- Source protection for journalism
- Big data and open data
- Intermediaries liability
- Privacy and encryption
- National security laws' impacting freedom of expression

#### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

- How to formulate an integrated approach to address media regulation and governance of social media based on Internet and mobile phones in digital age
- What are the challenges and good practice of media law and regulatory framework to support free, independent and pluralistic media landscape in countries?

**Moderator:** Xianhong Hu

#### **Panellists:**

- 8:45 Preparation meeting with panellists, 15 mins before the session
- 9:00 Opening remarks from the Chair: Ms Xianhong Hu, UNESCO
- 9:10 Remarks by panellists: Media and SDG 16.10
- 5' Ms Malgorzata Pek / Directorate General of Human Rights and Rule of Law, Council of Europe
- 5' Mr Nicolas Fasel, Representative from OHCHR
- 5' Mr Rafael Diez de Medina, Representative from International Labour Organization
- 5' Mr Afonso Carlos Alberto, Brazilian Internet Steering Committee

- 5' Mr Shears Matthew, Center for Democracy and Technology
- 5' Mr Mudhai Fred / Senior Lecturer and Course Director at Coventry University
- 9:40 Stock taking with C9 Media stakeholders
- 5' Istvan Bozsoki, ITU
- 5' each Other stakeholders
- 10:05 Open floor for debates
- 45' Q&A
- 10:45 Closing

# WSIS Action Line Facilitators' Meeting



## Eleventh Meeting of WSIS Action Line Facilitators

Friday 6 May 2016

14:00 – 16:00

Room Popov

Captioning (E/F Passive A)

The eleventh WSIS Action Line Facilitators meeting provided an opportunity to assess, evaluate and focus on the relationship between WSIS and the Sustainable Development Goals (SDG) processes, according to the UN General Assembly Overall Review of the implementation of the WSIS outcomes (UNGA Resolution 70/125).



**Mr Malcolm Johnson, Deputy Secretary General, opened the meeting**, emphasizing that the purpose of the meeting was to look at improvements to the facilitation and coordination of the Geneva Action Plan. He reminded all that to the UN General Assembly WSIS+10 review highlighted the cross-cutting contribution of ICTs to the Sustainable Development Goals and called for close alignment between the WSIS process and the 2030 agenda for sustainable development, noting that ICTs can accelerate progress towards the implementation of all 17 Sustainable Development Goals. In this way, it is important to assess the progress made on the WSIS action lines and to identify measures to further strengthen the overall WSIS implementation process, and in particular making the WSIS Forum a key platform to assess how ICTs can aid in the implementation of the SDGs.

Webcast is available at: <http://www.itu.int/net4/wsis/forum/2016/Agenda/Session/236>

| Action Line                                           | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| <p>Action Line C1, C7 e-government and C11 UNDESA</p> | <ul style="list-style-type: none"> <li>Regarding C1, we heard excellent examples from different regions, particularly from Latin America on how the region collaborates in the development of E-strategies.</li> <li>For E-strategies, the challenge is actually converting strategies in to actions. We have some good strategies around the region, but implementation is not that good.</li> <li>On C7 e-gov, we had different speakers from all around the region talking about the role of eGovernment for development and how eGovernment can make the Government more efficient, effective, transparent, by engaging citizens in decision making and also by open data initiatives.</li> <li>On C11, we heard about different cooperations, such as regional Internet Governance Forums and partnerships on open data and open Government.</li> <li>For both e-Government and e-Strategy, a problem is the role of monitoring, particularly a lack of indicators.</li> <li>There is a trend in e-Government, moving from e-Government to Digital Government.</li> <li>Indicators to measure Digital Government are not yet in place. As stakeholders, we need to work further on developing new indicators, especially in usage of e-Government services and applications.</li> </ul> |
| <p>Action Line C2 ITU</p>                             | <ul style="list-style-type: none"> <li>Resolution 70, as far Action Line C2 is concerned, emphasizes that high speed, affordable broadband is an essential enabler for sustainable development.</li> <li>Intraoperability is also a key element for achieving the Sustainable Development Goal, as it allows for different technologies to integrate and to bridge the digital divide and it assumes an increasingly important role in the framework of Internet of Things.</li> <li>During the Action Line facilitator meeting, we were able to identify opportunities available for us to achieve the SDGs, as well as the challenges.</li> <li>As opportunities, there is, in the first place, technology advancements, specifically regarding Internet, which is a</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

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|                                                            | <p>means of integration in the digital economy. But yet Internet penetration in Developing Countries only 30% and 10% in LDCs.</p> <ul style="list-style-type: none"> <li>• Mobile Broadband 3G, satellite and other technologies are, of course, other opportunities. Mobile broadband provides users with experience and services such as virtual realities and smart health care and Internet of Things, all that will become part of our daily life.</li> <li>• We are also encountering challenges, such as that there are still many people without Internet. The way to cope with connectivity problems such as total absence of broadband, network with large deficit coverage, low quality, latency, affordability, outdated technology and regulation problems, with energy, distribution and power consumption are challenges in front of us. All this is increasing the digital divide among the world.</li> <li>• Another challenge is that we have to have a more flexible network infrastructure, which can be adapted any time anywhere to meet the new services demand.</li> <li>• Other very important thing is the affordability of the cross-border connectivities, which is another challenge in front of us.</li> </ul> |
| <p>Action Line C7 (e-business)<br/>UNCTAD, ITC and UPU</p> | <ul style="list-style-type: none"> <li>• As a starting point, it is important to note that we have a platform now in place: the 2030 agenda of sustainable development, the Outcome Document from the General Assembly, the SDG WSIS action line matrix, the WSIS Forum and the UN Group on the Information Society. The challenge as I see, for e-business as for other action lines, is to move from this agreement on paper to implementation on the ground and securing actual impact.</li> <li>• In the e-business area we see growing opportunities, thanks to the improved connectivity, lower barriers to engage in e-business and e-commerce. But the difference between countries is still enormous, therefore we need to try to find a way to ensure that the current divide doesn't widen further and how to start narrowing it.</li> <li>• We see a need to become more “fit for purpose”. We need to become better inside the United Nations, to work more effectively together and to become more effective at engaging between the UN and other stakeholders.</li> </ul>                                                                                                                                                      |

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|                               | <ul style="list-style-type: none"> <li>• It is important to ensure that we are aligned with the broader work on implementing the 2030 agenda. From the perspective of the WSIS action lines and the WSIS Forum, I think it will be important that we focus our attention on ways that can bring concrete inputs to the broader discussion on the 2030 Development Agenda.</li> <li>• We also need to become even better at engaging in public/private dialogue and dialogues with other stakeholders.</li> <li>• We should use some of this session today to consider how we can improve further on what we already have and how we can become better at reaching out to other policy domain that may not normally attend the WSIS Forum.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <p>Action Line C4<br/>ITU</p> | <ul style="list-style-type: none"> <li>• We decided to look at the theme “<i>Transcending from infrastructure to Applications</i>”. Now, the challenge is no longer about infrastructure or the availability of infrastructure services, but it is really the rate to which people are using the applications. Our focus for capacity this year was leveraging e-Health applications.</li> <li>• Unless more and more people know the value of e-applications and can adopt them and use them, then the whole full cycle of ICT use will be broken somewhere along the line.</li> <li>• WHO, which has also put capacity building at the center of their global e-Health strategy, presented and explained how capacity building had actually been undertaken through the Member States of WHO. There was also a presentation on the joint initiative between ITU and WHO, on the “Be He@lthy, Be Mobile” application initiative.</li> <li>• The session also had a case study of the use of e-Health applications in Egypt, which was delivered by UNDP, and we realized that training of doctors was very critical for the best the use of this applications.</li> <li>• There was also a presentation from Turkey, regarding a platform that has been built for the assessment of counterfeit drugs. The interesting thing for capacity building was the whole process of educating the Ministry of Health officials to use this application, which was very critical to the success of this platform.</li> </ul> |

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|                               | <ul style="list-style-type: none"> <li>Finally, the last presenter was from a University. It was mainly focused on the training of front-line health workers to adopt and distribute drugs through some easy-to-use application that had been developed.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <p>Action Line C5<br/>ITU</p> | <ul style="list-style-type: none"> <li>More can be done and more should be done to make the cyberspace much safer.</li> <li>There was a general recognition of ICTs as key enablers for achieving Sustainable Development Goals, but for this people need to have trust in its use.</li> <li>Countries are in the process of defining their national strategies for achieving the SDGs and they are also in the process of defining their digital agendas. They should have a national cyber security strategy right at a core of their digital agenda.</li> <li>Another priority is the need for greater awareness and adoption of standards and bridging the standardization gap.</li> <li>There was good recognition of the WSIS+10 outcome document from New York and also the guidance given to the action line facilitators in the Outcome Document of the 2014 High Level event in Geneva.</li> </ul> |
| <p>Action Line C6<br/>ITU</p> | <ul style="list-style-type: none"> <li>There is a need to think cross sectorally and to learn to work better together.</li> <li>Collaboration across the public sector as well as strong stakeholder engagement are needed in order to leverage the potential of ICTs for all citizens.</li> <li>We need to think holistically and make good use of all tools that are available in order to create the enabling environment for affordable and innovative services.</li> <li>Data is really key to understanding how the ICTs can be used in the other sectors. We looked at some of the regulatory tools, including trackers of regulatory evolution and some of the knowledge exchange and the data.</li> </ul>                                                                                                                                                                                           |



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|                                                                                | <ul style="list-style-type: none"> <li>For next year, we want to focus on how to foster an inclusive dialogue among the different sectors, in order to work better together.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <p><b>Action Line C7 (e-Health and e-Agriculture)</b><br/>WHO, FAO and ITU</p> | <ul style="list-style-type: none"> <li>In our particular action line session, we merged two action lines, agriculture and health, which are interconnected.</li> <li>We decided to discuss nutrition, which is a significant challenge on the health systems in many countries and, at the same time, nutrition is very much influenced by agriculture.</li> <li>If we really want to accelerate the SDG implementation, we need to adopt a cross-sector approach, since many solutions for one sector are applicable to other sectors as well.</li> <li>We still are facing some key concrete challenges in terms of upscaling and mainstreaming initiatives and innovations. We have a lot of good innovations and good pilots but when it comes to mainstreaming those innovations in to the different sectors, things get much more complicated and many reasons for that is lack of governance mechanisms within different sectors.</li> <li>There is still a lot to be done in terms of creating National eHealth e-agriculture strategies. In terms of e-Health strategy, we moved quite a lot. We have counted more than 120 countries with some sort of an e-Health strategy. In agriculture, we have maybe less than 10. To support this effort, ITU and FAO will be publishing very soon a guide on how to develop e-agriculture strategies.</li> <li>The main goal to work with governments to consider ICT not as an ad hoc tool but as a strategic tool to transform and change the system.</li> </ul> |
| <p><b>Action Line C7 (e-Environment)</b><br/>WMO, ITU and UNISDR</p>           | <ul style="list-style-type: none"> <li>This action line has two sides: 1) protecting population infrastructure and societies against climate change and; 2) how to engage in minimizing the impact of e-waste on environment.</li> <li>ICT is one of the key tools of weather forecasting and weather collection of data.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |



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|                                                                 | <ul style="list-style-type: none"> <li>• In 2015, for the first time the international community came up with an agreement to reduce the use of greenhouse gas in the atmosphere, so that the impact of climate change is stabilized.</li> <li>• Also in 2015, we had the Sendai Framework, which is a new agreement on disaster risk reduction. It provides a roadmap for information, which is critical as we are moving from managing disaster in to managing the information and risks of disasters. Therefore, ICT is even more important to address Sendai Framework.</li> <li>• There is much to do in terms of capacity building and our action line actually should work closely with action line on capacity development so that the outcome from this big frameworks like Sendai Framework and Paris agreement can benefit from ICT and put in place systems to project lives and infrastructure.</li> </ul>                     |
| <p>Action Line C3, C7 e-Learning, C8, C9 and C10<br/>UNESCO</p> | <ul style="list-style-type: none"> <li>• 2015 was a turning point with the adoption of the SDGs, the WSIS+10 Outcome Document, the Addis Ababa agreement and the climate change agreement. The question for us now is how we change things, while keeping the action line format to implement the 2030 Agenda.</li> <li>• In an answer to suggestions to break down silos, from the January consultations for the WSIS Forum, we tried to organize our action line meets differently.</li> <li>• As an example, we had a High Level Dialogue on SDG16, asking ourselves what are the challenges for these peaceful and inclusive societies today and looking at it from the perspectives of the different actions lines.</li> <li>• Challenges from this format: 1) challenge of having too many people on the panel; 2) even though we tried to create an interactive atmosphere, there wasn't as much interaction as expected.</li> </ul> |
| <p>UN Regional Commission</p>                                   | <ul style="list-style-type: none"> <li>• We knows there are needs and we are able to measure the progress and the achievement they are making on development issues. One of them is the ICT and its relationship with the WSIS process as well as the upcoming SDGs process.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

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|                                                            | <ul style="list-style-type: none"> <li>• We are working with the ITU now to make more coordination in order to better gauge for future measurements of the action lines.</li> <li>• For the current measurement, a great progress has been achieved on most the action lines. Now, everyone is focusing on how to map the action lines with the upcoming SDG17 goals, 169 targets and now the SDGs indicators. There will be an exercise to do some mapping between the action lines and their specific parameters with the action lines and specific parameters of the SDGs.</li> <li>• We have observed that a lot of progress has been achieved on infrastructure. But there should be a focus from now on the issue of super structure in addition to the infrastructure because we could sense that the out of space and the peaceful users of outer space are of considerable importance and many, many applications from agriculture and location services and other things which we believe that are of high value to our member countries. But at the same time this particular file is not being very much governed and organized by Member States and therefore I really call on further attention to the issue of super structure.</li> </ul> |
| <p><b>Partnership on Measuring ICT for Development</b></p> | <ul style="list-style-type: none"> <li>• Partnership on measuring ICT development conducted a thematic session this week: During that session we presented the 7 indicators that made to the SDG monitoring framework but at the same time the new sources of data that would be used to complement existing information that are available on the ICT sector.</li> <li>• The partnership has worked over the past year in terms of coming up with ICT indicators that was proposed to be included in the SDG monitoring framework. There is still a lot of challenges that the partnership faces in terms of improving the availability and the quality of ICT statistics in countries. This is, of course, the main priority of the partnership since it was formed in 2005.</li> <li>• The partnership works closely with the different partners in ensure that data are available at the country level and</li> </ul>                                                                                                                                                                                                                                                                                                                                 |

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|                                        | <p>are produced of based on standards that the partnership has put together through its indicators, definitions, and methodological guidelines and manuals.</p> <ul style="list-style-type: none"> <li>• There is still a lot of opportunities that countries, international organizations, regional organizations and different stakeholders in this WSIS talk could do in terms of improving availability of data, particularly at the national level. This is, of course, by strengthening the national statistics office in ensuring that ICT statistics are included in the national statistical development strategies, that this is regularly collected at the national level but at the same time that the national statistical capacity are improved in terms of producing these type of statistics.</li> <li>• ICT is a new area but this is an area that is improving in terms of measurements. There are still a lot of opportunities for donors to come in in terms of financing statistical processes in the countries, with the needs of funding.</li> <li>• If countries need to produce ICT statistic there is are new data sources that are coming out from the ICT sector, is a main producer of ICT statistics mainly also coming from mobile operators from other operators from social networks and this has to be explored in terms of what could be used to complement existing data that are based on surveys.</li> <li>• There is also a talk that came out from the discussions that we had on Monday because the SDG indicators included only 7 ICT indicators but there are other indicators that could be used to measure progress in terms of the implementation of the different activities in different sectors or in different areas. So there was a discussion to put up a thematic place of indicators that will include all the ICT indicators that could be used to help measure the progress towards achieving the different SDGs.</li> </ul> |
| <p><b>WSIS Stocktaking Process</b></p> | <ul style="list-style-type: none"> <li>• The stocktaking process is a publicly accessible process. Established in 2010 on the ICT related initiatives and projects carried out by governments, national</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

organizations, the business sector Civil Society and other entities with reference to the 11 WSIS action lines outlined the general plan of action. This year the WSIS stocktaking report its 8th edition and the WSIS prize contest 5th edition was launched in October 2015.

- More than 400 ICT projects submitted and 311 projects being nominated for the WSIS prize contest with 2450 votes received in the online voting phase. 18 WSIS prize winners have been recognized together with the 70 WSIS prize champions.
- There are almost 8,000 entries in the WSIS stocktaking platform and more than 190,000 registered stakeholders in this database.
- This year's champions and their achievements were recognized at the WSIS prize champion ceremony and were welcomed by the Mr. Houlin Zhao of ITU and most winners and champions have been the focus and during the interactive session, as well at the winner's exhibition.
- To provide winners and champions with a dedicated space and slot in agenda to promote their stories to all WSIS participants and this has taken suggest shuns in to consideration and contributing to various WSIS segments and to follow future work and to provide suggestion to annual open process.

# Interactive Sessions (IS)



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



# Interactive Sessions



## ICT Statistics in support of the 2030 Agenda

Monday 2 May 2016

14:30 – 16:15

Room K1 – ITU

*“Big data is good but smart data is better”*

Cosmas Zavazava, Chief of Department, Project Support and Knowledge Management, in the Telecommunication Development Bureau of the ITU).



*“Without a significant contribution from ICTs, the SDGs will not be achieved ... and without ICT indicators we will not be able to track progress”*

Martin Schaaper, Head of the Science, Technology and Innovation Statistics unit and the Communication and Information Statistics unit at the UNESCO Institute for Statistics

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

#### C11. International and regional cooperation

The Partnership on Measuring ICT for Development's work is closely linked to the World Summit on the Information Society (WSIS), which called upon countries and international organisations to work together to develop appropriate indicators and produce official statistics to monitor the Information Society.

### 1) Main outcomes highlighting the following:

#### II. Debated Issues

- The 2030 Agenda for Sustainable Development is very ambitious and ICTs will play an important role in achieving the SDGs, and other development agendas. In order to be able to monitor progress, it will be important for governments to improve and improve their ICT data collections and to include ICT statistics in National Statistical Development Strategies.
- The SDG monitoring framework is very complex and currently available data are insufficient to track progress towards the achievement of the SDGs. Given the gaps in the availability and quality of ICT data, and to ensure that ‘no one is left behind’, more timely and more disaggregated ICT data will have to be produced over the next years. Discussions also highlighted the need for

financing and increased capacity building to ensure that national statistical offices and national statistical systems are ready for the SDG monitoring framework, including the collection of the ICT indicators that are part of the core SDG data.

- More efforts will have to be made to use new data sources, in particular big data and other non-traditional data sources to address the challenges of the SDG monitoring framework.
- Big data has great potential but also poses challenges, including limits in representativeness, comparability and sustainability. Current efforts also highlight that it is difficult to move from small scale, ad-hoc analysis to robust national/global measurements. There are currently only very few examples where big data is being used to produce official statistics.
- The discussion addressed the challenges related to data privacy but also highlighted that many solutions exist to address this issues, including through data anonymization and aggregation and by carrying out data analysis ‘behind the firewall’.
- The Partnership will have an important role in identifying the opportunities and the development of new data sources, in particular for developing countries. The Partnership’s role was also highlighted during the last session of the UN Statistical Commission, which gave the Partnership a clear assignment to advance the work of ICT statistics in the context of the 2030 Agenda for Sustainable Development.
- To extract value from big data it will be necessary for the public and the private sector to cooperate, and to work with other players, including academia.
- To track ICT developments and their contribution to the SDGs it will be important to take advantage of existing indicators and develop new sectoral indicators on ICT use and impact, and to go beyond ICT access and infrastructure indicators.
- Although the SDGs, and also the Addis Ababa Action Agenda make several direct and indirect references to Science, Technology and Innovation (STI), their cross- cutting relevance is not properly reflected in the SDG indicator framework. Furthermore, the WSIS-SDG matrix published in 2015 shows the numerous linkages between information society issues and the SDGs.
- UIS will be developing a thematic set of STI indicators. To track the progress of ICTs and their support for development, the Partnership plans to select a number of ICT indicators for a sub-list as part of the larger STI thematic set of indicators for the SDGs. This work could be carried out under the Technology Facilitation Mechanism, a multi-stakeholder collaboration platform that was created as part of the Addis Ababa Action Agenda.

### Main Outcomes of the Session

- More timely and more disaggregated ICT data will have to be produced over the next years to monitor progress towards the SDGs; and more efforts will have to be



made to exploit, test, and use big data and other new (non-traditional) data sources.

- In this context, the Partnership on Measuring ICT for Development has an important role to play in identifying the opportunities and the development of new data sources, in particular for developing countries.

### **Main linkages with the Sustainable Development Goals**

- The Partnership has made a concerted effort to highlight the role that ICTs will play in achieving the SDGs. It has also shaped the SDG monitoring framework to help track the Sustainable Development Goals and targets.
- The Partnership's work will support monitoring the SDGs, and help overcome the challenges in terms of data availability, and quality. The Partnership will present new and potential data sources in support of monitoring progress towards the SDGs.
- The Partnership will produce a thematic sub-list of ICT indicators to better monitor the broader contribution of ICTs to achieve the SDGs, to be included in the thematic list of STI indicators.

**Moderator:** Dr. Cosmas Zavazava, Chief of Department, Project Support and Knowledge Management, ITU

### **Panellists:**

- Dr Susan Teltscher, Head, Human Capacity Building Division and Acting Head, ICT Data and Statistics Division, ITU
- Ms Scarlett Fondeur, Economic Affairs Officer, ICT Analysis Section, UNCTAD
- Mr Martin Schaaper, Head, Science, Technology and Innovation Statistics unit and the Communication and Information Statistics unit, UNESCO Institute for Statistics (UIS)
- Mr Taeke Gjaltema, Statistical Management and Modernisation Unit, Statistical Division, UNECE



# Interactive Session

## WSIS Stocktaking and WSIS Prize (International Telecommunication Union – ITU)

Friday 6 May 2016

09:00 – 10:45

ICT Discovery, ITU

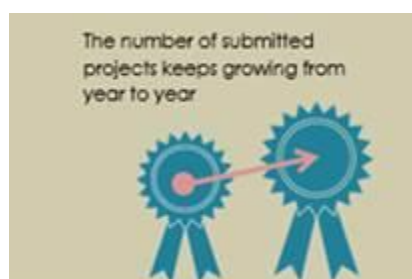
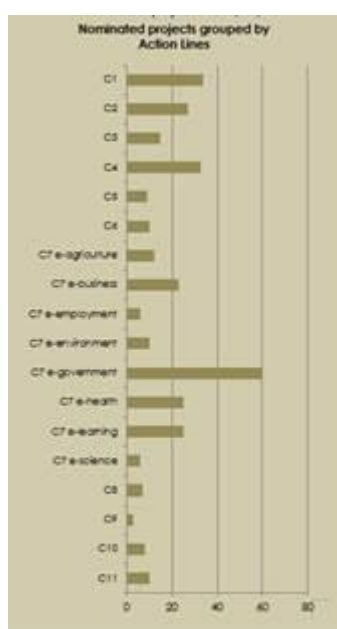
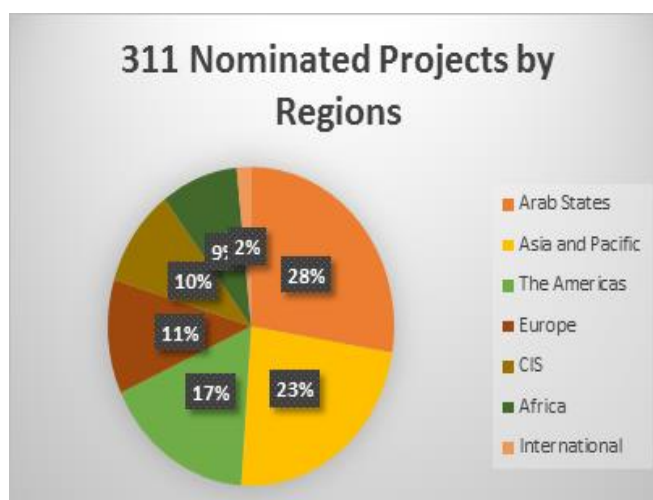
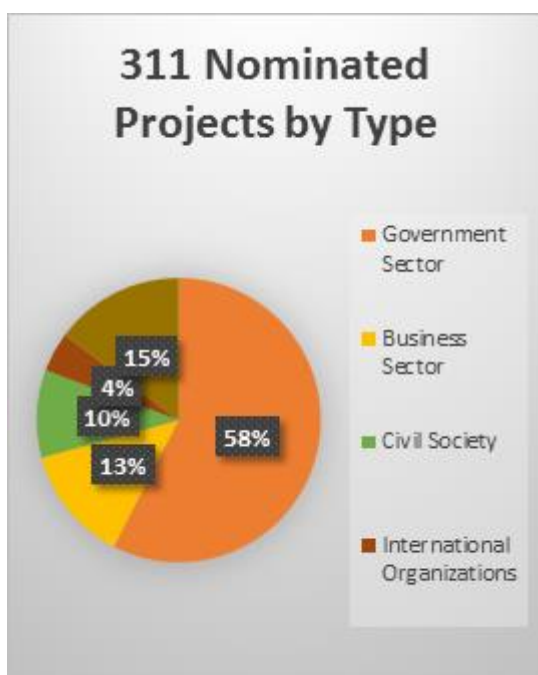
### Debated Issues

The session was opened by the Moderator, Mr Vladimir Stankovic from the WSIS team, who is facilitating the WSIS Stocktaking process. He has introduced the Agenda of the Interactive Session and its format, before announcing Ms Khrystyna Mytsak to present the WSIS Stocktaking 2016 activities.



Ms Khrystyna Mytsak, member of the WSIS team from ITU, briefly reported on the history of the WSIS Stocktaking process and WSIS Prizes Contest, elaborating on the progress achieved in the past year, especially in the 2015 and 2016 editions.

The participants were also informed about major statistics related to the WSIS Stocktaking and WSIS Prize 2016:



- More than 400 ICT success stories were submitted for the WSIS Prizes 2016.
- 245.000 votes were received for WSIS Prize 2016 contest!
- As of March 2016, almost 8 000 updated entries (each entry comprises several activities) and more than 190 000 stakeholders have been registered in the WSIS Stocktaking Database.

Ms Mytsak continue with presenting the 2016 WSIS Stocktaking publications and their linkages with SDGs (Stocktaking Report 2016 and Success Stories 2016 ) that were launched during the WSIS Forum 2016. The session finished by interactive discussion on the improvement of the Stocktaking process.

- The Academy of Public Administration, under the aegis of the President of the Republic of Belarus, initiated the *Places to Go* project for students, which is designed to attract tourists to unusual and peaceful places in Belarus. The project is a web product created in the form of a blog owing to the universality and ease of access thereof. It is dedicated to various kinds of tourism in the Republic of Belarus. The blog articles are written in different languages (English and Russian) by various authors using various formats and styles. All the materials used in the blog are unique, just like the site itself, created using the latest technology and trends.

By creating a positive image of the country, the website promotes economic growth and political recognition with a view to global popularization of the country (SDG 8).

- *Asdf UAEPedia (uaepedia.ae)* is the online encyclopedia of the United Arab Emirates (UAE) created by the Telecommunications Regulatory Authority (TRA). UAEPedia documents the rich culture, history and heritage of the Emirates along with the selfless leaders whose vision shaped the country. It aims to be the only authentic knowledge repository about the UAE providing information in Arabic – the native language of the land. UAEPedia is the first collaborative effort for preserving, enriching and spreading awareness about the cultural diversity and identity of the UAE. It is being developed in collaboration with 15 federal government entities. Each entity has assigned one or more “knowledge ambassadors” to contribute to UAEPedia by adding new articles and enriching existing ones.

The encyclopedia thus ensures inclusive and equitable education, contributes to the safety and inclusivity of cities and promotes peaceful societies (SDGs 4, 11 and 16).

- The University of the West Indies in Trinidad and Tobago developed the *Increasing Food Production through ICT Research and Development (AgriNeTT)* project, focused on the agricultural sector and addressing two major problems:
  - Lack of data at the farm and national levels
  - Lack of ICT tools for farmers and policy-makers.

Thus, the project aims to develop a tool-box of applications (mobile and desktop) for use by farmers and policy-makers. Four mobile applications have already been developed. In order to resolve the first problem, the project provides a solution that centres on two open data platforms. This distributed approach provides great flexibility in the publication and curation of data.

Hence, the project contributes to achievement of SDG 2 by ensuring sustainable food production systems.

### **Suggestions for Stocktaking Process that might be included in the WSIS Forum 2017**

- to continue linking ICT-related projects to the newly established SDGs with more elaborative reports, focusing on this, as it was the case with the last year Booklet on Linkages between WSIS Action Lines and SDGs
- to increase outreach and promotion of WSIS Process, and WSIS Stocktaking, especially the WSIS Prize contest – since many potential stakeholders are being left out from this important process that provides possibilities to promote the work on the global level of those who have not been as exposed as the major projects and initiatives in the ICT field
- to empower the Winner and Champions as the WSIS stocktaking ambassadors responsible of promoting the Stocktaking Process.
- to partner with entities on regional, national and local level who will further promote WSIS stocktaking process within their communities – thus reach stakeholders who would be very much interested in participating in this unique multistakeholder process on the global level
- to simplify visualization and categorization of stocktaking platform, designing it in a more “user-friendly” manner in order to better navigate and extract data.
- to provide WSIS Prize Winners and Champions with a dedicated space and slot at the WSIS Forum to present and expose their initiatives and project’s success stories and meet potential partners

**Moderator:** Vladimir Stankovic

# Interactive Sessions



## UN Regional Commission Coordination Meeting Round Table

Friday 6 May 2016

11:00 – 12:45

Room G1 – ITU (Varembé Building)



The Tunis Agenda on the Information Society, more precisely its Para 101 proposed implementation mechanism at the regional level, as follows: upon request from governments, regional intergovernmental organizations in collaboration with other stakeholders should carry out WSIS implementation activities, exchanging information and



best practices at the regional level, as well as facilitating policy debate on the use of ICTs for development, with a focus on attaining the internationally agreed development goals and objectives, including the Millennium Development Goals. UN Regional Commissions, based on the request of Member States and within approved budgetary resources, may organize regional WSIS follow-up activities in collaboration with regional and sub-regional organizations, with appropriate frequency, as well as assisting Member States with technical and relevant information for the development of regional strategies and the implementation of the outcomes of regional conferences.

In addition, the United Nations General Assembly Overall Review on the implementation of WSIS (UNGA Resolution A/70/125) invites the regional commissions to continue their work in implementation of the World Summit on the Information Society.

An annual WSIS Regional Commissions coordination meeting is held as an integral part of the WSIS Forum each year. This year, at the WSIS Forum the UN Regional Commission's WSIS Coordination meeting took place on the 6th of May at the ITU Headquarters, Geneva, Switzerland.

The meeting was attended by representatives of the UN Regional Commissions (UNESCWA, UNECE, UNECA and UNESCAP) and was chaired by UNESCWA. The UN Regional Commissions / WSIS work plan was discussed and approved for the year 2016-2017.

# Knowledge Café



## Implementing Best Practices and Addressing Challenges

Wednesday 4 May 2016

12:15 – 14:30

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

120 seats; First come, first served

Light lunch will be served

### Summary

The Knowledge Café: ‘Implementing Best Practices and Addressing Challenges’, was held on 4th May 2016 in the ITU Montbrillant building. It provided an ideal multistakeholder platform for about 100 WSIS delegates and 2016 WSIS Prize Winners and Champions, enabling active involvement of each and every participant to explore key questions on the data requirements necessary to “take stock” of ICT progress and implement effective policies to achieve the Sustainable Development Goals (SDGs). This collaborative format facilitated brainstorming on trends, challenges and opportunities when using ICTs for development.



### Speakers:

- Mr Malcolm Johnson, Deputy Secretary-General, ITU
- Ms Susan Teltscher, Head of ICT Data & Statistics, ITU
- Mr Ben Addom, Program Coordinator, CTA

**Moderator:** Mr Vladimir Stankovic, ITU

**Rapporteur:** Ms Anna Polomska, ITU

### Agenda:

1. Welcoming Remarks by Mr Malcolm Johnson, DSG ITU
2. Introduction by Moderator Mr Vladimir Stankovic, WSIS/ITU and presentation of the WSIS Stocktaking process and WSIS Prize contest
3. Ms Susan Teltscher, Head of ICT Data & Statistics, ITU – presentation on the role of statistical data in taking stock of information society developments
4. Round 1 / Question 1 = discussion at the tables
5. Rapporteur Ms Anna Polomska, ITU - summary of the round table discussions
6. Mr Ben Addom, Program Coordinator at CTA - update on Apps4Ag Database
7. Round 2 / Question 2 = discussion at the tables
8. Rapporteur Ms Anna Polomska ITU - summary of the round table discussions
9. Wrap up and final conclusions by Moderator - Mr Vladimir Stankovic, WSIS/ITU

### 1. Purposes and questions



The Knowledge Café: ‘Implementing Best Practices and Addressing Challenges’ focused on sharing stakeholders’ ideas and experiences on best practices and addressing challenges while developing their work and projects, in order to contribute to knowledge sharing among different stakeholders and geographic areas.

To this effect, the two conversation rounds of the Knowledge Café: Knowledge Café: Implementing Best Practices and Addressing Challenges were triggered with the strategic questions listed below.

| Theme                                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Round 1, Question 1</b></p> <p><b>Why do we need ICT statistics for stocktaking and how can ICT data availability be improved at the national level?</b></p> |
| <p><b>Round 2, Question 2</b></p> <p><b>How to better harness ICT for strengthening sustainable development?</b></p>                                               |

## 2. Welcoming Remarks by Malcolm Johnson, Deputy Secretary-General, ITU

Mr Malcolm Johnson, Deputy Secretary-General of ITU welcomed warmly all delegates and congratulated all 2016 WSIS Prizes Winners. He expressed his hopes for this session being productive for all, also highlighting that the stocktaking effort is very important. Mr Johnson explained that ITU – WSIS team is looking for all ideas on how to upgrade and further develop the current ITU database. He stressed the need to link the database with other local or national databases, as this could be beneficial for the existing ITU database with more than 8.000 entries in the database and serve as the source of case studies and best practices at the international level. The question was how to further develop it and enrich these submissions. Mr Johnson encouraged all participants to think about the synergies and links between national, regional and international databases and to promotion of this data base among all stakeholders and administrations.

## 3. Ms Susan Teltscher, Head of ICT Data & Statistics, ITU – presentation of the role of statistical data in taking stock of information society developments

Ms Teltscher started her presentation with welcoming the community of stocktaking gathered in the room, and explained that data collection from the stocktaking angle is different, however with aim to providing data in order to see the current situation in countries of interest. Ms Teltscher explained the link between policy and regulations – “if we engage in policy, we have particular goals to achieve in 10-15 years, but to do so we need to know where we stand now. We therefore need a good data for setting up goals and for further monitoring.”

Ms Teltscher stressed that ITU collects two types of official statistical data: data that refer to the telecommunication sector, mostly operators, and is channeled to ITU via national regulatory authorities (NRA) and Ministries; and data that refer to ICTs in households and individuals' usage of ICTs, which are channeled to ITU via national statistical agencies. The data from telecom operators are called administrative data or records; the data from NSOs are based on national household surveys. This is important since it gives a full pictures. There are few examples of admin and survey data like for example ICTs usage comes from survey data. This type of data you can break down on gender, education. The main challenge is to make sure they can be compared at international level, so the methodology is the same.

Ms Teltscher provided the overview of the existing goals for ITU and international community. In 2014, recognizing the need to monitor, address and overcome the digital divide, the ITU Plenipotentiary Conference adopted the four strategic goals, with seventeen targets, to monitor and stimulate the development of the ICT sector between 2015 and 2020. The ITU strategic goals and targets, also named Connect 2020 Agenda, have been designed to assist the international community in monitoring and measuring progress towards ICT access for all, covering the areas of ICT growth, inclusiveness, sustainability and innovation and partnership.

Ms Teltscher reminded about the data dissemination which is done 2 times per year and with publications such as the MIS Report 2015 which provides a first review and quantitative assessment of the ITU Strategic Goals and Targets. Ms Teltscher presented in more details the ICT Development Index (IDI) is a composite index combining eleven indicators into one benchmark measure that can be used to monitor and compare developments in information and ICT between countries and over time.

Ms Teltscher stressed that data availability has a certain pattern: high data availability in high income countries and basic infrastructure data is widely available, plus pricing data as well. Data are scarce in low income countries – where human, financial capacities are lower. Surveys are also costly so data on usage are less available. On the top of this the financial data are very scarce. In general data availability related to information society indicators is low in many developing countries.

Ms Teltscher provided also a short overview of a new SDGs agenda for UN with its 169 indicators and 4 goals have specific ICT indicator. Ms Teltscher finished her presentation with few take away messages and questions for participants. First of all she highlighted that ICT policy makers need to collaborate with ICT data producers to ensure the production of relevant and timely ICT statistics in countries. She also advocated using consistent definitions and methodology, which is why the ITU uses data from official sources, such as ICT ministries. Following questions were posed to the participants:

- What is the difference between information based on national case studies/projects and information based on national statistics? Why do we need statistics for stocktaking?
- Do you know if official ICT statistics are available in your country? How can ICT data availability be improved at the national level?

After this presentation, participants had specific questions for Ms Teltscher. First one was on how the ITU defined a computer for the purposes of its statistics. The answer from Ms Teltscher was that different devices require different skills so smartphones are not considered PCs, which was followed by the debate in the room. Other participant asked how to get valid indicators and no contradictories, taking into account local conditions. Ms Teltscher summarized that ITU tries to go for global indicators to facilitate comparisons across countries. Some participants posted concerns about the differences in the definition of broadband access among different countries asking how a common set of indicators could be developed that would lead to a sector-per-sector track. Ms Teltscher replied that if countries had different definitions this would not impact the final reports, as the ITU collects data on broadband by speed and not by national definitions. Furthermore, one participant asked about the ongoing work to help achieve the infrastructure maturity. Ms Teltscher clarified that different indicators show the level of achievement regarding the different infrastructures, which can help us to see which stage we are at.

**More information available in the power point presentation uploaded on the Knowledge Café website.**

#### **4. Summary of the Results of Conversation 1 – Rapporteur’s feedback**

In the nutshell, discussions between participants about the need ICT statistics for stocktaking activities and improvement of ICT data availability at the national level, emerged following main areas such as a need of statistics to have better decision-making and policy-making with necessary transparency. Correct and up-to-date data are necessary for any decisions on investment and planning activities.

Addressing the need of data collection improvement at national level, the response from the room was that collaboration and cooperation, human resources development, and an open data platform are necessary.

#### **5. Mr Ben Addom, Program Coordinator at CTA – update on Apps4Ag Database**

Mr Ben Addom started his presentation about access to information regarding agriculture with the describing the main objective of the application - App4Ag which is an ICT solution for agriculture. The application focuses on achieving prosperity and reducing poverty through data collections on agriculture solutions. This app brings relevant data into one place. The overview of this database provided by Mr Addom, where information is available in order to make better use of existing resources, started with some stats: there are about 400 applications in the database as well as the catalogue with different themes and technology/business/people is available.

The App4Ag allows to mitigate the duplication, as there are many apps which are available and run by entrepreneurs to achieve the sustainable development.

These are not only web app and mobile app, these are also web based and voice based. There is filtering feature available also for better usage of the app. Mr Addom explained how to keep the platform live, up to date and interactive. CTA worked with developers and implementers for years. The core question is still business model. To sustain the system, there are several methods such as: free registration for users, possibility to rate the apps and dashboard to keep the database. Usability and functionality – there is an added value for users and developers.

Mr Addom answered few questions from the floor regarding geographical dispersion in terms of users and developers, gateways for investors, and implementation plans.

## 6. Summary of the Results of Conversation 2 – Rapporteur’s feedback

In response to a question addressed to the tables, asking them how to better harness ICT for strengthening sustainable development, the participants mainly listed awareness raising, sharing by best practices and examples, also sharing knowledge and the education importance. Capacity building and human development make the harnessing ICTs for the Sustainable Development possible. To do this participants suggested developing and launching databases digital platforms.

## 7. Wrap up and conclusions

Mr Vladimir Stankovic thanked to all participants of the WSIS Café for their time and ideas shared during the session. Before closing he highlighted the importance of the ITU WSIS Stocktaking databases and stressed the potential of combining the efforts in collect data and share projects, in order for data to become available on the international level.



# Information Sessions (IS)



## Crowdsourcing Data, Knowledge and Learning (University of Geneva)

Monday 2 May 2016

13:15 – 14:10

Room A

## From Bits to Bytes – Scaling Sustainable Development (Global e-Sustainability Initiative – GeSI)

Monday 2 May 2016

13:15 – 14:00

Room C1

## Global Connect Initiative (US Department of State)

Thursday 5 May 2016

13:15 – 14:00

Room K1

## Government of West Bengal – UNICEF’s Partnership on ICT Led Governance of State Plan of Action for Children (UNICEF India Country Office)

Thursday 5 May 2016

13:15 – 14:00

Room K2

# Information Sessions



## Crowdsourcing Data, Knowledge and Learning (University of Geneva)

Monday 2 May 2016

13:15 – 14:00

Room A – ITU

*“SDGs as an abbreviation does not only stand for Sustainable Development Goals, but also for Sustainable Digital Geneva.”*

Pr Jacques de Werra, Vice-Rector,  
University of Geneva



**UNIVERSITÉ  
DE GENÈVE**

*“Even something as complicated as radiation can be successfully monitored by the public.”*

Pr François Grey, University of Geneva

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

C3. Access to information and knowledge

C4. Capacity building

C7. ICT Applications: E-learning

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

C10. Ethical dimensions of the Information Society

C11. International and regional cooperation

Knowledge co-creation and education powered by ICTs are relatively new concepts and could lead to new approaches in development as a whole, notably capacity building.

### Debated Issues

The SDG framework is a call for action, creativity and innovation from all stakeholders. Academia have a critical role to play in helping develop new knowledge, new research and new learning methodologies and tools that will be building blocks to achieve the SDGs. The University of Geneva chose to engage by building on 25 years of digital innovation and several decades of pedagogical research, and to explore the reciprocal impact of ITC and knowledge co-creation and education.



Taking the SDG Framework call for partnerships seriously, the University of Geneva is reaching out to governments and international organizations, civil society, the private sector and fellow academic partners to engage in a dialogue – the Geneva Dialogue on the SDGs. Academia; multilateral development partners; and the ITC industry will investigate how digital innovation in knowledge creation and learning and capacity building may contribute to achieving the SDGs.

At the 2016 WSIS Forum, a kick-off session of the Dialogue gathered academia, industry and multilateral partners around participative approaches in knowledge creation and learning, focusing on how knowledge co-creation is modifying the environment, ecosystem and engagement of all stakeholders, taking stock of examples in crowdsourcing data, coordinating multilateral actors around a common framework, developing educational tools to support national experts, and others. The purpose of the panel was to explore the impact of crowdsourcing on creation and dissemination of knowledge, not assuming participative initiatives were new, but taking into account a huge qualitative leapfrog between the pre-digital age and today in terms of speed and of reach. Building on projects the panelists currently run, the discussion addressed a wealth of issues related to crowdsourcing as a method to gather data (including reliability of data and barriers to engagement including digital literacy) The session moved on to discuss deeper determinants and impacts of crowdsourcing projects for knowledge creation and dissemination.

The following topics were identified as key dimensions of knowledge and digital innovation:

### **1. From engraved stone to immaterial: changes in knowledge creation and dissemination**

Following a metaphor coined by C. Rodriguez (UNOG), panelists recognized that the knowledge creation process, embodied by a report for example, was increasingly iterative, making knowledge liquid, immaterial. This trend – accompanied by a wealth of initiatives to share knowledge electronically – is contemporary to the advent of the SDG framework, much less report-centered as compared to Millennium Development Goals. All development partners are looking into harnessing this change.

### **2. Crowdsourcing builds public confidence**

C. Rodriguez (UNOG) and J. Gaylord (ITU) stressed that to take advantage of any crowdsourcing process, there is a need to convince people of the value of the collective contribution and to get people to realize the value of information and knowledge is bigger when it is shared. Getting organizations and individuals to be the first mover in sharing knowledge is also about creating a network of trust. So crowdsourcing isn't only about the data, the knowledge, but also about the trust in collaborative efforts and often sees a change of mindsets.

### **3. Learning is a social phenomenon and creates communities that, in turn, create knowledge and trigger sustainable engagement**

People need to know the outcome of their engagement, including when this engagement takes the form of invested information or data, F. Grey (UNIGE) emphasized, let alone when they are asked to state their expectations from global processes (cf. MyWorld Survey). They should also be aware of a by-product of their engagement, i.e. informal learning. E. Proden (UNITAR) highlighted the



potential impact of collaborative initiative among the youth, saying how sharing knowledge online is a way to build a strong engagement for the future and provide alternative perspectives, including ownership of their own future: they can be volunteers, share ideas, help building a consensus, learn; they are also consumers and future decision makers and leaders. She also referred to a digital learning toolkit on the SDG created by UNITAR and stressed how much the digital open format enabled actors, for example at a national level, to take ownership of content and customize it to local needs, a process that is very much needed to ensure implementation of SDGs everywhere.

In addition, during the Q&A session, participants and panelists identified the following topics that will use more in-depth conceptualization and investigation: Mactar Seck (UNECA) emphasized the need for capacity building to leave no-one behind. Reda Sadki (Learning Foundation) suggested further attention to both ends of the crowdsourcing chain: how organizations take up and apply what the crowd comes up with. Peter Bruck (WSA Awards) said crowdsourcing data is easy to grasp but crowdsourcing knowledge may need more conceptual work.

### Main Outcomes of the Session highlighting

Panelists mentioned innovative projects and processes:

- The Citizen Cyberlab (a CERN-UNITAR-UNIGE project) that gathers scientific data among the general public;
- UNITAR SDG toolkit that turns national experts into knowledge brokers within governments and the civil society;
- UNOG PCP that kickstarted a collaborative impetus among Geneva-based organizations;
- ITU's work on innovation ecosystems and harnessing the potential of a myriad of stakeholders;

The discussion proved that a number of issues need to be further researched and discussed. The Geneva Trialogue in November 2016 aims to offer a time and location to do exactly that. At that point, answers and recommendations will be given as to

- how academia can contribute to ensuring the solidity of data and information crowdsourced and turn it into relevant knowledge;
- how development partners such as IOs and governments can make use of this knowledge, customized it to local needs, create and foster engagement in communities and cater to expectations;
- how the industry could innovate and develop new tools and distribution schemes, aligned with knowledge-based initiatives, to overcome barriers and bridge the digital divide.

More information on the Geneva Trialogue project will be posted on [www.unige.ch/formcont/genevatrilogue](http://www.unige.ch/formcont/genevatrilogue), including the OECD information session scheduled on 30 May 2016.

### Main linkages with the Sustainable Development Goals

Participative knowledge empowers national experts to build engagement with all stakeholders. This concept of learning and knowledge is aligned with the methodology of the 2030 Agenda: participatory and multi-stakeholder partnerships. Education on SDGs and towards the SDGs is an essential part of the SDGs.

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

C3, C7: social learning as a means to overcome digital barriers

C11: knowledge initiatives as capacity-building

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

Outcomes from the Geneva Trialogue: how the global community, the ITC industry and academia should build upon the discussion on knowledge, communities, and engagement.

**Moderator:** Sophie Huber, Director, Centre for distance and continuing education, University of Geneva

### **Panellists:**

**Opening remarks:** Jacques de Werra, Vice-Rector, University of Geneva

### **Panellists:**

- Florence Baudry, Model United Nations
- Ioana Creitaru, UNDP
- Joseph Gaylord, ITU
- François Grey, UNIGE
- Elena Proden, UNITAR
- Carolina Rodriguez, UNOG

# Information Sessions



## From Bits to Bytes - Scaling Sustainable Development (Global e-Sustainability Initiative – GeSI)

Monday 2 May 2016

13:15 – 14:00

Room C1 – ITU

**Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11**

C1, C2, C3, C5, C6



### Main outcomes

The Session provided a preview of the GeSI report *#System Transformation – How digital solutions will drive progress towards the Sustainable Development Goals*, focusing on the key findings of the study and the GeSI commitment to make the SDGs the central framework of its activities up to 2030, including through stakeholder partnerships. The project included a high-level assessment of all 17 Goals as well as a deep-dive evaluation focused on SDGs: #3, 4, 8, 9, 11, and 13.

“ICTs are vital in driving progress towards achieving each and every one of the 17 Sustainable Development Goals” said Malcolm Johnson, ITU Deputy Secretary-General, opening the Session. “ICTs are already empowering billions of individuals around the world – by providing access to education resources and healthcare, and services such as mobile banking, e-government and social media. The challenge now is to bring the rest of the world online”.

The GeSI panelists illustrated the triple advantage of ICT-based empowering solutions for SDGs achievement: i) the disruption potential, enabling the scale of transformation needed; ii) the positive impact in the three dimensions of people, growth, and the environment; iii) and the interesting business case providing incentives for long-term commitment from industry.

The need for cooperation between the private sector, countries, and international organizations was debated with the audience, especially in light of the still existing barriers to ICT adoption.

“Joint action by policymakers, multilateral organizations, the ICT Sector, the other business sectors and NGOs is essential to achieve the speed, scale, and complexity of transformation needed and overcome to regulatory, financial and other barriers to ICT enablement.” said

GeSI Board member Joan Krajewski/Microsoft. That is why GeSI will use the SDGs as reference point for its strategic action in the coming years, and is calling for joint action with a wide range of stakeholders: not only ICT industry players, but also policymakers, other industry sectors, and civil society.

This strategy is in line with the priorities identified by the WSIS Action Lines C1, 2, 3, 5 and 6, which include the development of the right environment to enable a wider uptake of ICT-based empowering solutions; investment in infrastructure; and multi-stakeholder initiatives.

Finally, GeSI intends to closely monitor and report on the ICT industry progress towards SDGs achievement. More generally, monitoring on the SDGs implementation will need to remain a key objective of the coming years, one that would be interesting to discuss in the next editions of the WSIS Forum.

**Panellists:**

- Malcolm Johnson, ITU
- Luis Neves, Deutsche Telekom
- Philipp Buddemeier, Accenture Strategy

# Information Sessions



## Global Connect Initiative (US Department of State)

Thursday 5 May 2016

13:15 – 14:00

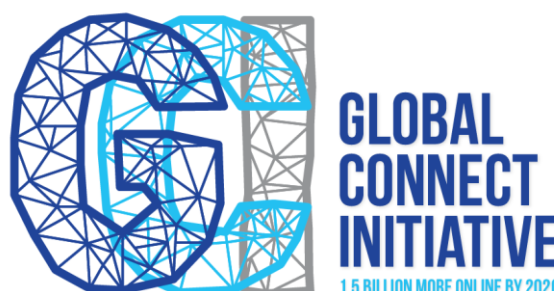
Room K1 – ITU

*“Let’s advance ‘human centered outcomes’ around connectivity.”*

Ritu Sharma, CEO SDG Nexus

*“Players in Africa should partner with all stakeholders to achieve results in connectivity. GCI should be welcomed and supported in Africa.”*

Jimson Olufuye, Chair, AfICT – Africa ICT Alliance.



### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

C2. Information and Communications Infrastructure: an essential foundation for an inclusive information society

#### Debated Issues

- The U.S. Department of State has launched the Global Connect Initiative to help bring an additional 1.5 billion people online by 2020. Under this initiative, every partner country or stakeholder contributes what they can to bring us towards these goals, be it infrastructure technology, best regulatory practices, great applications, or financial or technical support in these areas. Global Connect Initiative supporters also subscribe to a set of Core Connectivity Principles. More information on the Global Connect Initiative is available here: <https://share.america.gov/globalconnect/>.
- The Global Connect Initiative is premised on a few simple, but significant facts. Developed countries are significantly more connected and usage continues to grow faster in developed countries; persistent digital divide. Nearly 60% of the world’s population is offline – of 7.4 billion people, only 3.2 billion access the internet. Twenty countries account for 3.2 billion of the 4.2 billion who are offline – 1.8 billion in India and China alone. ICT access matters to economic growth and development – connectivity is a prerequisite. In developed countries, the Internet economy contributes as much as six percent to GDP. According to a World Bank study, a 10 percent increase in connectivity in

developing countries can contribute 1.4 percent to GDP. Cost remains a significant impediment. Fixed broadband penetration in developing countries is one quarter the rate in developed countries.

- Launched in September 2015 by Under Secretary of State Catherine Novelli, the Global Connect Initiative seeks to mainstream the view that internet connectivity is as fundamental to economic development as transportation, power and other core infrastructure; to see countries integrate Internet connectivity and digital technologies as a key part of national development strategies; for international development institutions to prioritize Internet for development by adopting “dig once policies” and through other means; to catalyze and support innovative industry driven solutions to connect remote areas; and for countries and other stakeholders to build policy environments that encourage investment in broadband infrastructure and innovative technical solutions for expanding connectivity.
- The Global Connect Initiative Principles reflect these core goals. Internet connectivity should be an integral part of all national development strategies. All stakeholders, including governments, industry, civil society, the technical community, international financial institutions and international development organizations, should accelerate efforts towards universal connectivity. Innovative industry-driven solutions to extend connectivity to remote areas should be encouraged. Stakeholders should foster digital literacy, enable and promote the development of locally relevant content, applications, and services as they are essential to widespread adoption of the Internet and increase its social and economic value to people, families, and communities. Stakeholders should encourage public access, as for example in public libraries and community centers, among others. Stakeholders should help create enabling environments by adopting policies and strategies that focus not only on spurring connectivity, but also entrepreneurship, cross-border information flows, and open and competitive marketplaces. Stakeholders should make Internet connectivity more available, accessible, and affordable around the world, as that helps us achieve the Sustainable Development Goals. Stakeholders are encouraged to publicly support the Principles.
- The United States and the World Bank co-hosted a Global Connect Initiative meeting during the Spring 2016 World Bank/International Monetary Fund meeting in Washington, DC for finance ministers, and leaders of international organizations, industry and civil society. The meeting built support for connectivity and the goals of the Global Connect Initiative among policy makers outside the traditional ICT field. The Global Actions document released at the meeting highlighted more than 65 ongoing and new initiatives, including 42 country initiatives, in support of expanded connectivity and significant planned and recent investments.

- At this year's WSIS Forum, David Renz, Senior Advisor, International Communications and Information Policy, U.S. Department of State briefed interested WSIS attendees on the Global Connect Initiative. For more information on the Global Connect initiative, please contact David Renz at GCI-EB@state.gov or Manu Bhardwaj, Senior Advisor to the Under Secretary, at [bhardwajm@state.gov](mailto:bhardwajm@state.gov).

### **Main Outcomes of the Session**

- Stakeholders are encouraged to endorse the Global Connect Initiative Principles.
- Stakeholders are invited to engage with international financial institutions to promote building technical expertise on digital connectivity, sharing best practices with emerging economies, and better integrating connectivity with other infrastructure projects.
- Stakeholders are also invited to highlight innovative industry-led approaches to provide connectivity to remote and underserved communities.
- Collaboration among supporters of the Global Connect Initiative and related initiatives, including Connect 2020, is important to harnessing the power of ICTs to achieve development goals, which is what the WSIS outcomes are all about. In that regard, all stakeholders are encouraged to help broaden support for international connectivity at future multistakeholder discussions, including those identified in the Global Connect "Roadmap" available here: <https://share.america.gov/wp-content/uploads/2016/04/2.-GCI-Road-Map-FINAL.pdf>.

### **Main linkages with the Sustainable Development Goals**

- The Global Connect Initiative reinforces the role of ICTs as a cross-cutting enabler to support the implementation of nearly every Sustainable Development Goal.

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

- The Global Connect Initiative will contribute to global progress across all of the WSIS Action Lines, in particular C1, C2, C3, C4, C6, and C11. The Global Connect Initiative also promotes multistakeholder cooperation, which is the bedrock of WSIS implementation.

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**



- Policies and financing vehicles to encourage development and deployment of innovative technologies to delivery affordable broadband access to remote and underserved communities.

**Panellists:**

- David Renz, Senior Advisor, U.S. Department of State, Office of International Communications and Information Policy

# Information Sessions



## Government of West Bengal-UNICEF's Partnership on ICT Led Governance of State Plan of Action for Children (UNICEF India Country Office)

Thursday 5 May 2016

13:15 – 14:00

Room K2 – ITU

*"The Government of West Bengal believes in building strong partnerships for the collaborative achievement of SDGs. The State Plan of Action for Children is an example of such a partnership with UNICEF and other important stakeholders."*

Ms Roshni Sen, Secretary, Department of Women and Child Development, Government of West Bengal, India.



**Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11: C7**

### Debated Issues:

This session discussed the importance of ICT in the governance of policies, plans of action and programs for women and children. It also emphasized the need for an ICT driven monitoring mechanism which clearly defines goals, indicators and targets and reviews progress with credible data at state, national, regional and global levels.

During this session, three examples of the use of ICT in implementing plans of actions for children was discussed. The Digital State Plan of Action for Children Portal will bring together disaggregated administrative and survey data related to processes and outcomes (for women and children) in the form of scorecards. Digital scorecards are an effective means of project management, assessment and reviews to strengthen the implementation of plans and programs.

Other key examples of digital governance of state plans of action for children discussed by Ms Roshni Sen, Secretary, Department of Women and Child Development, Government of West Bengal, India were the national Trackchild Portal, the Kanyashree Portal and Childline Portal. TrackChild is an ICT enabled national system for displaying live data on 'missing' children and to monitor progress of 'found' children, availing services in Child Care Institutes. It is an integrated virtual space for all

stakeholders working on child protection and provides a networking system for them. It facilitates mapping of vulnerable locations, from where large number of children are reported missing, so that corrective action can be taken. It also monitors actions taken by Police to trace missing children in a streamlined manner through the software. Trackchild also facilitates data entry and matching of missing and found children, and also enables follow up of progress of children who are beneficiaries. Childline, is a toll free helpline for children which has already registered more than 36 million calls since inception in 1996. It also provides comprehensive information on child rights issues.

The Kanyashree Portal provides end to end ICT support to a conditional cash transfer scheme for promotion of girl's education and prevention of child marriage in West Bengal, India. It provides information on application status, renewal & upgradation, enrolment rates, grants disbursements. It has a robust grievance redressal mechanism which also harnesses mobile technology. It has a detailed Management Information System (MIS) interface to facilitate decentralized monitoring of the scheme.

**Main Outcomes of the Session:** The following points were agreed as the way forward to strengthen ICT led governance of plans of action and programs for children:

- Improvements in efficiency, speed & accuracy of data collection are required.
- Strengthening digital data gathering (DDG) solutions to support surveys and evaluations of programs and significant gains for controls, audits and accountability.
- Strengthen staff capacities for quick adoption of new technologies, easy integration with existing systems; and acceptance by recipient communities.
- Cloud-based data management solutions and web-based software tools.
- Strong delivery partners & availability of on-the-ground support;
- Budgetary support and political will required for scaling up ICT led governance of plans and programs.
- Use of alternative means to data collection and monitoring such as crowd sourcing and U-Reports.

#### **Main linkages with the Sustainable Development Goals**

- As highlighted by Ms Roshni Sen, Secretary, Department of Women and Child Development, Government of West Bengal, the State Plan of Action for Children is a comprehensive action plan aligned to SDGs, focusing on health, education, child protection, water and sanitation related outcomes for women and children. Its ICT led governance is a key driver for its success and the Government, with UNICEF support, aims at making it a replicable example of digital governance for achievement of SDGs.
- Importance of ICT for monitoring progress against global goals of Connect 2020, Broadband commission, WSIS and SDGs well established through the above examples. Out of the 17 SDG goals; SDGs 169 targets, 231 indicators, there are 7 ICT indicators linked with education, gender, industry and infrastructure and partnership for goals. Partnership of UNICEF with

Government on such initiatives is aimed at facilitating the achievement of these goals through initiatives such as the ones discussed in this session.

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

- Preparation of a single virtual network on child development through the SPAC E-Portal identified during the meeting. The portal will bring all data & information related to child development from different sectors in a common virtual space, on a regular basis.
- Improved trends in ICT led programming of cash transfers identified through the example of Kanyashree Prakalpa scheme from India. ICT facilitates e payments for better targeting, improved security for staff and recipients; reduced leakage; improved reconciliation and control of expenditure; greater speed and efficiency of transfer; reduced costs for the government. This directly supports action line C7 through ICT support to education and women's empowerment.

**Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

- Need to bring in good practices on ICT led governance of plans of actions and social programs from low and middle income countries to WSIS. Examples from Latin America, South Asia, South East Asia, Africa and the Middle East may further enrich global understanding on the ICT led efforts to achieve targets of action line C7.

**Panellists:**

- Ms Roshni Sen, Secretary & Head of Dept., Woman & Child Development Department, Government of West Bengal;
- Dr Subrata RoyGupta, Scientist, National Informatics Centre, Ministry of Communication & IT, Govt of India
- Ms Shweta Pandit Dey, Social Policy Specialist, UNICEF- India (key speaker)

# Country Workshops



During Country Workshops, countries provide updates and reports on the implementation of the WSIS Action Lines in their respective countries. These sessions provide an opportunity for all participants to learn and share their country level experiences on the implementation of the WSIS Action Lines.



# Country Workshop



Consumer Policy of the President of the Office of Electronic Communications  
(Office of Electronic Communications – Government of Poland)

Monday 2 May 2016

11:00 – 13:00

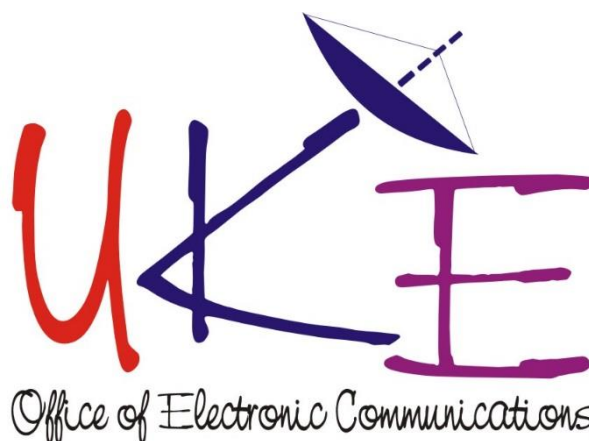
Room C1 - ITU

*"Awareness rising is the key issue to better consumer protection"*

*"Voluntary based projects and initiatives can do more than strict regulatory actions"*

**Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11**

Workshop discussed main projects undertaken by the President of the Office of Electronic Communications in the area of consumer protection. Theme of the session and its substance was linked directly with Action Line C3. Access to information and knowledge and Action Line C5. Building confidence and security in the use of ICTs.



## Debated Issues

Presented project touched upon issues like provision of information to the end users on telecommunication services, awareness rising initiatives, comprehensive assistance to the consumers, education and information campaigns, safe use of the Internet, the need to support and improve digital literacy of people over the age of 50, child online protection, as well as access to clear information on available offers.

## Main Outcomes of the Session highlighting

Based on the Polish experience participant of the session came to the conclusion that better consumer protection needs cooperation between service providers, telecom providers and civil society. Regulator authority can play crucial role in consumer protection. It can create equal level playing field between consumers and service providers. It is very important to be close to the market and to hear the voice of the consumers. Satisfied consumers contribute to the market growth, drive innovation a new services.

### **Main linkages with the Sustainable Development Goals**

This session theme linked to the Goal 16: Promote just, peaceful and inclusive societies. Consumer protection policy builds and increases trust between governmental institutions and citizens. It rises awareness among citizens, transparency and contributes to the inclusive society based on rule of law. It also linked to the Goal 12: Ensure sustainable consumption and production patterns through improvement of quality of services provided by telecommunications operators as well as promotion of good practices and good behavior patterns.

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

In the world of ICT services consumer protections becomes more and more important. New developments in the field of services require interventions of the regulatory authorities. Depending on the level of the market development different issues and problems were identified. It is important to share experience and launch voluntary based projects which can go beyond the regulatory measures.

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

Focus on regulatory actions that contribute to the creation of information society and implementation of SDG.

**Moderator:** Mr Karol Warzecki, Head of Consumer Rights Protection Unit, Office of Electronic Communications, Poland

### **Panellists:**

- H.E. Ms Magdalena Gaj, President of the Office of Electronic Communications, Poland
- Mr Karol Warzecki, Head of Consumer Rights Protection Unit, Office of Electronic Communications, Poland
- Mr Lukasz Puchala, Chief Expert, Consumer Rights Protection Unit, Office of Electronic Communications, Poland



# Country Workshop



## Estonian e-Residency: Building a borderless digital society and unleashing the world's entrepreneurial potential (Republic of Estonia)

Monday 2 May 2016

14:30 – 16:15

Room C2 - ITU

*"Before us we have an instrument that will enable financial inclusion and economic empowerment for entrepreneurs around the world and particularly for those living in developing countries."*



REPUBLIC OF ESTONIA  
E-RESIDENCY

Kaspar Korjus, e-Residency (Estonia)

*"The B2C e-commerce index of UNCTAD reveals that there are still many barriers to e-commerce uptake, ranging from the limited awareness among governments and regulators and insufficient access to affordable ICT infrastructure, to lack of security and trust in online transactions and weak legal and regulatory frameworks"*

Cécile Barayre, UNCTAD

*"ePayments provide significant contributions to the economy through both their actual economic activity, and the much larger benefits derived from their crucial role in facilitating commerce"*

Adam Heal, United Nations ESCAP

*"It is overwhelmingly positive to see the feedback the e-Residency programme has received in Asia-Pacific countries. We are honoured to keep working to help them to reach their full e-commerce potential via e-Residency."*

Kaspar Korjus, e-Residency (Estonia)

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

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

- C7. ICT Applications: E-employment
- C10. Ethical dimensions of the Information Society
- C11. International and regional cooperation

## Debated Issues

- Mr Kaspar Korjus talked about the e-residency programme of the government of Estonia—a transnational digital identity available to everyone in the world. As the first initiative of its kind in the world, it opens up new opportunities for digital inclusion and economic empowerment by providing foreigners access to Estonia’s public and financial e-services.
- Kaspar Korjus also outlined examples of how this secure digital identity provided by Estonia confers the opportunity to open and run a location-independent business online that operates within the EU legal framework. This is particularly important as there will be an estimated one billion new internet users by 2020<sup>1</sup>, most of them living in developing countries, who will likely face barriers when engaging in the digital economy. The e-Residency programme aims to solve those challenges.
- Mr Adam Heal focused on UN ESCAP’s work on ICT and trade and on potential for digital trade in Asia and the Pacific, the fastest-growing economic region in the world, home of more than 60% of the population and of one-third of global B2C transactions. He also mentioned the barriers to digital trade in the region, mainly lack of ICT access, effective customs and logistics, and a shortage of efficient cross-border payments. Mr. Heal talked about how e-Residency could be a solution to many of these challenges businesses face in the Asia-Pacific when engaging in trade.
- Ms Cécile Barayre talked about the B2C e-commerce index 2016, recently published by UNCTAD, and linked it with the main obstacles to e-commerce adoption in the world. She also discussed the ‘Aid for eTrade’ initiative that is being developed and advanced by UNCTAD, showcasing its potential to unleash the e-commerce potential of developing countries.
- The presentations centered on enabling digital trade and e-commerce in developing countries. The work of UNCTAD and UN ESCAP has been key in making this happen, and the e-Residency programme was seen as an important tool to accomplish it, as it fosters digital trade, by opening to everyone the digital infrastructure and regulatory framework of a highly digitized country like Estonia to the rest of the world.
- The audience asked questions regarding the barriers to e-commerce uptake in developing countries highlighted by the speakers. The questions also focused

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<sup>1</sup> The World Economic Forum (2015)

on the potential of the e-Residency programme in the future of the digital trade, finance, the internet economy and globalization.

### Main Outcomes of the Session

- The e-Residency programme of Estonia is a valuable alternative for businesses and people in developing countries to access the regulatory and digital infrastructure of Estonia. As the first initiative of its kind in the world and because its ability to empower entrepreneurs everywhere, it deserves close attention.
- Access to international payment systems is key to remove restrictions on cross-border financial flows and to allow for the free flow of data and information across borders. The e-Residency programme of Estonia enables this to happen both because of the digital identity it provides and because of the possibility foreigners have to open an Estonian bank account.
- Identity management and trust services will continue to gain importance in the debate surrounding trade and financial transactions. It will also influence the discussion on how to increase confidence and security in the use of ICTs, as a digital identity helps to prove that the person online is who he or she claims to be. The e-Residency programme, by being a government issued transnational digital identity, addresses this need.
- The democratization in the digital realm enabled by e-Residency aligns with the vision for WSIS Beyond 2015 and with many of the United Nations Sustainable Development Goals.
- UNCTAD's work regarding e-commerce has received a lot of attention by member states, the private sector, donors, and other stakeholders, as it focuses on enabling trade worldwide in an increasingly digitized world.
- UN ESCAP's work will continue to be key to foster the transition to the digital economy of countries in the Asia-Pacific region, especially given its efforts on capacity building for member countries.
- There is a dearth of data on digital trade and e-commerce. It is key to address this issue to gauge the impact that the lack of access to these tools is having in developing countries.

### Main linkages with the Sustainable Development Goals

#### Goal 5: Achieve Gender Equality and Empower all women and girls

**Target 5b.** *Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women.*

**Goal 8: Promote inclusive and sustainable economic growth, employment and decent work for all.**

**Target 8.3.** *Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services*

**Goal 9. Build resilient infrastructure, promote sustainable industrialization and foster innovation**

**Target 9.a.** *Facilitate sustainable and resilient infrastructure development in developing countries through enhanced financial, technological and technical support to African countries, least developed countries, landlocked developing countries and small island developing States.*

**Target 9.c.** *Significantly increase access to information and communications technology and strive to provide universal and affordable access to the Internet in least developed countries by 2020.*

**Goal 10. Reduce inequality within and among countries**

**Target 10.2.** *By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status*

**Goal 17. Revitalize the global partnership for sustainable development**

**Target 17.1.** *Strengthen domestic resource mobilization, including through international support to developing countries, to improve domestic capacity for tax and other revenue collection.*

**Target 17.11.** *Significantly increase the exports of developing countries, in particular with a view to doubling the least developed countries' share of global exports by 2020.*

**Target 17.16.** *Enhance the global partnership for sustainable development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology and financial resources, to support the achievement of the sustainable development goals in all countries, in particular developing countries.*

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

Building confidence and security in the use of ICTs and having an enabling environment. Several actions are needed to achieve this, including the construction of a strong regulatory framework and the introduction of public e-services. In this regard, partnerships between the private and public sector will be vital to achieve it.

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

Digital finance and e-commerce. Given the key role that trade has had in fostering development, WSIS could focus on the linkage between ICTs and trade and how countries can leverage the emergence of digital trade and e-commerce to create a more inclusive internet society.

The role of identity management and trust services in an increasingly digitized society. Having a digital identity will be a determinant in enabling access to financial services and global trade.

### **Panellists:**

- Mr Kaspar Korjus, Managing Director of e-Residency, Republic of Estonia
- Mr Adam Heal, Trade, Investment and Innovation Division, United Nations ESCAP
- Ms Cécile Barayre, Division on Technology and Logistics, UNCTAD

# Country Workshop



Arabic Domain Names – the Saudi Arabian Experience (Saudi Arabia) (National Committee for Information Society – NCIS and the Communication and IT Commission – CITC of Saudi Arabia)

Thursday 5 May 2016

09:00 – 10:45

Room C2 - ITU

## Debated Issues

Domain names are a crucial part of using the Internet. The introduction of Internationalized Domain Names (IDNs) is very important, and it occurred after several years of continuous effort by the whole Internet community, with the launch of the IDN ccTLD fast track in Nov 2009.

هيئة الاتصالات وتقنية المعلومات  
Communications and Information Technology Commission



اللجنة الوطنية لمجتمع المعلومات  
National Committee for Information Society



The Kingdom of Saudi Arabia, represented by SaudiNIC (Saudi Network Information Center), has been very active in supporting Arabic domain names since 2000. It has gained valuable experience and contributed heavily in this area. The aim of this workshop was to highlight some of our latest efforts and contributions in supporting the use of the Arabic language in domain names and email addresses. This was done via highlights of some of the contributions at different levels:

- Introduction about DNS and Domain names
- Glance at the Arabic Domain Names Journey
- IDN Assessment Reports
- Arabic Emails Pilot Project (Raseel -Phase I and Phase II)
- Arabic domains universal acceptance challenges

### **Main linkages with the Sustainable Development Goals**

- Goal 8: Promote inclusive and sustainable economic growth, employment and decent work for all
- Goal 10: Reduce inequality within and among countries
- Goal 17: Revitalize the global partnership for sustainable development

### **Links to WSIS Action Lines**

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- C8. Cultural diversity and identity, linguistic diversity and local content

### **Panellists:**

Mr. Raed Alfayez, Director of SaudiNIC, CITC, Saudi Arabia



# Country Workshop



## Iran's Progress in the Information Society (Iran National Committee for WSIS / Information Technology Organization of Iran)

Thursday 5 May 2016

09:00 – 10:45

Room K2 - ITU

This workshop was organized in two parts. In the first part, a brief summary of the achievements and major activities that have been carried out by the Islamic Republic of Iran regarding the WSIS Action Lines was reported. Panellists from government, private sector, and academia updated the past reported projects, as well as introduced the new ones.



In the second part of the workshop, core results of the Iran national ICT measurement survey, conducted by the Information Technology Organization (ITO), as the body in charge for planning and monitoring the Information Technology (IT) in Iran, were reviewed. Panellists highlighted the outcomes of the survey which were related to the WSIS Action Lines.

These presentations helped participants in gaining a general view about ICTs in general, and WSIS in particular, in Iran.

**Moderator:** Dr Hadi Shahriar Shahhoseini, Director of International and Scientific Cooperation for IUST and Senior Advisor of ITO, Iran.

### Panellists:

- **Dr Hadi Shahriar Shahhoseini**, Iran University of Science and Technology, Iran.
- **Mr Aliasghar Ansari**, Iran Information Technology Organization, Iran.
- **Dr Hamid Shahriari**, Computer Research Center of Islamic Sciences (CRCIS), Iran.
- **Dr Mohammad Khansari**, Iran ICT Research Institute, Iran.

- **Mr Ahmad Bidabadi**, Data Processing Company, Iran.
- **Mr Hamidreza Ahmadian**, Ministry of Economic Affairs and Finance (MEFA), Iran.
- **Dr Seied Mostafa Razavi**, University of Tehran and MEFA, Iran.
- **Dr MohammadReza A. Shirazi**, Data Processing Company Iran.

For further information, please see:

<https://connect.itu.int/p5hsltruw5x/?launcher=false&fcsContent=true&pbMode=normal>

# Country Workshop



Government of Future – Building the Best Smart  
Governments and Cities in the World – Extraordinary  
Transformation that Touches Everyone's Life  
(Smart Dubai Office - UAE, Smart Dubai Government - UAE,  
Prime Minister's Office – UAE, Telecommunication  
Regulatory Authority - UAE)

Thursday 5 May 2016

11:00 – 13:00

Room Popov 2 - ITU

*"The UAE has been successful in extending the reach of services digitally to its citizens through extraordinary efforts, a constant desire to innovate, and exceptional leadership".*

H.E Bu Humaid

*"With our unique focus on people's happiness, and the collaborative support of the whole city, we are improving city experiences for all residents and visitors to Dubai. Our hope is that Dubai becomes a model for city transformation for the emerging world."*

H.E. Dr. Aisha bin Bishr

UNITED ARAB EMIRATES  
MINISTRY OF CABINET AFFAIRS & THE FUTURE
 
 الإمارات العربية المتحدة  
وزارة شؤون مجلس الوزراء والمستقبل



**Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11**

- C1 The role of Governments and all Stakeholders in the promotion of ICTs for Development
- C2. Information and Communication Infrastructure
- C3. Access to Information and Knowledge
- C6. Enabling Environment
- C11. International and Regional Cooperation

## Workshop Introduction

The UAE is setting the global standard for best future smart government and best smart city in the world. The workshop showcased great examples of the UAE's extraordinary achievements and the key changes made across federal and local government levels, including the efforts to become the happiest nation in the world that uses ICT means effectively.

A high level group of panellists composed of leading UAE government officials that are in charge of such transformation in the UAE provided the audience with their insights, opinions and recommendations on key ICT trends and challenges.

In addition to Dubai, smart City's, vision which is to make Dubai the happiest city on earth. By encouraging technology innovation in the move to create efficient, seamless, safe & impactful experiences for all. Smart Dubai was born out of the visionary approach of His Highness Sheikh Mohammed Bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to focus the city's unified efforts towards its most valued asset - its people. UAE have arrived at an extraordinary juncture where Dubai's geographic advantage, economic outlook, resident diversity and access to best-of-breed innovators that leveraged to transform the city into a benchmark for the world's emerging economies.

## Workshop Summary

- ***Prime Minister Office Presentation: From e-Gov to m-Gov to Mars***

The main points that were highlighted in the presentation focused on where is UAE today and where it strives to be in 2021 and how it will be one of the best countries in the world.

The session focused on UAE vision 2021 and the key systems and tools used by the UAE Government to ensure that it achieves its objective like UAE National Strategy the 52 National KPIs, National Performance system and a Leadership program amongst many others. The workshop also highlighted the new ministerial reshuffle that saw 4 key new ministers with Unique portfolios; Minister of Happiness, Minister of Tolerance, Minister of Youth and Minister of the Future.

Moreover the workshop shed light on key initiatives that had a lot of impact in the UAE like; UAE Innovates and Mohammed Bin Rashid Center For Innovation, Government Innovation Portal (AFKARI), the World Government Summit, Museum of the Future, the Global Star Rating System.

The workshop specifically detailed the Mobile Government Journey highlighting, the m-Transformation Measurement (GEMS), Mgov roadmap, Mgov guidelines, Mgov national plan, Codi and the Best Mobile Government Service Award as well as other awards like Drones for Good Award, World Drone Prix and the UAE AI & Robotics award and concluding with the Hope Probe and UAE's mission to Mars.

The above show cased UAE's ultimate goal to best among the best countries in the world by 2021, be Happiest nation and spread happiness and giving back to humanity and mankind.

H.E Hessa Bhumaid said the workshop was specially designed at the Forum to introduce the UAE's experiences in preparing for the future and creating initiatives and projects to make the UAE one of the best countries in the world in line with UAE Vision 2021. The workshop highlighted the UAE's transformation from electronic government to smart government, and the announcement of ministers for happiness, tolerance and the future as part of efforts to take the country to its next phase of development. It also described the UAE's role in hosting the World Government Summit 2016 and its steps to achieve the future vision through the launch of Dubai Future Foundation"

- ***Smart Dubai Office and Dubai Smart Government Establishment Presentation: Towards Becoming the Happiest City on Earth***

The Smart Dubai Office presented the strategic framework and journey of the Smart Dubai initiative so far, with the goal of transforming Dubai to the happiest city on earth, made possible through technology innovation.

The session focused on the role played by the Smart Dubai Office to enable and unify the citywide smart transformation, leading a widescale effort across all six city dimensions with strategic partners from the government and private sector.

The workshop defined the vision of the Smart Dubai initiative, to make Dubai the happiest city on earth, within the strategic context of the city's smart transformation. The session also detailed the Smart Dubai approach, which is focused on the belief that smart technology is the means to an end. Technology is defined as the building block towards extraordinary quality of life – not the end goal. Sustained resident and visitor happiness is the ultimate purpose of the Smart Dubai initiative.

The workshop also specifically detailed the mandate of Smart Dubai and defined the four strategic goals, or pillars, and six citywide dimensions. The Smart Dubai initiative aims to be ranked #1 globally for smart cities, with a mandate to introduce 100 smart initiatives and 1000 smart services within three years. The Smart Dubai initiative is guided by 4 strategic pillars: efficiency, seamlessness, safety and impact. Smart Dubai envisions a city where resources are always optimized; everyday life services work together; where and both people and information protected, creating impactful experiences of every person in the city.

The Smart Dubai approach spans the six smart city dimensions as defined by the European Union: Smart Economy, Smart Living, Smart Governance, Smart Mobility, Smart Environment and Smart People. Smart Dubai is the first smart city initiative to encompass *all* dimensions, leading to the most comprehensive smart city initiative in the world today. Smart Dubai further aims to establish itself as a global leader in the Smart Economy and Smart Living dimensions, leveraging Dubai's historical leadership in these domains to make Dubai a global benchmark for access to opportunity and quality of life for all residents and visitors, powered by smart technology.

The session also recognized the current strategic partners of Smart Dubai – 23 in total from both public and private sector – for their ongoing contributions to Dubai’s citywide transformation.

The workshop then described recent case studies and notable accomplishments from the Smart Dubai effort to-date, specifically detailing the Smart Dubai Platform and the Dubai Data Initiative. It also detailed the first government-operated CX lab to improve customer experiences; the Dubai Now application creating the first true hub for government services; DubaiID the unified single-sign-on digital ID system for the city; and the Happiness Meter, a citywide customer happiness survey tool to capture a citywide happiness index.

H.E. Dr. Aisha bin Bishr said the workshop was specifically designed to introduce Smart Dubai’s landmark approach to smart city transformation, with a unique and pioneering focus on people’s happiness as our ultimate goal. The workshop highlights Smart Dubai’s consistent commitment to people’s happiness, since the initiative was first announced in 2014. The workshop further demonstrated how an agile and collaborative approach can lead to efficient and large-scale change for the whole city, once traditional operational silos are removed.”

### Main linkages with the Sustainable Development Goals

- Building smart cities fulfil the goals of the sustainable Development Goals 9 and 11:
- Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation
- Make Cities and humans settlements inclusive, safe, resilient and sustainable.

### Panellists:

#### H.E Hessa Essa Buhumaid

Assistant Director General for Government Services

Prime Minister’s Office, UAE

Bio: <https://goo.gl/BTyseo>

#### H.E Dr. Aisha Bin Bishr

Director General

Smart Dubai Office, UAE

Bio: <https://goo.gl/lmVAbB>

#### H.E Wesam Lootah

Chief Executive Officer (CEO)

Dubai Smart Government Establishment, UAE

Bio: <https://goo.gl/02AchZ>

### Moderator:

#### Eng. Mohammed Al Khamis

Senior Manager ICT planning

Telecommunication Regulatory Authority, UAE

# Hackathon



A Hackathon is traditionally an event where computer programmers get together to collaborate on the development of various types software projects. At WSIS, the Hackathon track is composed of all of WSIS multistakeholders, from various nationalities and backgrounds, getting together to “hack” development issues related to ICTs in a collaborative manner.

This year, the Hackathon format was introduced to the WSIS Forum and it will continue to evolve as a permanent component of the Forum.



# Hackathon



Plug and Play: Showcasing ICT innovations for sustainable agri-food systems (International Telecommunication Union – ITU and the Technical Centre for Agricultural and Rural Cooperation ACP-EU – CTA)

Thursday 5 May 2016

09:00 – 12:00

ICT Discovery - ITU

## Plug & Play

*“ ICT applications like FoodRing is helping retailers to cut their food product loss due to shelf-life by 80%”*

Oscar Epkonimo, Founder and CEO, FoodRing

*“Financial inclusion of women and young farmers is possible through the use mobile phones”*

Peris Bosire, Co-Founder, FarmDrive



## Debated Issues

- How can ICT applications demonstrated/presented reach the intended users – farmers and other agricultural value chain stakeholders?
- Since most of the applications are internet-enabled, what are the implications for illiterate farmers?
- Also, do farmers and intended users have access to smartphones in these countries?

## Main Outcomes of the Session

- ICTs are tools to support the agricultural sector for example in the areas of pest and disease management, access to finance (credit and loans), food waste management, access to market, etc.
- There is the need for policy makers, private sector investors, and international development organisations to support the efforts of the young entrepreneurs that are developing the applications

## Main linkages with the Sustainable Development Goals

Effective use of ICT applications for agriculture is helping to reduce hunger, poverty through access to healthy and nutritious food, early warning through weather alerts to reduce crop damage and postharvest losses, building resilient communities for climate change, among others.

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

Lots of ICT applications are being developed everyday not only for the agricultural sector. These applications are scattered globally. CTA has been working on a database to collate and make available ICT applications for agriculture. Efforts should be made to do similar for other sectors such as health, education, environment, etc.

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

In 2017, WSIS should create thematic sessions that bring together good practices from related sectors such as e-Agriculture and e-Health; e-Education and e-Health; e-Environment and e-Agriculture, etc. for experience sharing.

**Moderator:** Benjamin Addom, ICT4Ag Programme Coordinator (CTA), assisted by Ken Lohento, ICT4Ag Programme Coordinator (CTA)

### **Panellists:**

- Introductory words: Vladimir Stankovic, ITU
- Mr. Obwangamoi David Opiyo, CEO, Ensibuuko, ICT4Ag Start-up, Uganda
- Mr. Cameron Goldie-Scot, Co-Founder & CEO, Musoni Services, United Kingdom
- Ms. Peris Nyaboe Bosire, Co-Founder & Business Development Officer, FarmDrive, Kenya
- Mr. Troy Ricardo Weekes, Founder, CropGuard, ICT4Ag Start-up, Barbados
- Mr. Oscar Anietie Ekponimo, Engineering Lead, FoodRing, Nigeria
- Ms. Janice Kimarie McLeod, AgroCentral, ICT4Ag Start-up, Jamaica
- Mr. Robert Strey, AI Developer, Progressive Agricultural & Environmental Technologies (PEAT), Germany

# Hackathon



## WSIS Action Lines and SDGs – eHealth Data Policy (International Telecommunication Union – ITU and the Institute of Electrical and Electronics Engineers - IEEE)

Thursday 5 May 2016

12:30 – 15:00

ICT Discovery – ITU    Light lunch will be served. Limited to 120 seats. First come, first served basis.

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

C7: ICT applications: benefits in all aspects of  
life – e-Health



### Main outcomes of the Session

The session focused on the link between the WSIS Action Lines and United Nations Sustainable Development Goals (SDGs). The session began with an introduction and overview of the WSIS Actions Lines and the SDGs by Deputy Secretary General Malcolm Johnson followed by a technical presentation of personal healthcare device interoperability by Dr. Malcolm Clarke.

The remainder of the session followed a World Café format where the audience broke into small groups to address three questions regarding e-Health data policy:

1. If you could compile data from patients and studies to potentially cure deadly diseases, what policies should be put in place to protect an individual's personal data?
2. What policies should be put in place to allow for effective remote care and telemedicine treatments?
3. What policy, trust and ethical considerations should be incorporated into the design of the app?

The World Café participants noted the following observations for the abovementioned questions:

Question 1: If you could compile data from patients and studies to potentially cure deadly diseases, what policies should be put in place to protect an individual's personal data?

- Encryption of data is important to protect an individual's privacy
- The information should belong to the patient and there should be standardized methods of capturing and storing the data.

- In order to solve the world's deadly diseases, aggregation of data is important but it is vital to ensure that an individual's data remains anonymous.
- There is a need for cross-national standardization to gain the maximum effectiveness of sharing data to treat disease.
- The use of digital object identifiers is important.

Question 2: What policies should be put in place to allow for effective remote care and telemedicine treatments?

- Best practices should be adopted for the transfer of data in a secure manner in emergency situations where the transfer of data is time sensitive and vital for a patient's health.
- Standards for the collection, storage and analysis of the data to maximize the performance of the e-Health system are necessary.

Question 3: What policy, trust and ethical considerations should be incorporated into the design of the app?

- From an ethical perspective, there should be a policy on distribution of data, restriction of the use of data, traceability of the data, and access control.
- There is a need for regulatory processes to ensure that the data is owned by the individual, rather than the organization that is collecting the data.
- An app should be able to be used offline as well as online.
- In order to allow access to the greatest number of individuals possible, the app should utilize an SMS interface.
- Authentication is necessary in any app, perhaps through biometrics.
- In order to create complete trust, users must exercise due diligence when accessing and utilizing this technology.

Thank you to all of those who participated in this session. Your contributions are highly valued and appreciated.

**Moderator:** Justin Caso, Technology Policy Advisor, IEEE

**Panellists:**

- Dr. Malcolm Clarke, Department of Computer Science, Brunel University, London, UK

# Hackathon



Accelerating ICT for agriculture entrepreneurship to promote youth livelihoods and sustainable development  
(International Telecommunication Union – ITU and the Technical Centre for Agricultural and Rural Cooperation ACP-EU – CTA)

Thursday 5 May 2016

15:00 – 16:30

ICT Discovery - ITU

*“ICT hubs needs to be strengthened and enhance their services in Africa; young startups need more accelerators, as well as effective mentorship”*

Peris Nyaboe Bosire, FarmDrive

*“Young ICT entrepreneurs offering services in the agricultural sectors face several challenges, such as the insufficient knowledge of agriculture value chains, weak capacity entrepreneurship, weak capacity in building effective e-agriculture business models, weak access to capital and investments, weak support from governments”*

Ken Lohento, CTA



*“Bureaucracy needs to be drastically reduced in attempts by governments and international stakeholders to support start-ups”*

Obwangamoi David Opio, Ensibuuko, Uganda

*“The tremendous development of ICTs will accelerate the attainment of the Sustainable Development Goals through e-education, e-health, e-agriculture, smart grid and smart cities... It would be unfortunate if the gains to human development brought about by ICTs are to be threatened by the lack or shortage of skills in the same sector.”*

Vladimir Stankovic, ITU

**Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11**

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- C3. Access to information and knowledge
- C4. Capacity building
- C7. ICT Applications: E-business
- C7. ICT Applications: E-agriculture

### Debated Issues

The [session](#) discussed how the emerging field of “e-agriculture entrepreneurship” (or “agritech entrepreneurship” or “ICT Agripreneurship”) in developing countries can be further supported, as an avenue for improved youth employment, agri-food innovations, and food security. It involved contributions from young ICT entrepreneurs from Africa, Europe and the Caribbean, as well as from ITU and CTA.

Challenges and highlights of the session include:

- a. ICT4Ag entrepreneurship is already providing generating revenues for many young startups from developed and developing countries, as ICT applications in agriculture have generally demonstrated their effectiveness;
- b. Access to capital and investments for young start-ups is particularly lacking in developing countries;
- c. Capacity building and incubation for young start-ups is critical and hubs supporting them in developing countries are weak;
- d. There is a need to strengthen dialogues and collaboration between ICT4Ag startups, agriculture stakeholders and mobile network operators (MNOs);
- e. The role of governments and international organisations is key.
- f. Initiatives of CTA such as the AgriHack Talent program (Hackathon followed by Incubation) and the Plug and Play (showcasing ICT4Ag Innovations) are examples of key actions that effectively support ICT Agripreneurship; ITU also has a number of initiatives supporting innovations and facilitating enabling environments.

Recommendations coming out of the session are presented below.

### Main Outcomes of the Session

Recommendations by panelists and workshop participants are the following:

#### **1. On access to capital and investments:**

- a) Adequate facilities and institutions (development banks, foundations, etc.) should be encouraged, mobilised or put in place to assist for access to capital relevant for ICT4Ag

entrepreneurs; documentation/guidelines on how to access funding should be more readily available;

- b) Projects supported by young start-ups and youth institutions should benefit from positive discrimination as they do not have enough capacity to compete with mature and long standing institutions; similarly, national procurement strategies should ensure that companies led by youth are also winners of tender processes;
- c) Supportive tax policies for start-ups led by youth should be ensured (corporate tax, facilitation unit, tax exemption, reduction, etc.)
- d) Business angel activities and mind-sets, and not only of venture capitalism should be promoted in developing countries;
- e) Increased awareness raising and leverage on crowdfunding potentials for access to capital for developing countries' entrepreneurs is needed;

## **2. Roles of governments, international organisations and collaboration with MNOs**

- a) Visibility platforms should be provided for ICT4Ag start-ups (awards, competitions, pitching to investors, etc.);
- b) Supportive policies should ensure adequate export of locally developed solutions;
- c) Awareness raising on intellectual property (IP) protection and support for IP acquisition by young innovators should be facilitated in developing countries in particular; most ICT4Ag startups do not protect their innovations and are their services are thus vulnerable;
- d) National government should design ICT4Ag innovation support programs that will include providing seed funds and mobilizing business mentorship, incubation and accelerations;
- e) Dialogues and business negotiations should be facilitated between MNOs and young entrepreneurs using mobile network platforms to offer ICT4Ag services
- f) As part of their roles, ICT/Telecom regulators should be more effective and readily available to prevent MNOs from maintaining monopolies or preventing access to their APIs;
- g) MNO's tariffs for ICT platforms (API, USSD platforms, etc.) used by entrepreneurs should be more affordable;
- h) Young ICT start-ups should create or consolidate their networks in order to have more bargaining powers during negotiations especially with MNOs, but also with governments and regulators.

## **3. Capacity building and incubation support for young start-ups**

- a) Capacity building on developing effective business models in the e-agriculture entrepreneurship domain has to be ensured;
- b) ICT incubators in developing countries are generally weak and should be strengthened to support more effectively (aspiring) entrepreneurs;
- c) Institutions serving as business accelerators should be promoted and established in developing countries to quickly scale up and help sustain young startups;
- d) Senior experts, including those who might have just retired, from Europe, US and Asia (India notably), should be encouraged to serve as volunteers and facilitate mentorship for aspiring entrepreneurs and young startups from developing countries; there is a need to develop networks of ICT4Ag business mentors;



- e) Knowledge sharing on how to access and be successful in the ICT4Ag market should be promoted, including success stories;
- f) Knowledge sharing across regions on ICT4Ag entrepreneurship, practices, business models should be encouraged;
- g) Training in proposal writing, multi-skills team animation and leadership should be part of training curriculum offered to aspiring entrepreneurs and young startups;
- h) Awareness raising and capacity building in agribusiness value chains and potentials should be ensured.

### **Main linkages with the Sustainable Development Goals**

- Goal 1: End poverty in all its forms everywhere
- Goal 2: End hunger, achieve food security and improved nutrition and promote sustainable agriculture
- Goal 3: Ensure healthy lives and promote well-being for all
- Goal 8: Promote inclusive and sustainable economic growth, employment and decent work for all
- Goal 9: Build resilient infrastructure, promote sustainable industrialization and foster innovation
- Goal 12: Ensure sustainable consumption and production patterns

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

e-Agriculture entrepreneurship and incubation; e-Agriculture business models, agriculture hackathons.

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

e-Agriculture entrepreneurship and incubation; e-Agriculture business models, agriculture hackathons.

**Moderator:** Ken Lohento, ICT4Ag Programme Coordinator (CTA), assisted by Ben Addom ICT4Ag Programme Coordinator (CTA)

#### **Panellists:**

- Introductory words: Mr Vladimir Stankovic, ITU

- Mr Obwangamoi David Opiio, CEO and co-Founder, Ensibuuko, Uganda
- Ms. Janice Kimarie McLeod, Co-Founder, AgroCentral, Jamaica
- Mr. Robert Strey, AI Developer, Progressive Agricultural & Environmental Technologies (PEAT), Germany
- Ms Peris Nyaboe Bosire, Co-Founder & Business Development, FarmDrive, Kenya
- Mr Cameron Goldie-Scott, CEO and Co-Founder, Musoni Services, UK
- Mr Oscar Anietie Ekponimo, Founder, FoodRing, Nigeria
- Mr. Troy Ricardo Weekes, Co-Founder, CropGuard, Barbados

# TEDx Geneva: New Horizons

Tuesday 3 May 2016

18:00 – 20:30

Room 1, CICG



**Moderator:** Théo Bondolfi

# Thematic Workshops



Thematic Workshops are interactive sessions based on the requests received from stakeholders during the Open Consultation Process. These workshops are organized and designed by the aforementioned stakeholders and are therefore a true testament to the inclusive spirit of the WSIS Forum 2016.



# Thematic Workshop



## Harnessing ICTs for Greater Access to Education for Girls and Women (Graduate Women International)

Monday 2 May 2016

09:00 – 10:45

Room Popov 1 - ITU

*"[The Girls' Choices Mobile App] will provide immediate, easy access to material empowering girls to explore possibilities in their lives beyond school"*

Paul William Delorme, Orange Device Group

*"There is no need to paint computer science in pink! No need to pretend that computers are 'girls' things': it just reinforces stereotypes"*

Isabelle Collet, University of Geneva

*"Implement - "Gender in ICTs" to reduce the gender digital divide, the commitment and heightened motivation of girls to pursue careers in the ICTs sector"*

Rovani Sigamoney, UNESCO



### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

The panel explored the potential outreach and acceleration of education up to the highest levels to girls and women through ICTs, fostering a rights-based, gender equal approach to access to information and knowledge (C3). **Harnessing ICTs for greater access to education for women and girls** integrates four different WSIS action lines. GWI and partner Orange Device Group presented their joint initiative the *Girls' Choices Mobile App* e-learning application (C7) currently being developed in Rwanda, and its goal to provide fun, accessible information to teenage girls on life choices. This app aims to empower girls concerning education and employment possibilities, and will also establish safe online practices with the girls and their surrounding community (C5). GWI is in special consultative status with UN ECOSOC and is in official relations UNESCO and the International Labour Organization (ILO), yet works closely with its membership in over 80 countries, to establish mutual co-operation and achieve success on international and local advocacy issues (C11).

### Debated Issues

25% fewer women are online than men in developing countries – with this figure rising close to 45% in sub-Saharan Africa.

Fewer women are attracted into the ICT sector due to negative gender stereotyping – ICTs needs to be presented as a gender neutral career choice at home and when education begins.

Programmes which complement traditional education can open up the space for girls to discuss barriers to their education and consider the choices they have in their personal and professional development.

Technology is needed to scale up such programmes and reach a wider number of girls, to provide a vital tool with insights into their personal and professional choices.

### Main Outcomes of the Session

ICTs as a tool for bridging communities can bring education to marginalised girls and women and enables more inclusive information and communication flows, promoting women's public- political participation.

Formal and non-formal education can both be enhanced through digital literacy and access to the online community through ICTs.

In non-formal education, such as the Girls' Choices Mobile App this session presented, ICTs can be used in innovative ways to share information with an online community.

Availability of ICTs to girls and women can create access to quality education through e-learning at all levels, both formal and informal education(C7)

ICTs can foster and accelerate women's empowerment and their full participation in all aspects of society and in all decision-making processes (C3)

### Main linkages with the Sustainable Development Goals

The session explored some of the possibilities that ICTs can bring in breaking down socially and culturally limiting barriers for girls and women, and increase their access to education and knowledge. The session links with **all Goal 4 education targets** and in particular **Goal 5 target 5.b: Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women**. Empowerment of women and girls through education is critical to achievement of the Sustainable Development Agenda 2030, and progression towards a more just and prosperous society for all.

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

The panel explored the potential outreach and acceleration of education up to the highest levels to girls and women through ICTs, fostering a rights-based, gender equal approach to access to information and knowledge (C3).

ICTs can empower girls concerning education and employment possibilities. Increased access means safe online practices with the girls and their surrounding community need to be established (C5).

**Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

‘No-one left behind’ – how will WSIS will maintain commitment to ensuring the access and availability of ICTs to girls and women to create access to quality education at all levels, to foster and accelerate women’s empowerment and their full participation in all aspects of society and in all decision-making processes.

We advocate for WSIS mainstreaming a gender-equality perspective in ICT promotion and availability guaranteeing the inclusion of women in the emerging global ICT society.

**Moderator:** Ms. Danièle Castle, Executive Director, Graduate Women International

**Panellists:**

- Mr Paul William Delorme, Partnership and Business Development Director, Orange Device Group;
- Ms Isabelle Collet, Lecturer and Researcher, University of Geneva
- Ms Rovani Sigamoney, Assistant Programme Specialist, UNESCO



# Thematic Workshop



## Governance of the Services Quality in the Internet – Customers, Technologies and Institutions (Russian Internet Information Center – The Open Net Association)

Monday 2 May 2016

09:00 – 10:45

Room Popov 2 - ITU

*“The usage of the universal International approach on Internet speed measurement, which is under standardization in ITU-T now, may become a driver of ITU Member states efforts that aimed at increasing the quality of Internet resources”,*  
Dr Fidel Liberal, University of the Basque Country (UPV/EHU)



*“The adoption of ITU-T Recommendations describing the requirements and assessment approaches of quality of Internet services as a basic standards of the State, can be the way forward for implementing technical regulation of quality of Internet resources at the national level”,*  
Mr Igor Milashevski, Director of Russian Internet Information Center (The Open Net Association)

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

The following action lines of WSIS relate to the topic of this session:

- C1. The role of governments and all stakeholders in the promotion of ICTs for development;
- C2. Information and communication infrastructure: an essential foundation for an inclusive information society;
- C3. Access to information and knowledge;
- C5. Building confidence and security in the use of ICTs;
- C6. Enabling environment;
- C11. International and regional cooperation.

### Debated Issues

The current online-services are widely used over the globe for most types of business. In spite of the benefits that user may get using these kind of services (e.g. free calls, different content etc.) they often face the quality issues due to the lack of the systematic approach to the concept of the quality for Internet resources.

In the meantime most of fixed and mobile operators are migrating from circuit switching networks to the packet switching network using the new concept “all over IP”. In general they start thinking to collocate some Internet services/resources providing them with the requested quality. Using this model there is a need to create a methodology which allows measure and evaluate the quality, compare it against the reference criteria and predict the users’ perception on the long-term perspective.

For the time being, there are many various parameters which may be used for assessing quality of the particular online-resource or service. Moreover, some projects have already implemented and used for collecting different data over the Internet (e.g. Internet Infrastructure - RIPE Stat, CAIDA; modern protocol usage - the Open Net, go6.si, Netart.cz; and etc.)

However, all these efforts and projects are implemented by different organizations and member states. In this regards, there is a need to start collaborative action among all organizations on gathering up the data, combine all efforts and start standardizing the International approach which is aimed at establishing the trust service environment in Internet. It is necessary to use the public regulation of the Internet services quality with the direct participation of the Internet users, with the wide self-organization and collaboration of participants involved in the Internet services provision, technologies and public institutions necessary for that purpose. We believe that there is also a productive idea of the use of the similar approach towards the provision of the stable operation, security and confidence while using ICTs as well as the idea of considering these issues from the perspective of their quality.

## Debated Issues

- Highlights of the main issues debated
  - How to deal with the concept of quality in conditions of the global distributed network?
  - Is there is a need to standardize new parameters for assessing quality of Internet resources/services?  
Some parameters were standardized but have not been considered as parameters to be used for assessing quality of Internet resources/services. Probably, there is a need to specify new types of quality of services available in Internet, for example: Quality of Perception, Quality of Expectations and Quality of Assurance. The actions from ITU are needed.

- What are the way forward for establishing trust service environment in Internet? Probably, cooperation of International standardization development organization (SDO) such as ITU and open-source community may help all ICT players (e.g. regulators, operators and users) to get transparent and trust approach how to assess the quality of the Internet resources/services over the globe.
- Highlights of the key achievements and challenges
  - The parameters may be used for assessing quality of the particular Internet resource are not limited to the network ones (e.g. speed, latency, etc.) and should also include parameters which specify the quality of experience, web accessibility and etc.
  - The collaboration among parties and companies working on measuring/collecting data in Internet is a big challenge.
    - Entities inside the Internet industry have to be established to gather data, to coordinate parties and to present current quantifiable “portrait” of the industry in terms of quality.
    - ITU efforts on establishing this kind of collaboration are highly appreciated.
  - ITU-T SG11 is working on the unified approach to be used for assessing the Internet speed connection, which includes framework and testing methodology.

### **Main Outcomes of the Session highlighting**

- It is necessary to be able to perform measurements to evaluate quality. A great job has been done in this direction, but there are still a lot to do.
- However, it is necessary to sufficiently augment the traditional approach to the quality in order to make it usable for Internet.
- This new approach consists of different layers, with the set of parameters on each of them.
- There are different parties dealing with different parameters, and it is necessary to establish umbrella entities to sort all the results and to build the whole resulting picture. Such entities have to be independent non-governmental organizations built inside the Internet industry on the principles of cooperation. There is an example of such organization in Russia: the Open Net Association.

- ITU has to participate in the process:
  - ITU should continue standardizing different approaches to be used for assessing/measuring quality of Internet resources/services in Internet.
  - There is a need to establish a special group in ITU which aims at establishing discussion among all parties, companies and other SDOs which are working or interested in Internet quality measurements.

### **Main linkages with the Sustainable Development Goals**

- Proper approaches to the concept of quality – both technical and administrative ones – allow to set strategic goals for industry, harmonize the development of internet and thus provide the conditions for the growth of local e-business, in particular in poor regions, what corresponds to the Goal 1 (end poverty in all its forms everywhere), Goal 8 (promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all) and Goal 10 (reduce inequality within and among countries).
- It was postulated that the concept of quality in Internet has to involve resiliency and users' safety, and it directly links it to the Goal 9 (make cities and human settlements inclusive, safe, resilient and sustainable) and the Goal 11 (build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation).
- The quality in Internet is crucial for e-learning development, i.e. for gaining Goal 4 (ensure inclusive and equitable quality education and promote lifelong learning opportunities for all).
- E-business due to it's nature makes no distinctions between people of different gender, therefore it corresponds to the Goal 5 (achieve gender equality and empower all women and girls).
- One of the key ideas was that the question of defining and proving quality in Internet to users is the question of the cooperation and elaboration, foremost globally within Internet industry, and this directly matches to the Goal 17 (strengthen the means of implementation and revitalize the global partnership for sustainable development).

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

The continuing development of the ICT changes the present social economic and technological situation. Social platforms, mash-up and peer-to-peer business models, crowdsourcing on the one hand and mobile internet, wireless mesh and

sensor networks, connected devices and IoT on the other hand change the emphases in approaches to the assessment and regulation of the quality in the Internet. Platforms become global and distributed. At the same time the main value is being created and consumed by the users at the ends of the interaction chains. The quality, as it is, on part of the user will be not simply the most preferred characteristic but the one that will be totally critical.

Traditional government and market mechanisms of quality regulation become ineffective and no longer keep up with the innovations. New technologies and institutions of interaction between users, internet businesses, national governments and international organizations become the response to this challenge.

Common recognition that traditional regulatory approach to the quality in Internet fails, multistakeholder approach is accepting globally.

At the same time, network development is becoming a long-term investment, and now it is extremely important to help industry to create efficient development strategy. Building the common criteria of the quality is the most important part of this work.

Also, the explosive growth of services leads to the explosive growth of security issues those lead to thread of both business functioning and users' personal life. The systematic approach to security in terms of quality is needed.

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

There were several problems of the quality in Internet formulated and general approach was presented to handle them.

It is proposed to organize a special session during WSIS-17 "Internet measurements and governance of Internet services and resources in terms of quality" to discuss the practical results of implementing this approach and to analyze new challenges.

**Moderator:** Denis Andreev, ITU, TSB, Program coordinator.

**Panellists:**

- Mr Alex Semenyaka, QRator Labs, COO Layering in the Concept of Quality

- Mr Alexander Isavnin, Russian Internet Information Center (The Open Net Association), Lead Network Technologies Expert Basic quality parameters monitoring and gathering statistics in Internet
- Dr Fidel Liberal, University of the Basque Country (UPV/EHU); Analysis of constraints in Internet Speed Measurements.
- Ms Svetlana Arkhipova, QIWI, Lead Information Security Expert Security as a part of the Quality of Assurance. CERT/SoC operational experience Mr Igor Milashevski, Russian Internet Information Center (The Open Net Association), Director Institutional approach to the interaction and collaboration between the edge and transit networks, and end-uses systems
- Mr Igor Milashevski, Russian Internet Information Center (The Open Net Association), Director Institutional approach to the interaction and collaboration between the edge and transit networks, and end-uses systems

# Thematic Workshop



## Global Internet Policy Observatory Tool (Global Internet Policy Observatory - GIPO)

Monday 2 May 2016

09:00 – 10:45

Room A – ITU

*"Will GIPO really be able to find the right balance between automation and human intervention, including from the users?"*

Prof. Sonia Livingstone (London School of Economics)



*"We are already testing the beta version of the tool and we look forward to the release of an API to explore deeper cooperation."*

Mr Luis Bobo (IGF Secretariat)

*"Information collected through GIPO can be further curated and analysed by other initiatives, which in turn can also become sources for the GIPO tool. This way, a virtuous cycle is created, based on a two-way cooperation."*

Cristina Monti (European Commission)

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

This workshop had a bearing with the following Action Lines

C3. Access to information and knowledge

C4. Capacity building

Internet policy and governance is attracting increasing interest and political attention but it is an extremely complex area. Thanks to the use of advanced IT technologies, the Global Internet Policy Observatory (GIPO) will provide a practical and automated tool to navigate through the maze of issues and documents related to Internet policy and governance. This will help stakeholders, in particular those with limited resources, to understand and engage in these issues, therefore providing an effective tool to build capacity and increase inclusiveness in discussions.

### Debated Issues



- Cristina Monti (European Commission, DG Connect) presented the Global Internet Policy Observatory (GIPO) and explained its rationale and potentialities. The project is a concrete contribution of the European Commission to further improve and strengthen the inclusivity of multistakeholder discussions. GIPO is an automated online tool that helps monitor developments on Internet policy and governance around the world.
- GIPO is not a classical website where information is posted and edited by the owners of the website. It is an automated tool that compiles and processes information from online sources, including social media. The automatically collected and enriched information (through semantic tagging, filtering and weighting of content) is made available to 3<sup>rd</sup> parties for further re-use (including in machine readable format).
- A demo of the current Beta version of the Tool and of the dashboard allowed participants to get a practical overview of the main characteristics of GIPO.
- Future releases of the tool will allow users to configure and customise the tool in order to obtain the information they need.
- While GIPO is being developed, in-depth and fruitful cooperation with interested stakeholders and other observatories and mapping initiatives is proving extremely beneficial for the project. An advisory group of external experts is also providing independent advice and guidance on several aspects of the project.
- Participants welcomed this initiative and acknowledged its usefulness. They also sought clarification and further details on the technical aspects of the Tool (how are tags created, how is content harvested and filtered, will there be an API) and on the timeline (the final version of the Tool is expected to be released at the end of 2016), as well as on how to ensure the relevancy and balance of the collected information. The challenge of defining where the automation ends and where the human element is required was highlighted, as well as the ethical challenges posed by big data technologies. Part of the answer to these issues relies on creating synergies with other observatories and initiatives that can complement each other based on their strengths.

### **Main Outcomes of the Session**

The session allowed to raise awareness on this specific project and to point to some of the main challenges that still need careful consideration.

### **Main Linkages with the Sustainable Development Goals**

GIPO is intended to make the multistakeholder process more accessible and transparent to all stakeholders (particularly the more disadvantaged stakeholders).

The application of innovative analytical and visualisation tools to data and information on Internet policy and governance could help in overcoming the problems of information overlap, overload, fragmentation and complexity.

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

- Given the transnational and multidimensional nature of the Internet, the participation of different stakeholder groups in Internet governance has allowed the Internet to flourish, triggering innovation and bringing about the benefits of the digital revolution as we know it today. However, the current multi-stakeholder model should be further strengthened and improved in order to address legitimacy, transparency, accountability and inclusiveness concerns.
- This requires a more inclusive and informed dialogue with all players, including those with very different ideas, and more capacity and confidence building.
- The development and use of technical tools can positively contribute to these objectives.

**Panellists:** Cristina Monti, International Relations Officer, Directorate General for Communication Networks, Content and Technology, European Commission

# Thematic Workshop



WSIS+10 and Beyond: Where do we stand in Africa? What are the main challenging issues and proposals to tackle them (African Civil Society on the Information Society - ACSIS)

Monday 2 May 2016

09:00 – 10:45

Room C1 - ITU

*"Africa must not wait for charity "*

Hou Lin Zhao, ITU SG

*"Africa can finance its development"*

Mactar Seck

*"Lack of benefit from finances"*

Dr. Tahani, Minister Sudan

*"Internet is only for social network, not really dedicated to knowledge society"*

Dr. Tahani, Minister Sudan



## Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

ICT and the internet are key enablers of all action lines. Therefore it should be promoted at all levels.

## Debated Issues

What did work in terms of implementation

- Internet penetration is evolving positively
- Building infrastructures
- Mobile development
- Roaming charges eliminated within eastern African countries, for example
- Ict is now more and more seen as a key issue with G7, G20, AAAA
- It is more and more recognized that ICT should be a priority (ITU officials are more and more to take part to important gathering (WEF, G7, etc.)
- Ict application like M-PEAS

Challenging issues

- Financing ICT4D is the key issue, Africa doesn't have a global strategy

- Most of ICT and telecom companies are in the hands of foreign companies
  - Africa is not benefitting for the e-revenues as it should
  - Monopoly
  - In many African countries, Internet is only for social networks
  - African is quite absent in terms of contents on the Internet, in term of innovation and research (2%)
  - Although domain names have been repatriated in Africa, most of official do not localize their exchanges in Africa and continue to use .gmail, .yahoo, and most of contents including very sensitive are hosted outside of Africa
  - There is a question of Africa sovereignty
  - Cybersecurity and harmful contents remain a challenge
  - The question of energy and power remain a big challenge
- Key achievements and challenges shared by the audience and/ or panelists
  - ICT could really help for African growth
  - Partnership with Africa

#### **Main Outcomes of the Session**

- main conclusions reached during the discussion
  - financing through ICT revenues remains a key issue to be dealt with at a continental level
  - Africa must benefit more from ICT revenues
  - Training and improving skills in internet critical issues should be an important objective.
- the vision for implementation of WSIS Action lines beyond 2015.  
The main enabler for implementation is financing mechanism and it is lacking in Africa.

#### **Main linkages with the Sustainable Development Goals**

- ICT are key enablers for all SDG
- Education and training
- Access to health
- Job creation and end of poverty
- Access to basic services

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

- E-applications by Africans
- Innovation

#### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

- FINANCING ICT4D in Africa and developing new models of financing ICT4D

- Local languages and local contents
- Developing good information systems for Africa

**Moderator:** Cisse Kane

**Panellists:**

- Hon. Dr. Tahani Abdalla Attia, Minister of science and communications, Sudan
- Hon. Dr. Yaya Abdoul Kane, Minister, Minister of Posts and Telecommunications, Senegal
- Hon. M. Sheriff Bojang , Minister of Information and Communication Infrastructure, The Gambia
- S.E.M Moustapha Mamy Diaby, Ministère des Postes,Télécommunications et de l'Economie Numérique
- Hon. M. Houlin Zhao, Secretary-General International Telecommunications Union
- HE. Marianne Odette Bibalou Bounda, Ambassador Permanent Representative of Gabon to the United Nations Office at Geneva
- Anne-Rachel Inne Vice-President (ICANN)
- Jean-Louis Fullsack Président de CESIR
- Kenta Mochizuki, Yahoo Japan
- M. Makane Faye UNECA, Addis Ababa
- Akinremi Peter Taiwo ACSIS
- Ahmed Eisa Gedaref - ACSIS
- Abdou Beukeu Sow – ACSIS

# Thematic Workshop

## Child Online Protection: The Road Ahead (ITU and Special Rapporteur on the sale of children, child prostitution and child pornography)

Monday 2 May 2016

09:00 – 10:45

Room C2 – ITU

*“There has to be a logic to what to be implemented first. I’m aware of one country where they were able to deploy one of the hashing technology to help identify the images, but no necessary law enforcement and hotlines to deal with it. [...] Certain countries are going to be exploited because of various lack of legislation or enforcement.”*

Annie Mullins OBE, Director of the Safety & Trust Group

*“In the ICT world, there is a rush-to-market with new products. [...] The cyber-utopian view of the Internet and the tools that exist have to be addressed [...] because there is a good and a bad, every sword has two edges, and we have to address the bad at development stage in coding.”*

Michael Moran, INTERPOL



### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

C5. Building confidence and security in the use of ICTs

The panel discussion seeks to contribute to efforts to "prevent, detect and respond to cyber-crime and misuse of ICTs" (C5.b) by sharing knowledge on emerging trends of ICTs that could potentially pose risks to child online safety.

### Debated Issues

- Discussion on the nature of new technological trends that are prone to misuse for the purpose of child abuse, i.e. whether they are just different forms of what is already known before. This is in regard to emerging trends of technology usages, such as individual broadcasting and commercial live-streaming videos that are increasingly used as channels for child sexual exploitation materials.
- Exploration of statistics and trends of the child sexual abuse materials, specifically in the UK. Statistics were also contributed by INTERPOL which

provided a global perspective, and the Asia Pacific Broadcasting Union which added perspectives on ICT developments and child sexual abuse in some Asian and Oceanian countries.

- The importance of prevention of incidents (and the necessary steps to start doing so), rather than only combatting with elusive cases of abuse afterwards. The work of law enforcement forces could not address the issue comprehensively since it usually only focuses on post-hoc analyses after incidents have already occurred.
- In regard to the role of prevention, the discussion emphasized the necessity of increased empowerment, awareness-raising and cultural shift. Many factors that hinder efforts to address the issue are cultural in nature, whether it is the deficiency of victim management in police culture, or the “us-versus-them” attitude in many companies’ business culture in their relationship with law enforcement agencies.

### **Main Outcomes of the Session**

- Consensus on three points: (1) emerging trends of technology usages against for children and young people are not fundamentally new, (2) efforts to address the issue meet with a variety of legislative and enforcement obstacles, as well as hindered by many cultural issues surrounding sexuality, business cooperation with law enforcement agencies (and the lack thereof), and a police culture that does not pay sufficient attention to victim/offender management and crime prevention, and (3) increased ICTs use in law enforcement agencies and their cooperation with each other and other sectors of societies are necessary steps to increase their competence.
- The guiding principle for national legislation should be the Optional Protocol to the Convention on the Rights of the Child.
- Great need to understand the role of the private sector from facilitators of abuse to a sector that can provide children the tools to protect themselves.

### **Main linkages with the Sustainable Development Goals**

Target 16.2: End abuse, exploitation, trafficking and all forms of violence against and torture of children

The panel discussion enhances knowledge-sharing between different stakeholders (members of law enforcement, private sector, policy-maker and other specialized agencies) and their respective research divisions on the subject of child online safety, a modern development of the larger issue of child abuse, sexual trafficking and exploitation (as identified in target 16.2).



**Moderator:** Ms. Maud de Boer-Buquicchio, Special Rapporteur on the sale of children, child prostitution and child pornography

**Panellists:**

- Ms. Annie Mullins OBE, Director of the Safety & Trust Group
- Mr. Michael Moran, Assistant Director, Vulnerable Communities, INTERPOL
- Ms. Vidya Natapally, Director of Strategy, Microsoft Research India
- Ms. Susie Hargreaves, Chief Executive, Internet Watch Foundation (IWF, UK)
- Mr. Steve Ahern, Managing Director, Ahern Media & Training (AMT, Australia)

# Thematic Workshop



## Triple Win of Information Security Education and Solidarity Initiative: “What is ISES, Why it is Paramount, and How to Implement” (ISES)

Monday 2 May 2016

09:00 – 10:45

Room K – ITU

*“Each individual in LDC which understands more from security, can better protect itself to the good of the whole world.”*

Prof. Dr. Bernhard M. Haemmerli, SATW.



*“If we think our job is done by shipping loads of hardware, organized criminals will be happy to (ab)use it.”*

Prof. Konrad Marfurt, Lucerne Business School.

*“Unless support is provided to emerging markets where resources, capacity, legal and technical training are limited, we could be creating a security divide between the rich and poor nations.”*

Serah Francis, NTNU, Norway.

*“Try to exchange on concrete (realistic) measures to promote SDGs.”*

Raymond Morel, IFIP & SATW.

### Debated Issues

Stimulate large supplier to participate in ISES

Engaging ISES activity with a large and situation tailored catalogue for bi- and multilateral support systems.

Creating awareness of the diversity of approaches from policy level to strategic level

Enhancing strong knowledge exchange and educational mutual support and especially new opportunities to balance the gender issue

### Main Outcomes of the Session

- There is an urgent need for a uniform cyber security culture across the globe to provide protection of an unauthorised access, manipulation and destruction of critical resources
- The vulnerabilities are growing because of the explosion of nodes (IoT).
- More nodes are machines than human by today
- Support is needed to increase Trust and Confidence by empowering the society with responsible security behaviour to sustain development in LDCs..
- Money at large will not be available to support security measures either for first world or for LDC, therefore:
  - I. Support is needed of suppliers to take responsibility in LDC
  - II. Stimulate with tailored catalogue for bi- and multilateral support systems
  - III. Create awareness for the diversity of approaches on all levels (policy, strategic to implementation)
- We need models which are inexpensive and easy to promote e.g.
  - Exchange + Volunteer Concept
    - I. Expert volunteers who are willing to share their knowledge
    - II. Prepare volunteers for a stay at a partner institution
    - III. An Expert volunteer prepares the infrastructure on location and trains two or three local teachers
    - IV. Expert to prepare student of his home institution for future follow up
  - Information and experience exchange between first world and LDCs through virtual communications.
- Female role models are needed to create awareness to woman and girls, and teach the kids how to be safe online.
- Important to have more presence in LDCs countries to Learn & Share needs of specific countries in accordance to local context implementation.
- Partnership is needed from both fast world and LDCs (Governments, Private, NGO's, Academic & Civil society) to promote cyber awareness and build capacity in LDCs.
- **WSIS Action Lines x SDG matrix** is too rich and complex with plenty of dependant components. We propose a feasible and effective way to get into problematics raised: Produce at least one recommendation(s), tacking in account
  - I. NOT the solution(s) today
  - II. Beginning of a new decade
  - III. Why not first experiment(s) over 2-3 years

#### IV. Many kinds of diversities

- **Follow-up opportunities:**

2016-2017 (Phase 2) Planned for future UNESCO Participation programme

- In 2016 we plan to deliver a proposal for the UNESCO participation program 2016-2017, which will be more focused on implementation in one region e.g. Africa.
- In 2016 Hawaii, IFIP WG 3.4. Conference, ITEM WG 3.7. Agenda to be discussed with in-depth implementation strategy and policy issues.
- In September 2016, we are ready to contribute on ISES subjects to the IFIP WITFOR conference in Costa-Rica
- May, 2017, Participation with a workshop for WSIS 2017
- In 2017, one of the main streams during IFIP WCCE'2017 in Dublin facilitate presentations and strategic dialogue on the Declaration on Information Security Education and Solidarity (ISES)
- Evolution on the participation program of UNESCO (one option)
- We are open for contributing to other IFP-, EU-, and UNESCO Workshop

#### Main linkages with the Sustainable Development Goal

Goal 5: Achieve gender equality and empower all women and girls

Goal 9: Build resilient infrastructure, promote sustainable industrialization and foster innovation

Goal 17: Strengthen the means of implementation and revitalize the global partnership for sustainable development

| SECURITY                                                                                | EDUCATION                                                                        | ECONOMY                                                                                                                      | DIGITAL EQUITY                                                                                          |                                |
|-----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|--------------------------------|
| ISES supports Trust and Confidence as its central target                                | ISES targets security education as one of the main means for awareness           | ISES supports economy, because losses of cybersecurity will eat up the revenue in LDC otherwise.                             | Equity is ISES target to balance out between first world and LDC                                        | <b>TRUST &amp; CONFIDENCE</b>  |
| Empowerment is the ISES keyword for creating a responsible security behaviour.          | Education is the mean for empowerment.                                           | ISES encourages international companies, to support LDC                                                                      | All gender and all nations should have equal security standards: this is one of the main goal of ISES.  | <b>DIGITAL RESPONSABILITY</b>  |
| Without according information security, sustainable development in LDC will not happen. | Traditionally, education is the premium mean to create a sustainable difference. | Continues effort for continuous growth is one of the best stimuli. This can happen only, when the digital assets are secure. | An opportunity is to use smart brains at both places, in first world and LDC. ISES is stimulating this. | <b>SUSTAINABLE DEVELOPMENT</b> |

**Moderator:** Prof. Dr. Bernhard M. Haemmerli

**Panellists:**

- Raymond Morel, IFIP
- Prof. Konrad Marfurt, LUASA
- Serah Francis, NTNU Norway

# Thematic Workshop



## The opportunity of the Digital Age to Achieve Bottom-Up Democracy (Association for Proper Internet Governance - APIG)

Monday 2 May 2016

09:00 – 10:45

Room K2 – ITU

*“While digital technologies have great potential to enable bottom-up democracy, its potential has not yet been fully realized. It is important to avoid capture of public policy decision-making processes by powerful private companies that are accountable only to their owners.”*

Richard Hill, Association for Proper Internet Governance

*“Unmanaged complexity leads (via unconscious group dynamics) to exclusion, from the decision processes that matter, of perspectives that are inconvenient for those who are powerful.”*

Norbert Bollow, Just Net Coalition

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

C10: Ethical dimensions of the Information Society

#### Debated Issues

- The impact of digital technologies on social interactions, society, and policy-making: globalization increases the complexity of public policy issues. That complexity is difficult to manage.
- Digital technologies have great potential to facilitate and deepen democracy, and have been used to do that, for example:
  - Public access to laws and parliamentary debates
  - Public consultations regarding policy issues
  - Creation of networks of like-minded people
- But digital technologies also have the potential to threaten democracy, and have been used to do that, for example:
  - Violations of privacy
  - Loss of control of personal data
  - Monetization of personal data

### **Main Outcomes**

- Digital technologies create opportunities for democracy, but also threats. Increasing participation and diversity of perspectives increases complexity, which is hard to manage.
- Methods for structuring issues so as to facilitate rationale discussion should be used.

### **Main linkages with the Sustainable Development Goals**

- If used to deepen democracy, digital technologies will contribute to the Sustainable Development Goals. If not, they will contribute to increasing income inequality and hinder achievement of the Sustainable Development Goals.

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

- Not applicable

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

- How to harness digital technologies to achieve bottom up democracy

**Moderator:** Richard Hill

### **Panellists:**

- Richard Hill: The Internet and democracy
- Norbert Bollow: Towards a foundation of problem-solving logic for democratic discourse
- Jean-Louis Fullsack: Economic, social and ethical issues in ICT/telecom sector



# Thematic Workshop



## Creative Internet-Based Solutions to Social and Economic Development (Asia Pacific Network Information Centre - APNIC)

Monday 2 May 2016

09:00 – 10:45

Room L – ITU

### Quotes from speakers:

1. Carolina Caeiro (Coordinator of Development Projects, LACNIC - Uruguay)
2. Jovan Kurbalija (founding director of Diplo Foundation and Head of the Geneva Internet Platform - Switzerland)
3. Dr. Marion Jansen (Chief Economist, International Trade Center - Switzerland)
4. Stuart Hamilton (IFLA Deputy Secretary General)



### Carolina Caeiro (LACNIC)

- “What is our action plan for funding the road to achieve the SDGs? Providing and receiving funding is a tough exercise of match-making on both ends”
- “Innovation does not need to be high-tech”, quoting Vint Cerf at the IGF 2015
- “One of the central challenges or trends we see has to do with funding reaching small innovators in the early stages of the innovation cycle”

### Dr Jovan Kurbalija (DiploFoundation / Geneva Internet Platform)

- “Technology no longer remains a challenge, but the barrier has moved to be more of a context gap: context is king”
- “Malta and Australia have pioneered e-participation & e-engagement. Even though one island is ‘slightly’ bigger than the other one, engaging in discussions occurring far away from an island perspective bring new light to remote participation: it was driven by a clear needs”
- “Effectiveness on participation is like the handshaking in technical protocols: two points interconnect and acknowledge that they need to work together for the information to flow”

Dr. Marion Jansen (International Trade Center)

- “Access to information is a key determinant to development”
- “Going digital gives an edge to SMEs: to be competitive, SMEs need access to information to understand markets and to operate in those context”
- “The SDGs framework has a strong focus on manufacturing but the services sector role to achieve the SDGs is not well reflected on framework. Internet technologies allow to offer services that are key to level capacities”
- “Effective use of Internet technologies give a new meaning to the concept of ‘leapfrogging’”

Stuart Hamilton (IFLA Deputy Secretary General)

- “Increased access to information is a cross-cutting issue supporting the achievement of all SDG targets. Every dollar invested on a library has a concrete link to progress to achieve the SDG targets”
- “It is not clear how the different groups working on Internet Governance are incorporating links with the SDG framework into their work”
- “Libraries are the place where people acquire/boost their digital literacy, key to get ready for new businesses”
- “The SDGs framework are interpreted as the framework to tag access to funding and define priorities”

#### Quotes from discussants:

5. Dr Anja Kovacs (Director, Internet Democracy Project - joining remotely from India)
6. Mwendwa Kivuwa (Project Manager, AFRINIC - joining remotely from Kenya)
7. Jennifer Chung (Director of Corporate Knowledge, Dot Asia).

Dr Anja Kovacs (Internet Democracy Project)

- “Think of the consequences for people who are not online when re-engineering existing processes around ICTs. The ‘do not harm’ principle should be applied.”
- “It is therefore important to address questions of access in a comprehensive manner in each initiative that seeks to put ICTs in the service of the SDGs, if we are not to exacerbate inequalities rather than alleviate them. If we don't, we will end up making some of the same mistakes that ICT4D field did a decade ago. A broader human rights approach to such initiatives is essential to make them work. For example, taking into account lack of literacy as a key issue, it is clear that barriers are not merely of an economic or infrastructural nature, they can be of a social nature as well (for example as in

2011, about 82 % of men but only 65 % of women literate that means in India some 300 million people cannot really be reached yet)."

- "Improving access is not merely a matter of infrastructure, however. For example, in India, caste associations in different parts of the country have put out dictats that unmarried women and young girls are not allowed to use mobile phones. Such orders, though they have no legal weight (arguably the contrary), severely hamper the exercise of a range of women's rights, and will do even more so if ICTs, and in particular mobiles, are used widely to promote the SDGs. In others, mobile phones have to be left behind after arranged marriage, and phone use heavily controlled."
- "How do we balance the need to move the debate forward and increasing and renewing participation? Are we too impatient? Somehow it seems we are repeating many of the debates that were earlier"

Mwendwa Kivuwa (Project Manager, AFRINIC)

- "To ensure inclusive and equitable quality education and promote lifelong learning opportunities for entrepreneurs/innovators in Africa, besides access to funding, supported projects are offered tailored learning opportunities from monitoring and evaluation, grant proposal writing, business management and entrepreneurship, marketing, to intellectual property rights".
- "Innovators in Africa see a need to build tools that bridge the gap that exists in accessing markets and services"

Jennifer Chung (Director of Corporate Knowledge, Dot Asia)

- "The Internet we use every day is having a direct impact on wildlife and the environment through the proliferation of illegal wildlife trade online, coupled with abusive mining of social media data for criminal poaching and deforestation activities. The convenience of shopping online for illegal wildlife (for parts, for pets) further challenges enforcement. DotAsia with Ajitora (<http://www.ajitora.asia>) is bringing the Internet community together to address illegal wildlife trade and cybercrimes responsibly while upholding the free and open spirit of the Internet."
- "Internet technologies can be deployed to support the restoration of wildlife ecologies. Wireless connectivity support rangers in the frontline, integrated systems strengthen analytics, and together technologies can enhance decisions and cooperation among multi-stakeholders. As with other online problems which cross borders, combating online trade in illegal products requires cross-jurisdictional multi-stakeholder collaboration across Asia and beyond."

- “Sustainable development is at the core of protecting wildlife, by reducing inequalities (SDG 10), encouraging responsible consumption and production (SDG 12), taking action on climate (SDG 13), to preserve the flourishing of life on land (SDG 15)”.

Quotes from the audience:

- On how to structure capacity building interventions: “Often people don’t know what they don’t know” “If you don’t know what you can do, you can’t do it”
- On the challenges to achieve SDGs targets: “The international policy framework can help to bring digital financial services to those in need. Without access to financial services, poverty cannot be overcome” “Project design requires realistic approaches for funding and project management”
- On achieving the SDGs and the urgency to prioritize: “We call for patience. Things take time” “We might get impatient, because we are indeed repeating the debate”
- On digital literacy and access to information: “lessons about #cybersecurity should be built into digital literacy classes”

### Relevance with the WSIS Action Lines

The discussion established connections between WSIS Action Lines where concrete creative Internet-based solutions amplify the capacity to **understand**, **communicate** and **serve** the communities that are struggling to get out of poverty:

- **Understand:** innovations allow to collect, survey, map and analyze data at a scale not seen before, allowing to design and implement better services for communities. However, the challenge remains to bring computer power to the edges of the network as well as reliable and robust networks in developing economies to be able to access the data and the applications needed in real time, from the field.
- **Communicate:** Internet based applications have changed the way communities engage, by facilitating direct communication between citizens and politicians, by encouraging ordinary people to report the world around them supporting not only journalism but also citizen's science. However, there are challenges to reach productive dialogue, in-depth analysis and meaningful participation linked to outcomes.
- **Serve:** Internet based innovations allow to deliver services, simplify processes and share responsibilities, by enabling the provision of health services, access to information and education, access to government services, job generation, and facilitating small to medium sized enterprises in reaching global markets, among other benefits. However, many of the communities that will benefit from these services are still behind as they are not yet connected, the connectivity is too expensive, precarious or unreliable, or the necessary technical and/or commercial skills are required for opportunities to be capitalised upon.

In order to make the most of what the Internet has to offer an environment where investment, deployment and rollout of services are aligned with the technical capacity required for maintenance and growth as well as effective use relevant to local needs, cultural context, accessible in local languages and the skills and training to exploit opportunities. Such an environment requires effective cooperation as no stakeholder can deliver a holistic alone, and disseminating what works and in what context is a key to successful outcomes.

The workshop moderator, Sylvia Cadena (Community Partnerships Specialist, APNIC - Australia) set the scene, looking for points of inflection and meaningful ways of participation where Internet innovators can contribute and be part of a roadmap to achieve the SDGs.

The session speakers made contributions around WSIS Actions Lines, highlighting the enabling environment where cooperation at both regional and international levels provide the much needed support organizations require to have the capacity to expand access to infrastructure, information and knowledge that leads to ICT applications that respond to the context, the really benefit the communities that innovators work with. The main WSIS Action Lines discussed were:

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- C2. Information and communication infrastructure
- C3. Access to information and knowledge
- C4. Capacity building
- C6. Enabling environment
- C7. ICT Applications
- C8. Cultural diversity and identity, linguistic diversity and local content
- C11. International and regional cooperation

### Debated Issues

What does apparently disparate focus areas, such as e-participation and online learning; SMEs and trade on a digital world; libraries and access to information; fostering technical innovation; access to funding; marginalised communities and challenges relating to access, have in common?

This session addressed this question by acknowledging contributions by Internet innovators to the development of the Information Society. The objective of the session was to reflect on the role that the Internet can play in achieving the SDGs, as well as the barriers and challenges to overcome.

The three common vertices among the speakers were:

**The human factor:** Innovation produces concrete outcomes, when solutions are needs driven. Context determines the content. A multistakeholder approach to tackle the SDG requires concrete

action plans and empowered participants for effective and meaningful participation, with a deep understanding of why and who may be excluded or left out, so that corrective measures should be taken.

**Effective enabling environments and complementary support mechanisms for technology make a difference.** An effective enabling environment is that, which offers a regulatory/legal framework where the means and opportunities to obtain technical knowledge are available; access to funding for design and deployment has clear avenues for engagement; clear methodologies and enough time for reflection on lessons learned are shared.

**Access to information and communication is key for innovators and entrepreneurs to be effective.** Solutions based on deep understanding of the context, need-based, well documented and supported by evidence allow to share better stories that clearly show what works and where funding needs to go to.

### Main Outcomes of the Session

- Achievement of SDGs targets will require a multistakeholder approach, as projects and organizations converge with a multiplicity of solutions addressing several goals. The analysis to understand how and where those linkages are, is key for impact. Investment to understand the context is key for solutions to be appropriate and sustainable.
- Increased and stable efforts and investment are required to develop and strengthen institutional capacity. For sustainable change at the scale required to achieve the SDGs, committed and capable individuals should have the support of institutions that will carry on the what is needed to reach the targets.
- Decision makers should support their funding allocations through a better understanding of the needs of those working on the field, and the institutions supporting them.
- Many efforts have been done over the years to identify and understand barriers and challenges to effective Internet use, which includes access to infrastructure as well as access to information. Access challenges include digital literacy, culture, language, location, among others. However, much of that collective understanding has not been taken into account to guide and inform the appropriate course of action to reach the SDGs targets.
- Working towards the achievement of the SDGs goals, one must not lose track of the work done on the field.

### Main linkages with the Sustainable Development Goals

The contributions from both speakers and discussants focused on highlighting the operational requirements, funding and implementation plans behind the achievement of the SDGs (how).

During the session it was stated that at each and everyone of the SDG goals can be linked to Internet-based creative solutions, what varies is to what extent these solutions can enable the realization of the goals, where the most significant contributions might be.

The session highlighted how the achievement of the SDGs is not a viable proposition, unless different sectors that contribute to economic development are recognized as part of the global partnership for development, and the challenges to make their participation effective are addressed. The session focused on the following goals:

- Goal 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all
- Goal 5: Achieve gender equality and empower all women and girls
- Goal 8: Promote inclusive and sustainable economic growth, employment and decent work for all
- Goal 9: Build resilient infrastructure, promote sustainable industrialization and foster innovation
- Goal 10: Reduce inequality within and among countries
- Goal 12: Ensure sustainable consumption and production patterns
- Goal 16: Promote just, peaceful and inclusive societies
- Goal 17: Revitalize the global partnership for sustainable development

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

- There was an emphasis on the requirement for flexible/tailored mentoring programs for entrepreneurs (C4 Capacity building) especially those on the early stages of the innovation cycle to support them reach a point where enough risk has been removed from the investment, so they can attract funding to reach scale for the adoption of their applications (C7 ICT applications).
- There was a strong emphasis for all the various applications of ICTs (C7), particularly those that are of a social, to understand their context better (C3, C8) encourage the testing of ideas and identifying the solutions that work best.

#### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

- Link between SDGs framework and entrepreneurship
- Links between access to finance through a multistakeholder lense (aid/gov + private sector)
- Highlight importance of the services industries vs. industrialization and manufacturing to achieve the SDG targets and the role the private sector plays
- Clearer paths for funding partnerships and access to funding, needs-based, transparent and accountable

**Moderator:** Sylvia Cadena, Community Partnerships Specialist - APNIC

**Panellists:**

- Carolina Caeiro (Coordinator of Development Projects, LACNIC - Uruguay)
- Jovan Kurbalija (founding director of Diplo Foundation and Head of the Geneva Internet Platform - Switzerland)
- Dr. Marion Jansen (Chief Economist, International Trade Center - Switzerland).
- Nick Ashton-Hart (Consultant, Senior international policy and operations - joining from Nepal)
- Dr Anja Kovacs (Director, Internet Democracy Project - joining from India)
- Mwendwa Kivuva (Project Manager, AFRINIC - joining from Kenya)



# Thematic Workshop



Towards a code of conduct in Engineering and ICTs  
(SwissEngineering, Ingénieurs du Monde and International  
Network of Women Engineers & Scientists)

Monday 2 May 2016

11:00 – 13:00

Room Popov 1 - ITU

*"Because letting your data in the cloud has as consequence partly loss of control, Individual and collective responsibility are important topics related to privacy."*

Carlo Guidetti Swisscom

*"Digital responsibility must be at 3 levels, States, communities and Individuals."*

Reine Essombadje Evolving Consulting France-Cameroon

*"We have to take example on ISO 26000 related to social responsibility."*

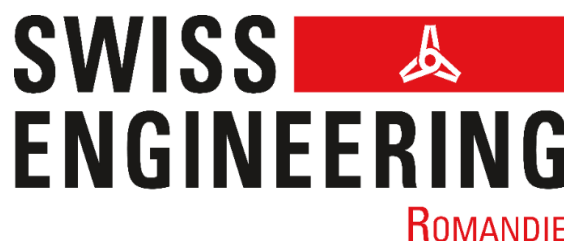
Raymond MOREL, Secretary General Ingénieurs du Monde

*"Dont forget to measure what you treasure, so to get real and concrète actions on thé field for Humanity progress."*

Yvette Ramos, swissengineering romandie

*"We build a better future worldwide through the women's participation in ICTs, and projects linking hot topics including health, safety, gender equality, for a sustainable and inclusive development."*

Kong-Joo Lee, President of INWES



## Debated Issues

- Ethics In general and codes of conduct in particular, In engineering societies working with and for ICTs, is a vast subject that can be approached from different perspectives.
- One approach was given by the Telecom opérator and service provider Swisscom who has chosen the Ethics of cloud computing view point, bringing to the front all aspects of responsabilités, individual and collective.

- Other speakers chose to debate on socio-economical impacts and the digital abyss between régions of the World, urban and rural areas, and the relevance of so called smartcities which integrate the all-connected technologies all along the human journey.

#### **Main Outcomes of the Session highlighting**

- main conclusions reached during the discussion
  - Responsibility is a main topic
  - Without education, individuals will not be able to take responsibilities in the digital transformation
- the vision for implementation of WSIS Action lines beyond 2015.
  - Serving humanities through achievement of wsis action lines and quick strategies for SDGs implementation, with the high contribution of engineering societies in the World, while developing a sustainable inclusion code of code of conduct.

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

New matrix proposed by Raymond MOREL, Secretary General Ingénieurs du Monde and to Be explores by the task team kicked-off at the wsis 2016, with a first report due At Telecom 2016 in Bangkok.

#### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

Concrete sustainable actions that help to reach the goal of 2030, At the crossed roads of wsis action lines and SDGs.

**Moderator:** Yvette Ramos, MSc. Eng.-MBA

#### **Panellists:**

- Welcome address and reason to be of the workshop, by Eng. Yvette RAMOS, présidente Swissengineering Romandie, Director Europe for the INWES(1).
- State-of-art in Codes of Conduct in the Engineering world, by Eng. Raymond MOREL, Secretary General Ingénieurs du Monde, Geneva, Switzerland
- A regional perspective : Panel with resource people, moderator : Yvette RAMOS
- Eng. M. Kamel AYADI, Minister, Minister Public and anti-corruption affairs, Tunisia, pastpresident of the World Federation of Engineering Organizations (WFEO) and Chair of the CACWFEO (Committee on Anti-Corruption) – video-conference –
- Eng. Ms Olga CAVALLI, ICANN(2), ISOC(3) Argentina Chapter President – video-conference -

- S . E . M Eloi LAOUROU, Ambassadeur, Représentant Permanent Adjoint du Bénin à Genève, Chargé d'affaires a.i
- Eng. Ms Betty BONNARDEL- AZZARELLI, vice-president Women in Nuclear UK, Board member of BSN - Society of Satellite Professionals SSPI UK, member of INWES Europe
- Eng. M. Carlo GUIDETTI, Manager Swisscom, Vice-President Swissengineering Romandie, Switzerland
- Eng. Ms. Reine ESSOBMADJE, CEO-founder, Evolving Consulting, France-Cameroon
- Eng. M. Van Khai NGUYEN, CEO Cadcamation, Viet-Nam and Switzerland
- Debate with the public, Q&A
- Conclusions/recommendations/way forward
- (1) INWES: International Network of Women Engineers and Scientists
- (2) ICANN : Internet Corporation for Assigned Names and Numbers
- (3) ISOC : Internet Society

# Thematic Workshop



## Making ICT accessibility a reality: policies and standards on the public procurement of accessible ICTs (International Telecommunication Union - ITU)

Monday 2 May 2016

11:00 – 13:00

Room Popov 2 – ITU

(Captioning)

*"It is unacceptable that public money is spent to perpetrate or even create new barriers for persons with disabilities."*

Alejandro Moledo, New technologies & innovation officer, European Disability Forum

*"ICT companies don't develop an accessible version and an inaccessible version. If they are required to they will produce accessible products and services."*

Kemal Huseinovic, Chief, Infrastructure, Enabling Environment and E-Applications Department, ITU Telecommunication Development Bureau



*"Accessible ICT procurement policies can look at true government spending and use this to influence industry to produce technology that we can all use."*

Dónal Rice, Senior Design Advisor, ICT. Centre for Excellence in Universal Design, National Disability Authority, Ireland

*"We should invest in implementation rather than in developing different rules. Not only is it very costly to develop different rules, it's not worth it because accessible ICT requirements are the same all over the world."*

Inmaculada Placencia Porrero, Deputy Head of Unit, Rights of Persons with Disabilities, DG Employment, European Commission

*"Harmonization among different standards is important. ITU-T can provide a very good forum for that purpose."*

Mashahito Kawamori, Rapporteur of ITU-T Q.26/16

*"How to ensure ICT accessibility? We need to have clear, measurable standards; ICT accessibility has to be mandatory; there needs to be an enforcement mechanism for when things don't work and finally we must provide technical assistance to help procurers to better understand ICT accessibility."*

David Capozzi, U.S. Access Board, United States of America

*“International standards makes things accessible by default.”*

Shadi Abou-Zahra, Activity Lead, WAI International Program Office W3C Web Accessibility Initiative (WAI)

*“Regulation is society's way of taking our social values and building them into the business equations of companies.”*

Gregg Vanderheiden Ph.D., Director Trace R&D Center, University of Wisconsin /University of Maryland

### Relevance with the WSIS Action Lines.

All the following WSIS Action Lines can be achieved to address the needs of persons with disabilities through policies and standards calling for the public procurement of accessible ICTs.

- **C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development:** Governments have a leading role in developing and implementing comprehensive, forward looking and sustainable national e-strategies.
- **C2. Information and communication infrastructure:** In the context of national e-strategies, address the special requirements of older people, persons with disabilities, children, especially marginalized children and other disadvantaged and vulnerable groups, including by appropriate educational administrative and legislative measures to ensure their full inclusion in the Information Society.
- **C4. Capacity building:** Promote e-literacy skills for all, for example by designing and offering courses for public administration, taking advantage of existing facilities such as libraries, multipurpose community centres, public access points and by establishing local ICT training centres with the cooperation of all stakeholders. Special attention should be paid to disadvantaged and vulnerable groups.
- **C6. Enabling environment:** Governments should foster a supportive, transparent, pro-competitive and predictable policy, legal and regulatory framework, which provides the appropriate incentives to investment and community development in the Information Society.

### Debated Issues

- **Importance of accessibility of mainstream technologies:** ICT Accessibility is recognized as a fundamental accessibility right under the UN Convention on the Rights of Persons with Disabilities (Art. 9). How do we make sure that ICTs are accessible for persons with disabilities? Soft measures encouraging the private sector to make ICTs accessible are not achieving the expected results; mandatory legislations are required.
- **The experience of the US:** Section 508 is not just about standards. It is a law passed in 1998 from which the standards have been developed since 2000. It is mandatory and enforceable. Challenges and limitations of Section 508 still need to be addressed including that it only applies to federal agencies, that there is no central authority in charge, that complaints are filed with the agency that is alleged to be in non-compliance. Looking forward, an updated version of the Section 508 Standard is expected to be issued in October 2016 while at the same time there are ongoing efforts to harmonize the Section 508 and EU standard (EN 301 549) and to develop an international standard.
- **The experience of the EU:** The main aim is to harmonize the legal framework for ICT accessibility within the European Union to fulfill the right of equal access. In the EU it is now compulsory for the public sector to buy accessible technologies and it is also possible that tenders can also be evaluated not solely on the lowest price but also on accessibility. The EU standard on public procurement of ICTs, EN 301 549, is already in place. In addition an anti-discrimination-based European Accessibility Act is under discussion at the EU level that includes further obligations for ICT accessibility that would apply both to the private and public sectors.
- **Web Accessibility:** The web is the predominant interface for ICTs and it is a real opportunity for persons with disabilities to participate equally on the web and get the same access as the others to information, employment, education etc. There are standards currently in place to make sure that the consumption and production of web content includes persons with disabilities; these include for example the Web Content Accessibility Guidance (WCAG) which is now the international standard for web accessibility, the User Agent Accessibility Guidelines (UAAG) and Authoring Tool Accessibility Guidelines (ATAG).
- **The current status of accessibility standards:** we are at a point where access to ICT is mandatory for participation in our society, but we are not able to provide access to ICT to everyone and people are thus being excluded from the emerging technically based society that we are creating.
- **ITU-T standards and recommendations:** ITU-T has developed a number of recommendations on accessible ICTs that are relevant to public procurement. These include recommendations F.790 (accessibility guidelines for planning, developing, designing and distributing telecommunications equipment software and services); V.18 (text telephony), 703 (multimedia conversation service description for relay services and other technologies); 702 (IPTV accessibility). It has also developed technical papers for guidelines for accessible remote participation.

- **How to ensure accessibility also in developing countries:** Countries should put in place mandatory ICT accessible procurement policies and standards with an enforcement mechanism. This should be accompanied by raising awareness, providing technical assistance to users, building capacity of public procurers and including ICT accessibility as a competition criteria in procurement processes so that products are not evaluated only on price. It is also important to include ICT accessibility requirements in foreign development aid and to have accessibility standards linked to the provision of development aid and international cooperation. Harmonized international standards will ensure that ICTs will be accessible by default, lead to lower prices and innovative solutions.

## Main Outcomes of the Session

### What is needed to make ICT accessibility a reality?

- **Mandatory legislation:** It is unacceptable to have public money used to create new barriers for persons with disabilities.
- **Standards and harmonization:** In order for industry to be able to respond to government policies there must be a clearly specified set of standards that describes objectively what ICT accessibility is. The availability of harmonized standards would make ICT accessible by default and ITU-T would be an excellent forum for these discussions.
- **Focus not only on mainstream disabilities:** Better solutions for those groups and people that we don't yet have good tools for should be identified.
- **Competition on accessibility:** If not only competition based on price, but also on accessibility is included in tenders industries would compete for this as well, increase accessibility of the technologies produced.
- **Capacity building:** Understanding technology barriers is more difficult than understanding other accessibility barriers and it should also be part of education. It is important that public procurers understand this because they will be the ones working on this and also assessing the tenders and verifying the self-declarations of the companies.

## Main linkages with the Sustainable Development Goals

- **SDG Goal 4 - Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all:** accessible ICTs have a role to play in ensuring inclusive education for persons with disabilities. Public procurement policies and standards requiring the procurement of accessible ICTs are an effective tool for government educational institutions to implement SDG 4 and create a market for accessible ICTs that can be used by all educational institutions.
- **SDG Goal 8 - Promote inclusive and sustainable economic growth, employment and decent work for all:** accessible ICTs have a role to play in ensuring full and productive



employment and decent work for persons with disabilities. Public procurement policies and standards requiring the procurement of accessible ICTs are an effective tool for government employers to implement SDG 8 and create a market for accessible ICTs that can be used by all employers.

- **SDG 10 - Reduce inequality within and among countries:** accessible ICTs promotes the social, economic and political inclusion of all, irrespective of disability. Public procurement policies and standards create a market for accessible ICTs to support SDG 10 implementation.
- **SDG 11 - Make cities inclusive, safe, resilient and sustainable: accessible ICTs foster accessible transport systems for all including persons with disabilities and older persons:** Public procurement policies and standards requiring the procurement of accessible ICTs are an effective tool for government transportation agencies to implement SDG 11.
- **SDG 17 - Revitalize the global partnership for sustainable development:** Public procurement policies and standards requiring the procurement of accessible ICTs encourages and promotes effective public, public-private and civil society partnerships.

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

- Through public procurement, governments can play an essential role in making ICT accessibility a reality. Accessible ICT PP can improve inclusion of persons with disabilities in education, employment, economic and social life, it can incentivize manufacturers and suppliers to produce more accessible technologies, it can make ICTs more user-friendly and it can raise awareness within government that ICT, accessible ICT is now a right under the U.N. Convention on the rights with Persons with Disabilities and it is fundamental to how Persons with Disabilities participate in modern society.
- Capacity building for public procurers is needed as barriers to ICTs are less obvious than other related for example to transportations or access to buildings.

#### Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017

- Knowledge exchange among countries on their implementation of policies for the public procurement of accessible ICTs
- The development of an international standard for Public Procurement of accessible ICTs



**Moderator:**

- Dónal RICE, Senior Design Advisor, ICT Centre for Excellence in Universal Design, National Disability Authority of Ireland and co-author of the ITU-G3ict Model Policy on the Public Procurement of Accessible ICTs

**Panellists:**

- **Session Introduction:** Kemal Huseinovic, Chief Infrastructure, Enabling Environment and E-Application Department (IEE), ITU Bureau of Telecommunication Development (BDT)
- Shadi ABOU-ZAHRA, Activity Lead, WAI International Program Office W3C Web Accessibility Initiative (WAI)
- David CAPOZZI, U.S. Access Board, United States of America
- Masahito KAWAMORI, Rapporteur of ITU-T Q.26/16 'Accessibility to multimedia systems and services'
- Alejandro MOLEDO, New technologies & innovation officer, European Disability Forum
- Inmaculada Placencia Porrero, Deputy Head of Unit, Rights of Persons with Disabilities, DG JUST, European Commission
- Gregg VANDERHEIDEN Ph.D., Director Trace R&D Center, University of Wisconsin /University of Maryland (remote participant)

# Thematic Workshop



## Software Licensing: Navigating a Sea of Options (World Intellectual Property Organization - WIPO)

Monday 2 May 2016

11:00 – 13:00

Room A – ITU

*"When we look at software licensing, there is (too) frequently a certain degree of uncertainty about what are the rights granted to users".*

Prof. Jacques de Werra, University of Geneva

*"In order to exploit the potential of Free and Open Source Software for developing countries we need both, education and patience"*

Ms. Marcela Paiva, Mission of Chile to WTO and WIPO



### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

C3. Access to information and knowledge

C6. Enabling environment

C7. ICT Applications: E-business

### Debated Issues

- The high impact of software on daily life, ranging from intellectual property rights and consumer protection to security and health.
- Analysis of the level of awareness of and control over software licensing terms; and its consequences.
- The differences and pros and cons of the many available options, from proprietary to Free and Open Source Software (FOSS).
- Basic principles in business practices and procurement.
- Strategic adoption of FOSS by the public sector and the impact on countries' development.

### Main Outcomes of the Session highlighting

- The low level of awareness and control of users, matched with the high impact of software on the society is worrisome, and needs to be addressed. Among

many possible solutions, improving users' status (including through possible Alternative Resolution clauses) could be a way forward.

- Promotion of FOSS in developing countries can have a positive impact in bridging the digital divide. To leverage this high potential it is essential to improve education, capacity building and the general ICT infrastructure.

#### **Main linkages with the Sustainable Development Goals**

- Innovation and creativity are central to achievement of the sustainable development goals. This is specifically addressed in SDG 9 **"Build resilient infrastructure, promote sustainable industrialization and foster innovation"** which this thematic workshop aims to contribute to.

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

A well-functioning ICT sector relies on many factors, including a solid and flexible technology transfer system and well informed stakeholders. Governments, small companies and the general public would greatly benefit from a better understanding of how software is developed and distributed. This objective is clearly related to a number of Action Lines, including Access to information and knowledge and Building Confidence and Security in the use of ICTs.

**Moderator:** Paolo Lanteri, Legal Officer, World Intellectual Property Organization

#### **Panellists:**

- Dr. Jacques de Werra, Professor of Law, University of Geneva
- Mr. Malcolm Bain, Partner, ID Law Partners
- Ms. Marcela Paiva, Counsellor, Permanent Mission of Chile
- Ms. Aida Dolotbaeva, Patent Law Division, WIPO
- Mr. Chris DiBona, Director of open source, Google
- Dr. Roberto di Cosmo, Director, Irill and Software Heritage
- Dr. Tim Engelhardt, FSFE

# Thematic Workshop



## Global Kids Online – Children’s Rights in the Digital Age (United Nations Children’s Fund - UNICEF)

Monday 2 May 2016

11:00 – 13:00

Room C2 – ITU

*“Data producers and policy makers need to work hand in hand in defining data needs”*

Esperanza Magpantay, ITU



*“Many children use the internet worldwide and research can help their voices be heard in relation to internet governance and child rights”*

Sonia Livingstone, LSE

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- C3. Access to information and knowledge
- C8. Cultural diversity and identity, linguistic diversity and local content
- C11. International and regional cooperation

Promotion of children's rights and interests in the internet related policy as well as ICT programmes for development is a responsibility of all stakeholder groups: governments, private sector, civil society, educators and parents. Internet governance processes need to take into account children's interests as a distinct group with different social economic, cultural and linguistic backgrounds and ensure policies that take account of this diversity. International organisations and agencies such as UNICEF, ITU, UNESCO and others have an important role to play in promoting the realization of child rights in the digital world as well as to ensure their wellbeing and safety.

### Debated Issues

Jasmina Byrne from UNICEF Office of Research chaired the panel and opened the session by highlighting the linkages between children’s use of digital technologies and the implementation for the sustainable development goals and targets. While estimated 1 in 3 internet users is a child below the age of 18 – in regions where

internet penetration is growing fast the number of young internet users is almost the same and sometimes higher than the general population above the age of 24, Esperanza Magpantay from ITU shared. However, despite this evidence shared by the ITU at the panel, national statistical offices do not routinely collect data on the internet use from children. Challenges persist in relation to data availability and data quality on some really basic indicators such as access to the internet and mobile technologies.

The Global Kids Online (GKO) research initiative led by UNICEF, London School of Economics and EU Kids Online provides an opportunity to collect robust, nationally comparable evidence on children's internet use, opportunities and risks, taking into account the specificities of different national contexts (see [www.globalkidsonline.net](http://www.globalkidsonline.net)). Professor Sonia Livingstone spoke about the research initiative currently piloted in 4 countries on 4 continents (Argentina, the Philippines, South Africa and Serbia). With a rapidly expanding network of collaborators and partners across the world, GKO promotes national ownership and multi-stakeholder engagement. Latin American Kids Online is rapidly expanding beyond Brazil, the first country to do nationally representative survey on children's internet use, and now includes in LA to include Chile and Argentina, with discussions underway in other countries, Alexandre Barbosa from Cetic.Br shared. He also added: "Although strong socioeconomic and cultural disparities exist between and within countries in Latin America, we will find similarities in some social indicators covering issues such as population demographics, as we still have a very young population, literacy rates and HDI. Similarities also can be found in terms of access and use of Internet, rapid growth of mobile devices to access the Internet and low media information literacy. Within this context, the proposed Global Kids Online framework is essential for the Region to have internationally comparable data and to make pressure in terms of having the issue of child online protection in the political agenda. "

The Global Kids Online survey and qualitative research will generate not only insights into children's internet use, opportunities and risks but also children's offline experiences and wellbeing to enable researchers to draw correlations between real life circumstances and benefits or harm of children's use of the internet.

Nevine Tewfik from Ministry of Information and Communication Technology, Egypt spoke about challenges in policy making when policies are developed based on whether children are conceived as, within specific ecosystems, as a victim, a means, a criminal or an independent actor. Ms Tewfik shared with the audience some insights into how evidence can be used in the policy making process including how to engage the stakeholders from the outset to ensure better research uptake

Some key highlights from the discussion:

- The urgent need for robust evidence regarding children's internet access and use in many countries
- Ensuring that research methodology is appropriate for the age of the child – ranging from very younger users up to those close to adulthood

- More research is needed on the sexual abuse and exploitation of children online in terms of both victimisation and the behaviour of perpetrators
- Keeping up to date with the rapidly changing digital environment will require continual adaptation of concepts, methods and evidence
- National co-ordination between different Ministries (not only communication but also education, social welfare) and other relevant stakeholders is key to ensuring a holistic and effective approach to ensuring children's rights in the digital age

### **Main Outcomes of the Session highlighting**

Greater awareness of the importance of researching children's online access, risks and opportunities

Greater interest in possibilities of conducting new research on children's online experiences in countries where the evidence base is sparse or absent

Greater awareness of the value of a child rights framework in relation to internet policy, governance and practice

Announcement of the production and launch of Global Kids Online's research toolkit for country use to be ready by Autumn 2016 – see [www.globalkidsonline.net](http://www.globalkidsonline.net)

### **Main linkages with the Sustainable Development Goals**

Goal 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

Goal 5: Achieve gender equality and empower all women and girls

Goal 10: Reduce inequality within and among countries

Goal 16: Promote just, peaceful and inclusive societies

Access and use of the internet is an enabler of the realisation of many of the SDG goals that have a direct impact on children. The WSIS+10 document recognises the internet access as a development indicator and enabler in itself. Given huge disparities among and within countries as well as across income, gender, age and geography access to the internet and information and enhanced education opportunities will be a predictor of a developmental success including the realisation of opportunities for children for learning, gender equality, civic participation and engagement, promotion of peace, inclusion and equality. Understanding how and for what purposes children use the internet, where are the gaps in access, skills and literacies would help us design better interventions and programmes.

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

Necessity for stronger multi-stakeholder collaboration at the national and international level as children's interests, needs and rights are often dealt with by different departments and entities that may have different approaches or competing interests.

Necessity for a robust and up to date evidence base regarding children's online experiences in relation to WSIS actions and deliberations.

**Moderator:** Jasmina Byrne, Senior Researcher, UNICEF Office of Research - Innocenti

#### **Panellists:**

- Professor Sonia Livingstone, Department of Media and Communications, London School of Economics
- Alexandre Barbosa, Head, Regional Centre for Studies of the Development of the Information Society ([Cetic.br](http://Cetic.br))
- Nevine Tewfik, Head of the Research, Studies and Policies Bureau, Ministry of Communications & Information Technology (MCIT), Egypt
- Esperanza Magpantay, Senior Statistician, ITU

# Thematic Workshop



Cyberlaw, Bitcoins, Blockchains, Cybercrimes & Darknet  
 (Cyberlaws.Net and Pavan Duggal Associates, Advocates,  
 Supreme Court of India)

Monday 2 May 2016

11:00 – 13:00

Room K2 – ITU

*"Today, in the absence of a global treaty on Cyberlaw, it is time that countries need to agree upon and implement universally accepted principles and norms as well as common minimum agreeable parameters concerning Cyberlaw and Cyber Security, which can inform the respective national policies on Cyberlaw and Cybersecurity. These common minimum standards of best practices in terms of common basic denominators, could pave the way for the evolution of an appropriate International Convention on Cyberlaw & Cybersecurity."*

Pavan Duggal President Cyberlaws.Net, Head Pavan Duggal Associates and Advocate, Supreme Court of India



*"Cyber Security Law is the new emerging legal discipline within the Cyberlaw umbrella, which deals with all the legal, policy and regulatory issues pertaining to cyber security, its protection, preservation, maintenance and continued updation. Cyber security law needs to address the new reality of the Dark Net. The layers of anonymity that the onion browser provides, ensures that cyber legal frameworks of today, are thoroughly incapable of dealing with the dark Net and connected legal, policy and regulatory issues."*

Pavan Duggal President Cyberlaws.Net, Head Pavan Duggal Associates and Advocate, Supreme Court of India

## Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

- Legal frameworks for addressing cyber security challenges at national, regional and international levels.
- Legal practices concerning regulation of Darknet.
- Examining legal principles behind effective net neutrality frameworks.
- Legal frameworks for promoting digital economy, promoting ecommerce while addressing various tax challenges of the digital economy.



## Debated Issues

The workshop highlighted the various issues impacting Cyberlaw jurisprudence at a global scale and the emerging legal and policy trends impacting Bitcoins, Blockchains, Cybercrimes & Darknet.

The panelists highlighted the various significant trends and parameters, that need to be kept in mind by all stakeholders as they examine the complex, inter-connected world of cyberspace and the connected legal and policy issues concerned therewith. Cyberlaw, as a discipline, is evolving very rapidly and different approaches on the same are becoming visible in different parts of the world. The advent of increased cybercrime has propelled the need for countries to come up with effective legal frameworks to regulate the same.

The panelists highlighted the significance of the Darknet as an important element of the Internet which is increasingly gaining centre-stage attention. The newly emerging technologies like Blockchains and paradigms like Bitcoins have necessitated the need for addressing the legalities concerned therewith.

The panel was unanimous that though different approaches have been adopted in different countries on cyber legal frameworks, and given the absence of an international treaty on Cyberlaw and connected aspects, it is imperative that countries need to focus on common denominator principles and issues which could be agreed to by various state and non-state actors. The panel further highlighted the need for focusing on international best practices to form intelligent decision making in the emerging jurisprudence on Cyberlaw, Bitcoins, Blockchains, Cybercrimes & Darknet.

## Main linkages with the Sustainable Development Goals

This session dealt with the legal, policy and regulatory frameworks concerning cyberspace at a global level. Having in place legal frameworks concerning cyberspace would enable all stakeholders to achieve numerous sustainable development goals.

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

- Legal issues concerning the Darknet and the need for legally regulating Darknet
- Legal issues to be examined in the context of Blockchains
- Need for deterrent provisions against cybercrimes
- Need for renewed focus on culture of cyber resilience in the context of constant cyber security breaches

### Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017

- Cybersecurity – National, Regional and International Approaches on legal and policy aspects
- Internet of Things and legal challenges raised by the same and its impact on sustainable development process
- Need for coming up with legal frameworks to regulate criminal activities and cybercrimes done in Darknet.

**Moderator:** Pavan Duggal, President, Cyberlaws.Net, Chairman, International Commission on Cyber Security Law & Advocate, Supreme Court of India

### Panellists:

- Pavan Duggal, President, Cyberlaws.Net, Chairman, International Commission on Cyber Security Law & Advocate, Supreme Court of India
- Dr. Salma Abbasi, Founder, Chairperson and CEO, e-Worldwide Group TBC
- Anriette Esterhuysen, Executive Director, Association for Progressive Communications (APC)-TBC
- Mr Leon Strous, International Federation for Information Processing (IFIP)-TBC
- Alfredo M. Ronchi, Secretary General, EC MEDICI Framework
- Pablo Hinjosa, Strategic Engagement Director, APNIC-TBC
- Other members of the Community

# Thematic Workshop



## Engaging Digital Actors, Fostering Effective Digital Policy and Monitoring Digital Governance (DiploFoundation)

Monday 2 May 2016

11:00 – 13:00

Room L – ITU

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development

- *The Geneva Internet Platform was initiated by the Swiss government*
- *Government representatives among key stakeholders in our activities*
- *Working on overcoming policy silos*

C3. Access to information and knowledge

- *Running an online observatory [GIP Digital Watch](#)*
- *Publishing [Geneva Digital Watch Newsletter](#) and organising [monthly briefings](#)*
- *E-participation, connection to developing countries*
- *Just-in-time reporting from events, including the [WSIS Forum](#)*

C4. Capacity building

- *Courses*
- *Consultations*
- *Just-in-time events and briefings*

C6. Enabling environment

- *E-participation*
- *Providing a neutral platform for discussion*

### Geneva Internet Platform



### Debated Issues

The session featured discussions on solutions aimed to assist business, academia, government and civil society stakeholders in navigating the Internet governance policy space and staying up to date with evolutions concerning various digital policy-related issues.

Tereza Horejsova, Project Development Director of DiploFoundation and Coordinator of Geneva Internet Platform (GIP) opened the floor by introducing the *GIP Digital Watch* initiative and speaking about its benefits for stakeholders who want to keep up with global and regional Internet governance updates.

Tomas Lamanauskas, Director of Public Policy at VipelCom's Group stated that the market for mobile operators is no longer national, but global, which makes the business landscape more intermeshed and complex. According to Lamanauskas, navigating through this landscape involves three pillars: quantitative data, policy updates in different countries, and accessibility challenges. He mentioned that the *GIP Digital Watch* observatory helped navigate these pillars.

Constance Bommelaer, Senior Director of Global Internet Policy, Internet Society (ISOC) explained why ISOC has decided to support the *GIP Digital Watch* observatory, by pointing out the importance of synthesized information for capacity building, and explaining the useful role of the observatory as a one stop shop where government officials can find information about Internet governance issues, without having to read 500 page-reports. A [survey](#) conducted by ISOC in March 2015, with approximately 800 participants, pointed to a saturation of forums and platforms for discussions on Internet governance issues, but underlined a demand for better tailored resources for specific needs. Bommelaer mentioned there are quite a few initiatives doing similar work, and it would be more beneficial to all stakeholders if these efforts could be combined.

Professor Jean-Henry Morin from the Institute for Information Service Science of the University of Geneva stated his concern about two facts: the academia not being included enough in digital policy and governance discussions, and the discrepancies between local and global policy discussions. Morin also spoke of the need for sources such as the *GIP Digital Watch* observatory that could contribute to a better understanding of the Internet governance landscape.

Taking the floor afterwards was Miguel Candia Ibarra, First Secretary at the Permanent Mission of Paraguay to the UN. He spoke about the involvement of governmental bodies in different digital policy discussions on a global scale, and about how crucial the information provided is to the decision making processes. Underlining how valuable verifiable information is, Ibarra stated that the flexible, neutral, and timely updates provided by the *GIP Digital Watch* observatory are important for diplomats as himself.

Jovan Kurbalija, Director of DiploFoundation and Head of the Geneva Internet Platform summarised the panellists' views with keywords such as: synthesized info, linking the local and global, verifiable, neutral, and timely information. 'These keywords are the building blocks of an ideal platform.' Kurbalija said, as he explained how *GIP Digital Watch* operated.

Remote participants' questions mainly focused on the neutrality of information platforms such as the *GIP Digital Watch* observatory, and on how to foster digital policies in developing countries. Kurbalija explained the training process for curators for the *GIP Digital Watch* observatory, along with the practice of giving space for different and opposing views as ways to ensuring the observatory's neutrality. He also mentioned the plan to launch regional-national updates by the end of the year. Ibarra pointed to the importance of bringing ICT companies to be in dialogue with higher levels of government bodies. Lamanauskas emphasized the usefulness of using global tools to seek out familiarities and differences between countries with regard to digital policies.

The benefits of having printed material which reflects annual global developments were voiced by a participant, while another pointed to the absence of entrepreneurs and small business owners in the policy making discussions which is bound to affect them. There was consensus on the fact that

remote participation and fellowships were not enough for digital policy discussion spaces to be considered open and inclusive.

### **Main Outcomes of the Session**

The Geneva Internet Platform will elaborate on some of the suggestions raised by the panel and workshop participants and project them in further development of its activities. This goes particularly in strengthening the online observatory (Action Line C3) and Capacity Building (Action Line C4).

### **Main linkages with the Sustainable Development Goals**

ICT as a means and tool for implementation of SDGs is present throughout all the identified goals.

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

More focus on capacity development and access to information is needed.

**Moderator:** Tereza Horejsova, Project Development Director, DiploFoundation; Coordinator, Geneva Internet Platform.

### **Panellists:**

- Jovan Kurbalija, Director, DiploFoundation; Head, Geneva Internet Platform
- Constance Bommelaer, Senior Director of Global Internet Policy, Internet Society
- Tomas Lamanauskas, Group Director Public Policy, VipelCom
- Miguel Candia Ibarra, First Secretary, Permanent Mission of Paraguay to the UN
- Jean-Henry Morin, Institute for Information Service Science, University of Geneva

# Thematic Workshop



## Gender Equality and e-Skills Gap (ChunriChoupaal)

Monday 2 May 2016

14:30 – 16:15

Room Popov 1 - ITU

*“ Women need to be part of creating the technology and not just remain consumers. We need to empower grassroots level community leaders to facilitate inclusion of girls and women from under-represented communities.”*

Iffat Gill, Founder/CEO, ChunriChoupaal-The Code To Change

*“Men are part of the solution. We need the fathers, and brother’s friends and sons to become our supporters”*

Mine Ogura, Head of Delivery eBay Classifieds Group

*“Community is important. Bridging the skill gap is about fostering of men and women working together to achieve SDG 5 for gender equality”*

Monique Morrow CTO new frontiers evangelist at Cisco

*“Our mentors need mentoring too. They need to learn how to be better coaches”*

Claudia Vicol , Senior Software Engineer and Manager at, Martkplaats part of eBay Classifieds Group.



*Enabling Women Leaders*

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

C3 – Access to knowledge and information, C5 – Building Confidence and security in the use of ICTs

C6 – enabling environment

### Debated Issues

We discussed the importance of achieving gender equality and empower all women and girls by improving their e-skills and bringing more of them into ICT related fields. We highlighted the importance of going local, using local resources and knowledge to teach women the skills necessary to compete in a technology driven world.

Our organization is focusing on women from rural environments that do not have access to ICT education, but are in need of it for them to get empowered and to

help themselves and their families. Because of social norms in countries like Pakistan and India it is important that we use local support, invest in grass-root level initiatives and female community leaders and involve the entire community into our efforts for digital inclusion.

In Europe we are focusing on forming T-shaped ICT professionals from women that are professionals in other areas like marketing, customer support, teaching and other industries and we are bringing up their e-skills in order for them to grow and become part of the digital revolution.

Also a part of our group is focusing on women that are already in ICT and need mentoring and support to grow into a leadership role, but also to keep them in the field. Retention of women in the ICT sector is important because we need to make it welcoming for women who are newcomers to the field. Diversity and Inclusion in the IT industry will lead to more innovative and inclusive solution and products.

#### *Biggest achievements:*

We have started an extensive mentorship program, in Amsterdam, with a group of women that want to enter the ICT field. We started with a 3-day boot camp and conference, followed by a 5 month mentorship program, where the mentees were paired with an IT specialist, and are working on several projects and websites in order to showcase the skills they learned.

This program was a pilot and we are working now on making it scalable and creating a mentor's community, and launching this all over the world. This is where our local initiatives also play a role in.

We succeeded in making women creators of software programs and technology and not just consumers.

Our next challenge is continuing with a traineeship program for the women that finish the mentoring program that will ultimately lead to employment in the field.

On a local level, we run programs in rural Pakistan, with the help of local mentors and facilities like libraries, to get women to learn how to use computers, and how to apply to jobs online.

On a governmental level, our contact from the European parliament, Terry Reintke has called on the European commission to promote women's education, training and participation in ICT's and because of her EU parliament has added this as one of their goals for the next period to focus on.

Terry Reintke, MEP highlighted the role of WSIS Forum 2015 in connecting her with influencers and experts working on gender equality and digital inclusion of women. Her report titled "Gender Equality and Empowering Women in the Digital Age" was adopted in the EU parliament on Girls in ICT Day last week. Terry attributes the success of her report to working with organizations like ChunriChoupaal – The Code to Change and the input received by our team.

Terry says her report sets a step in order empowering women to take part in digital processes and in the digital world. The report is not just about asking for funding for female entrepreneurs but also about pushing the EU Commission to do more to make the educational sector and especially e-skills more inclusive.



Terry concludes by pointing out that, despite of the great empowering potential that the digital world holds, one of the issues that report addresses is the issue of sexism, gender stereotyping and violence against women in the internet. She calls for more cooperation efforts on a European, national, and regional level to tackle issues because she believes that the internet should be a free and inclusive space for everyone.

Terry asks the participants to fight with her so that the Commission and other EU institutions will push this report forward and make gender equality the core of the Digital Agenda for Europe.

Monique Morrow highlighted the need to accelerate the bridging of the skills gap to address the shortage of skilled labour in the industry. She shared a story of how women technologists in Berlin are working with refugees who want to be included in the workforce. She emphasized how youth needs to be included and the role of companies to facilitate their inclusion. Monique stated that inclusion of women and other underrepresented groups is as important and more funding and investment is needed to scale grass-root level initiatives to reach more people.

### Main Outcomes of the Session

We found that there are a lot of other organizations that are interested in the same approach both in Africa and Asia. We need to create an international community of mentors, and start scaling our model.

- main conclusions reached during the discussion
  - Inclusion of women in digital economy can only be possible through bridging the skill gap.
  - We need to work through the local community leaders to reach more women and girls for digital literacy trainings. We need to empower and enlist organizations and leaders working on the grassroots level.
  - Invest in and empower emerging leaders to enable them to bridge the skills gap for economic empowerment of women and girls in their communities.
  - We need to gauge the interest of local communities and build training and capacity building solutions that are need based; strongly aligned to the interests and existing skills of the women and girls.
  - We need to leverage the existing infrastructure to solve the issue of safe spaces for women to learn digital skills. Local community centers and public libraries can play a great role.
  - We need more involvement and investment from the IT industry to help bridge the digital skills gap for inclusion of women and girls.
  - We need more involvement from the private sector to invest in apprenticeship model to build and advance the skills level of newcomers to the IT sector.
  - Girls and women should become creators of software programs to truly become part of the digital revolution and not just remain consumers. This will ensure technological innovations that are inclusive.



- Focus on bottom and NGO partnerships to ensure local buy-in and support to ensure long-term sustainability.
  - We need to focus on the importance of Interdisciplinary examination of the skills and the training that will create and enhance the workforce for the future, which can be applied not just in the technology sector but also in all sectors globally.
- the vision for implementation of WSIS Action lines beyond 2015.

Our programs are aligned with achieving the WSIS action lines C3, C4, C5, C6 and C8 and Gender equality, economic empowerment, and enabling environment for learning, employability, innovation and creation of technologies.

### **Main linkages with the Sustainable Development Goals**

SGD 1, 4, 5 and 8.

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

We need to address the Digital skills gap in women and girls to make them creators of technology and not just consumers.

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

Economic Empowerment of local communities through bridging the skills gap that are aligned to the local needs.

**Moderator:** Ms. Iffat Gill Founder/CEO, ChunriChoupaal-The Code to Change, Pakistan/Netherlands

### **Panellists:**

- Ms. Mine Ogura, CIO, The Code to Change; Marktplaats (eBay Classifieds Group NL) Head of Delivery, Netherlands
- Ms. Monique Morrow, The Internet of Women; CTO — Evangelist New Frontiers Development & Engineering at Cisco, Switzerland
- Ms. Ritu Sharma, CEO & Co-Founder, SDG Nexus, United States
- Ms. Claudia Vicol, Mentoring Lead, The Code to Change; Senior Back-End Developer, Marktplaats, Netherlands
- Ms. Terry Reintke, Member European Parliament, Brussels, Belgium

The participants will have ample time to give input and have a discussion with the panelists.

# Thematic Workshop



Leave No One Behind: Disability, SDGs and ICT (ADD International)

Monday 2 May 2016

14:30 – 16:15

Room Popov 2 – ITU

(Captioning)

*“The current world has progressed a lot to reduce “digital divide” and accelerate “digital dividends”, but we face a disability divide.”*

Mosharraf Hossain, Director of Global Policy, Influencing and Research, ADD International

*“No one left behind is a way of rethinking, and we need to rethink in this way because implementing universal design from the very beginning is the right way to do it, and it is much cheaper than changing something after we have developed software and devices.”*

Arnt Holte, CEO, Norwegian Association of the Blind and Partially Sighted



**Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11**

The session was directly relevant to Action Lines C2, C3, C4, C7, and C8, which refer to disability, to accessibility and to ‘disadvantaged and vulnerable’ groups (which includes persons with disabilities). But the session was also indirectly relevant to the realization of the vision that underpins all the Action Lines - an inclusive Information Society, where ICTs are a key enabler of sustainable development.

## Debated Issues

Key issues debated included the following:

- The fundamental responsibility of governments in fulfilling SDG commitments
- The complementary role of other stakeholders and partnerships
- The complementary role of other stakeholders and partnerships
- The criticality of participation of persons with disabilities in all aspects of ICT policy and practice
- The relevance of ICT for better outcomes across sectors ranging from education to employment, health to political representation
- The criticality of data for tracking progress against SDG targets – and the role that ICT can play in gathering this data
- The need to reduce the cost of assistive technology

Key achievements shared included the following:

- ITU's work with multiple stakeholders to enhance regulatory frameworks for accessible technology
- The innovative use of ICTs to gather data (e.g. in Brazil, Bangladesh, Ecuador – and as part of JP Morgan's Force for Good programme)
- The development of internationally comparable and relatively quick statistical methodologies for measuring the impact of functional limitations on the participation of persons with disabilities in mainstream development
- The development of standards and guidance on web accessibility, tailored to different contexts and audiences
- Progress in using ICT to enhance access to education in Bangladesh and Egypt
- The use of incentives to encourage innovations in accessible ICT in Egypt and Bangladesh

## Main Outcomes of the Session highlighting

Our vision for implementation of the Action Lines beyond 2015 is that the accessibility of ICT for persons with disabilities will be prioritized – an essential pre-requisite if the SDGs are to be met.

Outcomes supporting this vision included:

- i. The need for urgent action, before the window of opportunity created by the SDGs is closed
- ii. The criticality of persons with disabilities playing a central role in all aspects of ICT policy and practice

- iii. The value of partnerships (e.g. corporate volunteering) – but also the fundamental responsibility of governments for implementing the SDGs in a disability-inclusive manner
- iv. The need for trade, intellectual property and competition-related regimes that do not restrict the right of persons with disabilities to benefit from technologies that would enhance accessibility
- v. The need for capacity building – both for persons with disabilities, but also for policy makers, project managers, technical specialists, advocates – all those with a stake in ICT for persons with disabilities
- vi. The need for wider uptake of WC3 internationally recognized web accessibility standards
- vii. The importance of using the Washington Group questions on disability to monitor whether persons with disabilities are being left behind – including left behind in access to ICT
- viii. The value of new technologies in empowering persons with disabilities and others to gather better data on disability inclusion

### **Main linkages with the Sustainable Development Goals**

The Sustainable Development Goals were a central theme for the entire session. The focus was particularly on the eradication of poverty (Goal 1), the provision of inclusive and equitable quality education (Goal 4), the promotion of full and productive employment and decent work (Goal 8), the reduction of inequality (Goal 10), and the enhancement of data for sustainable development (Goal 17). But the session also recognized that the empowerment of persons with disabilities through accessible ICT is in fact relevant to the entire SDG agenda – and critical to meeting very many of the Goals, as well as fulfilling the over-arching principle that no-one must be left behind.

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

Key trends included:

- The importance of incorporating national strategies, practices and services for accessible ICT in wider planning for SDG implementation (Action line C2)
- The urgent need for more R+D on accessible ICT if the SDGs are to be achieved (Action Line C3)
- The value of e-literacy for persons with disabilities in implementing the SDGs (Action Line C4)
- The importance of teleworking as one potential strategy to meet SDG 8 (Action Line C7)

- The centrality of access to information in accessible formats for achievement of the SDG agenda (Action Line C8)

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

As the Minister-Counsellor for the Permanent Mission of Brazil said in his opening remarks, the next two years will be a crucial time for translating the SDG's commitments on leaving no-one behind into concrete national plans and budgets – and ICT has a vital role to play in this process. We strongly welcome the attention given to ICT and disability during the WSIS Forum 2016, and recommend that this emphasis continues at the WSIS Forum 2017.

**Moderator:** Dr Eun-Ju Kim, Chief of Innovation and Partnership Department, ITU

#### **Panellists:**

- Mosharraf Hossain, Director of GLObal Policy, Influencing and Research, ADD International
- Prof Jennifer Madans, UN Statistical Commission Washington Group on Disability Statistics
- Dr Abeer Shakweer, Minister's Advisor for Social Responsibility and Services, Ministry of Communications and Information Technology, Egypt
- Arnt Holte, CEO of Norwegian Association of the Blind and Partially Sighted.
- Mustafizur Rahman, Joint Secretary of the Government of Bangladesh, and Director of Innovation of A2I, Prime Minister's Office
- Prof Katherine Seelman, Associate Dean of Disability Programs and Professor of Rehabilitation Science and Technology at the School of Health and Rehabilitation Sciences, University of Pittsburgh.
- Ed Boden, EMEA Lead: CAO + Technology Talent Pipeline and Social Good, JP Morgan Chase & Co
- Judy Brewer, Director, Web Accessibility Initiative, World Wide Web Consortium

# Thematic Workshop



## Layering the Foundation for Sustainable Development Goals: Role of Smart Sustainable Cities (UNECE and ITU)

Monday 2 May 2016

14:30 – 16:15

Room A – ITU

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

- C7. ICT Applications: E-environment

### Debated Issues:

ITU together with United Nations Economic Commission for Europe (UNECE) organized this event to meet the growing demand for guidance on establishing smarter and more sustainable cities which will in turn assist in the attainment of the Sustainable Development Goals (SDGs) and also help contribute effectively to the Habitat III Process.



The objective of this event was to highlight the potential of smart sustainable cities in securing the main targets set forth in the Sustainable Development Goals and provide inputs to the New Urban Agenda. This event also provided a platform for discussions on fulfilling the global smart sustainable city agenda.

During this event, ITU and UNECE also presented their joint key performance indicators for smart sustainable cities to assess how the use of ICTs has an impact on the sustainability of cities. These indicators are expected to drive smart city transitions and help improve urban functionalities, raise the standard of living and ensure environmental, economic and social sustainability.

### Main linkages with the Sustainable Development Goals

This session also highlighted how Smart Sustainable Cities use communication networks and intelligent management systems to solve current and future challenges along with transforming cities into safe havens with sustainable transportation, increased resource efficiency and higher quality of life for its citizens in line with Goal 11 of the Sustainable Development Goals.

**Moderator:** Bilel Jamoussi, Chief, Study Groups, Telecommunication Standardization Sector, ITU

### Panellists:

**Opening Remarks:**

- **Nasser Al Marzouqi**, Chairman, ITU-TSG20 "IoT and its applications including smart cities and communities (SC&C)
- **Gulnara Roll**, Head, Housing and Land Management Unit, UNECE

**Session:** Laying the Foundation for Sustainable Development Goals: Role of Smart Sustainable Cities

**Speakers:**

- **Cristina Bueti**, Advisor, ITU
- **Domenica Carriero**, Project Officer, UNECE
- **Rodrigo Carneiro**, Global Account Manager, International Public Sector, Vodafone
- **Reto Camponovo**, Professor, Hepia, University of Geneva
- **Bart de Lathouwer**, Open Geospatial Consortium (OGC)

For further information, please see:

<https://connect.itu.int/p2g9h6pp6t0/?launcher=false&fcsContent=true&pbMode=normal>

# Thematic Workshop



## ICANN New gLTD Programme: Program Reviews and Lessons Learned (Internet Corporation for Assigned Names and Numbers - ICANN )

Monday 2 May 2016

14:30 – 16:15

Room C1 – ITU

*"[The central question is still] whether there should be a further application round or not; or whether a more "continuous" application process should be initiated."*

Jonathan Zuck (member of the CCT Review team)

*"[In my team], anyone that mentions a 'new Round' has to put a dollar in the pot."*

Avri Doria (member of the policy development process for "New gTLD Subsequent Round Procedures")



### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

- C3. Access to information and knowledge
- C8. Cultural diversity and identity, linguistic diversity and local content
- C11. International and regional cooperation

### Debated Issues

There were presentations and discussion from

Akram Atallah, the current CEO of ICANN and the head of the Global Domains Division at ICANN:

Jonathan Zuck, A Community business member and part of the Consumer Trust and Competition Review (CCT) Team;

Avri Doria, a member of the "New gTLD Subsequent Procedures Policy Development Process (PDP)"



There was a vigorous discussion across many aspects concerning a potential new gTLD application process. Was stressed by all participants that the review process would be thorough and all encompassing and that there should be no assumption that the outcome *would* result in a further application round for gTLDs.

If there were too be a further application process issues such as cost; geographical diversity and consumer choice would have to be taken into consideration. Was noted how the whole review process was taking into consideration the dramatic increase in choice which had taken place as a result of the last application round and the 1000 or so new top level domain names introduced into the root of the Internet.

The debate also included aspects such as the need to increase potential demand in developing countries through capacity building work; the need for the “Auction monies” to be determined before any further application process and the need to further assess demand for names in non-Latin scripts.

### **Main Outcomes of the Session**

While there was a basic agreement that an increase in top level domains had increased choice and diversity for the user of domain names there were concerns about the cost of applications (and how this enhanced dominance of US and European suppliers) the use names were put to (botnets ets) and how they should be regulated (for example .bank only being for banks).

It was agreed that it was right to have a vigorous “review” process before any new process was introduced.

In terms of the WSIS Action Lines was noted that cultural and linguistic diversity (Action Line C8) could be enhanced through provision of a different to level domains in different scripts.

### **Main linkages with the Sustainable Development Goals**

There was no specific linkage to any specific SDG discussed

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

No specific discussion but a recognition that the Action Lines need to be adapted to capture the technological and business changes being brought about due to the Internet.

**Moderator:** Nigel Hickson; VP, UN and IGO Engagement, ICANN

#### **Panellists:**

- ICANN Staff
- Mr Akram Atallah; CEO of ICANN

- Community Members
- To be determined

# Thematic Workshop



Implementation of WSIS Outcomes in Saudi Arabia (National Committee for Information Society - NCIS, Saudi eGovernment Program – Yesser, the Ministry of Finance – MoF and the Ministry of Education – MoE - Saudi Arabia )

Monday 2 May 2016

14:30 – 16:15

Room K2 – ITU

**Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11**

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- C2. Information and communication infrastructure
- C4. Capacity building
- C7. ICT Applications: E-government
- C7. ICT Applications: E-business



## Debated Issues

Three Saudi Arabian Agencies described the successful implementation of some of their projects related to the WSIS outcomes: Saudi eGovernment Program (Yesser), the Ministry of Finance (MoF), and the Ministry of Education (MoE). Yesser highlighted the activities that the Program had embarked in developing the Human Capital within the eGovernment domain among government entities throughout the Kingdom of Saudi Arabia in addition to the raising the awareness and competencies of the public. Since the initiation of the Program in 2005, substantial progress has been made and the Kingdom has advanced

impressively relative to other countries as indicated by the United Nations eGovernment assessment. The work and achievements of the Saudi eGovernment Program has also been recognized across the GCC and internationally.

MoF described their e-Procurement Project “Monafasat” which falls under the e-Government initiative in the Kingdom. The main goal of the project is to have a unified platform that is used by all government agencies for their tendering and procurement activities, allowing suppliers and vendors to collaborate and participate in government tenders and various procurement activities online. MoF is the project sponsor and is responsible to prepare, execute and monitor the strategic plan of the project; while Saudi eTabadul Co. has been mandated to execute, develop and operate, and the first set of services were launched in January 2014.

MoE described King Salman Scholarship Program (KSP) which was established to provide Saudi students with higher education degree at reputable international universities, thereby, providing an essential source of highly qualified national workforce to the Saudi labor market, both in the private and the public sectors. So far, KSP has been successful in managing thousands of scholarships around the world with no discrimination of gender, age, social or physical status.

#### **Main linkages with the Sustainable Development Goals**

- Goal 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all
- Goal 5: Achieve gender equality and empower all women and girls
- Goal 8: Promote inclusive and sustainable economic growth, employment and decent work for all
- Goal 9: Build resilient infrastructure, promote sustainable industrialization and foster innovation
- Goal 17: Revitalize the global partnership for sustainable development

#### **Panellists:**

- Dr. Abdulrahman Alorainy, Advisor to the Communications and IT, Director General of e-Government Program, Kingdom of Saudi Arabia
- Dr. Yousef Alohal, General Supervisor of IT, Ministry of Education, Kingdom of Saudi Arabia
- Mr. Mohammed Aloraij, General manager, office of government e-procurement project, Member and secretary of project supervisory committee, Kingdom of Saudi Arabia

# Thematic Workshop



Enhanced Cooperation and Internet Governance (Centre for Communication Governance at National Law University, Delhi Global Partners Digital and University of Zurich)

Monday 2 May 2016

14:30 – 16:15

Room L – ITU

*“By September we will know what will happen with the IANA transition. In case it happens, then the whole Internet Governance scene is going to change. Many issues mentioned in the WSIS will have to be discussed... the IANA transition if completed will have an impact on the Working Group.”*

Peter Major, Chair of the CSTD Working Group on Enhanced Cooperation



*“We should face the reality that there are different interests and different interests leads to a certain form of confrontation. The best way of managing confrontation is to do it in a collaborative way. We have to learn with certain contradictions and say how can we manage this? The multistakeholder model is where people can agree... If you go through the fine print of the São Paulo declaration you can see that it allows for a certain amount of flexibility. There is no one size fits all for the adoption of the multistakeholder model. Each issue will produce a specific multistakeholder model.”*



Wolfgang Kleinwachter, Professor Emeritus, University of Aarhus, Denmark

## Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- C11. International and regional cooperation

## Debated Issues

- Lessons from the decade since the Tunis Agenda's call for "enhanced cooperation," including the experience of the 2013-2014 Working Group on Enhanced Cooperation (WGEC) that can be considered by the reconstituted WGEC to be launched in the autumn of 2016.
- Implications of the changes to the political landscape of Internet governance since the enhanced cooperation process was launched, e.g. the Internet Assigned Numbers Authority (IANA) Transition and pending end of the US government's special stewardship role ; the maturation of multistakeholder community decision making as demonstrated by IANA transition and accountability efforts within the Internet Corporation for Assigned Names and Numbers (ICANN); the demonstrated impossibility of achieving consensus on creating a new UN body with broad public policy powers, and the parallel enhancement of existing intergovernmental and multistakeholder processes in the meanwhile; and significant shifts in the national orientations of key states and related international relationships since the previous WGEC.
- The possible role of the new WGEC in addressing the governance challenges of transparency, accountability and openness in the IG landscape, and in assessing the implementation of principles such as those contained in the NETmundial Multistakeholder Statement agreed at São Paulo in April 2014.
- Multistakeholder engagement- stakeholders engaging with one and other and absorbing lessons and innovations from one and other.

### **Main Outcomes of the Session**

- Panelists argued that the new WGEC should avoid trying again to define the "respective roles and responsibilities" of governments and stakeholders or to debate the merits of creating a new intergovernmental body, neither of which will lead to productive discussion or yield consensus.
- Panelists suggested the new WGEC should move in new directions unburdened by past differences and adopt a positive agenda. Possible topics to explore included the operationalization and implementation of overarching principles such as those set out in São Paulo and Tunis; and ways to enhance the utility of extant organizations and collaborations, including the Internet Governance Forum, in order to better enable governments to discharge their international public policy responsibilities, as appropriate.
- The Chair of the new WGEC said he would take these and other suggestions into account and that he will attempt to make Working Group as open and transparent as possible.

### **Main linkages with the Sustainable Development Goals**

Goal 8: Promote inclusive and sustainable economic growth, employment and decent work for all

Goal 9: Build resilient infrastructure, promote sustainable industrialization and foster innovation

Goal 10: Reduce inequality within and among countries

As noted in the WSIS Outcome Document, the WSIS process is crucial to the implementation of the SDGs. One part of this is understanding what enhanced cooperation means to different stakeholders.

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

The session was linked to the following WSIS Action Lines:

C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development

C11. International and regional cooperation

Panellists recognized the need for inclusive, transparent and open processes in order to achieve the above goals. This should be achieved by increasing the diversity of stakeholders that will give the Working Group more legitimacy.

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

Peter Major outlined the timeline for the work of the Working Group on Enhanced Cooperation starting from September. It would be interesting to take stock of the developments within the Working Group at next year's WSIS Forum.

### **Moderator:**

- Chinmayi Arun Research Director, the Centre for Communication Governance, National Law University India

### **Panellists:**

- William J. Drake  
International Fellow & Lecturer, Media Change & Innovation Division, IPMZ, University of Zurich, Switzerland
- Wolfgang Kleinwachter  
Professor Emeritus, University of Aarhus, Denmark
- Anriette Esterhuysen  
Executive Director, the Association for Progressive Communications, South Africa
- Peter Major, Chair, UN Commission on Science and Technology for Development , Switzerland
- Lea Kaspar, Head of Programmes, Global Partners Digital  
United Kingdom

- Chinmayi Arun, Executive Director, the Centre for Communication Governance, National Law University, India
- Constance Bommelaer, Senior Director of Global Internet Policy at ISOC
- Dominique Lazanski, Public Policy Director, GSMA, United Kingdom



# Thematic Workshop



## ICT4SDG : Digital Economy for Development (Evolving Consulting / ICT4MDG / DotStories)

Monday 2 May 2016

16:30 – 18:15

Room Popov 1 - ITU

Reine Essobmadje, Founder of E-volving Consulting France & Cameroon and co-founder of NGO ICT4MDG

- 1- "We need to develop a global digital inclusion index"
- 2- "Digital inclusion needs to be address seriously to ensure the digital transformation of our modern societies"
- 3- *"A successful digital economy is linked to a wide digital inclusion of citizens"*
- 4- *"There is a strong relationship between digital literacy, digital inclusion and digital economy"*



Eng. Betty Bonnardel-Azzarelli Founder of AB5 Consulting UK

- 1- *" We need not only physical infrastructures but a complete autonomous ecosystem for underserved areas"*
- 2- *"It is time to develop rural ecosystems"*

Dr Salma Abbasi , Chairperson and CEO, THE e WORLDWIDE GROUP, UAE and Nigeria

*"Demand-driven solutions is one of the critical Success Factors to Success in the Digital Economy for Sustainable Development and Innovation"*

### Debated Issues

The potential of digital economy has been widely spread among developed and developing economies.

Companies such as Facebook, Twitter, Uber are success stories and case studies that confirm the success of digital in 21st Century.

Moreover, it has induced business and social changes and transform the way humans are interacting with each other's and citizens with their government. Era of collaborative economies.

Nevertheless, Digital has set up several barriers:

- 1- Language as first as to be digitally educated you must read and speak English (55% of all content on the internet)

- 2- Digital literacy. If you are not a millennial, Generation X or Y, if you had known TV in black and white you may then not be a digital native
- 3- Digital access. Only 40% of the population have access to the internet
- 4- Digital economy. Despite Government effort to leverage the digital potential, the digital divide is still there but more over the digital dividend

World Bank quote “Digital technologies have boosted growth, expanded opportunities, and improved service delivery. Yet their development benefits have fallen short and are unevenly distributed. For digital technologies to benefit everyone everywhere requires closing the remaining digital divide, especially in internet access. But to get the most out of the digital revolution, countries also need to work on strengthening regulations that ensure competition among businesses, adapting workers’ skills to the demands of the new economy, and ensuring that institutions are accountable” [live.worldbank.org/world-dev...](http://live.worldbank.org/world-dev...)

As Governments are struggling to reap the digital dividends for everyone our workshop aims to set the floor for discussion, share some best practice’s and open discussion on building a successful Era of Digital for Economic Development and Inclusion

**There is a strong relationship between digital literacy, digital inclusion and digital economy.**

As we can observe, our society has been fragmented in digitally included and excluded people under the marketing terms of millennials or boomers.

World population is separated in digital native and others.

We aim to build wealth based on digital economy by fostering and financing innovation.

In US Millennials (18-36) comprise 24% of the US population (77 million individuals), on par with Boomers (1946-1964) and Gen Z (born 1995-present);

**Digital inclusion is something that need to be address seriously to ensure the digital transformation of our modern societies.**

A successful digital economy is linked to a wide digital inclusion of citizens. To be able to achieve the digital inclusion, we need to ensure digital literacy for all

As today we measure digital access and other digital key factors. However, there is no global index on Digital inclusion.

There is a need for a global digital inclusion index based on the following parameters:

- Digital Literacy
- Used of digital economy
- Used of digital services
- Digital access
- Digital inclusion

**Main Outcomes of the Session**

- **main conclusions**

*Dr Salma Abbasi , Chairperson and CEO, THE e WORLDWIDE GROUP, UAE and Nigeria*

We need

- New opportunities in coding, gaming industries in local languages
- Policies need to be demand-driven
- Political vision and strategy need to support digital agility and minimum infrastructures
- Innovative public policies that drive equity
- To bridge the gap between business requirement and training
- To Promote Youth employment and highlight success stories

*Eng. Betty Bonnardel-Azzarelli Founder of AB5 Consulting UK*

For most of us, it may be difficult to imagine daily life without the internet. It is quite probable that those lucky connected individuals access the web using more than one device; laptops, tablets, and on a smartphone or even two... Even so, we must acknowledge that accessing internet is still not possible for almost 60% of the world's population, and the quality of the internet connection in terms of speed and capacity varies greatly, particularly relating to geography.

In order to connect those who don't get a great coverage, or do not get coverage at all, a lot of efforts are being made to expand the fibre, mobile and satellite connectivity networks. Finding the most cost-effective solutions, that will allow internet access at a reasonable speed and capacity around the globe, is essential for the development of the remote communities in particular.

The provision of universal coverage is a sine-qua-none element that will ensure the survival of remote communities and support their developments. Thanks to the internet, these communities can learn, share, trade, and develop their own "e-ecosystems". A particular emphasis should also be placed to ensure that the traditional barriers faced by women and the senior population, in these communities, are overcome.

This presentation will discuss how universal connectivity can be achieved, and how the identified barriers can be overcome to allow Internet access to the unserved and underserved.

*Guillaume Pahud, Founder, DotStories, Geneva*

There is one key « access point » to digital and web – that's the domain name, which is the user, the service or the brand identity.

If you are a business, you need to have the right name as well. Com has become very crowded, and it is difficult now to come up with a nice name.

On top of that, there is only one .com, so it is really first come first served, while there are many brands with the same name.

New domain names enable to have more choice, as you have more naming options. You can also have a name that is relevant for your business.

Now not only do you have more names, you also have more competition, tending to drive costs down

And then you also have domain names that are in native language – which is a nightmare for non native speakers, but at least you figure out how it must be difficult the other way round.

On this topic, we face an issue with some browsers actually not accepting these languages and are showing some strange codes.

Now one thing, is that domain names are usually not for free. There can be exceptional discounts, but not for free. It is interesting to see that you can get other things – web analytics, a Facebook profile, many apps.. but not a domain name.

*Yvette Ramos, Managing Director Moinas & Savoye, IP law firm, Geneva Switzerland*  
Intellectual property is an intangible asset. In modern times we all need to innovate or die. But innovation involve several actors. In order to create an innovative environment, we need to foster open innovation and open data. For young inventors in emerging markets, we might explore disruptive IP solutions such as creative common. It is the so called free innovation. Free innovation requires a regulatory framework that encompasses new forms of protecting innovation.

#### Main linkages with the Sustainable Development Goals

Goal 8: Promote inclusive and sustainable economic growth, employment and decent work for all

- Global Digital inclusion index
- Free innovation
- Professional training using MOOCs to reduce youth unemployment and linked education to business requirements
- Global solutions for underserved areas in order to bring connectivity and create a local economy
- Mixed connectivity solutions adapted to each local environment
- Explore green economy potential
- Explore potential in gaming industries especially in local languages
- Foster social peace by focusing on youth employment especially in developing economies
- Create software and domain names in local languages

**Moderator:** Reine Essobmadje – Founder of e-volving Consulting France & Cameroon

#### Panellists:

- Betty Bonnardel-Azzarelli, AB5 Consulting UK "**Connectivity for universal service - serving the underserved**"
- Guillaume Pahud, Founder, DotStories, Geneva :"**Are new domain names a tool for digital inclusion?**"
- Dr Salma Abbasi , Chairperson and CEO, THE e WORLDWIDE GROUP, UAE and Nigeria : "**Digital Economy for Development**"

- Yvette Ramos, Managing Director Moinas & Savoye, IP law firm, Geneva Switzerland **“Innovation and Intellectual Property Rights : what’s is for the Digital economy?”**

# Thematic Workshop



## Safe listening! How I enjoy music and avoid a silent future (The Global Initiative for Inclusive ICTs – G3ICT)

Monday 2 May 2016

16:30 – 18:15

Room Popov 2 – ITU

(Captioning)

*“Today I still struggle with the damage done to my hearing. Every time I am in a loud environment such as a crowded restaurant or social gathering, I struggle to hear other people, even if they are right next to me”*



World Health Organization



Mathew Brady, 23 years old student who damaged his hearing at about 13 years of age by unsafe listening practices

*“It is the unsafe use of technology, such as smartphones, which is posing the risk to hearing of its users. This technology can potentially be used to create awareness about and promote safe listening.”*

Dr Shelly Chadha, WHO Technical Officer, Prevention of Blindness, and Deafness

*“Nearly 50 percent of people between 12 and 35 years old are listening to unsafe levels, with many of the devices. Basically, smartphones are one of these devices”.*

Dr Jordi Serrano Pons (WHO) physician (General Practitioner) and Founder of the Universal Doctor Project

*“An LTE mobile phone using a spectrum too close to the spectrum that is presently used by wireless ALDs (including those devices that use blue tooth) can impact that ALDs if that LTE mobile is being used or just on anywhere from being 1 to 5 meters away from the user of the ALD”*

Brian Copsey: is a radio Engineer and user of ALDs

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

C1, C3, C7 (e-health)

### Debated Issues

- Hearing loss due to use of recreational use of personal music players is on the rise, when it is preventable.

- Significantly higher rates of hearing loss are being observed amongst young people of all ages including very young children, teenagers, and young adults. This problem also impacts anyone regardless of age who uses a portable music players, mobile phones or other devices with ear buds or head phones for recreational music at volumes that are too loud for too long
- Technical standards and technology can help protect users of personal music players by measuring how much music has been consumed and providing guidance to avoid exposure to unsafe levels of volume for music and periods of times that are too long to be safe.
- Increasing user awareness and promoting behaviour change is also a fundamental part of the prevention of this kind of premature hearing loss.
- Protection from interference for users of ALDs (assistive listening devices ) including wireless hearing aids and cochlear implants from LTE mobile phones using radio spectrum too close to the spectrum where the ALDs are presently designated cause severe problems for persons with disabilities. Steps need to be taken to avoid undesirable interference noise that can cause further hearing loss and including the unexpected the ceasing of the ADLs actually working from such exposure. This is can be a dire problem for persons with disabilities (children and older persons especially), who would not understand why they can no longer hear with their wireless hearing aid or cochlear implant is no longer working.

### Main Outcomes of the Session highlighting

- main conclusions reached during the discussion
  - You can continue to enjoy your music while listening safely.
  - WHO and ITU are working together to help develop guidance on safe listening practices to educate people to modify their behavior.
  - WHO and ITU are working with other organizations to develop technical guidelines for promoting safe listening when using personal music players.
  - Work is being done by WHO on developing an app for safe listening.

The vision for implementation of WSIS Action lines beyond 2015 would be that safe listening be recognized an international health issue that needs to be addressed by industry, governments, educators and international standards organizations. Technology should help make access possible for persons with disabilities not create new barriers to accessibility. Technology certainly should protect the health of all people and should not cause harm.

### Main linkages with the Sustainable Development Goals

Goal 3: Ensure healthy lives and promote well-being for all

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

Hearing loss caused by unsafe recreational listening to music on portable devices can be prevented by changing listening habits. International standards and guidelines are key to help consumers know to use their devices and minimize the risk of developing hearing loss.

**Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

Follow up on actions taken in the Safe Listening Initiative, including progress on standardization on the issue.

**Moderator:** Andrea J. Saks Chairman of the ITU Joint Coordinating Activity on Accessibility and Human Factors (JCA-AHF)

**Panellists:**

- Mathew Brady USA, (participating remotely)
- Dr. Shelly Chadha WHO
- Masahito Kawamori (Keio University, Japan; and ITU-T Rapporteur Q28/16 and Q26/16)
- Stephen Wheatley (HearAngel, UK)
- Brian Copsey (UK)



# Thematic Workshop



## IFIP Steps Toward Digital Equity: WITFOR (International Federation for Information Processing - IFIP)

Monday 2 May 2016

16:30 – 18:15

Room A - ITU

*“WITFOR intends to bring together politicians, policymakers, researchers and practitioners from developed, emerging and developing countries to discuss together ICT policies and practical experiences.”*

Leon Strous. IFIP.

*“WITFOR should maintain the spirit and ideas of its first editions even if the circumstances have obliged to change its format”.*

Ahmed Elsherbini. ITU



### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

Digital Equity is a common aspect to all Action Lines

### Debated Issues

- This workshop was devoted to show how IFIP is working to promote the Digital Equity. The presentations by the speakers followed the established plan, after a short presentation of what is Digital Equity.
- Leon Strous (strous@iae.nl), IFIP President presented the general goals of and the topics addressed by WITFOR since its beginning in 2003 in Vilnius (LT) and followed in the successive editions (Gaborone (BW) in 2005, Addis Ababa (ET) in 2007 and Delhi (IN) in 2012).
- Ramon Puigjaner (putxi@uib.cat), IFIP Vice-President presented the particular goals and activities to be held in the 2016 edition and about the current situation of the conference organization (goals and topics proposed in the call for papers, keynote speakers, parallel activities, analysis of the submitted papers, and relation of the WITFOR 2016 topics with the SDGs and the WSIS Action lines).
- Ahmed Elsherbini ([ahmed.elsherbini@itu.int](mailto:ahmed.elsherbini@itu.int)), Chief, Conferences and Publications Department, International Telecommunication Union, ITU, for his

position in the ITU presented how activities like WITFOR cooperate with the general goals of ITU, in general, and with those of WSIS, in particular. Also he presented the differences he found between the spirit of the first editions of WITFOR and the current one.

- Raymond Morel (Raymond.Morel@unige.ch), Swiss Informatik Gesellschaft and Swiss representative at the IFIP General Assembly, in his position of member of IFIP Technical Committee 3 on Education presented how the work of this Technical Committee goes in the direction of progressing toward Digital Equity and what points should be improved in order to do a successful work for reaching Digital Equity.

### **Main Outcomes of the Session**

- The intervention of people from Cameroun, Benin and Kenia in addition to the panelists helped to arrive to the conclusion that instead of organizing a global activity it would be better to organize smaller events specially oriented to a precise world region. This perception was corroborated by the analysis of the papers received in the edition of this year.
- As the topics proposed for WITFOR 2016 have been inspired by the UN SDCs and knowing the close relation between these goals and the WSIS Action Lines, the realization of the activities like WITFOR is in line with the WDIS Action Lines..

### **Main linkages with the Sustainable Development Goals**

The definition of topics of the Call for Papers of WITFOR 2016 is clearly inspired by the SDGs oriented to the domain of ICT. The goal of the current WITFOR can be considered as the mapping of the SDG to the ICT domain.

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

The convenience of doing regional activities oriented to the needs of the countries in the considered region, instead of doing events oriented worldwide.

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

Topics specifically related to Digital Equity

**Moderator:** Ramon Puigjaner, IFIP Vice-President

### **Panellists:**

- Leon Strous, IFIP President will present the general goals of WITFOR since its beginning in 2003 in Vilnius (LT) and followed in the successive editions (Gaborone (BW) in 2005, Addis Ababa (ET) in

2007 and Delhi (IN) in 2012.

- Ramon Puigjaner, IFIP Vice-President will present the particular goals and activities to be held in the 2016 edition.
- Ahmed Elsherbini, Chief, Conferences and Publications Department, International Telecommunication Union, ITU, for his position in the ITU will present how activities like WITFOR cooperate with the general goals of ITU, in general, and with those of WSIS, in particular.
- Raymond Morel, Swiss Informatik Gesellschaft and Swiss representative at the IFIP General Assembly, in his position of member of IFIP Technical Committee 3 on Education will present how the work of this Technical Committee goes in the direction of progressing toward Digital Equity.

# Thematic Workshop



## The Role of Web Accessibility in Digital Inclusion (European Internet Inclusion Initiative)

Monday 2 May 2016

16:30 – 18:15

Room K2 - ITU

**Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11**



European Internet Inclusion Initiative

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- C3. Access to information and knowledge
- C4. Capacity building
- C6. Enabling environment
- C7. ICT Applications: E-government

### Debated Issues

Mr Shadi Abou-Zahra, Activity Lead, WAI International Program Office W3C Web Accessibility Initiative (WAI), provided an overview of his organization and the work it is doing to create international standards for web accessibility. Mr Abou-Zahra pointed out that the Web Content Accessibility Guidelines (WCAG) does not only cover web pages but can also be applied to other kinds of content, such as that used by an app, or in a game, and explained that WCAG is also available as ISO/IEC 40500.

Mr Donal Rice, Senior Design Advisor ICT, National Disability Authority Ireland, offered insights on policy initiatives. Mr Rice noted that many countries around the world now have legislation and regulation in place that require websites to be accessible for persons with disabilities. This presentation looked at some of the different types of policies that are in place and the role that monitoring compliance through the use of automated web accessibility checkers can play with an emphasis on Europe.

Mr Mikael Snaprud, CEO, Tingtun, and co-ordinator of the European Internet Inclusion Initiative (EIII), noted that accessible web content is a crucial requirement to assure digital inclusion. Automated testing can help developers to identify barriers and inform policy makers about the current status and progress towards

accessible online services. The EIII tools can deliver periodic benchmarking results to cover the development of accessibility across multiple websites and Mr Snaprud provided a live demo of the functionalities offered in this regard.

Mr Martijn Houtepen, Web Accessibility Expert, Accessibility Foundation, added that manual testing is required to fully test web accessibility. Within the framework of the EIII project, Mr Houtepen's organization developed the User Testing Tool in order to supplement automated testing and to make manual testing by actual users easy and he provided a live demo of this functionality.

Mr Fabio Paterno, Research Director, C.N.R.-ISTI, noted that in order to have efficient, consistent, reliable and cost-effective evaluation we need automatic tools that are applicable to various technologies, easily expandable and upgradable, and aligned with the latest technologies. Mr Paterno said that the MAUVE tool is a concrete example in this direction since it can validate any guideline expressed through a XML-based language, simulate the web access through various types of devices, and validate dynamic content through browser plugins.

### **Main Outcomes of the Session highlighting**

The rapid pace of e-government development has created new digital divides, such as the ability to use online services. Web accessibility, and indeed accessibility to ICT tools in general, is important for countries, organizations and individuals to be able to achieve e-inclusion.

In particular, people with disabilities, such as sight impairment, depend on properly designed websites in order for screen readers to read the content to them in a way that can be understood. However, only 10% of Europe's government websites are fully accessible, according to a study carried out for the European Commission (EC).

Improving digital inclusion is therefore more important than ever in creating an inclusive society and to reap the economic and social benefits thereof. The session pointed to the role of standards, policies and tools to support enhanced web accessibility and highlighted the potential of combining web accessibility automated and user testing to the benefit of governments and users alike.

The session demonstrated support for several WSIS Action Lines, specifically C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development; C3. Access to information and knowledge; C4. Capacity building; C6. Enabling environment; and, C7. ICT Applications: E-government.

## **Main linkages with the Sustainable Development Goals**

The session promoted various ways to enhance digital inclusion through enhanced policies, standards and testing regarding web accessibility. In extension this promotes access to information, knowledge and capacity building, which can lead to greater socio-economic inclusion more broadly (primarily SDG 10 (Inequality - Reduce inequality within and among countries) and SDG 16: (Institutions - Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels)

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

There were a number of trends raised in the session, including:

- The importance of public policies in enhancing web accessibility (C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development)
- The importance of achieving greater digital inclusion (C3. Access to information and knowledge).
- The importance of digital tools and skills to take advantage of available resources (C4. Capacity building)
- Emerging evaluation tools to help identify barriers and in extension improve access to websites (C6. Enabling environment)
- Standards and support tools to improve web accessibility (C7. ICT Applications: E-government)

## **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

E-inclusion: The rapid development of the information society has accentuated the importance of digital divides, which refer to economic and social inequalities among populations due to differences in access to, use of, or knowledge of information and communication technologies (ICT). A thematic session could discuss the current state of digital divides, ranging from global challenges in universal access to new opportunities for greater digital inclusiveness (e-inclusion).

**Moderator:** Mr Kim Andreasson, Managing Director, DAKA advisory

### **Panellists:**

- Mr Shadi Abou-Zahra, Activity Lead, WAI International Program Office W3C Web Accessibility Initiative (WAI)

- Mr Donal Rice, Senior Design Advisor ICT, National Disability Authority Ireland
- Mr Mikael Snaprud, CEO, Tingtun
- Mr Martijn Houtepen, Web Accessibility Expert, Accessibility Foundation
- Mr Fabio Paternò, Research Director, C.N.R.-ISTI

# Thematic Workshop



## Consultations for the Aid for eTrade Initiative (United Nations Conference on Trade and Development (UNCTAD))

Monday 2 May 2016

16:30 – 18:15

Room C2 - ITU

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- C2. Information and communication infrastructure
- C3. Access to information and knowledge
- C4. Capacity building
- C5. Building confidence and security in the use of ICTs
- C6. Enabling environment
- C7. ICT Applications: E-government
- C7. ICT Applications: E-business
- C7. ICT Applications: E-learning
- C7. ICT Applications: E-employment
- C7. ICT Applications: E-agriculture
- C11. International and regional cooperation



### Debated Issues

E-commerce can be a powerful driver of economic growth, inclusive trade and job-creation across the developing world, yet many developing countries are still to realize its full potential. Improved ICT connectivity, better legal and regulatory frameworks and the rise of new e-commerce and payment solutions are enabling more developing countries to seize opportunities from online commerce, but significant divides remain. In light of the opportunities that e-commerce opens for



growth and development, it is critical to explore ways to ensure that shift from offline to online transactions does not leave people, enterprises and countries behind.

Current efforts are numerous and multi-faceted but they are rarely fully focused on building e-commerce economies. A more coordinated, systematic and coherent effort is needed to unlock the power of the Internet for economic development. This session provided a briefing on a new global initiative entitled Aid for eTrade, aimed at unlocking the potential of e-commerce in developing countries. It is envisioned as a demand-driven mechanism for leading development partners and international organizations, in partnership with the private sector, to make actions more coherent, pool capabilities and resources, and avoid duplication.

The workshop was part of a consultation process with stakeholders engaged in e-commerce, or policy areas relevant to e-commerce, regarding an action plan for the Aid for eTrade Initiative. Stakeholders include international organizations, the private sector, national governments and development partners, who were able to share priorities, experiences, and potential contributions, aimed at better operationalizing the initiative. Coordinated actions could include assessments of countries' e-commerce readiness; analytics on barriers to e-commerce around the world; pooling of tools and capacity-building resources; and joint development, sequencing, implementation and measurement of development solutions aimed to undo various constraints and to create sustainable e-commerce markets.

### **Main linkages with the Sustainable Development Goals**

As part of e-business, e-commerce (eTrade) has been linked in the WSIS-SDG matrix to goals 1, 2, 5, 8, 9 and 17. Aid for eTrade could serve as a vehicle for attaining specific targets of these goals, by contributing to reduce poverty, promote decent work and economic growth, advance innovation and infrastructure, increase participation of women in global commerce, and increase exports from least developed countries.

**Moderator:** Torbjörn Fredriksson, Chief, ICT Analysis Section, UNCTAD

### **Panellists:**

- Kaspar Korjus, Director, e-Residency programme, Estonia
- James Howe, Senior Adviser, International Trade Centre (ITC)
- Kati Suominen, Founder & CEO at TradeUp Capital Fund and Nextrade Group LLC, Adjunct Fellow at Center for Strategic and International Studies (CSIS)
- Haidar Fraihat, Director, Technology for Development Division (TDD), UN Economic and Social Commission for Western Asia (UNESCWA)

For further information, please see:

<https://connect.itu.int/p5fba2kcliv/?launcher=false&fcsContent=true&pbMode=normal>

# Thematic Workshop



## Local Innovation Leading to System Transformation (World Summit Award)

Monday 2 May 2016

16:30 – 18:15

Room C1 - ITU

*"High quality interactive and local relevant content guarantees that people stay smarter than technology."*

Prof. Peter A. Bruck WSA  
Chairman



*"A global initiative like the World Summit Award is a great platform to share knowledge, learn from each other and present learnings and challenges of governments".*

Mahdi Bina, Chief Technology Officer, Presidential Office, Islamic Republic of Iran

**Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11**

C7, C8, C11

### Debated Issues

- The World Summit Award is a global initiative by the government of Austria, inviting all UN and UNESCO member states to present and promote local digital applications and innovations through the award system of WSA. Each year the multi- stakeholder network of WSA gets together to discuss and learn from each other how digital content and interactive applications take action on the UN SDGs. Since 2003 WSA worked with 6000 SMEs, start-ups and social entrepreneurs, international organisations, governments, private sector and brings everyone together at one table to discuss, share and learn from each other.

- We need local content, in local language focusing on local challenges and using appropriate technical devices to drive social change.  
We need to listen to each other and meet with entrepreneurs, young innovators and all stakeholders to learn from each other globally.

#### **Main linkages with the Sustainable Development Goals**

- The 8 WSA categories directly reflect the UN SDGs.

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

- We need more relevant local content.

**Moderator:** Prof. Peter A. Bruck, WSA Chairman

#### **Panellists:**

- Nigel Hickson, ICANN
- Alfredo Ronchi, Medici Framework, Italy
- Mario Franco, Millennium@EDU, Portugal

# Thematic Workshop



## Internet Fragmentation (University of Zurich)

Monday 2 May 2016

16:30 – 18:15

Room L - ITU

“Internet fragmentation is a highly variable phenomena...some forms are problematic and some may not be problematic. Some may be strong and structural and have lasting impacts, some may be ephemeral and short-term. We need multistakeholder dialogue and analysis to arrive at a shared understanding of the issues involved. The NETmundial meeting, the World Economic Forum, the G7, and the OECD have all addressed questions of Internet openness and fragmentation to varying degrees, but more sustained work is needed.”

**MEDIA CHANGE**  
 and innovation a division of ipmz

We need multistakeholder dialogue and analysis to arrive at a shared understanding of the issues involved. The NETmundial meeting, the World Economic Forum, the G7, and the OECD have all addressed questions of Internet openness and fragmentation to varying degrees, but more sustained work is needed.”

William J. Drake, University of Zurich

“The [World Economic Forum] paper brings clarity to the phenomena of fragmentation...The question is not whether the Internet is fragmented, but to what extent, and which kinds of fragmentation are we concerned with. The European Commission and the European Union’s member states favor an open and unfragmented Internet because the Internet brings many benefits we want to be available to our citizens and businesses.”

Cristina Monti, the European Commission

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- C11. International and regional cooperation

### Debated Issues

- The panelists and audience discussed the nature and complexity of Internet fragmentation; technical, commercial and governmental forms of fragmentation; and options for advancing global awareness and distributed responses to problematic cases.
- Panelists agreed that a number of factors long have been moving us away from the original engineering vision of the Internet, in which any willing end point was to be able to exchange data packets with any other willing endpoint. Some of this has been inevitable, unintended and/or positive, but some of it

was not inevitable, intentional and negative, e.g. imposed by external parties irrespective of users' desires for open and unimpeded access to information and communication.

- Pernicious forms of fragmentation may have significant social and economic costs, particularly on smaller and less powerful nations, companies, and stakeholders.

### Main Outcomes of the Session highlighting

- *Technical Fragmentation*---conditions in the underlying infrastructure that impede the ability of systems to fully interoperate and exchange data packets and of the Internet to function consistently at all end points---generally worried participants the least. There was confidence that the technical community can find engineering solutions to problematic cases and that the Internet's underlying infrastructure can heal. Possible exceptions included the potential impact of the slow and uneven transition to IPV6; the blocking of gTLDs; and the currently unlikely but worth monitoring possibility of major governments supporting the deployment of an alternative root system in order to advance political objectives.
- *Commercial Fragmentation*---business practices that constrain or prevent certain uses of the Internet to create, distribute, or access information resources---were a source of concern to a number of participants. Issues related to walled gardens and zero rating, violations of network neutrality, and the geo-blocking of content received particular attention in the discussion.
- *Governmental Fragmentation*---government policies and actions that constrain or prevent certain uses of the Internet to create, distribute, or access information resources---elicited the most comment and controversy in the session. Panelists and audience members raised concerns with regard to such practices as the filtering and blocking of websites, social networks or other resources; digital protectionism that blocks users' access to and use of key platforms and tools needed for electronic commerce; the establishment of data localization requirements and of measures blocking certain types of transborder data flows; and the rise of national strategies to construct more tightly state-controlled "national Internet segments" subject to expansive "cybersovereignty."
- In general, participants thought that actors' intentions are a key consideration when assessing fragmentation.
- Panelists agreed with the importance of an overarching principle set out in the NETmundial Multistakeholder Statement agreed at São Paulo in April 2014: *"Internet should continue to be a globally coherent, interconnected, stable, unfragmented, scalable and accessible network-of-networks, based on a*

*common set of unique identifiers and that allows data packets/information to flow freely end-to-end regardless of the lawful content.”*

- Increasing interplay is likely between the emergent global discussions of both Internet fragmentation and digital trade, as evidenced by the recent G7 statement in Japan.
- While the panelists expressed concern for maintaining a unified and open Internet, several audience members suggested that the creation of separate but varying interconnected Internets might be a good thing.
- Consistent with the objective of implementing the WSIS Action lines beyond 2015, participants agreed that more and more inclusive global multistakeholder dialogue and analysis was needed.

### **Main linkages with the Sustainable Development Goals**

Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships

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

The session was linked to the following WSIS Action Lines:

C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development

C11. International and regional cooperation

**Moderator:** William J. Drake

#### **Panellists:**

- William J. Drake [Moderator], International Fellow & Lecturer, Media Change & Innovation Division, IPMZ, University of Zurich, Switzerland
- Chinmayi Arun, Research Director, the Centre for Communication Governance, National Law University, India
- Olga Cavalli [Remote presenter], Advisor, Ministry of Foreign Affairs of Argentina, Argentina
- Anriette Esterhuysen, Executive Director, Association for Progressive Communications, South Africa
- Wolfgang Kleinwächter, Professor Emeritus of International Communications, University of Aarhus, Denmark

- Tarek Kamel, Senior Advisor to the President for Government and IGOs Engagement, ICANN, Switzerland
- Cristina Monti, International Relations Officer, European Commission, Belgium
- Lee Tuthill, Counsellor, World Trade Organization, Switzerland



# Thematic Workshop



Establish an Inclusive, Shared and Open Environment, Ensure All Enjoy Information Civilization (Internet Society of China)

Thursday 5 May 2016

09:00 – 10:45

Room Popov 2 – ITU

*“In fact, our Internet access rate has exceeded 60%, and more than 90 percent of the population using smart phones and mobile Internet, but the Internet is a big Lego toy, rather than a tool to improve life. This is why we claim that we have such a high population information barriers. This concept embodies the Chinese understanding of the Internet. That is Internet should be benefit the development of human society and improving People's lives. So please pay attention to the word ‘development’.”*

Ms. Tian Li, Peking University



*“Accessibility to technology and the Internet for people with disabilities can break down barriers and open up opportunities.”*

Ms. Gunela Astbrink, GSA InfoComm

## Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

- C3. Access to information and knowledge
- C6. Enabling environment
- C7. ICT Applications: E-learning
- C10. Ethical dimensions of the Information Society
- C11. International and regional cooperation

## Debated Issues

- Please capture highlights of the main issues debated and interactions with audience
  - Question: What shall we do to combine ICT technology with accessible service and education?
  - Madam Tian Li: In 2015, Chinese government launched “Internet + Action Plan”. Under this Action idea, technology will play an important role to upgrade the traditional industries, including accessible service and education. Online education

and construction of accessible information environment have achieved a great development recent years.

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

Policy guideline is basis for the development of information accessibility. Multi-stakeholders' joint efforts are essential to promote the improvement.

### **Main Outcomes of the Session highlighting**

- main conclusions reached during the discussion

Information accessibility initiative's development need all parts' participant, policy makers, private sectors, NGO, technologies organizations etc., so that it will have provide disadvantaged groups with a strong potential to live a intelligent life in the information society.

- the vision for implementation of WSIS Action lines beyond 2015.

Since policy makers are aware of the importance of information accessibility initiative, they have payed high attention on this issue. But it need not only one part's participant, but also all fields of the whole society's attention and joint efforts to promote this issue.

### **Main linkages with the Sustainable Development Goals**

Ensure healthy lives and promote well-being for all. Reduce inequality within and among countries. Make cities inclusive, safe, resilient and sustainable. Promote just, peaceful and inclusive societies. Revitalize the global partnership for sustainable development.

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

To enable more people, especially disabled people like who has hearing problem, we'd like to advice all meeting room can provide capture to help them to catch up with the meeting information.

**Moderator:** Ping Wu

### **Panellists:**

- Mr. Edmond Keung, Deputy General Manager, Information Technology Resource Centre (ITRC), The Hong Kong Council of Social Service (HKCSS)
- Ms. Tian Li, Associate Professor, Peking University

- Gunela Astbrink, the Principal of GSA
- Chang Huang, Deputy Director, China National Information Accessibility Public Service Platform
- Jian Luo, Technical Manager, Beijing Guoxing Zhongke Information Technology Center

# Thematic Workshop



## New Frameworks for Policy Experimentation Fostering ICT4D (International Telecommunication Union - ITU)

Thursday 5 May 2016

09:00 – 10:45

Room A - ITU

### Debated Issues:

Developed countries spend significant portion of their GDPs on the inputs to innovation ecosystems such as research, education, and infrastructure, among others. For developing countries struggling with many other priorities, such level of investment may not be possible in the short to medium term.



Innovation policies rely on a range of factors beyond simply investment into inputs to succeed. According to the 2015 Global Innovation report from WIPO, many countries have inefficient innovation policies yielding low returns on investments made in their innovation ecosystem. A holistic approach to understanding the problems and drafting evidence base policies is needed to ensure that these investments are made efficiently and lead to robust innovation ecosystems.

By using ICTs and other tools to work directly with stakeholders in innovation ecosystems and international experts in innovation policy, it is possible to experiment with grassroots policy approaches leading to more robust ecosystems, and effective investments in innovation. The development of strong innovation ecosystems is a key component of national development, as innovation, especially in ICTs, is a driver of economic competitiveness and growth in modern economies.

With the innovation as a core development goal, and ICT as key enabler of it, this session discussed the following points:

- Role and mechanism of ICT as a core driver to innovation driven economies
- Explored grassroots approaches to evidence base ICT centric innovation policy
- Role of key stakeholders in making innovation policy work

**Moderator:** Anir Chowdhury [Bangladesh]

**Panellists:**

- Key presentation: Mohamed Ba, Head, Innovation Division, BDT, ITU
- Key panelist: Eun-Ju Kim, Chief of innovation and partnership department, Telecommunication Development Bureau, ITU – introductory remarks 5 mn
- Mohamed Ba, head of innovation division – keynote -15mn
- Zsuzsanna Makara, International affairs, Hungary State Ministry for ICT
- Dritan Mezini, Executive director of Albanian ICT association
- Julia Jasinski, Nokia
- Marta Pérez Cusó, UNCTAD

# Thematic Workshop



## Virtual Reality: the Next – Generation Medium (World VR Forum)

Thursday 5 May 2016

09:00 – 10:45

Room K1 - ITU

### Link to WSIS Action Lines:

- C2. Information and communication infrastructure
- C3. Access to information and knowledge
- C7. ICT Applications: E-business
- C7. ICT Applications: E-learning
- C7. ICT Applications: E-science
- C9. Media



### Debated Issues:

#### *Session 1: Virtual Reality Education – Learn Through Experience (1h15)*

Imagine sitting on top of a Saturn V rocket as it takes off on a mission to the moon in 1969. Now imagine sitting in a room with Einstein as he is trying to explain in words the ideas and theories he has so vividly and visually in his mind. Lecture VR allows us to recreate any historic lecture or event from the past or record any current live lecture to be replayed infinitely allowing you to learn in a more visual and engaging way than previously allowed in the past. Not only this you can be joined by students from all over the world and have your class tutor login from a remote location and answer any questions that you or your fellow students might have. Virtual Reality is set to revolutionize the delivery method of educational content and concepts. People from the audience were invited to come on stage to participate.

#### *Session 2: Virtual Reality and Real Time Visualisation (30 min)*

Current ways of showing your products to customers have various limitations. If you are a real estate agent, your current options include photo material, linear render videos or inviting the client to the actual property. All options have drawbacks, as the 2D material is not completely representative of the space and scheduling visits is not possible for every interested buyer. Or, if

you want to sell cars, for example, you can not have every option of every car in your showroom, and more importantly: You can not bring the showroom with you everywhere you go.

With visualisations of products in Virtual Reality, bringing them with you to the client is always possible. The real time aspect enables you to customise the showroom to the individual client, potentially showing them the whole range of products, all within the headset, wherever you want.

We want to show the advantages of using Virtual Reality, but not only as showroom and sales tool, but everywhere, where objects and data need to be visualised in real time. To achieve this, we painted a picture of the future, but will showcased an existing project we have done in cooperation with a client.

### **Main linkages with the Sustainable Development Goals**

Goal 8 : Virtual Reality will offer amazing new opportunities for development and growth creating a whole new range of jobs and businesses.

Goal 10 : Virtual Reality makes humanity even closer reducing boundaries allowing immersion and presence anywhere. VR will help ensuring that access to good education is available to everybody regardless of their financial status or geographical location.

**Moderator:** Salar Shahna, Creative director and co-founder of the World VR Forum

### **Panellists:**

#### Session 1:

- David Whelan (Ireland) is the C.E.O of Immersive VR Education and formally the editor and chief of Virtual Reality Reviewer and a founding member of the Virtual Reality Awards.

#### Session 2:

- Janina Woods, Game Designer, Switzerland

For further information, please see:

<https://connect.itu.int/p83q959reis/?launcher=false&fcsContent=true&pbMode=normal>

# Thematic Workshop



The Contribution IFIP IP3 Makes to WSIS SDGs, with an Emphasis on Providing Trustworthy ICT Infrastructure and Services (International Federation for Information Processing - IFIP / International Professional Practice Partnership - IP3)

Thursday 5 May 2016

09:00 – 10:45

Room L - ITU

*"Stop talking about ICT jobs, rather consider the ICT profession in the same light as the medical profession. Some will work for organizations, some will set up their own practices"*

Brenda Aynsley, IFIP IP3

*"The changes are so profound that, from the perspective of human history, there has never been a time of greater promise or potential peril. My concern, however, is that decision makers are too often caught in traditional, linear (and non-disruptive) thinking or too absorbed by immediate concerns to think strategically about the forces of disruption and innovation shaping our future."*

Dr Klaus Schwab, World Economic Forum (he was not in the audience but was quoted).



**Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11:**

C1, C2, c5

## Debated Issues

A respected ICT industry, where the workers are trusted and capable, provides a basis for economic growth in a country, because ICT skills are easy to export (without the workers leaving the country, hence skills are not lost). IFIP IP3's global professional standard provides for skills and knowledge to be accredited against a common framework – thus we can determine equivalent skills for any ICT Professional anywhere in the world.

Training on digital skills should be made available on free platforms to all especially in developing countries. Because of the prevalence of internet connectivity via mobile phones, learning must be mobile-friendly. Ensuring inclusive and equitable quality education, and promoting life-long learning opportunities for all requires stable yet innovative learning platforms, which must be provided by skilled ICT professionals.



There is a need to focus on ICT as a profession rather than a number of jobs.

#### *Challenges :*

How can ICT and the knowledge society take advantage of the Fourth Industrial Revolution. The number of graduates who are without jobs, and the impact of this. Panelists remarked that a possible solution to the problem of not enough jobs is to train and help ICT Professionals to consider self-employment, and work from anywhere for anyone in the world. Instances of platforms that allow individuals to see their skills were provided. End users / IT consumers require digital skills which go beyond desktop skills, but rather focus on topics such as Search/Research, Document Management, and Privacy and security.

#### **Main Outcomes of the Session**

- main conclusions reached during the discussion

International Federation for Information Processing (IFIP) believes that the creation and maintenance of ICT as a global profession is a strategic outcome. Alignment of this goal to AL C1, and how a trusted ICT service can deliver services that address the needs of society at all levels was explored.

We must find ways to provide equitable education for all, including ICT Professionals on the supply-side, as well as consumers of ICT services. Platforms with curated content should be built for this purpose – but getting buy-in to this is always problematic because of the economic imperative.

- the vision for implementation of WSIS Action lines beyond 2015.

IFIP IP3 will continue to deliver on SDG Goal 17: Revitalize the global partnership for sustainable development; SDG Goal 9: Build resilient infrastructure, promote sustainable industrialization and foster innovation; SDG Goal 4: Ensure inclusive and quality education for all and promote lifelong learning; *and* Action Line C5. Building confidence and security in the use of ICTs.

IFIP continually monitors and leverages ICT trends to support ALs and SDGs. Moreover, a skilled ICT workforce, which continually updates and improves their skills and knowledge is best placed to use Technology innovatively, as evidenced by the trend of Chief Information Officers becoming Chief Innovation Officers. (AL C2).

The only way that confidence and security can be built and sustained, is if the people providing the ICT are themselves skilled, trustworthy and ethical, and subject to sanctions if they are proven to work contrary to these principles. IFIP IP3 member societies who have certified professionals are able to sanction

#### **Main linkages with the Sustainable Development Goals**

Ensuring public access to information to protect fundamental freedoms, in accordance with national legislation and international agreements requires a participatory approach, and a skilled and knowledgeable workforce needs to drive this (SDG16.10).

Building capacity by creating an ICT workforce which comprises certified ICT Professionals, everywhere (SDG17.18).

The support requirement stipulated in 9.a requires ICT professionals to provide the support and resilient infrastructure. It should be noted that a trusted ICT workforce, whose skills are recognised to be at a sufficiently competent level, can always outsource these skills. IFIP monitors and analyses ICT trends and its impact.

The rigorous development of a skilled ICT workforce will increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship (SDG4.2)

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

The new challenges and opportunities facing the Information and Knowledge Society in the Fourth Industrial Age: Cyber-physical systems; Internet of Things; Internet of Services. Taking advantage of all the internet has to offer without compromising privacy and security.

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

As above.

Ensuring trustworthiness of products and services.

Enhancing cyber-security and trust in the 21st century

**Moderator:** Ms Moira de Roche

### **Panellists:**

- Leon Strous, President IFIP
- Brenda Aynsley, Chair IFIP IP3
- Stephen Ibaraki, Vice-Chair IFIP IP3, Chair Global Industry Council
- Moira de Roche, Deputy-chair IFIP IP3
- Raymond Morel, IFIP IP3 Director

# Thematic Workshop



## Unleashing Innovation Potential with ICT4D (International Telecommunication Union - ITU)

Thursday 5 May 2016

11:00 – 13:00

Room A - ITU

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

C3, C4, C6, C8, C11



### Main outcomes:

The session was held as a dynamic discussion on the issues with no formal presentations.

- Introduction.
  - ITU-D Innovation has two main goals in mind in its work of encouraging ICT centric innovation ecosystems. The first is economic development, ensuring that all countries have opportunities to take part in the benefits of modern innovation driven economies, and that innovative technologies come to market, pushing the industry forward. The second is to see that the benefits of innovative methodologies and technologies are applied to social issues. The goal is to see innovators do good while doing well: doing good in the world by helping social causes, and doing well in the marketplace through profitable and successful businesses.
- Question 0: What are some best practices in this space the panelists have encountered?
  - UNHCR is engaged in a partnership with UPS to track and deliver resources to refugee camps, and help.unhcr.org is a central database of resources. SAP is working with partners to present Africa Code Week, providing tech training in various African communities. It succeeded and is being expanded, with UNHCR into Refugee Code Week.
  - THE Port has produced the first innovation in body bags in decades based on the needs of the Red Cross in disaster situations.
  - The Bangladeshi government has vastly improved public service delivery by measuring successes on a metric of time, cost and number of visits, and opening ideation to a wide community of innovators.
- Question 1: What social issues can benefit from innovation methodologies? How do we find those?
  - The better question is what areas cannot benefit, it would be a shorter list. It is necessary to work with local partners and problem owners to present

- opportunities and options. It's key to focus on specific issues and ask specific questions.
- Often problem owners don't know what's possible and technologists don't know potential. You need to come in with naïve questions and novel ideas.
  - Question 2: Who sets the agenda in ICT4D (Public sector, private sector, entrepreneurs, markets, investors?) and how?
    - The agenda is set collectively by all actors, especially the community being served. Diversity and bottom up solutions are sources of strength.
    - The private sector supports when a business case can be made, and brings research to the table.
    - Those who are willing to commit to providing support and taking leadership set the agenda. Innovators bring forward problems and solutions.
  - Question 3: What are some innovation methods that we have to develop these solutions? Who can we work with?
    - There is a toolbox of solutions available, they need to be used in combinations to be effective, both ITU and UNHCR are developing resources to support their use. Hackathons are good, but not new, they're a very specific form of brainstorming. Intrapreneurship is a good way of supporting internal innovations. There are ways of supporting outside entrepreneurs from the public sector, like SAP UA.
    - THE Port and Bangladesh have developed Hackathon/Solvathon methods: each provides a focus on finding a solution over winning a competition, and works on a very specific problem.
  - Question 4: Which is more important, bringing new technologies to bear on problems, or presenting new ways of developing solutions?
    - There is technology that supports the process of innovation by improving existing solutions and technology that enables innovations by providing novel opportunities. Smart phones, for example, totally change society. We need to think about the next generation of technology.
    - Technologies and processes feed each other, it's the chicken and the egg.
    - With technology you have to consider inclusion and distribution, and ensure that projects make native use of technology and can evolve over time.
  - Question 5: How do we prevent "solutionism" and stop ourselves from creating useless or redundant technologies?
    - Work with the need owners, and do your due diligence to find alternatives before starting. Don't focus on going it alone, work with others.
    - Don't fight solutionism, instead go through the process, start early, fail early, and learn from the process. Don't get stuck, if one solution fails, it's fine, make another one.
  - Question 6: How do new innovation methodologies support and work with existing structures at the UN and in Governments?
    - A cultural shift is needed, failure needs to be accepted, and confidence in innovation built up. It comes only slowly. Policy change can drive cultural shift in organizations, but is in turn driven by processes and technology. Culture changes when innovation becomes normal business.

- Innovation had always been a hobby, now it needs to be a way of life. Organizations aren't "Prepared for success" when things work.
  - SAP is committing to have 1% of its staff be autism spectrum by 2020, to reflect the global population.
- Audience question: How do we follow up and ensure the value of what we do?
  - It's mostly building follow up into the process. You can work to continue supporting projects, provide tools for success and work with local actors. Some projects will always fail.
- Audience question: How can investment penetrate developing economies in Asia-Pacific?
  - There are efforts to connect them with investment.
  - There are also outreach programs looking to extend opportunities like THE Port and SAP's programs to the region.
- Audience question: How can the conversation continue?
  - There are a number of ITU events throughout the year.
  - ITU-D Innovation is working on a platform to support conversations.

**Moderator:** Joseph Gaylord, BDT, INV, ITU

**Panellists:**

- Anir Chowdhury- Policy Advisor, Prime Minister's Office, Bangladesh
- Rebeca Moreno Jimenez- Innovation Lab Manager, UNHCR
- Lise Tcheng- Senior Vice President, Digital Transformation, Telecommunications, SAP
- Ines Knaepper- President, THE Port Association

# Thematic Workshop



## ICT-Based Cost and Burden Reduction in Public Administration and Service Delivery (United Nations University Operating Unit on Policy-Driven Electronic Governance – UNU-EGOV)

Thursday 5 May 2016

11:00 – 13:00

Room C1 - ITU

*"In my experience LEAN processes is an important tool to optimize public service delivery. This applies to IT systems development in both the public and the private sector"*

Maria Inés Baqué, Secretary of Public Management and Innovation under the Ministry of Modernization of Argentina Republic



**UNITED NATIONS  
UNIVERSITY**

**UNU-EGOV**

Operating Unit on Policy-Driven  
Electronic Governance

*"It essential to continuously monitor and measure performance. If you don't, you do not know if you are achieving your strategic objectives or actually realize the envisaged cost savings, productivity gains or quality improvements envisaged"*

Morten Meyerhoff Nielsen, UNU-EGOV Academic Fellow and Researcher Tallinn University of Technology Ragnar Nurkse School for Innovation and Governance

*"We see that ICT enabled cost savings and administrative burden reduction requires that the individual solutions are tailored to the specific context and target group"*

Tomasz Janowski, Head, UNU-EGOV

### Relevance with the WSIS Action Lines

- C1: The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- C2: Information and communication infrastructure
- C7: ICT Applications: E-government
- C10: Ethical dimensions of the Information Society

ICT-enabled cost saving and burden reduction in public sector service delivery is linked to a number of WSIS Action Lines. The 40 years of ICT use within public administration has not necessarily led to the realization of the efficiency and effectiveness gains that were originally envisaged. The role of public authorities and stakeholders in the promotion of ICT for development (Action Line C1) must therefore be examined. The aim is to ensure that ICT infrastructure (Action Line C2) and ICT applications that support public service delivery (Action

Line C7) lead to real, measurable and realized cost and burden reductions for authorities, businesses and not least citizens, delivered in a transparent, equitable and ethical manner (Action Line C10).

## Debated Issues

The workshop debate revolved around four key questions:

1. Does the use of ICT in public service delivery save costs?
2. Can cost reduction for public administration translate into cost/burden increase for end-users?
3. Can cost/burden reduction take place simultaneously for public administrations and end-users?
4. What are the catalysts and barriers for simultaneous cost/burden reduction for public administrations and end-users?

Around the four key questions the debate revolved around a number of associated topics including:

- ICT leads to cost savings, but there are a lack of models to do return of investment (ROI) and business case models to ensure investment prioritization and benefit realization. Important to do process reengineering before/simultaneous with digitizing a service delivery process and channel. There is a need to link back- and frontoffice to optimize value added – but start with backoffice if there is a lack for internet access and digital skills in the population.
- ICT can lead to increased access to services, but important to do user tests, set minimum measurable usability requirements, do promotion and have back-up channels to ensure universal access to service – including for those who have no access, no ICT skills or are in a unique situation. There is a need to actively focus on channel strategies and the volume of services requested and delivered on each (i.e. track the movement to also monitor benefit realization) – not only to save costs but to continuously improve the channel mix and the service experience.
- More streamlined legislation and processes lead to burden reduction also to decreasing system complexity, and with less complexity the cost of IT development and the risk of ICT failures falls!
- With increased ICT use in the public sector civil servant career path and skills change. Therefore important to proactive development skills through life-long-learning. And ensure the right skills match as new staff is hired.
- Paper is contained and has a 3000 year proven track record as storage of information, but how is long term storage handled effectively in digital realm as technology and standard change? Proposed solutions included

use of international, open and government standards for e.g. interoperability standards so data storage and backoffice solutions can be changed over time.

- Local content is particularly important to ensure access to information and transactional services (analogue and digital) in multi-lingual settings. How is this ensured? In Uganda this is increasingly in focus, in Denmark the issue is that non-native speakers have difficulties as government content is mainly available in Danish. Simple everyday language, logical and intuitive solutions are essential. Simplicity also help minimize the volume of content to potentially translate.

### **Main Outcomes of the Session highlighting**

Yes,

- ICT can help reduce both the cost and administrative burden of public service delivery.
- ICT enabled modernization and reform can increase the quality of service delivery, transparency and the access to services across geographical and socio-economic divides IF designed to the specific context and with the end-user end mind.
- There is increasing evidence of ICT enabled public sector reform releasing scarce resources for other public services such as education and health care, and to support private sector growth and job creation.

But,

- It is essential to take a whole-of-government and user-centric approach to service delivery, cross-governmental cooperation, share and reuse of data between authorities and set minimum requirements for usability.
- There must be a vision, active planning, monitoring and follow-up to ensure benefit realization of initiatives, especially post-implementation.

### **Main linkages with the Sustainable Development Goals**

- Goal 8: Promote inclusive and sustainable economic growth, employment and decent work for all
- Goal 9: Build resilient infrastructure, promote sustainable industrialization and foster innovation
- Goal 16: Promote just, peaceful and inclusive societies

ICT enabled cost and burden reduction in public service delivery supports the 2030 Sustainable Development Agenda in a number of ways. First, cost savings and productivity growth within the public sector may release resources to promote other



development goals (Goal 8). Second, efficient and effective use of ICT in the back-office combined with administrative burden reduction help promote just, inclusive and sustainable economic growth, employment and decent work for all (Goals 8 and 16). Third, ICT-enabled public sector is an essential part of a resilient infrastructure, which can promote sustainable industrialization and foster innovation in the private sector and civil society (Goal 9).

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

No new emerging trends identified.

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

Monitoring and measurement for benefit realization and value added by ICT. In particular on the use of internet, public services online etc. In this connections business case models and tools are relevant.

**Moderator:** Tomasz Janowski, Head, UNU-EGOV

#### **Panellists:**

- Morten Meyerhoff Nielsen, UNU-EGOV and Tallinn University of Technology Ragnar Nurkse School of Innovation and Governance.
- Kenneth Bagarukayo, Commissioner Information Management Services, Ministry of Information and Communications Technology, Uganda.
- Maria Inés Baqué, Secretary of Public Management and Innovation under the Ministry of Modernization of Argentina Republic

# Thematic Workshop



## Framing Dreams 2 – Challenges, Opportunities in Empowering Local Audiovisual Creative Content Producers and Platforms in the Broadband Internet Era (International Federation of Film Producers Associations – FIAPF)

Thursday 5 May 2016

11:00 – 13:00

Room C2 - ITU

*“Regulators need to put at the forefront of their preoccupations the need to create a sustainable audio-visual industry able to participate fully in driving the new digital ecosystem forward”*

Emeka Mba, Owner Questech Consulting Ltd, Abuja, Nigeria



*“Our vision as young African audiovisual producers is to use our creative talent and business knowledge to give the lie to the facile cliché about Africa being all about ‘slums, guns and beating drums’. There is a modern, cosmopolitan, highly-skilled and entrepreneurial Africa out there and we want to celebrate its reality and disseminate its image by making content that can be enjoyed locally and can also travel all over the world. The growth of the digital distribution economy is giving the opportunity to do both.”*

Salim Keshavjee, Partner, Xeinium Productions, Nairobi, Kenya.

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

**\*C1.** *The role of public governance authorities and all stakeholders in the promotion of ICTs for development: \**

This workshop looked at how public governance may help support the contribution of local AV production sectors to GDP through supporting their participation in the growth of new communication services. Comparative best practice between Member States in this area.

**\*C4.** *Capacity building: \**

Panel identify the need capacity building in LDCs in particular: includes reliable broadband infrastructure capable of supporting effective communication of AV content to mobile devices on 3G and 4G standard, respect for copyright from broadcasters and Internet platforms and

training of professional AV sector in copyright chain of title and copyright clearance methods

**C5. *\*Building confidence and security in the use of ICTs: \****

Audiovisual content security on broadband Internet video services is a vital prerequisite for ensuring that local audiovisual industries, especially in emergent economies and LDCs, can achieve economic sustainability, satisfy consumer demands for culturally-relevant content and make a substantial contribution to GDP growth, jobs and export earnings.

**\*C6. *Enabling environment:***

The workshop discussed how legal and regulatory security at national and international levels is an important condition for the economic sustainability and growth of local audiovisual industries looking to make a full contribution to national economies through creative partnership both at home and in the international marketplace. Appropriate copyright laws combined with meaningful enforcement is a priority need in this area, along with the regulation of communication services in a manner that encourages best practice in their acquisition of content from audiovisual producers and fosters sustainable local production able to reflect cultural and societal realities.

**C8. *\*Cultural diversity and identity, linguistic diversity and local content: \****

The workshop discussed issues of diversity of new services, assuming a reliable communication services infrastructure which - in of itself - does not guarantee the delivery of cultural diversity taking into account not just national cultures, but also the regional and local cultures therein. The growth of the communications infrastructure does in theory enable the multiplication of choice for citizens/consumers of content relevant to their own national/local languages and cultures, through the delivery of targeted services with relevant audiovisual content.

However, this vision will only be sustainable if audiovisual producers can have access to these services on fair and transparent terms which would support the economy sustainability of new original content production tailored to local tastes and interests and to *diaspora* communities.

**C11. *\*International and regional cooperation:***

Audiovisual content production industries achieve economic growth once they're able to develop regional and international cooperation networks and systems (e.g. bilateral co-production of films and AV works, or 'pre-sales' of relevant rights to platforms in different territories, etc)

## Debated Issues

- The workshop participants posited that creative content and, in particular, audiovisual entertainment content, is a major driver for the development of digital and online services, as evidenced by the very high percentage of Internet traffic accounted for by the use of over-the-top video services in developed economies, and the success of similar services in emergent economies, in Africa in particular;
- Consequently, participants discussed the need for public policies and best practice to ensure that the audiovisual creators and producers can fully play their part in driving the growth of such services. Issues debated included:
  - fostering understanding and respect for copyright and exclusive rights on the part of platforms – including legacy broadcasters - commissioning and/or acquiring audiovisual content from creative producers and creators;
  - the need for light-touch regulation of new services in order not to stifle opportunities for a diverse range of services to emerge and offer consumers a wider range of content; the opportunities for creative producers of content to utilize online social media to build an audience for their content and develop communities of taste and interest;
  - the opportunities for African producers to create content for a global diaspora audiences as well as local ones, thereby multiplying licensing choices and widening source for financing creative development and production costs;
  - Ensuring that the digital mutation from spectrum scarcity to spectrum abundance benefits the growth of local and regional services alongside those offered by global brands – there needs to be a variety of gatekeepers in the new digital services ecology in order to ensure competition benefits quality, price and, ultimately the citizen/consumer's experience

## Main Outcomes of the Session

- The session achieved consensus on the following:
  - Professional audiovisual content of a good quality standard drives the demand for new digital services– best practices must be identified to ensure that these key sectors can be engines of growth for the entire digital ecology
  - Digital switchover may deliver an abundance of opportunities for new services to emerge, providing new market outlets for local audiovisual creative economies

- These opportunities will materialize only if a mutually beneficial system of creative, legal and commercial relationships develops between the services/platforms and those who create and make the content
- Monitoring and stimulating the uptake of best practices is essential – as is the existence of incentivizing policies at governmental levels and globally – they include respect for IP rights, professional training and any measure that may help local audiovisual sectors grow and achieve sustainability

### **Main linkages with the Sustainable Development Goals**

The workshop's main focus was on the challenges of sustainable economic development for local audiovisual industries and how it may buffer the growth of consumer demand for broadband and smart telephony, with attendant virtuous impact on social/cultural well-being and economic growth. The workshop highlighted in particular the contribution of audiovisual sectors to social and economic development as well as cultural diversity, in the context of supplying relevant content to sustain the growth of communications' services. The session also explored the ways in which licensing models - connecting audiovisual content producers with emerging broadband platforms - may be approached so as to facilitate broader access to content by consumers from all socio-economic strata; and also to ensure that the content may be financed and produced to a standard that sustains quality and diversity.

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

As described under 3) above, the workshop's discussions and conclusions were especially relevant to Action lines C1, C4, C5, C6, C8 and C11. Emerging trends in the digital audiovisual ecosystem have the potential to participate in the delivery of the action line goals, providing best practices are encouraged and enabling regulation is present, including maintaining a strong legal framework for copyright and related rights as a key incentive for audiovisual creators to create and audiovisual enterprises to achieve sustainability.

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

FIAPF would be interested in scheduling FRAMING DREAMS 3 for WSIS 2017, with professional experts, regulators and other stakeholders, to take stock of the development of best practices and enabling regulation that have a demonstrable

virtuous impact on helping foster the growth of local and regional audiovisual production and digital distribution sectors. These emergent sectors need to be able to compete sustainably with global services and offer citizens a wide choice of entertaining and educational audiovisual content.

**Moderator:** M. Bertrand Moullier, Senior Advisor International Affairs, FIAPF

**Panellists:**

- **Mr Samba Diop**, Director Partnership Management, Strategy & Development Directorate, Orange-Sonatel, Dakar, Senegal
- **Mr Emeka Mba**, Managing Director Quested Media, former Director General, National Broadcasting Commission, Lagos, Nigeria
- **Hussein Kurji**, Video Content Producer, Xienium, Nairobi, Kenya
- **TBC**, Film Producer, London, UK

# Thematic Workshop



## Capacity Building, a Gateway for Development (Association of Regulators of Communications and Telecommunications of CPLP – ARCTEL-CPLP)

Thursday 5 May 2016

11:00 – 13:00

Room K1 - ITU

*“Capacity Building is in the framework of WSIS Action Lines as ICT’s cut across all of them and enables achieving the Sustainable Development Goals”*

Mr. Cosmas Zavazava, ITU



*“Training comes with a cost... NOT training will come to even higher costs!”*

Mr. Williams Cunha, First Approach Consulting

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

- C1 – National e-strategies;
- C2 – Digital Inclusion;
- C3 – Access to scientific knowledge;
- C4 – Distance learning / Education & Training / E-literacy / Combating Illiteracy / Life long learning / R&D / Training ICT professionals / Youth;
- C6 – Legal, regulatory and policy environment / Radio Frequency Spectrum / Small and Medium Enterprises (SMEs);
- C8 – Language related ICT tools / Linguistic diversity / Local languages / Indigenous people;
- C13 – Technology transfer

### Debated Issues

- Importance of training/capacity for entrepreneurial environment; Capacity building influence on personal and professional levels (social and economical impact of training on people’s lives)
- Cross countries need for improvement of skilled/trained workers on the ICT sector)
- Creating a universal training platform within the ITU/UN;

- Local contents applied to training, need to adapt/adjust training programs to local reality and integrating as much as possible local organizations (universities, professors, etc.)

### **Main Outcomes of the Session**

- Training and capacity building, from government institutions to rural environments is a decisive factor for empowering a better society, either at a national as in international levels;
- ITU/UN platforms can perform an important role in gathering and facilitating coordination between regional and national/international actors in capacity building;
- Capacity building and training can play core role in the growth on SME's and creating new job opportunities, thus contributing to better life conditions to societies.

### **Main linkages with the Sustainable Development Goals**

SDG 4  
SDG 8  
SDG 9  
SDG 10  
SDG 11  
SDG 17

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

Merging ITU/UN capacity building CoE platforms into a global platform to enable training actions to be available in a global scale.

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

Identifying skill/knowledge areas shortages/needs by countries/areas/regions (through a consultations or session) and linking the outcomes to a session with a panel from ITU/UN capacity building areas and invited panelists.

### **Panellists:**

- Ms Nadine Chorão, Executive Secretary of Arctel
- Ms Susana Almeida Lopes, Organizational Development Director of Vieira de Almeida e Associados and Member of the Board of VdAcademia
- Ms Margarida Couto, Partner at Vieira de Alemida & Associados, at the TMT area of practice - Telecoms, Media & Technology and President of VdAcademia



- Mr Williams Cunha, Brand Manager Training Consultor at First Approach Consulting
- Mr Cosmos Zavazav, Chief of Department, Project Support and Knowledge Management, ITU/BDT

# Thematic Workshop



## Internet Governance Forum (IGF) 2016 Information Session (Internet Governance Forum – IGF Secretariat)

Thursday 5 May 2016

11:00 – 13:00

Room K2 - ITU

**Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11**

C1, C4, C11



The Internet Governance Forum was one of the major outcomes of the original WSIS, as outlined in the Tunis Agenda. The IGF mandate was also renewed for another 10 years during the recently completed WSIS+10 High-Level Event in December 2015.

### Main Outcomes of the Session

This session gathered the global, multistakeholder WSIS community to reflect upon the 2015 IGF work and the WSIS+10 review and outcomes that renewed the IGF mandate for another 10 years. The session also examined the role and potential impact of Internet Governance, ICTs and Internet on the recently adopted United Nations Sustainable Development Agenda and related goals (SDGs). Finally, the session looked forward to the 2016 IGF in Mexico and informed all stakeholders about the various ways they could get involved in the IGF's wide-ranging work.

- Some participants and speakers suggested that the IGF intersessional community activities could be used to catalyze related work on both WSIS Action Lines implementation and to coordinate activities related to achieving the SDGs.
- National and Regional IGF Initiatives (IGFs), of which there are more than 60 now around the world, can be ideal forums for important dialogue at National and Regional levels, with all stakeholders.
- Mexico, the 2016 Host Country of the 11<sup>th</sup> annual IGF meeting, presented progress in their planning, and the IGF Secretariat presented some of the programming that is underway. The 11<sup>th</sup> IGF is set to take place in Guadalajara, Mexico, from 6-9 December 2016. Currently, an open public call to all stakeholders to hold workshops, open forums and other sessions

at the annual meeting is open and all information can be found on the IGF website: <http://www.intgovforum.org/cms/> .

It was suggested by many of the speakers throughout the session that the IGF can and should play a unique and important role in future multistakeholder work towards best coordinating efforts around WSIS review, and action line work could be better integrated into activities related to the achievement of the SDGs. The IGF's multistakeholder platform for discussion on public policies related to Internet Governance provides a unique space for this important dialogue.

**Moderator:** Chengetai Masango, Internet Governance Forum Programme and Technology Manager

**Panellists:**

- Carlos Afonso, Brazilian Internet Steering Committee, CGI.br
- Victor Lagunes, Chief Information Officer, Office of the President of Mexico
- Marion Barthelemy, Director of the Division for Public Administration and Development Management (DPADM) in the United Nations Department of Economic and Social Affairs (UNDESA)
- Ms. Doreen Bogdan-Martin, Chief, Strategic Planning and Membership, ITU

# Thematic Workshop



## How to Develop Appropriate Strategies for Linkages Between ICT and Sustainable Development Goals? (African Civil Society on the Information Society - ACSIS)

Thursday 5 May 2016

11:00 – 13:00

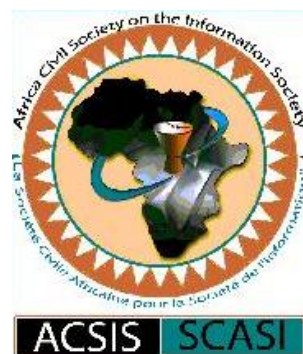
Room L - ITU

*"Get prepared for the marathon"*

Jovan Kurbalija, Director of Diplo Foundation

*"If you feel that education is costly, try ignorance, if you feel that digital inclusion is costly, try broadening digital divide"*

Peter Major, Chairman of CSTD



**Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11**

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

**Debated Issues**

How to practice this relationship ICT and sustainable development objectives in general?

How to practice this relationship in Africa in particular?

What concrete steps should be taken to successfully implement ICT for SDG Africa in relation with the recommendations of the WSIS + 10?

Recommendations of steps that should be taken to successfully implement ICT for SDG Africa in relation with the recommendations of the WSIS + 10 :

- Presentation of national strategies from Senegal, Soudan and Rwanda
- Consider definitely ICT as the enabler for SDG's
- Reinforce human capacities
- Reinforce institutional capacities
- Continue investments on infrastructures
- Develop national strategies
- Develop a common strategy and vision of the digital economy for Africa
- Integrate technical and societal aspects of the ICT and get away from silos
- Expand e-strategies through all action lines
- Eliminate barriers
- Enable a strong political will
- Get prepared for digital revolution
- Broaden market by taking into account local languages
- Be localized

#### **Main Outcomes of the Session highlighting**

- main conclusions reached during the discussion
  - Africa must have a strong political will and a common vision and strategy to face ICT challenges with regard to the implementation of the SDG
  - Africa must invest a lot in training, individual and institutional capacity development
  - Africa must invest in innovation
- the vision for implementation of WSIS Action lines beyond 2015.
  - African must solve the issue of financing Africa must develop a strong leadership and vision to tackle ICT and WSIS implementation challenges
  - African countries must initiate regular training session for civil servants on the linkage between ICT and SDG's
  - Multistakeholder cooperation must be a prerequisite
  - Enhanced cooperation

#### **Main linkages with the Sustainable Development Goals**

That was the theme of the session. It was noted that ICT is the global enable and driver for all SDG's. Therefore we should take SDG one by one and see how ICT can help in reaching each of them.

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

Green ICT economy  
Cyber security  
ICT and SDG training sessions (human and institutional capacity development)

**Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

Concrete linkages between action lines and sdgs  
Digital inclusion and sdg's  
Financing implementation of WSIS outcomes

**Moderator:** Dr. Cisse Kane, President ACSIS

**Panellists:**

- Hon. Dr. Tahani Abdalla Attia, Minister of science and communications, Sudan
- Hon. Dr. Yaya Abdoul Kane, Minister of Posts and Telecommunications, Senegal
- Hon. M. Sheriff Bojang , Minister of Information and Communication Infrastructure, Gambia
- S.E.M Moustapha Mamy Diaby, Ministère des Postes,Télécommunications et de l'Economie Numérique, Guinea
- Hon. Prof Hlengiwe Buhle Mkhize, Deputy Minister of Telecommunications and Postal Services, South Africa
- Hon. M. Houlin Zhao, Secretary-General International Telecommunications Union
- HE. Marianne Odette Bibalou Bounda, Ambassador, Permanent Representative of Gabon to the UN
- HE Dr. Francois Xavier Ngarambe, Ambassador, Permanent Representative of Rwanda to the UN
- M. Jovan Kubalja, Chairman Diplo Foundation
- M. Peter Major, Chairman of CSTD
- Mrs. Anriette Estherhuysen, Executive Director APC
- Mrs. Constance Bommelaer, Senior Director, Global Policy Partnerships ISOC
- M. Mactar Seck UNECA, Addis Ababa
- M. Remmy Nweke, Digital Sense, ACSIS

# Thematic Workshop



## Acceleration of Girls Education and Rights to ensure Sustainable Gender Empowerment through ICTs (The eWorldwide Group)

Thursday 5 May 2016

15:00 – 16:30

Room K1 - ITU

*“Each child makes a difference, each person makes a difference, coming together partnering with the local volunteers and international agencies and we can make a tremendous difference”*

Mr. Kamruddin Shams, Chairman, India Education Fund



*“Education is the fundamental right denying access to education of any kind including access to ICT education because of the dividend it pays off in the future it is fundamental discrimination and denial of human rights, we need to make sure that governments respond and make provisions to make right education available including girls and women”*

Ms Theophania Chavatzia, Program Specialist, Education for Inclusion and Gender Equality, UNESCO

*“Education directly doesn’t create employment, it has to be accompanied by certain active labour market policies and macro-economic push from the governments”*

Ms. Shweta Dey, Social Policy Specialist, UNICEF, West Bengal India

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

Our interactive workshop is linked to many WSIS action lines either directly or indirectly. However, the direct correlation is with 5 action lines indicated below;

**i. C2. Information and communication infrastructure**

- Showcasing ICTs models and applications used deliver education

**ii. C3. Access to information and knowledge**

- Showcasing how ICTs provide information and knowledge to girls and teachers

### iii. C4. Capacity building

- Showcasing the diverse types of capacity building and training that are delivered through ICTS
- **C5. Building confidence and security in the use of ICTs** Demonstration of how early engagement with ICTs play a vital role in increasing girls confidence to safely use ICT
- Showcasing innovative provision of safe spaces to ensure with ICTs and education for girls (cultural and social context)

### iv. C7. ICT Applications: e-learning

- Showcasing;
  - How ICTs have formed a paradigm shift in teacher-centered pedagogy to a more effective learner-centered pedagogy
  - ICT applications that provide an interactive e-learning platform to students in remote locations
  - e-learning equip the girls with skills in science and technology which improve their academic performance, enhance their motivation, and expand their choices for future studies
  - Blended learning workshops and interactive sessions inspire young females to become successful entrepreneurs

### Debated Issues

- What are biggest challenges preventing girls' education?
- What role ICTs can play to overcome the barriers?
- Practical examples of ICT applications that benefited the education sector.
- What is the correlation between girl's education and sustainable empowerment of women?
- Why girls are deprived of the education and ICTs?
- How ICTs and education can help girls to be independent?
- How ICTs and education can help girls to be employed?
- How ICTs and education can help girls to know about new emerging technologies and about the ICT based job domains?



- What are the 3 key recommendations for governments to help fast track girl's access to quality education?

## Key Achievements

### A. UNESCO

#### i. **Mobile Learning Program**

- Provides new ways of reading, access to reading instructions and advancing literacy education
- Strengthening national capacities to develop and implement ICT policies in education, particularly through harnessing mobile technologies
- Empower teachers and improve quality of learning
- Empower women and girls and help promote gender equality in education and beyond

#### ii. **Learning for Farmers' Activities (India) 2009 – ongoing**

- Empower women in non-formal and informal learning settings with low-cost technologies offering the means to accelerate this process in the context of cognitive social capital

#### iii. **Literacy in Oral-Language Communities Morocco 2012-2014**

- Increase women's use of mobile phones and to make them active participants of a technology-based water management system that distributes fog-water

#### iv. **Mobile Literacy Project Afghanistan 2011-2012**

- Promote basic literacy among women in rural areas

#### v. **Pink Phone Revolution Cambodia 2010-2012**

- Improve communication among female commune counsellors; to enable women to receive information on agriculture, market prices and disaster-preparedness; to share knowledge and to report emergencies and domestic violence

#### vi. **Mobile-based Literacy Programme Pakistan 2009-2012**

- Help retain literacy and numeracy skills of new literate women in order for them to enjoy an improved status and livelihood

#### vii. **Basic Mobile Literacy Niger 2009-2011**

- Provide opportunity to practice via mobile phones basic literacy skills acquired in a non-formal adult literacy and numeracy programme

#### viii. **Mobile Learning Games India 2004-2012**

- Improve English Second Language acquisition for children

**B. CISCO**

**i. The Internet of Women – Upcoming (June 2016)**

- The Internet of Women provides an open global community to invite the world to do business with women of the internet.

**ii. ICT And Role of Education for Girls and Women**

- Build a pipeline of IT talent for tomorrow's workforce and to give people skills that will lead to lifelong careers
- The Networking Academy program is licensed free to not-for-profit and learning institutions worldwide
- More than 9,000 institutions in 176 countries offer the Networking Academy curriculum – including secondary schools, colleges, vocational schools, community organizations, and prisons
- The curriculum combines in-depth technical training and professional skills development to prepare students for the workplace

**C. ITU**

**i. Holistic Programme using the Country's Universal Service Fund – Tanzania**

- Teach girls to develop mobile apps, using MIT app inventor software
- Organize regional and national pitching contests where girls present their app project to trainers, teachers and others
- Winners visit tech hubs, maker and innovation spaces in Tanzania's ICT ecosystem in Dar Es Salaam
- Winners meet women role models

**ii. 1<sup>st</sup> Girls in ICT Day - Sri Lanka**

- ICT skills workshops for girls and young women in all 9 provinces
- ICT skills for women micro entrepreneurs
- Career fair
- ICT curriculum for schools

**D. Government of West Bengal, India, Department of Woman Development & Social Welfare and Child Development**

**i. E-Governance Portal: G2C services**

- 3.2 million vulnerable girls enrolled

- End to end customer-centric IT enabled Processes
- Serves as a real-time reporting system
- Has a feedback / grievance mechanisms

**E. Indian Education Fund (IEF)**

**i. English Medium School Scholarship - Ages 10-18**

- Migrate children from standard school to English medium school
- Coaching and counseling program

**ii. Fidai Hostels/Schools (Andheri, Panghani, M.Hatina) - Ages 6 - 16**

- Linguaphone Language Labs to build English proficiency
- Technology and computer hardware/software upgrade programs
- Teacher training programs

**iii. New School Library**

- Transforming Over 2000 Children and Youth

**iv. IEF 2015-16 School Adoption & Scholarship Programs**

**Challenges**

- ICTs are not included in curriculum that's why girls are not familiar with the use of technologies
- Girls and women have very limited access to ICTs
- In developing countries particularly in rural communities very limited schools for girls with very poor infrastructure
- Insecurity due to long distance schools
- Lack of time, as girls need to participate in household activities from childhood
- Early child marriages
- Lack of investment and funding opportunities for women education
- Cultural, religious and social barriers play a significant role in low transition of girls from primary to secondary schools
- Gender discrimination at policy level
- Lack of employment opportunities for women and girls
- Lack of information on new emerging technologies specially ICT based job domains

- Lack of female role models
- Girls could not attend the school during pregnancy as schools infrastructure is very poor, lack of sanitation facilities for girls in schools
- Gender discrimination (schools, homes, societies and workforce)
- Language barrier

### Main Outcomes of the Session

- Need to integrate coding into curriculum at school level specially for girls
- Special noble prize for the country on 50/50 basis which has highest number of girls enrolled
- Inter-ministerial, interagency collaboration and consultation with all stakeholders is needed to develop effective policies Need to establish parents, teachers association
- Interactive and joyful content with local language
- ICTs have changed the landscape for girls access to quality education and information
- Access to education is building the foundation for critical thinking, awareness of girls rights and developing their inspirations and aspirations for their future
- ICTs are providing new avenues to overcome cultural challenges and barriers that prevent girls access to education
- ICTs are having a multiplier effect in the education sector by providing access to quality education in rural communities with limited resources, infrastructure and providing virtual teachers
- Role of ICTs in improving teacher's training, pedagogical practices and access to world class curriculums, seminars and interactive leaning
- Need to emphasize on increase in girls literacy rate
- Provide platforms to the girls to get familiar with ICTs and new ICT based job domains
- Confident girls leads towards self-employment. This is only possible with the integration of ICTs in curriculum and provision of computer labs in remote schools
- Provision of special increments and grants for girls and women employment

- Access to eLearning opportunities for girls can provide ICT enabled workforce
- Education is the key, educated girls could understand the real meaning of life, they can know about the origin and why they are here and what they have to do
- Girls education would lead to women empowerment

### **Main linkages with the Sustainable Development Goals**

Our interactive workshop is linked to many SDGs either directly or indirectly. However, the direct correlation is with 5 SDGs indicated below;

#### **Goal 1: End poverty in all its forms everywhere**

- Our Case studies will demonstrate how ICTs have helped young girls gain access to education and awareness of their rights despite the strict cultural and traditional barriers. This has helped young girls endless poverty and 'slavery' trap

#### **Goal 3: Ensure healthy lives and promote well-being for all**

- Show casing how ICTs help new mothers (and young girls) and women to use the internet to obtain information and knowledge on their total well-being, nutrition, and maternal health (mother and child).

#### **Goal 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all**

- Show casing how ICTs help ensure that girls have access to quality early childhood and pre-primary education and familiarize them with technology to become 'comfortable young digital natives'.

#### **Goal 5: Achieve gender equality and empower all women and girls**

- Our case studies will demonstrate how ICTs play a critical role in increasing girls' confidence and knowledge to help ensure equal opportunities for men and women across economic, social and political fronts

#### **Goal 8: Promote inclusive and sustainable economic growth, employment and decent work for all**

- Our case studies will demonstrate how ICTs help provide productive and diverse employment opportunities for women with different skills and backgrounds.

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

- More investment is required in education sector and there is need for disaggregated data so that actual outcomes can be correlated to the programs

**Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

- Women who could be viewed as role models for girl child, who have transformed their lives and have need viewed now as an assets.
- A session that will bring the voice of youth to the forum (under age of 15)

**Moderator:** Dr Salma Abbasi, Chairperson and CEO, eWorldwide Group

**Panellists:**

- **Dr. Zainab Shinkafi Bagudu**, First Lady of Kebbi State, Nigeria
- **Ms Theophania Chavatzia**, Programme Specialist, Education for Inclusion and Gender Equality, UNESCO
- **Ms Monique Morrow**, Chief Technical Officer, CISCO Systems
- **Ms Susan Schorr**, Head, Special Initiatives Division, BDT / IEE / SIS, ITU
- **Ms Roshni Sen**, Secretary to the Govt of West Bengal, India, Dept of Child, Development, Women Development & Social Welfare
- **Mr Kamruddin Shams**, Board Member, Indian Education Fund, Chief Financial Officer, eWorldwide Group

# Thematic Workshop



## Student Self-Immune Awareness Program & Addressing the Rising Trend of Cyber Blackmail (Khalifa Student Empowerment Program – AQDAR and UAE Telecommunication Regulatory Authority)

Thursday 5 May 2016

15:00 – 16:30

Room Popov 2 - ITU

*"Spread Leads to Access"*

Ibrahim Al Dabal

*"In the span of 45 years, UAE was able to do what others couldn't in centuries"*

Ibrahim Al Dabal



### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

- C4. Capacity Building
- C10. Ethical Dimensions of the Information Society



### Debated Issues

- Both panelists agreed on the importance of student awareness and emphasized on the criticality of online risks on students and community.
- Arranging the efforts and collective resources of all of our partners to achieve what we achieved in addition to providing awareness to all students across the country (coast to coast)

### Main Outcomes of the Session

- all efforts and costs are dwarfed when you get a self immune student
- We will continue our project focusing on the ethical dimension to assure successful implementation.

### Main linkages with the Sustainable Development Goals

The workshop theme fulfil the sustainable development goal 4:

- Ensure Exclusive and equitable quality education and promote lifelong learning opportunities for all

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

Both panelists agreed that they should focus on the ethical dimensions of ICT while enriching knowledge and access

### Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017

- Include guests or panelists from different countries who share a similar initiative/project for more value
- Students Self immune Initiatives

### Moderator:

**Eng. Mohammed Al Khamis**

Senior Manager ICT planning

*Telecommunication Regulatory Authority, UAE*

### Panellists:

**H.E Hamad Al Mansouri**

Director General

Telecommunication Regulatory Authority, UAE

**H.E Colonel Dr. Ibrahim Al Dabal**

Khalifa Student Empowerment Program –

General Coordinator

Ministry of Interior, UAE

**Eng. Ghaith Almazaina**

Manager - Business affairs

Computer Emergency Response Team  
(aeCERT), UAE Telecommunication Regulatory  
Authority, UAE

**Eng. Mohammed Mubarak**

Senior Engineer – Policies & Programs

UAE Telecommunication Regulatory Authority,  
UAE



# Thematic Workshop



## Emerging ICT Trends: Open Source Technologies for Sustainable Development (International Telecommunication Union - ITU)

Thursday 5 May 2016

15:00 – 16:30

Room A – ITU

*"Technology is not the root cause of change, but enables people to do what they always wanted to do."*

ITU Telecom

*"Open Source [technology] needs to be connected to the demands. When most people in the developing or developed world do not have the minimum digital literacy, capacity building and greater outreach will be necessary to growth the digital economy."*

Prof. Lichia Yiu

*"It is clear that open source is big business [...] the majority of software start-ups make their code available as open source to attract both users and employees, looking to monetize later. Yet pundits would have us believe that making money with a pure play open source software company is difficult if not impossible."*

Leslie Hawthorn (Red Hat Inc.)



### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development; C3. Access to information and knowledge; C4. Capacity building; C6. Enabling environment; and C11. International and regional cooperation

### Debated Issues

Overview of the possibilities, the barriers preventing their up-scale and growth, challenges and opportunities in open source; best practices and know-how; and how multiple stakeholders can support the micro-ecosystems surrounding these technologies, including policy measures, regulatory means and spurring investment, and adoption and development of the technologies.

## Main Outcomes of the Session

- Open technology, including open source, are becoming trends in the world. More and more governments adopt policy over open source. e.g., the US government's "Federal Source Code Policy" released in Mar. 2016, achieving efficiency, transparency and innovation through reusable and open source software.
- The use of open source has benefited the government of Estonia's program to build e-government platform, and recently e-voting system. Its Digital ID system enables government agencies to perform various secure functions online connected with their citizen's identity. Now the government is helping other countries to build a similar system based on Estonia's experience.
- CERN has developed its own open source hardware license, which is to be used on the Open Hardware Repository, a huge open hardware repository used within the CERN to develop open hardware products and encourage re-use and external contributions.
- A development cycle for open technologies in a collaborative way with different stakeholders, including government and end-user, are critical. Some barriers exist around fragmentation, documentation requirements, availability of tools for open hardware, policy support for demand, information gap about benefits, etc.
- Having access to open technologies will allow governments, companies, end-users, and others to have more options for technologies; putting the choice in the hands of the users rather than the suppliers is one of the biggest benefits of open technologies. Nonetheless, upgrading and maintenance effort on open technologies is needed, and sometimes it may not save any new cost contrary.
- Using Cloud services is also an alternative for access to open technologies. The ecosystem needs choices as one size doesn't fit all needs.
- Many countries have inefficient innovation policies yielding low returns on investments made in their development. R&D for innovation should not be always expensive, e.g., the shared R&D available through open source software could significantly reduce the barrier to new entrants, associated with reducing costs. It also help strengthen a country ICT centric innovation ecosystem.

## Main linkages with the Sustainable Development Goals

Open technologies, including open source and open data, will contribute to the achievement of the Sustainable Development Goals. Among others, open technologies will contribute to employment opportunities in the micro ecosystem of supporting SDG 17, 18 and 19. Citizen engagement will need technical support

to organize and translate data into analysis and different forms of visualization. It will bring a positive cycle of economic and social interfaces. Open technologies will also enable many more youth who have the necessary digital literacy to use the tools and to take entrepreneurial initiatives in the context of SDG implementation.

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

ICT makers movement/culture, associated with open technologies, which has the potential to turn more and more young creative people into makers for innovation.

**Moderator:** Mohamed Ba, Head of Innovation Division BDT, ITU

**Panellists:**

- Mr Leon Strous, President, International Federation for Information Processing (IFIP)
- Ms Myriam Ayass, Legal Adviser, Knowledge Transfer Group, CERN
- Mr Brett Makens, Internet Governance and Telecommunications Officer, the U.S. Permanent Mission in Geneva
- Prof. Lichia Saner-Yiu, Ed.D. President, Centre for Socio-Eco-Nomic Development (CSEND)

# Thematic Workshop



## How the Internet Enables Sustainable Development: Incorporating Data-Driven Policies to Measure Impact (Internet Society - ISOC)

Thursday 5 May 2016

15:00 – 16:30

Room C2 – ITU

*“The issue of cost: if we conclude we need more household surveys it costs a lot of money, beside that we have the problem of standardisation, which takes time and other resources, and after all, the use of the statistics is not something that policy makers are accustomed to taking advantage of”* Raúl Echebería, Vice President of Global Engagement, The Internet Society (ISOC), referring to challenges from data collection and application,



*“There isn’t effective disaggregation of who are the disconnected, so you have these broad policy guidelines and strategies for connecting the disconnected but they are pretty meaningless if you don’t actually analyse who it is.”*

Anriette Estherhuysen, Executive Director for the Association of Progressive Communications.

*“We often have good research but you don’t get an update on that data for another five years and that also makes it very difficult to use the data for development policy and implementation.”*

Anriette Estherhuysen, Executive Director for the Association of Progressive Communications.

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

C2. Information and communication infrastructure

C3. Access to information and knowledge

C4. Capacity building

### Debated Issues

- Incorporating data driven policies to measure impact and promote sustainable development was the main theme of the session.

- Achieving development goals without ICTs is unlikely as teaching in remote locations, for example, is now being facilitated through technology, as is medical provision, and other social necessities.
- Mobile services for banking, taxation, etc. are maturing and providing data for users and operators but was that policymakers don't always utilise the data.
- A recurring theme was the integrity and usability of data, noting that some data sources are very cheap to acquire but it is the management and respect of privacy of that data that can be expensive. Additionally, developing countries don't have the capacity for the collection of useable data, for keeping it up to date or for comparing it with other large data sets.
- An issue raised was the ability to gather data digitally from those with disabilities. Relying on large digitally gathered data sets that may omit significant numbers of stakeholders within our communities will significantly hinder development impacts being achieved.
- The gender issue highlighted was the lower numbers of women accessing the internet because it directly correlates to income and women in developing countries are clustered in the lower socio-economic areas.

### **Main linkages with the Sustainable Development Goals**

Goal 9: Build resilient infrastructure, promote sustainable industrialization and foster innovation

**Moderator:** Michael Kende, Analysys Mason

**Panellists:**

- Raul Echeberria, ISOC
- Anriette Esterhuysen, APC
- Phillippa Biggs, ITU
- Dhanaraj Thakur, A4AI
- Lee Tuthill, WTO
- Dominique Lazanski, GSMA
- Silja Baller, WEF

# Thematic Workshop



## The Development of the Information Society in the CIS Countries (JCS National infocommunication holding “Zerde”)

Thursday 5 May 2016

15:00 – 16:30

Room K2 – ITU

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- C2. Information and communication infrastructure
- C3. Access to information and knowledge
- C4. Capacity building
- C5. Building confidence and security in the use of ICTs
- C6. Enabling environment
- C7. ICT Applications: E-government
- C7. ICT Applications: E-business
- C7. ICT Applications: E-learning
- C7. ICT Applications: E-health
- C7. ICT Applications: E-employment
- C7. ICT Applications: E-environment
- C7. ICT Applications: E-agriculture
- C7. ICT Applications: E-science



### Debated Issues:

CIS Countries actively participate in the development of the Information Society at both the domestic and global levels. Most of them have contributed to the preparation and holding of the WSIS initiated by the UN, which was held in two stages between December 2003 and November 2005 in Geneva and Tunis.

The year of 2015 was the year of summarizing and planning of further work on the development of the Information Society at the global level and in the CIS region - the termination of the periods of validity of both the Geneva Plan of Action and the CIS Plan of Action falls on this year. In addition, one prepared the projects of the Cooperation policy of the CIS countries in the building and development of the Information Society and the Plan of Action for its implementation for the period up to 2025. In this regard, analysis of the situation in the CIS Countries in the field of Information Society development and generation of appropriate recommendations both on finalization of the new Policy and Plan of Action and specific actions of stakeholders became challenging.

When analyzing the development of the Information Society we used national programs and strategic documents in the ICT field, the results of the research made, experience of ICT development in advanced countries, as well as indexes and composite indexes of the Information Society development, which are collected and calculated by international organizations and national statistical agencies.

Meaningfully the report includes analysis in view of each CIS country in the context of execution of the WSIS Plan of Action on each of lines.

**Moderator:** Region C

**Panellists:** Yeleysizova K.B. - the Vice Chairman of the Management Board of the «National ICT Holding «ZERDE», JSC.

For further information, please see:

<https://connect.itu.int/p1kczr9tlbb/?launcher=false&fcsContent=true&pbMode=normal>

# Thematic Workshop



## From Cybersecurity to “Cyber” Safety and Security (EC Medici Framework of Cooperation)

Thursday 5 May 2016

15:00 – 16:30

Room L – ITU

*"If we consider ICTs as powerful means to implement SDGs we must include and adequately take into account ICTs applied to safety and security in a broad sense, they are relevant part of SDGs as outlined many times both within the UNGA Overall WSIS Review and the UNDP 2030 Agenda for Sustainable Development SDGs."*

Alfredo Ronchi,



*"We should look at the relevance of changing the perspective from Cyber Defense to Cyber Safety, looking at the potential impact of CNA and CNE to safety when carried on against critical and civil infrastructure, military and cyber domain."*

Matteo Basso from Osdife (Observatory on Security and Defense CBRNe)

*"We need to look at past lessons and ensure that we go forward in a proactive way; which may necessitate a Regulatory framework which looks at an effective means for addressing risks and vulnerabilities in cyberspace. We need to think more about addressing cyber-terrorism from a counterterrorism strategy approach – prevent, protect, pursue and respond and ultimately how we track and bring perpetrators to justice."*

Sarah Fox

*"A regulatory framework is needed for addressing safety and security in cyberspace."*

Pavan Duggal

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

- 1) The role of governments and all stakeholders in the promotion of ICTs for development - (Safety and security are integral part of human rights; we must provide all the efforts in order to guarantee such rights (as stated in art 3,22, 25 - The Universal Declaration of Human Rights).



- 2) Information and communication infrastructure: an essential foundation for an inclusive information society - (Access to public official information, Public access to information, Public domain information)
- 4) Capacity building (education and training in the field of safety, disasters, emergencies)
- 5) Building confidence and security in the use of ICTs (extension of the line)
- 7) ICT applications: benefits in all aspects of life (Disaster recovery, E-agriculture, E-environment, E-health, Sustainable production and consumption)
- 10) Ethical dimensions the Information Society (Common good, Ethics, Human rights, Preventing abusive uses of ICTs, Values.)
- 11) International and regional cooperation (Infrastructure development projects, Regional action plan)

### Debated Issues

The action line “C5. Building confidence and security in the use of ICTs”, in charge to ITU, addressed some concrete needs in order to make feasible the implementation of the rest of the services (e.g. Government, Business, etc.). Cyber frauds, viruses, cyber identity and spam were, in 2003 - 2005, some of the main obstacles.

Nowadays the demand for "safety & security" in all its forms has increased, especially quantitatively and qualitatively, making clear the need for new approaches to enable the entire sector to ensure better results. It is time to extend the scope from “confidence and security” to a much more general scenario including not only security in a broader sense but even safety, natural and human disasters recovery and management, and more. Safety and security are integral part of human rights; we must provide all the efforts in order to guarantee such rights (as stated in art 3,22, 25 - The Universal Declaration of Human Rights).

We must promote the opportunity to share experiences and best practices among countries and foster research thanks to the WSIS.

There was more recognition given to the fact that there should be a framework in place to assist in the cooperative development, alongside best practices and the sharing of results and experiences.

### Main Outcomes of the Session

- The vision for implementation of WSIS Action lines goes beyond 2016. We need to make all sessions accessible and share the wealth of experience and opportunities for development from the sessions this year. It is hoped that WSIS will act as a global reference point for all those working in these safety and security sectors, plus other related areas (such as disaster relief, etc.) – (MEDICI: workshop 172.)

- We would like to see the development of the matters raised in this session and hope that it is not viewed as a one time event as there was some tremendous recognition of the situation and the ways to develop a framework – for safety and security development, starting with a general framework.
- MEDICI would like to contribute and support the WSIS forum in the future and use its expertise to further the pursuit of safety and security across the globe.
- An interdisciplinary approach is required in order to solve very complex problems due to cyber-age, engineers, information technology scientists, designers, attorney in law, .....
- Assessing and responding to slow-onset disasters in underdeveloped areas require the combined use of both cyber-networks and human community networks. In rural Southeast Asia, at least 2 billion people are non-ICT with access only to mobile phones or nothing. These same communities are experiencing the slow-onset disasters of poverty, environmental degradation, a lack of infrastructure, and a lack of other human, political, or social security. Non-ICT factors in information transmission here are social trust-based, face-to-face communication as well as physical mobility among areas and fluency in the community's language (of which there are over 200 in the region). Because of their localization, these information channels and tools are very accurate and timely. For cyber-security initiatives to bridge to such communities requires that ICT recognize as well as be able to decode and gain trust within other, diverse forms of communication without displacing them.

In conclusion we would like to stress the positive effects due to the WSIS process and its outcomes, and suggest to include and to promote a wider range of “security” topics under the WSIS umbrella endorsing a holistic approach to the “Safety, Security, Disaster Recovery and Management” sector.

### **Main linkages with the Sustainable Development Goals**

SDG 2, SDG3, SDG6, SDG7, SDG8, SDG9, SDG11, SDG16, SDG17

Goal 2: End hunger, achieve food security and improved nutrition and promote sustainable agriculture

Goal 3: Ensure healthy lives and promote well-being for all

Goal 5: Achieve gender equality and empower all women and girls

Goal 6: Ensure access to water and sanitation for all

Goal 7: Ensure access to affordable, reliable, sustainable and modern energy for all

Goal 8: Promote inclusive and sustainable economic growth, employment and decent work for all

Goal 9: Build resilient infrastructure, promote sustainable industrialization and foster innovation

Goal 11: Make cities inclusive, safe, resilient and sustainable

Goal 16: Promote just, peaceful and inclusive societies

Goal 17: Revitalize the global partnership for sustainable development

SDG 2 END HUNGER, ACHIEVE FOOD SECURITY AND IMPROVED NUTRITION AND  
PROMOTE SUSTAINABLE AGRICULTURE -> food & water security

SDG 3 ENSURE HEALTHY LIVES AND PROMOTE WELL-BEING FOR ALL AT ALL AGES

3.d Strengthen the capacity of all countries, in particular developing countries, for early  
warning, risk reduction and management of national and global health risks -> Safety &  
Security

SDG 5 ACHIEVE GENDER EQUALITY AND EMPOWER ALL WOMEN AND GIRLS

5.b Enhance the use of enabling technology, in particular information and communications  
technology, to promote the empowerment of women -> human security, safety

SDG 6 ENSURE AVAILABILITY AND SUSTAINABLE MANAGEMENT OF WATER AND  
SANITATION FOR ALL

6.a By 2030, expand international cooperation and capacity-building support to  
developing countries in water- and sanitation-related activities and programmes, including  
water harvesting, desalination, water efficiency, wastewater treatment, recycling and  
reuse technologies -> Water Security, critical infrastructure resilience, etc

SDG 7 ENSURE ACCESS TO AFFORDABLE, RELIABLE, SUSTAINABLE AND MODERN ENERGY  
FOR ALL

7.b By 2030, expand infrastructure and upgrade technology for supplying modern and  
sustainable energy services for all in developing countries, in particular least developed  
countries, small island developing States, and land-locked developing countries, in  
accordance with their respective programmes of support -> C5, critical infrastructure  
resilience, etc etc

SDG 8 PROMOTE SUSTAINED, INCLUSIVE AND SUSTAINABLE ECONOMIC GROWTH, FULL  
AND PRODUCTIVE EMPLOYMENT AND DECENT WORK FOR ALL

8.3 Promote development-oriented policies that support productive activities, decent job  
creation, entrepreneurship, creativity and innovation, and encourage the formalization  
and growth of micro-, small- and medium-sized enterprises, including through access to  
financial services -> C5 safety & security

SDG 9 BUILD RESILIENT INFRASTRUCTURE, PROMOTE INCLUSIVE AND SUSTAINABLE  
INDUSTRIALIZATION AND FOSTER INNOVATION

9.1 Develop quality, reliable, sustainable and resilient infrastructure, including regional  
and transborder infrastructure, to support economic development and human well-being,  
with a focus on affordable and equitable access for all

9.a Facilitate sustainable and resilient infrastructure development in developing countries through enhanced financial, technological and technical support to African countries, least developed countries, landlocked developing countries and small island developing States

9.c Significantly increase access to information and communications technology and strive to provide universal and affordable access to the Internet in least developed countries by 2020 -> C5, critical infrastructure resilience, etc etc

#### SDG 11 MAKE CITIES AND HUMAN SETTLEMENTS INCLUSIVE, SAFE, RESILIENT AND SUSTAINABLE

11.4 Strengthen efforts to protect and safeguard the world's cultural and natural heritage -> extended cooperation with UNESCO

11.5 By 2030, significantly reduce the number of deaths and the number of people affected and decrease by [x] per cent the economic losses relative to gross domestic product caused by disasters, including water-related disasters, with a focus on protecting the poor and people in vulnerable situations -> C5 Safety and Security

11.b By 2020, substantially increase the number of cities and human settlements adopting and implementing integrated policies and plans towards inclusion, resource efficiency, mitigation and adaptation to climate change, resilience to disasters, and develop and implement, in line with the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic disaster risk management at all levels -> C5 Safety and Security

#### SDG 16 PROMOTE PEACEFUL AND INCLUSIVE SOCIETIES FOR SUSTAINABLE DEVELOPMENT, PROVIDE ACCESS TO JUSTICE FOR ALL AND BUILD EFFECTIVE, ACCOUNTABLE AND INCLUSIVE INSTITUTIONS AT ALL LEVELS

16.2 End abuse, exploitation, trafficking and all forms of violence against and torture of children -> C5 safety & security

16.5 Substantially reduce corruption and bribery in all their forms -> C5 safety & security

16.10 Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements -> C5 safety & security

16.a Strengthen relevant national institutions, including through international cooperation, for building capacity at all levels, in particular in developing countries, to prevent violence and combat terrorism and crime -> C5 safety & security

#### SDG 17 STRENGTHEN THE MEANS OF IMPLEMENTATION AND REVITALIZE THE GLOBAL PARTNERSHIP FOR SUSTAINABLE DEVELOPMENT

17.8 Fully operationalize the technology bank and science, technology and innovation capacity-building mechanism for least developed countries by 2017 and enhance the use of enabling technology, in particular information and communications technology -> C5 safety & security

17.16 Enhance the global partnership for sustainable development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology and financial resources, to support the achievement of the sustainable development goals in all countries, in particular developing countries -> C5 safety & security

17.17 Encourage and promote a active public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships. -> C5 safety & security

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

The need to adequately take into account the relevant contributions due to ICTs in the field of Safety, Security, and Disaster Recovery and Management. WSIS must act as a reference point for all the experts and researchers working in these sectors promoting an interdisciplinary approach.

#### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

Broaden the scope of action line C5 including safety, security, disaster recovery & management

**Moderator:** Alfredo M. Ronchi (Secretary General, EC MEDICI Framework, Italy)

#### **Panellists:**

- Mr Pavan Duggal (Head Pavan Duggal Associates – India)
- Mr Andrea Medico (Innovation Manager, Intellitronika - Italy)
- Prof. Sarah Fox (Associate Professor, Coventry University – United Kingdom)
- Prof. Chiara Francalanci (Associate Professor, Politecnico di Milano - Italy)
- Dr. Matteo Basso (Technical Secretariat, Observatory on Security and Defence CBRNe – Lausanne - CH)
- Dr. Samia Melhem (Lead Policy Officer, Global ICT Group, Transport & ICT, The World Bank - USA)
- Prof. Lynn Thiesmeyer (Full Professor Faculty of Environment and Information Studies, Keio University – Japan – remote participant)
- Mr. Tin Win Aung (Chairman of Myanmar Computer Company and President of the Environmental and Economic Research Institute, Yangon - Myanmar – remote participant)



# Thematic Workshop



## CCWG Accountability (ICANN – Cross Community Working Group on Internet Governance)

Thursday 5 May 2016

16:45 – 18:15

Room Popov 2 - ITU

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

#### C 11 – International and Regional Recognition

Was noted how the significant changes being made to the governance of ICANN were effectively making it a more global organisation with a Community with significantly greater powers to challenge decisions made by the Board and Executives.



### Main outcomes of the Session

There was a detailed overview of the ICANN Accountability process with speakers noting the background to transition, including what ICANN does; and the IANA functions. It was noted how ICANN had responded to the US announcement in facilitating a process to transfer IANA functions from USG to global Internet Community.

There was the creation of the two parallel processes; the ICG (IANA transition) and the ICANN Accountability process. The tremendous work carried forward by the Community was noted and where we were now in the process with the US and the current consultation on the bylaws. Expectation was for a reaction from USG in June. There could also be hearings in Congress before summer. ICANN was optimistic that there will be enough done to allow the IANA Contract with NTIA to be lifted in September.

A number of Community members highlighted the extent to which a vast and diverse range of stakeholders had been involved in the transition process; especially in terms of drafting the Accountability Recommendations. The innovative and far ranging nature of the proposed Accountability Measures was highlighted including the linkages to human rights and the additional powers in the Independent Review Process.

Finally there was forward look towards Work stream 2 (WS2) of the Accountability process and the fact in would include further work on human rights; a renewed look at jurisdiction issues and on the accountability of different Community Groups.

In the discussion there was a useful and lively discussion on how the Accountability measures affected the role of governments to opine on public policy measures (as referenced in the Tunis Agenda) and how diverse the stakeholders drawing up these proposals were. There was also debate on whether ICANN needed to do more include stakeholders in developing countries.

In terms of outcomes there was general agreement on the need for enhanced work by ICANN to include a diverse range of stakeholders in the next stage of the Accountability process, as well perhaps having more face-to-face meetings. How governments were involved (through the GAC) in the new Empowerment mechanism was also seen as important.

### **Main linkages with the Sustainable Development Goals**

There was no specific linkages discussed

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

Was clear that the IANA Transition process will be, when completed, a significant development in Internet Governance with the role of the US in terms governance put on equal footing to other governments in the GAC; something much debated in the overall WSIS process.

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

No discussion on his.

**Moderator:** Matthew Shears; Civil Society; ICANN

#### **Panellists:**

- Marilyn Cade; Business Constiency; ICANN
- Kavous Aresteh; GAC (Iran), ICANN
- Tatiana Tropina; Civil Society, ICANN
- Olivier Crepin-Leblond, Chair, CCWG IG , ICANN
- Lise Fuhr; Co-Chair; ICG
- Thomas Rickert, Co-Chair, CCWG Accountability
- Chris Buckridge; RIPE NCC
- Theresa Swinehart; Senior VP, ICANN Strategy, ICANN



# Thematic Workshop



## New Partners and Networks Supporting Innovation in ICT4D (International Telecommunication Union - ITU)

Thursday 5 May 2016

16:45 – 18:15

Room A – ITU

**Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11**

C3, C4, C6, C8, C11



### Main outcomes highlighting the following:

The session was held as a dynamic discussion on the issues with no formal presentations.

- Introduction.
  - The nature of innovation is changing and new actors and partners are needed to support ecosystems. In spite of the broader contextual and economic benefits from the primary ecosystem pillars, there is a need for specific actions from networks and communities to support innovation.
- Question 1: What roles are new networks and partnerships filling in ecosystems that you're involved in? What are some best practice examples?
  - Startup Grind is a network of education programs, supported by Google for Entrepreneurs with access to extensive online content and access to mentorship.
  - Geneva Creativity Center is an effort by the University of Geneva and the Geneva-based Universities of Applied Studies, providing resources for researchers and entrepreneurs wanting to create spin off companies. The Geneva Trialogue is a forum for discussion between the private sector, academia and civil society on knowledge and development.
  - ITU, and particularly Telecom World can provide a platform for collaboration and sharing of knowledge and resources between entrepreneurs from all over the world.
- Question 2: How are new networks and connections changing the work of existing stakeholders (University researchers, investors, government offices, etc)?
  - ITU and other existing stakeholders can use networks and legitimacy to validate and share good practices. Innovators are disruptive by their nature, and institutions need to embrace and prepare for change, supporting the best of the "crazy" ideas and goals.

- A common language and understanding of what is possible in innovation and technology, how to work with it and what it can mean can be a valuable contribution of research and academic institutions.
- Question 3: What are some of the remaining holes in the global ecosystem, or in your work, where you could see new collaborations becoming important?
  - More connections are needed:
    - Policymakers need to be connected to innovators and academics, in order to understand the issues of coming technologies and economies. “If you don’t do something within 2 years, it will be too late to do anything”
    - Creating the right connections and incorporating people with the time and interest in building ecosystems is essential.
    - Local ecosystems need to be connected and share practices with counterparts inside and outside their country.
  - Mindsets need to be changed and entrepreneurial skills need to be built up in small communities.
  - Entrepreneurs need to focus on building businesses, not winning competitions.
- Question 4: Are new actors emerging because the old actors are becoming less prominent, or because the nature of innovation is changing?
  - Existing actors are often linear, traditional, and cannot predict what will be coming next. They need to change and may need outside partners to help. “It isn’t big vs small or old vs young, it’s fast vs slow”
  - Everyone needs to collaborate based on best practices. Old actors need new actors to help them understand and adapt to disruptive changes. New actors need old actors to provide legitimacy and lead actors in the ecosystem, and to invest, mentor and otherwise support new actors.
- Question from panel: How do we deal with the fact that international organizations and governments don’t take risks?
  - They do take risks, but it’s true that they are more risk averse in some circumstances. In particular, they are in place with the intention of doing unprofitable work, but they lack to frameworks for work to be economically successful, as private sector players are.
- Question 5: What are some barriers to overcome in creating new collaborations and partnerships for innovation, or bringing in new stakeholders?
  - There are 3 types of barriers: Barriers of motivation, barriers of organization and barriers of leadership.
  - There is a need to be ready for and manage change.
  - Shared languages are needed: Innovators speak like it’s the 21<sup>st</sup> century, governments speak like it’s the 20<sup>th</sup> and operate like it’s the 19<sup>th</sup>.
  - There is a lack of local success stories to inspire work.

- Question from the floor: How do we support Asian entrepreneurs? Can we budget and partner to support M&E, networking and collaboration?
  - Up or out methods can support M&E in budgets, as can phased investment based on entrepreneurial progress, as seen in the German government.
  - M&E needs to be defined as a practice from the beginning, and is distinct from impact evaluation.
  - ITU is developing methods to support entrepreneurs and online networking is good, but not a replacement for real life meetings.
- Question from the floor: What should the proper work of government be and how can entrepreneurial education be accomplished?
  - Governments can map and use resources to encourage development and promote best practices. It is best to support the work of other actors rather than taking direct action. They should trust SMEs and startups and have faith in their work.
  - Entrepreneurial education demands unusual mixes of skills, it isn't possible to be flexible enough yet, but progress is being made. There is a cultural shift needed, not toward entrepreneurship for its own sake, but toward an interest in creating businesses and solutions. It's possible to encourage that, but impossible to teach it.

**Moderator:** Joseph Gaylord, BDT, INV, ITU

**Panellists:**

- Sophie Huber – Director, UNIGE Centre for Continuing and Distance Education
- Endri Mataj – Director, Startup Grind Albania
- Drasko Draskovic – Research Scientist, CERN, WEF Global Shaper
- Ahmed Riad – Account Manager, ITU Telecom World

# Thematic Workshop



Internet Governance, Security, Privacy and the Ethical Dimension of ICTs in 2030 (Institute of Electrical and Electronics Engineers - IEEE)

Thursday 5 May 2016

16:45 – 18:15

Room C1 – ITU

*"Innovations will come along that will enhance both privacy and security, allowing data to be used only for public good"*



Dr. Greg Shannon, Chief Scientist for the CERT Division, Software Engineering Institute at Carnegie Mellon University

*"We have not quite lost privacy yet, but every piece of privacy we give up, we cannot get back. I believe in people, but distrust institutions."*

Dr. MG Michael, Honorary Associate Professor, School of Computing and Information Technology at the University of Wollongong–

## Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- C5. Building confidence and security in the use of ICTs
- C10. Ethical dimensions of the Information Society

## Debated Issues

- As individuals' age and desire to remain in their home, does the tradeoff of personal privacy balance the desire to remain in their home? For example, pervasive monitoring can prevent accidents or health issues, such as a notification that an elder parent did not eat for a day.
- Is society ready for experimentation with technology and policy at this level, given the pace of technological change?
- Given the pace of technological change, is society ready for experimentation with technology and policy?

- How the concept of privacy will evolve in a multicultural and hyper-connected world and whether there will be a common concept of privacy.

#### **Main Outcomes of the Session**

- It is time to stop talking about privacy versus security; rather the discussion should be about a collaborative approach to discuss a balance of privacy and security.
- There is the possibility to augment our lives through electronic devices but the challenge is how to find an optimal balance because information is both a power and a threat.
- Ethics should be part of the Research and Development process.
- The perspective of different societies should be considered because societies have different perceptions of risk.

#### **Main linkages with the Sustainable Development Goals**

- Goal 3: Ensure healthy lives and promote well-being for all
- Goal 8: Promote inclusive and sustainable economic growth, employment and decent work for all
- Goal 17: Revitalize the global partnership for sustainable development

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

- Regarding WSIS Action Line C10: Ethical Dimension of the Information Society, the panel noted that the ethical dimension should be incorporated into all aspects of ICTs, especially in the development stage of ICTs.

#### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

- The Ethical aspect of ICTs could be included in the WSIS Forum 2017. Specifically, the community aspect of ethics.

**Moderator:** Justin Caso, Technology Policy Advisor, IEEE

#### **Panellists:**

- Oleg Logvinov President and CEO, IoTecha Corporation

- Dr. M.G. Michael, Ph.D., Honorary Associate Professor, School of Computing and Information Technology at the University of Wollongong
- Christine Runnegar, Director, Security and Privacy Policy, Internet Society
- Dr. Greg Shannon, Ph.D., Chief Scientist for the CERT Division, Software Engineering Institute at Carnegie Mellon University

# Thematic Workshop



## Towards Building Effective Partnerships for Sustainable Management of E-waste (ITU/Secretariat of the Basel Convention/ECLAC/UNIDO/WHO/WIPO)

Thursday 5 May 2016

16:45 – 18:15

Room K1 – ITU

*"I invite you to join ITU's work to rid the planet of e-waste scourge"*

Malcolm Johnson, Deputy Secretary General,  
ITU



*"E-waste materials are not only a source of environmental contamination but may also pose significant human health risks if improperly managed"*

Maria Neira, WHO



### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

C7: ICT Applications (E-environment)

### Debated Issues

- The importance of deterring the indiscriminate dumping of e-waste in continents like Africa was highlighted. It was suggested that countries in Africa would need guidance on upgrading their e-waste management systems to suit the new technologies entering the market.
- The audience stressed on the importance of facilitating discussions with governments in developing countries and providing them with the required guidance to integrate the required health policies, international standards to frameworks and introduce an effective "take back" system for discarded electrical and electronic waste.
- University de la Plata won the WSIS award for "e-waste champion". They are expecting to initiate a pilot project on this with the help of ITU and other UN agencies.
- WHO has been actively working on better defining the exposures and related factors that can lead to health risks and allow identification of measures to protect children and

other vulnerable populations from environmental health risks in e-waste. Additionally, WHO has gathered interested stakeholders to move this issue forward around interventions that can improve the health of those affected.

- ITU, Secretariat of the Basel Convention, the Basel Convention Regional Centre for South America (CRBAS), WHO, WIPO, UNIDO, ECLAC and UNESCO launched a new Flipbook on “Sustainable Management of Waste Electrical and Electronic Equipment in Latin America”. See: [http://wftp3.itu.int/pub/epub\\_shared/TSB/2016-Integrated-mngnt/index.html#p=1](http://wftp3.itu.int/pub/epub_shared/TSB/2016-Integrated-mngnt/index.html#p=1)

### **Main Outcomes of the Session highlighting**

- The need to have international standards for e-waste covering its whole life-cycle was recognized.
- It was also suggested to have a more UN centric approach in dealing with e-waste wherein several United Nations organizations can provide more guidance on sustainable e-waste management systems, keeping in mind important aspects including (but not limited to) environment, health, existing chemical conventions, labour standards etc.
- The importance of developing more outreach programmes for spreading knowledge on e-waste was highlighted.

### **Main linkages with the Sustainable Development Goals**

- Dealing with e-waste forms an integral part of the targets elucidated in Goal 12 “Ensure sustainable consumption and production patterns”. Within Goal 12, target 12.4 highlights the need to introduce environmentally sound management of e-waste with the help of internationally agreed frameworks to minimize their impact on human health and the environment.
- The primitive recycling techniques used in the informal sector of developing countries for e-waste poses an imminent health risk to the workers. Health risks associated with e-waste may result from direct contact with harmful materials in e-waste or due to accumulation of toxic elements in soil, water or food as a result of inadequate methods of e-waste recycling being adopted. Goal 3 “Ensure healthy lives and promote well-being for all at all ages” aims to tackle the growing health issues associated with e-waste under target 3.9 which highlights the importance of curbing illnesses caused due to exposure to hazardous substances.

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



- Governments of developing countries are realizing the perils associated with transboundary movement and illegal dumping of e-waste.
- Many of these countries are requesting for the help of UN agencies to assess their countries progress on e-waste related issues.

**Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

- Illegal Dumping and Transboundary Movement of E-waste
- E-waste Recycling in Circular Economies

**Moderator:** Cristina Bueti, Advisor, ITU

**Panellists:**

**Opening Remarks:**

- **Malcolm Johnson**, Deputy Secretary General, ITU

**Session:** Towards Building Effective Partnerships for Sustainable Management of E-waste

**Speakers:**

- **Francesca Cenni**, Programme Officer, Basel Convention Secretariat
- **Maria Neira**, Director, Department of Public Health, Environment and Social Determinants of Health, WHO
- **David Seligson**, Head of Unit, Manufacturing, mining and energy unit, International Labour Office
- **Alejandro Roca Campana**, Senior Director, Access to Information and Knowledge Division, Global Infrastructure Sector, WIPO
- **Klaus Tyrkko**, Chief of the Stockholm Convention Division, Department of Environment, UNIDO

# Thematic Workshop



## Empowering Smallholder Farmers: A Project Example (BMZ/GIZ/SAP)

Thursday 5 May 2016

16:45 – 18:15

Room L - ITU

*"There cannot be sustainability without economically viable business models"*

Carsten Friedland, SAP

*"Sensitization and training are key aspects when introducing new services to smallholder farmers"*

Lara Chhatwal, GIZ



Federal Ministry  
for Economic Cooperation  
and Development

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

The session contributed to the stocktaking efforts within the WSIS Action Line on E-agriculture (C7) by presenting an innovative project that uses ICT to increase agricultural productivity and income of smallholder farmers and to facilitate their access to financial services.

### Debated Issues

The session served to present and discuss a project example of Ugandan coffee farmers who use the "SAP Rural Sourcing Management" to digitally track their buying and selling transactions, thereby generating transaction-based reports and track-records which, at the same time, serve as proof of income for smallholder farmers to get access to digital financial services. The main issues debated were the role of sensitization and training for farmers, the set-up of an economically viable business model and how to overcome obstacles to widespread adoption of digital financial services for smallholder farmers.

Transparency and trust between all stakeholders, Data security, Sharing of information, Access to Finance

### Main Outcomes of the Session

Initial training and sensitization are a key success factor, continuous monitoring and adaptation are necessary to successfully roll-out the system,

localisation of languages and infrastructure aspects are needed to be raised for reaching out to everyone, strong partners are needed to implement such a complex system and the sustainability of the project comes through business interests.

### **Main linkages with the Sustainable Development Goals**

The session was linked to goal 1.4 (by 2030, ensure that all men and women have access to basic services including financial services) and to goal 2.3 (double the agricultural productivity and incomes of small-scale food producers including through secure and equal access to land, other productive resources and inputs, knowledge, financial services, markets) as it presented and discussed ways that promote inclusion of smallholder farmers in agricultural value chains and enable rural financial services for them.

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

Connecting agricultural value chain management with digital financial services for smallholder farmers.

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

Agriculture and Finance / Eskills for women and girls

**Moderator:** Franz von Weizsaecker

#### **Panellists:**

- Mr Patrick Muhumuza, Uganda Coffee Farmers Alliance (UCFA)
- Mr Carsten Friedland, Senior Researcher, SAP SE
- Ms Lara Anna Chhatwal, Advisor, Agricultural and Rural Finance Programme, GIZ Uganda

# Thematic Workshop



## Advancing Internet Governance Principles and Practice (Association for Progressive Communication - APC)

Friday 6 May 2016

09:00 – 10:45

Room K1 - ITU

*"We need to stop coming up with new principles: We have start using, implementing them and educating people about them. We need to making them work and have concrete output. We have a bunch, lets see what we can do with them."*

Avri Doria, Independent Researcher



*"We have principles – lots of them, including norms, and standards. But most are embedded in disparate institutional and issue areas. It is broad cross cutting principles that are hard to negotiate."* Bill Drake, University of Zurich

*"Internet governance principles are important. They create a sense of community, neutral obligations, norms and values."*

Dr. Bill Drake, University of Zurich

*"We should separate instances where we need soft norms from those where we need hard norms and where hard norms are likely to be made anyway, such as in the case of internet security."*

Chinmayi Arun, Centre for Communication Governance, National Law University, India

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

Goal 5: Achieve gender equality and empower all women and girls

Goal 9: Build resilient infrastructure, promote sustainable industrialization and foster innovation

Goal 10: Reduce inequality within and among countries

Goal 16: Promote just, peaceful and inclusive societies

Goal 17: Revitalize the global partnership for sustainable development

### Debated Issues

The moderator introduced the issue, mentioning that we have been talking about principles since the WSIS. There are multiple principles, norms and standards – and many are in use, but in a very fragmented manner, or in ways that are purposed for specific decision-making processes.

What we don't have are very broadly agreed cross-cutting principles and guidelines that are being applied in several IG spaces or processes. The NETmundial Outcome statement has come the closest. Yet, research done by APC, Diplo and the FGV, indicates that many still feel this statement does not have enough buy in. Of respondents surveyed, 17% felt that the NETmundial outcome document was not adequately representative of stakeholder inputs and interests.

In response to the question, “do we need principles for internet governance” participants debated the following issues:

- Principles are important in establishing and ensuring shared norms and values.
- Norms are needed to make processes inclusive, transparent and accountable. In Africa there is a call to encourage the development of small businesses/small players but often these small players are left out of policy processes. There are processes in place that lack openness and transparency and as a result perpetuate inequalities.
- Non-binding Internet Governance principles are valid and have impact. They take time to develop. The Brazilian Internet Steering Group (CGI.br) principles took two years to finalise. It involved getting very diverse actors, from banks, to government, to NGOs, to agree. But once agreement was reached, the 10 principles were valuable, and could be used for binding law: the Marco Civil.
- Also useful in Brazil has been to use the principles when challenging acts by government such as blocking Whatsapp – actions that contravene the CGI.br principles.
- It is useful focus on agreement on one principle at a time, and not tackling all the issues at once.
- There was a suggestion to stop creating new sets of principles in reaction to new ICT policy issues but to test whether existing ones can be adapted to accommodate these new issues.
- One governmental representative felt that principles need to be developed and applied at national level by national governmental authorities.
- There are several sets of Internet Governance principles that have been developed, nationally or globally. We do not need new sets of internet governance principles.
- We need to work with the NETmundial principles to the next level. Not doing so is wasting the best opportunity we have to get agreement on cross cutting principles.
- National Internet Governance Forums (IGFs) can be a place where the principles are adopted and implemented
- Internet Governance principles need not to be binding but should be outcome oriented. We need to use them and measure how effective this was.
- Capacity building and outreach is a priority. If people are not aware of these principles how can they demand adherence to them?

- Participating in Global Internet Governance forums and platforms is extremely difficult for some, as it requires resources and time. Remote participation should be improved in spaces like ICANN, Global IGF etc.
- A good example of guidelines are the OECD guidelines on security. It took time to develop them but now they are being used.
- The process of developing internet governance principles can in itself be a capacity building effort. It forces those involved in the process to think through issues in both deep and broad ways and builds their confidence and understanding of complex IG issues such as security, or human rights.

### **Main Outcomes of the Session highlighting**

- We need to use and apply existing Internet Governance principles starting with the NETmundial outcome documents.
- Use the CSTD Working Group on Enhanced Cooperation to take the discussion of principles forward, ideally starting with the NETmundial principles.
- Revitalise the IGF dynamic coalition on principles and work with national and regional and local Fig's to discuss and get buy-in and support for common principles.
- There has been a lot of progress. Evidence of the WSIS principles of participation being used is widespread. They are talked about, and used, in multiple IG processes.
- There is also evidence of global decisions such as the Human Rights Council's resolution from 2012 that 'offline rights apply and online' having long term impact. One of these is the annual resolution on the internet at the HRC. Another is the emergence of documents like the African Declaration on Internet Rights and Freedoms which were inspired by the HRC declaration.
- Consensus points do emerge constantly, and we need to put together initiatives through existing forums where we can compare decisions with principles agreed on to date and evaluate whether principles are being applied.
- In going forward to reach agreement on principles identifying low hanging fruit, but also tackles some issues that are difficult, e.g. security.
- Outreach and awareness raising of existing set of principles and guidelines should take place in combination with applying them and measuring their usefulness.
- Development Key Performance Indicators, and do annual reflections and monitoring – we must focus on implementation.
- Use what we have make them do something!

### **Main linkages with the Sustainable Development Goals**

Goal 9 Reduce inequality within and among countries

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Goal 10 - Reduce inequality within and among countries

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

Agreement on crosscutting principles, applying them and measuring their use, can contribute to, among others, C6: Enabling Environment and C9: Media.

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

Use the WSIS Forum to measure application and implementation of the WSIS principles, or, to agree on Key Performance Indicators for doing so in the future.

**Moderator:** Anriette Esterhuysen, Association for Progressive Communications (APC)

### **Panellists:**

- Avri Doria, Independent researcher
- William Drake, University of Zurich
- Frederic Donck, Regional Bureau Director for Europe, Internet Society (ISOC)
- Carlos Afonso, Brazilian Internet Steering Committee, CGI.br
- Chinmayi Arun, Research Director, the Centre for Communication Governance, National Law University, India
- Preetam Maloor, International Telecommunications Union (ITU)
- Danny Sepulveda, US government (TBC)
- Jimson Olufuye, AfICTA

# Thematic Workshop



## Empowering Communities in the SDGs Era (United Nations Development Program – UNDP Egypt)

Friday 6 May 2016

09:00 – 10:45

Room Popov 2,  
ITU

**Moderator:** Dr. Eun-Ju KIM, Chief, Innovation and Partnership Department (IP) & Administrator for ICT Development Fund (ICT-DF), ITU



### Panellists:

- Anthony David, co-founder of Impact Hub Kuala Lumpur, Director of Impact Projects & Intrapreneurship at Scope Group and consultant to UNDP Egypt on social entrepreneurship
- Hani Eskandar, ICT Applications Coordinator at the ICT Applications and Cybersecurity Division, ITU
- Mosharraf Hossein, Director of Global Policy, Influencing & Research, ADD International
- Dr. Cae-One Kim, Chairman and CEO, World Economy Research Institute
- Sherif El Tokali, Assistant Resident Representative and Innovation for Development Team Leader, UNDP Egypt.



# Thematic Workshop



## Engaging Under-Represented Communities in Regional and Global Internet Governance Debates (ICANN Non-Commercial Users Constituency NCUC)

Friday 6 May 2016

09:00 – 10:45

Room A, ITU

*"Because there are hundreds of countries, for the sake of simplicity and for reasons of practicality, the world is then broken down into regions. The difficulty with this is that it is more a convenient way of organising the world than a reliable indicator of population diversity. And when we think of the Internet as a tool for social and economic progress, it's clear that is problematic. And there is also not a lot of consistency in the regions."*

Ayden Férdeline, ICANN Non-Commercial Users Constituency

# NCUC

The home of civil society organisations and individuals in ICANN's GNSO

*"We (North/Northeast Brazil) will be online soon, it is just a matter of time. For Internet governance organizations, it is important to think how can we be included in these debates and how to interact with us."*

Dr Renata Aquino Ribeiro, Federal University of Ceará - Quixadá Campus - Brazil

*"There is an actual technological barrier to having good conference calls in other parts of the world. We take for granted participation, being on a call from start to finish, but being cut off every five minutes makes it very difficult to not only follow what is going on but being able to intervene [on Internet governance debates]."*

Olivier Crépin-Leblond, EURALO, ICANN

*"How regions were historically organized generated some interesting characteristics like the Caribbean belonging to ARIN. Numbers, however, belong to everyone. "*

Sylvia Cadena, APNIC

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development

- C2. Information and communication infrastructure
- C3. Access to information and knowledge
- C8. Cultural diversity and identity, linguistic diversity and local content
- C10. Ethical dimensions of the Information Society
- C11. International and regional cooperation

The Internet is, to some extent, a preserved area of liberty. It is important that communities currently under-represented in Internet governance processes are aware of the current threats and future perils which may impact them, and have the capacity to help preserve the principles of freedom, diversity, and fairness on which the Internet was built. Identifying and defining the roles and responsibilities of different stakeholder groups in relation to fostering this diversity is crucial to the successful realisation of the WSIS Action Lines.

## Debated Issues

Ayden Férdeline, session moderator and participating in WSIS on behalf of ICANN's Non-Commercial Users Constituency, opened the workshop by suggesting a useful starting point might be to reflect briefly on our understanding of the terms "equitable", "geographical", and "representation". These are words seen as describing the notions of participation in the multilateral institutions where Internet governance issues are discussed but their definitions vary. Férdeline said that "equitable" is clearly an evaluative term, meaning different things to different people, but he saw it as the right to participate directly in decision-making processes on the same level as others. He also said that the issue of geography invariably crops up in any discussion on the principle of equitable distribution or representation in international forums, and is linked to the idea that all States, no matter how big or small, powerful or weak, are entitled to sovereign equality. Finally, he added that representation is a way of ensuring the shared interests of every stakeholder are reflected in debates and outcomes.

Because there are hundreds of countries, for the sake of simplicity and reasons of practicality, the world is then broken down into regions. The difficulty with this, Férdeline said, is that it is more a convenient way of organising the world than a reliable indicator of population diversity. And because we think of the Internet as a tool for social and economic progress, this is problematic. Furthermore he introduced infographics which highlighted how the distribution of regional country groupings is not necessarily representative of the countries nor cultures within those groupings, nor are they or consistent across the Internet governance ecosystem.

Olivier Crépin-Leblond (Chair of ICANN's European At-Large Organisation) said that regional geographic groupings pose challenges both online and offline. Online challenges include problems posed by location (because the Earth is round there is no one time zone that is convenient for a teleconference for everyone), culture

(which individuals will take the floor or not), technology (bandwidth issues), and cost. Offline challenges also include location and cost. Crépin-Leblond said the Internet governance community must find new ways to fund the involvement of participants who are far away from policy centres and suggested solutions include expanding remote hubs, creating ‘hubs in a box,’ and sponsoring Fellows for more than one meeting to sustain their involvement.

Marilyn Cade (Chief Catalyst of IGF-USA) spoke about national and regional Internet Governance Forum initiatives and how they give voice to the otherwise voiceless. She said links are being forged between stakeholders involved in NRIs, which leads to increased collaboration across and between stakeholder groups. NRIs have also helped spur policy development at the national level with senior policymakers thanks to increased efforts to outreach to government stakeholders and build relationships. Cade suggested that if someone wanted to start their own NRI, it would take great patience, tolerance, organization, enthusiasm, and collaboration, especially when one must deal with individuals and organizations that have different kinds of experience, resources, and expertise. She suggested seeking a donation of venue space and reaching out to the IGF secretariat for teleconference support. Finally, she highlighted the Women’s Alliance for Virtual Exchange (WAVE), which is empowering women in the Middle East, North Africa, and South Asia to impact national policy in spite of severe obstacles to do with accessibility and literacy.

Nick Ashton-Hart (international Internet policy and operations consultant) shared insights gained from conducting telecommunications-related reconstruction and development work in Nepal post-earthquake. He said many people involved in the country’s Internet environment were unaware of the WSIS process, much less larger Internet governance processes and knowledge. He highlighted how Internet development is intrinsically tied to other forms of development that seek to improve living standards. Ashton-Hart said that if the Internet governance community wants to attract the under-involved, first find out what they care about offline and online and then design a process that incorporates what they care about into larger Internet policy debates. Moreover, he said there are issues with multi-stakeholder involvement in places with complex political dynamics because of the specific culture of governance. For instance, instead of working at the national level on policy and development, he suggested working with local village heads to help prioritise reconstruction work like building a school with Internet access. He also emphasised that local priorities need to be included when considering how to increase involvement, and those who are not in underdeveloped areas must learn how to make policy and development that is inclusive of local perspectives and needs.

Sylvia Cadena (Community Partnerships Specialist at APNIC) said there are historical, operational, and technical reasons behind the way the world’s regions are grouped. Operational and historical reasons include language and culture. For instance, some parts of Asia are covered under RIPE NCC because they speak Russian, while ARIN includes English-speaking Caribbean islands and LANIC covers Spanish-speaking

ones. Cadena said technical reasons include IP address allocations and the amount of resources available. She also discussed capacity building activities that APNIC hosts to spur involvement and participation, including fellowships, sponsoring individuals or organizations to take part in discussions, a wide-range of e-learning tools offered every Wednesday in nine languages, and shipping physical recordings of webinars and other capacity building resources to islands in the Pacific with no broadband Internet.

Jennifer Chung (Director of Corporate Knowledge at Dot Asia) said that geographic groupings may be challenged more widely in the future and that Dot Asia's understanding of what constitutes the region of Asia is not based on shared culture or language but on geography. Since the cost of attending an Internet Governance Forum is very high in terms of time, cost, and commitment, she said that outreach and capacity building are important to spurring involvement – not merely increasing awareness but also encouraging individuals to understand why Internet governance issues are important. She also praised remote participation but said those who are not participating in person miss out on many aspects of an Internet governance event.

Dr Renata Aquino Ribeiro (Professor at Universidade Federal do Ceará and member of the Internet Governance Forum Multistakeholder Advisory Group) described Brazilian participation in Internet governance debates and processes throughout the country. She also highlighted the disparity between participation based on geographic location within the Amazon, Brazilian and otherwise. As equity is the handmaiden of democracy; and democracy is, in a pluralist world, the foundation for legitimacy, remodelling the composition and configuration of the regions in which we silo countries – having not sovereign territory but, say, a region for the Amazon – could be a genuine step towards enhancing legitimacy in the decision making processes of bodies who make decisions which impact the Internet.

Klaus Stoll (Executive Director of Global Knowledge Partnership Foundation) said the biggest problem with increasing participation in Internet governance debates is that 99% of the population does not know it exists in the first place. He stressed the Internet governance community cannot solve problems like cybersecurity simply by engaging those who are uninvolved in IG processes. Speaking about ICANN's outreach activities specifically, he said outreach should come primarily from the community, not staff. He added that awareness and capacity building are critical for increasing participation.

James Gannon (cybersecurity consultant) stressed that when planning Internet governance meetings, there is not enough attention paid to context and cultures when catering outreach or increasing participation. He suggested the community must assess the enabling technologies that will be used in order to include more voices and facilitate their participation.

This session promoted ideas for harvesting inputs from communities currently outside of Internet governance debates who would like to, or perhaps should be, participating in these processes. We discussed broadening participation through ensuring equitable geographic representation in the institutions that set policy, and succeeded in moving the debate on this very important issue outside of obscure mailing lists and into the public arena. Our discussions were grounded in an understanding of the historical reasons behind why we see territorial inclusiveness as essential for the legitimacy of decision-making, in an awareness of why we do not want the world siloed into regions, and through exploring some of the factors that hinder participation. This session has provided the base for significant further discussions on what is equitable representation in Internet governance debates.

Earlier in the week of this session, one of the most popular communication platforms used in Brazil, WhatsApp, was blocked by a local judge for several days. This session also examined consequences of this situation and noted how important it is to launch Internet governance debates and education on this issue.

Panellists, audience and remoted participants exchanged ideas in social media throughout the debate. These exchanges were noted in this page <http://bit.ly/iregtweets>

### **Main Outcomes of the Session highlighting**

- main conclusions reached during the discussion

Regional engagement in Internet governance debates is an action which can not be confined in spatial frontiers, and the lack of addressing it has a deep meaning for the communities affected.

- the vision for implementation of WSIS Action lines beyond 2016.

All stakeholders in Internet governance debates must come together to identify regions who need to engage in the topic. This means providing infrastructure, access to information and knowledge, assuring diversity including the criteria of regional balance and creating, ethically, international and regional cooperation. This process must include all geographic regions which are under-represented.

### **Main linkages with the Sustainable Development Goals**

Goal 1: End poverty in all its forms everywhere

Goal 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

Goal 5: Achieve gender equality and empower all women and girls

Goal 8: Promote inclusive and sustainable economic growth, employment and decent work for all

Goal 9: Build resilient infrastructure, promote sustainable industrialization and foster innovation

Goal 10: Reduce inequality within and among countries

Goal 16: Promote just, peaceful and inclusive societies

Goal 17: Revitalize the global partnership for sustainable development

The WSIS+10 document recognises access to the Internet as a development indicator and enabler in itself. Among and within countries, as well as across gender, income, and geographic lines, there are disparities between access to the Internet, education, and information. Understanding how and for what purposes different communities use or want to use the Internet - along with what gaps there are in terms of access, skills and literacy - will aid us in creating programmes that realise opportunities for reducing structural inequalities, promoting peace, and eliminating poverty. Such transformative interventions are best achieved through inclusive partnerships between governments, the private sector, and civil society built upon shared principles and values and a common vision at the global, regional, national, and local levels.

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

In order to reach the SDGs, further regional cooperation, funding for capacity building initiatives, and collaborative and productive meetings are required.

#### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

Regional engagement, cooperation and building the future -- a theme exploring equitable regional representation in WSIS.

**Moderator:** Ayden Férdeline

#### **Panellists:**

- Nick Ashton-Hart
- Marilyn Cade
- Sylvia Cadena
- Jennifer Chung
- Olivier Crépin-Leblond
- James Gannon
- Renata Aquino Ribeiro
- Klaus Stoll

# Thematic Workshop



Sudan and GDCO Sudan Strong Partnership for Sustainable Development (GDCO Sudan/NIC, NTC/Gedaref University/Sudacad/Telecentre.org)

Friday 6 May 2016

09:00 – 10:45

Room C1 - ITU

*“Strong collaboration (join work) is needed by stakeholders and she is going to work on this when she goes back to Sudan”*

H.E. dr. Tahani Abdalla, Minister of Telecommunication and Information Technology Sudan

*“We developed strong win-win people, public, private partnership for better integration of WSIS action lines and sustainable development goals”*

Ahmed Eisa, Chair of Gedaref Digital City Organization



## Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

All action lines

## Debated Issues

- The public, private partnership
- Sharing knowledge, experiences and best practices is highly needed for community

## Main Outcomes of the Session

- Many partners are working on SDG in Sudan
- the vision for implementation of WSIS Action lines beyond 2015 can be achieved through these partnerships and it is already started.

## Main linkages with the Sustainable Development Goals



Partners are integrating WSIS action lines and sustainable development goals (SDGs) through many projects including e-government, e-Agriculture, e-Learning, e-Infrastructure, Capacity Building, Empowering Women Through ICT, People with Disability, Out of School Children, Partnership, Iwrite4wsis to promote 4 wsis process

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

Empowering women through ICT, connecting people with disability, high quality capacity building and skill development, youth, out of school children, mobile applications (androids)

**Moderator:** Eng. Ahmed Abdalla Daffala (Sudacad)

#### **Panellists:**

- Eng. Ahmed Eisa chair of GDCO Sudan [gedaref.com](http://gedaref.com) [community.telecentre.org/pro...](http://community.telecentre.org/pro...)
- Eng. Mohamed Abdraheim the director general of National Information Centre NIC [nic.gov.sd](http://nic.gov.sd)
- Dr. Sami Eldirdiri the technical manager of GDCO telemedicine project @ Gedaref University [gaduniv.edu.sd](http://gaduniv.edu.sd)
- Dr. Ahmed Hassan director general of Sudacad [sudacad.sd](http://sudacad.sd)
- Eng. Nabil Eid [telecentre.org](http://telecentre.org) (MENA Moderator) remote participant [community.telecentre.org/pro...](http://community.telecentre.org/pro...)
- Prof. Fadl Elmola Abdallah Idris director of distance learning council Gezira University [uofg.edu.sd](http://uofg.edu.sd)



# Thematic Workshop



## A Trusted Internet through the Eyes of Youth (Internet Society - ISOC)

Friday 6 May 2016

09:00 – 10:45

Room C2 - ITU

*"They aren't future users, they are current user"*

Joyce Dogniez, Director of Chapters (ISOC) referring to young people as a significant stakeholder in current discussions.



*"For most rural youth, internet is a privilege...in one click they are online and they don't know what they are going into..."*

Poornima Meegammana, ISOC Youth Fellow and founder of Respect Girls on the Net Project.

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

C5. Building confidence and security in the use of ICTs

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

### Debated Issues

- The session provided an opportunity for experts to hear from young users. The main issue was the juxtaposition of trusting connected devices yet being concerned about privacy and security that results in creating avatars to maintain anonymity.
- The overwhelming response to the query on how trust of the internet is perceived was that it is a feeling based on experience and your environment. That trust can be shaped, can be taken away and can be increased.
- The dichotomy of trusting individuals and yet mistrusting organisations and institutions was repeated by many participants.
- The gender dimension is the trade-off faced by women and girls of reporting abuse and the possibility of having access removed as a consequence.

- Another issue stems from conservative cultures, when young people create fake accounts to communicate with those who they would not normally be allowed to interact with, and that can be benign but there is also the risk with fake accounts that it can be used as a harassment tool. The awareness about the possible risks and privacy exposure doesn't reach young users as quickly as the internet does. A key achievement noted was the work being undertaken by one of the panellists, Poornima Meegammana, who has developed a privacy handbook in three local languages in Sri Lanka which are used in workshops for girls aged 15 to 18. These workshops cover issues such as identity phishing, spam, creating robust passwords and detecting spyware.
- The duality of perception was explained by the example of parents not wanting to shop online lest their details be stolen but are happy to provide intimate details on social media, including images of their children.
- The lack of accountability for violations resulting from abuse was discussed and the issue of who to report online attacks to without legislation that adequately deals with the complex area, without a police service with an advanced technical capacity or a judiciary that understands ICT issues. There needs to be a political willingness to develop best practices and guidelines to make the internet more secure and for those frameworks to be taught in schools from an early age.

#### **Main Outcomes of the Session highlighting**

- The main outcome was that trust, because it is dictated by experience, can be increased by preventative education so that security measures are proactively undertaken rather than defensively and reactively following a violation.

#### **Main linkages with the Sustainable Development Goals**

Goal 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

Goal 5: Achieve gender equality and empower all women and girls

Goal 9: Build resilient infrastructure, promote sustainable industrialization and foster innovation

Goal 16: Promote just, peaceful and inclusive societies

**Moderator:** Carl Gahnberg, Policy Advisor, ISOC

**Panellists:**

- Ana Kakalashvili (Georgia), is a LL.M. Student at the University of Cologne, writing her Masters thesis on “Information Theft and economical frauds on Internet”. She is currently acting as an organizer of the inaugural Georgian National IGF.
- Nicolas Savoy (Switzerland), Master student in Legal Issues, Crime and Security of Information Technologies at University of Lausanne.
- Poornima Meegammana (Sri Lanka), film maker, designer and founder of Respect Girls on the net Project, which campaigns to protect women and girls from harassment online. She is also the Director of Youth Development at Shilpa Sayura Foundation. Currently she is following a BA in Motion Graphics & Animation from Northumbria university at Aod international design campus .
- Hervé Chevalley, (Switzerland), is a Master student in Legal Issues, crime and security of Information and Communication Technologies in the University of Lausanne, and semi-finalist in the "Cyber 9/12 Student Challenge", a cybersecurity competition organised by the Atlantic Council and the Geneva Centre for Security Policy (GCSP).
- Adela Goberna (Argentina) is a lawyer, graduated from the University of Buenos Aires, who specializes in law of economics and Internet Governance. She is also Chair of the Youth SIG, an Internet Society's organization that seeks for the development of young people in the Internet ecosystem.

*Lead discussants*

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- Jasmina Byrne, Senior Researcher, UNICEF Office of Research – Innocenti
  - Kerry-Ann Barrett, Cyber Security Program Manager, Organization of American States (OAS)
  - Justin Caso, Technology Policy and International Affairs Advisor, (IEEE)
  - Joyce Dogniez, Director of Chapters (ISOC)

# Thematic Workshop



## ICT Language Issues for Education, Innovation, Culture and Development (Semantis)

Friday 6 May 2016

9:00 – 10:45

Room K2 - ITU

*The path towards a society based on digital humanities*

**Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11**

C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development

C3. Access to information and knowledge

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

C10. Ethical dimensions of the Information Society

C11. International and regional cooperation



### Debated Issues

A Workshop was organised in Geneva on 6 May by Semantis at WSIS FORUM 2016 with representatives from Cecua, Eurolinc, ISCC-CNRS, LACITO-CNRS, Maaya, Sibiu2020, Univ. Paris 8 FMSH. The session theme was:

*“ICT Language Issues for Education, Innovation, Culture and Development - The path towards a society based on digital humanities”*

At the beginning of the session we reaffirmed the basic principles for human rights, ethics and dignity as laid down in the Universal Declaration of Human Rights, the Charter for Fundamental Rights of the European Union and the Unesco Convention on the Protection and Promotion of the Diversity of Cultural Expressions.

The vast problematic of ICT multilingualism and cultural diversity was then addressed specifically. How it deeply impacts our patterns of thinking and creating, the fostering of innovation and transmission of knowledge, of inclusive development. It was also stressed that multilingualism

and the respect of cultural diversity has an ethical dimension of dignity and equity. It implies a level of public policy, notably in education and training schemes, administration, libraries, city planning, culture, e-health, etc. ICT language facilities are key for basic education, training and lifelong learning, as well as for creativity and content creation. The use of native languages on the Internet stimulates local innovation, new educational schemes, new forms of solidarity, including for tackling migration issues worldwide. With the increased pervasiveness of ICT, ordinary citizens are now faced in the cyberspace with issues such as big data, data protection, renewable energy, smart cities, e-health, migrations, crisis management. Moreover the dynamics of new ICT usages in the “Global South” offer strong potential for growth and development. For all these issues localisation of ICT content and services, notably in native languages will be a key factor for development.

More generally, participants agreed on the following principles:

1. The WSIS process in line with SDGs should pave the way for a world of peace, security, dignity and mutual understanding. ICT multilingual tools and services are crucial to address these societal challenges.
2. Civil society should cooperate on concrete steps leading to more open and participative actions for non-discriminatory access to knowledge and for effective multilingualism and cultural diversity on the Internet. Besides participating actively in the WSIS process, civil society should be invited to be part of the follow-up of the Unesco Convention on the Protection and Promotion of the Diversity of Cultural Expressions.
3. There is need to improve communication and coordination between technical and non-technical communities. WSIS should intensify its involvement in this by managing the process and developing research and labelization, notably on the semantic web, DNS, data classification and archiving in multilingual forms. A universal digital classification of human activities should be undertaken.
4. To promote more inclusive development, education and capacity building, language acquisition for all citizens. Urgently there is a need to offer ICT based opportunities particularly for young people and women, older generations, emerging and less favoured economies, migrants and diasporas.
5. The necessity to develop future common activities in close and clear consultation with civil society associations, in liaison if necessary with relevant academic institutions. The ISIDIS Cooperative Agreement of 2015 constitutes a reference model for further cooperation in the field of multilingualism and cultural diversity.
6. Reaffirm the urgent need to initiate a universal digital "social contract" as politics, economy, culture and science are intrinsically associated in the Information Society. Therefore it is necessary to improve cooperation between civil associations sharing the same values for a world of peace, prosperity, ethics and dignity. The dynamics of the civil society should also apply to the digital “territories” of the “South”, which reveal new ICT use patterns.
7. Agree to meet again during the WSIS process to evaluate progress in principles and actions as referred to above. All these issues will be further discussed during the Colloquium on “Digital Humanities” in Paris, 25-28 October under the auspices of the UNESCO Chair "Innovation, Transmission and Digital Publishing" of the Foundation Maison des Sciences de l'Homme. The event will present high level lectures and panels with academics and representatives from government, industry and civil society.

### **Main linkages with the Sustainable Development Goals**

- South South Partnership
- Fight against poverty through ICT
- ICT & Crisis management, famine, migrations, environmental disasters, etc.
- Mutual understanding through ICT for Peace, Security, Dignity, Diversity,

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

- Closer cooperation with civil society and human sciences academia
- Need for better communication and coordination between technical and non-technical, users' communities.
- Open the path towards digital "social contract"
- Society and societal challenges to be considered in line or before technical requirements.

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

- Digital Humanities and ethics values
- Localization of content and services, notably in native languages
- Cooperation Partnership models, regional and transnational, notably for Africa
- ICT Crisis Management
- Multilingualism as reference model for cooperation
- ICT Language tools & services
- ICT for migrations and diasporas

**Moderator:** Richard Delmas & Margaret Dunham

### **Panellists:**

- Margaret Dunham
- Richard Delmas
- Ghislaine Azemard
- Didier Carré
- François Hada
- Viola Kreb
- Anne-Marie Laulan

# Thematic Workshop



E-Science Ecosystem and Collaborative Knowledge Societies  
(IUST Research Center for ICT Strategic and International  
Studies)

Friday 6 May 2016

9:00 – 10:45

Room L - ITU

**Moderator:** Dr Hadi Shahriar Shahhoseini, Director of International and Scientific Cooperation, Iran University of Science and Technology, Iran.

**Panellists:**

- **Dr Hadi Shahriar Shahhoseini** (Workshop Organizer), Iran University of Science and Technology, Iran.
- **Dr Farhad Etemadi**, Iranian National Commission for UNESCO, UNESCO.
- **Dr Fernando Lagrãña**, Telecommunication Development Bureau, ITU.
- **Dr Ali Taezadeh**, Social Network for Women's Seminary (Hawzah), Iran.
- **Dr Mahdi Behniafar**, Computer Research Center of Islamic Sciences (CRCIS), Iran.
- **Dr Ali Yazdian**, Tarbiat Modares University, Iran.
- **Dr Younes Shokrkah**, University of Tehran, Iran.



**Research Center for ICT  
Strategic and International  
Studies (ICT-SIS)**



# Thematic Workshop



## Spam: Understanding and Mitigating the Challenges Faced by Emerging Internet Economies (International Telecommunication Union – ITU and Internet Society - ISOC)

Friday 6 May 2016

11:00 – 12:45

Room C2 - ITU

*"We have a collective responsibility to address spam through a multi-stakeholder approach – produce synergies and not reinvent the wheel."*

Ms. Runnegar, ISOC



*"We need to make sure that when we connect the unconnected we do it in a sustainable way."*

Mr. Bureaux, Bahamas:

*"Spam is tied to Cybersecurity and the impact in Cybersecurity is broad."*

Mr. Hummelen, LAP

*"When dealing with Spam, we need to engage in a sustainable way on NCS, build national CERTs and undertake other relevant initiatives while ensuring that private sector, expert groups, civil society involved."*

Mr. Lear, ITU-D Study Group 2 Question 3 co-rapporteur

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

Action line C5. Building confidence and security in the use of ICTs

The propagation and evolution of Spam is considered as a Cyberthreat which needs to be monitored, reduced and prevented through technical, legal, procedural measures amongst other. It is a global phenomenon that impacts on building confidence in the use of ICTs.

### Debated Issues

- In order to fight spam, emerging countries need: legislation concerning in the same manner the companies and the individuals and mandatory legislation regarding the



exchange of information, staff – essential aspect is obtaining the management’s support to the highest level – and real tools. The need for management support particularly given the fact that the digital economy opens a wide range of possibilities for any country, especially for an emerging one, was reiterated

- Successful stories refer to the creation of national reporting centers, honeypots, and first of all the simple act of telling everybody about the negative impacts of spam;
- Spam was seen as an epidemiological problem, which can be resolved through measures as spam filters, intrusion detection, user education and patches; The moment a country gets affordable broadband, a spike average spam rates is noted. The user from an emerging country will naturally not be prepared to face such a situation, but the developed countries already had to face such a issues. Therefore, it would be ideal and recommended to start sharing these experiences with the other countries. It was further noted leaders are focus on connecting the unconnected (through broadband) and while technicians try to convince leader on this, they need to inform them of the cybersecurity (including SPAM) issues which becomes paradoxical.

In newly connected zones/countries, people are either not aware of security implication or search for lower cost security solutions. These can often be scams and their devices get infected with malware.

- A responsive and a proactive attitude, while highlighting the advantages and the imperativeness of local and interregional collaboration was shared as part of country experiences. Malaysia instituted the Internet Banking Taskforce, whose role is implementing incident response plans and standardized procedures and educated the multiple stakeholders implicated.
- The legacy device cases should be addressed by preferring devices which support system updates and patches.
- Tips provided as efficient lessons for the user/the infrastructure owner were filtering and outbound port 25 blocking, as methods which have the advantage of being immediately measurable;
- What “Spam” means to every actor is not necessarily mutually agreed.
- The existence of awareness and other relevant programs and partnerships to educate vulnerable groups such as children was highlighted.
- The need of countries to join groups such as LAP, ITU-D SG2Q3 to obtain information on best practices, lessons learnt and solutions was agreed through the spam-problem is not projected in the same way over each country, while the issue remains a global one.

### Main Outcomes of the Session

- It is high time to enhance the cooperation. Countries’ effective action plans must be aligned with the others as spam is a collective problem, affecting everyone.

- While it is becoming affordable to connect (to broadband), it may not be affordable to protect (from cyberattacks).
- There needs to be legislation stating what is acceptable and what is not, and creating an enforceable sanction mechanism for those who breach it whilst not being so rigid as to punish actors such as SMEs trying to build marketing campaigns.
- There needs to be a pre-network expansion (pre-broadband) package with awareness components and technical solutions (at ISP level and end user level). This would include educating future users on the need to protect themselves, through software updating, using complex passwords etc.
- Best practices and solutions from Spamhaus can be shared through ITU with all Member states.

### **Main linkages with the Sustainable Development Goals**

Goal 9: Build resilient infrastructure, promote sustainable industrialization and foster innovation

Building resilience in using ICTS for development has an implied component of ensuring safe usage of ICTs with limited outages. By addressing SPAM issues, we contribute to enhancing cybersecurity and building resilience.

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

The agreement between ISOC and ITU on Countering Spam is bearing fruits and is an approach to be repeated with other partners in the fight against SPAM such as Spamhaus.

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

Connecting the unconnected (broadband) in an safe and affordable way

**Moderator:** Ms Christine Runnegar, ISOC

#### **Panellists:**

- **Welcome remarks** by Dr. Kemal HUSEINOVIC - Chief, Department of Infrastructure, Enabling Environment and E-Applications, BDT
- **Overview of ITU-D capacity building work to combat spam** by Eliot Lear, ITU-D Study Group 2 Question 3 Co-Rapporteur

- **Why the spam challenges faced by emerging Internet economies today may be different from those faced by more mature Internet economies** by Ms Christine Runnegar, ISOC
- **The legal dimension : Enforcement success stories and challenges** by Mr Evert Jan Hummelen, London Action Plan
- **A regulatory perspective: sharing local experience in the international context**, Speaker to be confirmed
- **Perspectives from emerging Internet economies**, by Ms Rahayu Azlina Ahmad, CyberSecurity Malaysia and Mr Stephen Bureaux, Director of Policy and Regulation, Utilities and Competition Authority, Bahamas.
- Speaker from Spamhaus

# Thematic Workshop



## Putting Public Assets to Work (Universal Postal Union - UPU)

Friday 6 May 2016

11:00 – 12:45

Room K1 - ITU

*"The information society debates the importance of the use of technology and not only the provision of technology. Close collaboration between institutions at national and international level, is clear and needed."*



Mr Paul Donohoe (UPU)

*"To provide a postal services ecosystem with enhanced security create a powerful value chain of benefits for government and citizens."*

Mr Cornelius Ramatlhakwane, CEO, Botswana Post

*"The post covers the entire country, investment on putting forward digitalization of the post is needed in order to serve rural communities."*

Mr Miguel Candia Ibarra, First Secretary, Paraguay Permanent Mission to UNOG:

*"The key factor in government and financial services is trust and identity and the postal network is the bridge for the physical and digital world."*

Mr Fouad Zaidi, Directeur de la Poste numérique et télécoms, La Group Poste Maroc

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

Action Line C1: The role of public governance authorities and all stakeholders in the promotion of ICTs for development

Action Line C7: ICT applications, e-government

Action Line C7: ICT applications, e-business

Action Line C5. Building confidence and security in the use of ICTs

Action Line C6. Enabling environment

### Debated Issues

Digitalization is different than only computerization. With innovative digital services being provided, new legislation, new business models, new products will be required.

Mobile is an important platform to access to digital services in developing countries, more than that mobile gives power to the people.

Individuals' identities are being digitalized in all sorts of platforms (financial, social, governmental), what is required is a trusted intermediate through these transactions can happen.

The landlocked countries need stronger policies for trade facilitation and e-government and digital services are important for implementation.

Partnerships with public and private sector are key for the successful implementation and delivery of inclusive solutions.

The postal network can provide capacity building to beneficiaries in the rural communities educating them in digital technologies and services.

Government and technology partners need to invest in modernization of the Post for complete service delivery.

### Main Outcomes of the Session highlighting

- We had great examples of post covering the needs for the market and governments. We saw case studies to prove that the Post was the connection and the perfect partner for the underserved communities.
- We need the recognition of the assets and capabilities already deployed around the countries to reach the underserved areas and communities.
- The combination of physical and digital is the unique role of the Post as a partner with different stakeholders (government, tech providers and financial institutions.)
- Modernization and investment is required to enable the postal network to deliver digital services.

### I. Main linkages with the Sustainable Development Goals

| SDG                                                                                                              |
|------------------------------------------------------------------------------------------------------------------|
| SDG 1: End poverty in all its forms everywhere                                                                   |
| SDG 2: End hunger, achieve food security and improve nutrition and promote sustainable agriculture               |
| SDG 8: Promote inclusive and sustainable economic growth, employment and decent work for all                     |
| SDG 9: Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation |
| SDG 17: Strengthen and enhance the means of implementation and global partnership for sustainable development    |

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

Coordination between action lines is becoming more important. (examples such as delivering social services to people requires linkages between C5, C7 E-Government, C7 E-Business.

### Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017

ICT for sustainable development

ICT for financial inclusion

Ensuring nobody is left behind in the information society development by the combination of physical and digital networks.

**Moderator:** Paul Donohoe, Manager E-Business, UPU

#### **Panellists:**

- Mr Daniel Nieto, E-Services Programme Expert, Universal Postal Union
- Mr Fouad Zaidi, Directeur de la Poste numérique et télécoms, La Group Poste Maroc
- Mr Miguel Candia Ibarra, First Secretary, Paraguay Permanent Mission to UNOG
- Mr Cornelius Ramatlhakwane, CEO, Botswana Post
- Mr Moez Jebali, Responsable Mobile Payment, La Poste Tunisienne
- Mr Liam Church, CEO Escher Group

# Thematic Workshop



## IGFSA Informational Session (Internet Governance Forum Support Association - IGFSA)

Friday 6 May 2016

11:00 – 12:45

Room L - ITU

*“The IGF has proven its worth to all of us who are committed to an open, thriving, and accessible Internet. IGFSA’s core mission is to strengthen the IGF, to support the network of National and Regional IGF Initiatives (NRIs) and to promote their exchange and collaboration with the IGF.”*

Markus Kummer, IGFSA Secretary



**Internet  
Governance  
Forum  
Support  
Association**

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

N/A

### Debated Issues

- The IGFSA reported on our mission, work, and goals and discussed the rationale and importance of supporting the Internet Governance Forum and for contributing to a healthy Internet ecosystem..
- Highlighted the work we have done with National and Regional Initiatives (NRIs) through funding these events
- Ways to join the IGFSA and why we need your support

### Main Outcomes of the Session

- Gave a clear picture on what the IGFSA was created for, namely to provide financial and political support to the IGF and to strengthen National and Regional IGF initiatives.
- Stressed the importance of the national level in Internet governance – there is no one size fits all approach and each region has its own priorities.
- The proliferation of NRIs enrich the global Internet governance debate.

### Main linkages with the Sustainable Development Goals

WSIS+10 document recognises the importance of the Internet as a development enabler. Having a debate at the national and regional level on what kind of Internet we want is also a debate on what kind of society we want. The cooperation among all stakeholder is key of fostering a people centered information society with a common vision toward realizing the SDGs.

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

Internet governance discussions at the national and regional level can help preserve the core principles underpinning the Internet and bringing in diverse voices into the global debate. This is in line with a successful implementation of the WSIS Action Lines.

**Moderator:** Markus Kummer, IGFSa Secretary

#### **Panellists:**

- **Ms. Marilyn Cade**, mCADE, IGFSa Executive Committee Member
- **Mr. Raúl Echeberría**, Internet Society, IGFSa Executive Committee Chair
- **Mr. Tarek Kamel**, ICANN, IGFSa Executive Committee Member
- **Mr. Markus Kummer**, IGFSa Secretary



# Thematic Workshop



Role of ICT in the Sustainable Development Goals: Lessons Learned and Approaches (Information Technology Organization of Iran, IT Strategic Planning and Monitoring Center/Data Processing Company, I. R. IRAN)

Friday 6 May 2016

11:00 – 12:45

Room A - ITU

**Moderator:** Dr Hadi Shahriar Shahhoseini, Director of International and Scientific Cooperation, Iran University of Science and Technology, Iran

**Panellists:**

**Organizers:**

- **Dr Mohammad Reza Ayatollahzadeh**

**Shirazi**, Manager of ICT Department of DPCo and Senior Consultant of ITO, Data Processing Company, Iran.

- **Dr Hadi Shahriar Shahhoseini**, Director of International and Scientific Cooperation, Iran University of Science and Technology, Iran

**Panellists:**

- **Dr Mohammad Reza Ayatollahzadeh Shirazi**, Manager of ICT Department and Senior Consultant of ITO, Data Processing Company, I. R. Iran.
- **Dr Ali Yazdian**, Board Member of Information Technology Organization of Iran (ITO), Trabiati Modares University, I. R. Iran
- **Ms Scarlett Fondeur Gil**, Economic Affairs Officer, UNCTAD.
- **Dr Alexandre Barbosa**, Head, CETIC Brazil.
- **Dr Davood Karimzadgan**, Director of IT Strategic Planning and Monitoring Center of Information Technology Organization of Iran (ITO), I. R. Iran.



Information Technology  
Organization of Iran

# High-Level Meeting of UNGIS

Tuesday 3 May 2016

8:00 – 9:00

Closed Session – For UNGIS members only



The thirteenth meeting of the United Nations Group on the Information Society (UNGIS) was held as part of the WSIS Forum 2016. This meeting comprised the High-Level Segment of the meeting that took place on Tuesday 3 May 2016 and the Working Level meeting that took place on the Friday 6 May 2016. The thirteenth UNGIS meeting provided an opportunity to advance the Group's objectives of coordination of substantive and policy issues facing the United Nations system in the implementation of the outcome of the World Summit on the Information Society (WSIS). Particular focus was directed towards the development of a Work Plan.

Relevant documentation for the meeting will be made available at [ungis.org](http://ungis.org).

Closed Session – UNGIS Members Only

# UNGIS Working Level Meeting

Friday 6 May 2016

9:00 – 10:45

Closed Session – For UNGIS members only



The thirteenth meeting of the United Nations Group on the Information Society (UNGIS) was held as part of the WSIS Forum 2016. This meeting comprised the High-Level Segment of the meeting that took place on Tuesday 3 May 2016 and the Working Level meeting that took place on the Friday 6 May 2016. The thirteenth UNGIS meeting provided an opportunity to advance the Group's objectives of coordination of substantive and policy issues facing the United Nations system in the implementation of the outcome of the World Summit on the Information Society (WSIS). Particular focus was directed towards the development of a Work Plan.

Relevant documentation for the meeting will be made available at [ungis.org](http://ungis.org).

Closed Session – UNGIS Members Only

# Social Networking Events

## Coffee sponsored by Saudi Arabia

Monday 2 May 2016 14:15

## WSIS Forum 2016 Donors Dinner sponsored by Poland (On invitation only)

Monday 2 May 2016 19:30

## High-Level Networking Coffee

Tuesday 3 May 2016 8:15

## WSIS Forum 2016 Reception sponsored by Switzerland

Tuesday 3 May 2016 12:15 – 14:00

## Coffee sponsored by Japan

Wednesday 4 May 2016 8:30 – 9:00

## High-Level Lunch sponsored by UAE (On invitation only)

Wednesday 4 May 2016 12:15 – 13:30

## High-Level Gala Dinner sponsored by UAE (On invitation only)

Wednesday 4 May 2016 19:00

## Coffee sponsored by UAE

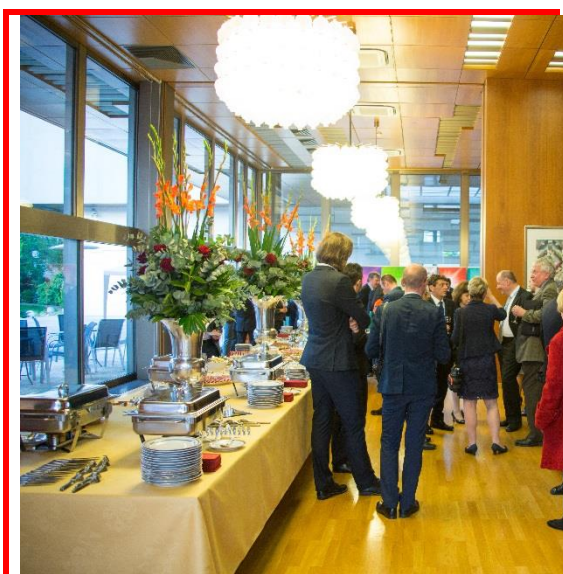
Thursday 5 May 2016 10:30

# Social Networking Events

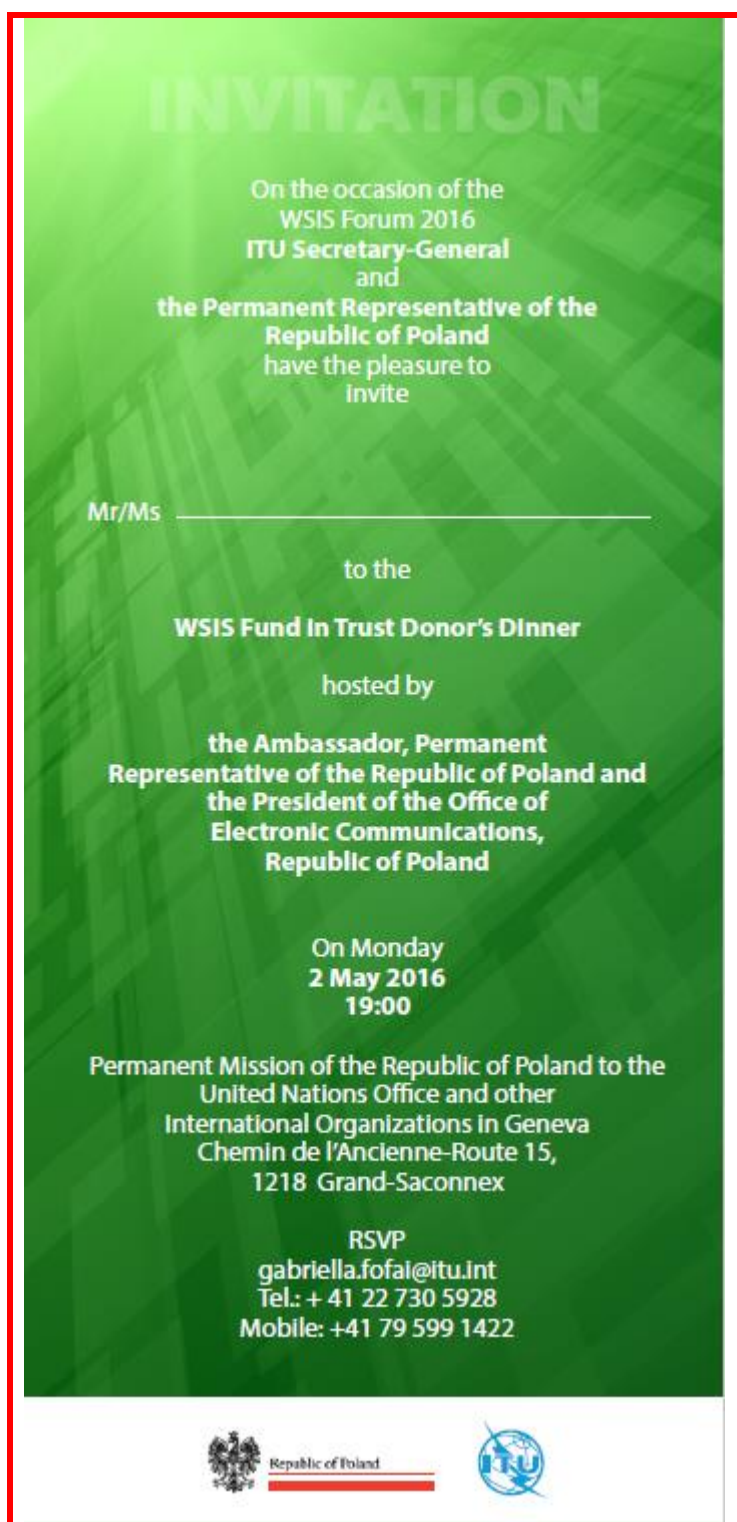
WSIS Forum 2016 Donors Dinner sponsored by Poland

Monday 2 May 2016

19:30







# Social Networking Events

WSIS Forum 2016 Reception sponsored by Switzerland

Tuesday 3 May 2016

12:15 – 14:00





Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra



A l'occasion du Forum SMSI 2016

LE CONSEIL FÉDÉRAL SUISSE,  
LE CONSEIL D'ÉTAT DE LA RÉPUBLIQUE ET CANTON DE GENÈVE et  
LE CONSEIL ADMINISTRATIF DE LA VILLE DE GENÈVE

*ont le plaisir de vous convier à une réception*

le mardi 3 mai 2016 de 12h15 à 14h00

**au CICG, Cafétéria**  
17 Rue de Varembe  
1211 Genève  
Suisse

*Merci de bien vouloir présenter ce carton à l'entrée*



Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra



On the occasion of the WSIS Forum 2016

THE SWISS FEDERAL COUNCIL,  
THE STATE COUNCIL OF THE REPUBLIC AND CANTON OF GENEVA and  
THE EXECUTIVE COUNCIL OF THE CITY OF GENEVA

*request the pleasure of your company at a reception*

on Tuesday 3rd May 2016 from 12h15 to 14h00

**at the CICG, Cafeteria**  
17 Rue de Varembe  
1211 Geneva  
Switzerland

*Please present this card at the entrance*



# Social Networking Events

High-Level Lunch sponsored by UAE

Wednesday 4 May 2016

12:15 – 13:30







# Social Networking Events

High-Level Gala Dinner sponsored by UAE

Wednesday 4 May 2016

19:00



On the occasion of the WSIS Forum 2016, the ITU Secretary-General cordially invites you to the

**WSIS FORUM 2016 GALA DINNER**

|                                                                      |                                                                        |                                    |
|----------------------------------------------------------------------|------------------------------------------------------------------------|------------------------------------|
| <b>When</b>                                                          | <b>Where</b>                                                           | <b>Dress code</b>                  |
| Wednesday, 4 May 2016<br>Welcome: 19h00-19h30<br>Dinner: 19h30-22h30 | Four Seasons Hotel des Bergues,<br>33 Quai des Bergues,<br>1201 Geneva | Formal attire or<br>National dress |

**RSVP**  
Please contact Ms. Gabriella Fofai  
E-mail: [gabriella.fofai@itu.int](mailto:gabriella.fofai@itu.int)  
Phone: +41 22 730 57 38  
Mobile: +41 79 249 48 19

**DIRECTIONS**  
By car: Hotel drive-in, Quai des Bergues  
By bus: Bus No. 8  
Bus stop Mont-Blanc

*This is a personal invitation, non-transferable*



The official  
Gala sponsor  
United Arab  
Emirates

☐ I prefer vegetarian menu option

# Exhibition

## Exhibition Inauguration

Tuesday 3 May 2016

8:20 – 8:50

CICG, Ground Floor

The WSIS Forum 2016 Exhibition took place, May 3<sup>rd</sup> and 4<sup>th</sup> in CICG premises, having a great presence during two days.

This multi-stakeholder event gathered 17 exhibitors from Civil Society, Academia, International Organizations, Private Sector, and Governments.

10 countries are represented throughout the entire Exhibition.

The Exhibition in WSIS Forum 2016 reflected the spirit, where this platform encouraged the international community and all stakeholders to share global initiatives for a more effective Information Society.



A number of ground-breaking and innovative projects as well as concrete solutions to specific issues related to Information and knowledge societies were showcased along the exhibition. The topics range from e-governance, inclusive access and e-education to the relevance of information and knowledge for the implementation of the Action Lines and Sustainable Development goals were present.

The Exhibition provided an opportunity to network, learn and share knowledge about their WSIS related projects and activities.



The Inauguration Ceremony, on Tuesday May 3rd, started at 8.20 am with the ribbon cutting with Mr. Malcolm Johnson, ITU Deputy Secretary- General and special company of the H.E Mr. Majed Al Mesmar, Deputy Director General Telecom Sector, Telecommunication Regulatory Authority from United Arab Emirates.



With the continuation of a tour at the exhibition, were the exhibitors had a special moment to interact, talk about their projects and take photos with them. Also they enjoyed the entertainment provided at the place such as the experience of watching WSIS welcoming video in 360, Virtual Reality and taking pictures at the WSIS Photo booth.

WSIS Forum 2016 had the presence at the Exhibition of a Platinum Partner the government of the United Arab Emirates, which have provided the coffee during the Inauguration Ceremony.

This year ICANN and IEEE were present as contribution Partners, and as supporting partners Swiss Engineering, and World Virtual Reality Forum who presented ground-breaking technology.



More than 1.800 people came to WSIS Forum during the High Level Track at CIGG premises and enjoyed the exhibition at the ground floor entrance.

#### The exhibitors:

|                            | Logo | Name of Organizer | Country |
|----------------------------|------|-------------------|---------|
| STRATEGIC PARTNER PLATINUM |      |                   |         |

| 1                     |  <p>United Arab Emirates</p> | Telecommunications Regulatory Authority, United Arab Emirates | United Arab Emirates     |
|-----------------------|---------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|--------------------------|
|                       | Logo                                                                                                          | Name of Organizer                                             | Country                  |
| CONTRIBUTING PARTNERS |                                                                                                               |                                                               |                          |
| 2                     |                             | ICANN                                                         | Switzerland              |
| 3                     |                            | IEEE                                                          | United States of America |
| SUPPORTING PARTNERS   |                                                                                                               |                                                               |                          |
| 4                     |                            | Swiss Engineering                                             | Switzerland              |

|            |                                                                                                                                   |                                                   |             |
|------------|-----------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|-------------|
| 5          |                                                  | World VR Forum                                    | Switzerland |
| EXHIBITORS |                                                                                                                                   |                                                   |             |
|            | Logo                                                                                                                              | Name of Organizer                                 | Country     |
| 6          | <br>Bangkok 14-17 November                      | ITU Telecom World                                 |             |
| 7          |                                                | APS "PFC - persona famiglia comunità"             | Italy       |
| 8          | <br>Bangladesh Institute of ICT in Development | Bangladesh Institute of ICT in Development (BIID) | Bangladesh  |
| 9          |                                                | DiploFoundation / Geneva Internet Platform        | Switzerland |



|    |                                                                                     |                                                      |                           |
|----|-------------------------------------------------------------------------------------|------------------------------------------------------|---------------------------|
| 10 |    | Gedaref digital city organization (GDCO)             | Sudan                     |
| 11 |    | GeSI                                                 | Belgium                   |
|    | <b>Logo</b>                                                                         | <b>Name of Organizer</b>                             | <b>Country</b>            |
| 12 |   | Health and Environment Program                       | Switzerland -<br>Cameroon |
| 13 |  | Information Technology Organization of<br>Iran (ITO) | Iran                      |
| 14 |  | Internet Governance Forum (IGF)                      | International             |
| 15 |  | Internet Society of China                            | China                     |

|    |                                                                                                                                                  |                             |         |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|---------|
| 16 |  <p>المركز القومي للمعلومات<br/>National Information Center</p> | National Information Center | Sudan   |
| 17 |  <p>WSA<br/>WORLD SUMMIT AWARDS</p>                             | World Summit Award          | Austria |

# Closing Ceremony

Friday 6 May 2016

16:00 – 17:00

Room Popov

Captioning, E/F Passive A

The Closing Ceremony included closing speeches of Mr. Malcolm Johnson, Deputy Secretary-General of the ITU, as well as Indrajit Banerjee, High Level Representative of UNESCO and Torbjorn Fredriksson, Representative of the UNCTAD.

The WSIS Forum has sets an informative and productive opportunity to exchange ideas, and network in order to further implement the WSIS action lines. WSIS Forum 2016 attracted a record 2,000 stakeholders from 150 countries, as highlighted by Deputy Secretary-General of the ITU Mr. Malcolm Johnson: *"We were honored to have many high level representatives from the wide WSIS stakeholder community, more than 85 Ministers and Deputy Ministers. We had CEOs. We had many Ambassadors. We had academia. We had Civil Society and the private sector all actively contributing."*

Closing remarks included thanks to all engagement of stakeholders, to the Government, Civil Society, academia, private sector, technical community, WSIS Forum coordinators, WSIS action line facilitators and cofacilitators, High-Level Track facilitators, Chairman Ambassador Daniel Sepulveda, partners, and WSIS Team to making this year's WSIS Forum to make it a success. These collaboration and efforts strengthen the Forum as a unique platform for discussing ICTs and its role in implementing the Sustainable Development Goals.

The WSIS Forum has proved to be an efficient mechanism for the coordination and implementation of activities, exchange of information, knowledge creation, and sharing of best practices. And also a chance to develop new partnerships to advance the goals of the WSIS and the Sustainable Development Goals.

As a key partner of the WSIS Forum, UNESCO, reiterated their support to all initiatives moving forward to achieving the SDGs. Mr. Banerjee acknowledged WSIS Forum contribution as "ICTs as we have heard throughout the last week are definitely a means to mitigation and welcome many of these challenges, and this is indeed the real value of WSIS."

Deputy Secretary-General of the ITU Mr. Malcolm Johnson also announced the outcome of the WSIS Forum available online, including the [WSIS Forum 2016: High Level Track Outcomes and Executive](#)

[Brief](#), [WSIS Action Lines Supporting Implementation of the Sustainable Development Goals \(2016\)](#), [WSIS Stocktaking Report 2016](#), and [WSIS Stocktaking Success Stories 2016](#). At the end all the WSIS Stakeholders were invited to the WSIS Forum 2017 scheduled to be held from 12-16 June at the ITU Headquarters in Geneva.

This proceeding was the formal ceremonial closing of the WSIS Forum 2016.

# Publications Release



## Publication Release: Coding Bootcamps: a Strategy for Youth Employment in Developing Countries (ITU)

Monday 2 May 2016

13:15 – 14:10

Room Popov 1

## Publication Release: Internet Security Threat Report 2016

Thursday 5 May 2016

13:15 – 14:00

Room A

# Publication Release



## Coding Bootcamps: a Strategy for Youth Employment in Developing Countries (ITU)

Monday 2 May 2016

13:15 – 14:00

Room Popov 1 -  
ITU

*"Moving forward, we will need to develop standards for publishing verified coding bootcamp completion and employment outcomes as well as accreditation systems. The NESTA model in the U.S. could be a model for verified completion and employment outcomes, and Australia's experience could be a model for accreditation."*

Maria Garrido, Research Assistant Professor, Technology & Social Change Group, University of Washington, Information School



*"Coding bootcamps are promising as a youth employment strategy because they design skills training based on where the jobs are. They are run by providers that come from industry so know what skills industry needs, and provide employment placement services to their students."*

Susan Schorr, Head, Special Initiatives Division, ITU BDT

*"Coding bootcamps are also promising as a youth employment strategy because they are increasing the number of women working in ICTs."*

Maria Garrido, Research Assistant Professor, Technology & Social Change Group, University of Washington, Information School

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development

C5. Building confidence and security in the use of ICTs

C7. ICT Applications: E-learning

C7. ICT Applications: E-employment

## Debated Issues

ITU launched its latest Digital Inclusion report, Coding bootcamps: a strategy for youth employment in developing countries in this session, moderated by Dr. Kemal Huseinovic, Chief, Infrastructure, Enabling Environment and E-Applications Department, International Telecommunication Union (ITU) Telecommunication Development Bureau (BDT). Following an introduction by Ms. Susan Schorr, Head ITU Telecommunication Development Bureau, Dr. Maria Garrido, University of Washington Information School, Seattle, presented the report.

Dr. Garrido's presentation made clear that as the demand for tech talent continues to grow, and businesses in many countries struggle to find qualified workers with programming skills, young people with non-technical backgrounds often have to look beyond the walls of a traditional classroom and a four-year degree to gain these skills at a faster pace. This has become easier to do as a variety of alternative learning spaces and opportunities are emerging to meet that need. Coding bootcamps are the newest addition to the marketplace of spaces for learning how to code.

While the report identified four different models of coding bootcamps, it focuses on the ready-to-work model as the most relevant for youth employment strategies. Such ready-to-work bootcamps gather young aspiring software developers to join intensive three-to-six-month training programs where they learn the foundations of programming. Students earn relevant hands-on experience, learn the whole product development cycle and get engaged in teamwork projects.

Based on reviews of the websites of 40 bootcamp providers in Africa, Asia, Latin America, the United States, and Europe; interviews with 22 of these providers; and media coverage of the bootcamp phenomenon, this latest ITU report explores the history of the bootcamp phenomenon, identifies the primary models in operation, reviews how they contribute to the employment path, and considers their potential to improve employment opportunities for women and youth in some countries of the developing world.

Coding bootcamps are also showing promise in addressing the lack of women working in the ICT sector. Women make up between 25-40 percent of the graduates of coding bootcamps, which is higher than traditional computer science university programmes.

Verification of job placement rates and accreditation issues remain challenges to be addressed as the coding bootcamp phenomenon continues to expand as do issues of awareness raising and capacity building in bootcamp management, methods and training. ITU is developing curriculum to address these capacity building issues

### **Main Outcomes of the Session**

- main conclusions reached during the discussion
  - i. Coding bootcamps show much promise as a strategy for promoting youth employment. There is a demonstrated need by industry (both the ICT sector and other sectors) for qualified coding staff. ITU has predicted an ICT skills shortfall of some 2 million jobs. Currently coding bootcamps have graduated some 16,000 students. This means there is ample opportunity for more coding bootcamps to fill the skills shortfall, including in developing countries.
  - ii. Coding bootcamps are promising as a youth employment strategy because they combine rapid skills development programmes created to respond to industry needs. They are also training people for known jobs and include industry links and job placement programmes.
  - iii. Coding bootcamps have shown initial success in preparing more women for jobs in ICTs.

### **Main linkages with the Sustainable Development Goals**

Goal 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

Goal 5: Achieve gender equality and empower all women and girls

Goal 8: Promote inclusive and sustainable economic growth, employment and decent work for all

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

There are a number of roles governments can play in leveraging coding bootcamps to increase youth employment. These include adopting flexible approaches to accreditation which recognize industry's need for updated skills, verifying job placement rates publicized by bootcamp providers, providing in-kind support in the form of space for bootcamps to operate and providing financial support to youth for their studies. The report highlights different methods of funding that could include reimbursement of fees once youth obtain employment.



### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

- b. Coding bootcamps – latest public and private sector developments in promoting youth employment

### **Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11**

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- C5. Building confidence and security in the use of ICTs
- C7. ICT Applications: E-learning
- C7. ICT Applications: E-employment

### **Debated Issues**

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Verification of job placement rates and accreditation issues remain challenges to be addressed as the coding bootcamp phenomenon continues to expand as do issues of awareness raising and capacity building in bootcamp management, methods and training. ITU is developing curriculum to address these capacity building issues

**Moderator:** Dr. Kemal Huseinovic, Chief, Infrastructure, Enabling Environment and E-Applications Department, International Telecommunication Union (ITU) Telecommunication Development Bureau (BDT)

**Panellists:**

- Susan Schorr, Head, Special Initiatives Division, ITU BDT
- Maria Garrido, Research Assistant Professor, Technology & Social Change Group, University of Washington, Information School.

# Publication Release



## Internet Security Threat Report 2016 (Symantec and International Telecommunication Union - ITU)

Thursday 5 May 2016

13:15 – 14:00

Room A - ITU

*“Implementing cybersecurity is a team effort and a leadership issue”*

Giampiero Nanni



*“Cybercrime has become a business. Cyber criminals know exactly the amount of money they can obtain.”*

Giampiero Nanni

*“The motivation behind the cyber-attacks cannot be easily identified, sometimes even for several weeks into an investigation.”*

Luc Dandurand

### Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11

Action line C5 - Building confidence and security in the use of ICTs

To build confidence in the use of ICTs, having information on cyber threats and trends in cyber-attacks is key. The Internet Security Threat Report is one of the main yearly reports that provides readers with not only detailed statistics of cyber threats and recent attacks but also a better insight in emerging trends and future issues to be aware of.

### Debated Issues

- The ISTR is published followed an effort of around 500 Symantec analysts
- Cyberthreat landscape changes include key findings such as
  - **430 Million** new pieces of unique **malware** discovered

- A **record 9 mega breaches** (>10m identities) occurred in 2015
  - **~191 Million** identities exposed in the **largest** data breach in history
  - **55% increase** in the number of **spear-phishing** campaigns attacks in 2015
  - **35% increase** in **crypto-ransomware** as it spread beyond end-users to holding businesses hostage
  - **3 out of every 4 legitimate websites found to have unpatched vulnerabilities**
  - **125% increase in the number of zero-day vulnerabilities discovered**
  - **Half of all targeted attacks were against small/medium businesses**
  - **100 Million Technical Support scams blocked**
- The report reveals that the majority of data breaches situations are insider theft cases;
  - Campaigns are more targeted by cyber criminals, statistics revealing that the modus operandi is no longer focused on the quantity of victims, but oriented towards victimizing the right ones, which are carefully and better identified by the criminals;
  - Report shows that the attacks towards Critical Infrastructure and Governmental Agencies tend to be various in nature, starting with Intellectual Property theft, espionage and insider trading of information, and continuing with physical sabotage, in the same time remaining unsophisticated in the way they are committed;
  - Partnerships created with law enforcement are efficient in preventing and repressing the threats. They are mostly working on an exchange of information basis.
  - Among the best practices revealed are: always to use an encryption, securing the websites, protecting the private keys, securing not only all the devices but also the data on them, realizing backups and strengthening the incident response;
  - Scams are looking more and more real e.g. by using very professional looking fake call centres. Most employees (apart from top management) are unaware that they work for frauds.

### Main Outcomes of the Session

- The cyber threat landscape is always changing and needs to be carefully watched by all policy makers from a socio- economic perspective. The cost

of cyber-insecurity is growing for all nations and some have started to quantify in terms of % loss to GDP.

- More collaboration is required from the players in the threat landscape analysis area.
- Platforms such as the WSIS are much needed to convey awareness and promote debates towards building trust and confidence in the use of ICTs.

### **Main linkages with the Sustainable Development Goals**

Goal 9: Build resilient infrastructure, promote sustainable industrialization and foster innovation.

Information on the cyber threat landscape assists technician as well as policy makers in better understanding how to respond effectively to cyber-attacks and where to build resilience at infrastructure level through much needed sustainable and innovative efforts and solutions.

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

Cyber threats will continue to grow in the coming years, but through a concerted and coordinated effort by the global community, the trend can be reversed and trust and confidence in the use of ICTs can be built. ITU may investigate a collaborative publication with all analysts companies to have a state of cybersecurity report covering cyberthreat trends, socio-economic impacts to nation (costs and more) amongst other. This initiative is in line with building trust and confidence in the use of ICTs.

### **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2017**

The cost of Cybersecurity to Nations, National Cybersecurity commitment

### **Panellists:**

- Luc Dandurand, Head of ICT Applications and Cybersecurity, BDT, ITU
- Giampiero Nanni, Government Affairs, EMEA, Symantec
- Questions and answers

# Press Conference (*Media only*)

Tuesday 3 May 2016

14:00 – 15:00

Room 18, CICG

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# WSIS Prize 2016 Champions Ceremony

Wednesday 4 May 2016

11:00 – 12:00

CICG, Rooms 3 and 4

Each year, on the occasion of the WSIS Forum, 18 WSIS stakeholders are awarded **WSIS Prizes**, as a unique mark of global recognition for excellence in the implementation of WSIS outcomes.

This year's innovation in the **WSIS Prizes** contest is the new recognition category: **WSIS Prize Champions** who appeared after the Online Voting Phase with 245.000 votes received from the WSIS Community. Their projects are among the most voted ones and have gained one of the best reviews by the members of the Expert Group. Among the five selected projects per each of 18 categories, one is the Winner, while other runner-ups are WSIS Prize Champions.

During this ceremony, all the Champions were awarded with high recognition certificates.

# WSIS Forum 2016 Partners

Strategic Partner Platinum

Partners for Specific Activities

Contributing Partners

Supporting Partners

*“The organizers of the WSIS Forum 2016 would like to thank the Strategic Partner Platinum, Partners for Specific Activities, Contributing Partners and Supporting Partners for their significant contribution towards strengthening all activities related to the WSIS Forum 2016.”*



## Strategic Partner Platinum



United Arab Emirates



## Partners for Specific Activities



Japan

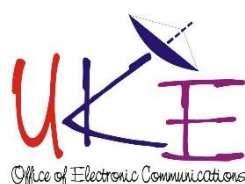


Switzerland (Confederation of)



Saudi Arabia (Kingdom of)

## Contributing Partners



Poland (Republic of)



Rwanda (Republic of)



ICANN



ISOC



IFIP



IEEE

## Supporting Partners



Swiss Engineering



World VR Forum



VimpelCom

## Strategic Partner Platinum – United Arab Emirates

### United Arab Emirates



#### **Exhibition Inauguration, Coffee sponsored by UAE**

Tuesday 3 May 2016  
08:20, Lobby Area, CICC

#### **High-Level Lunch, sponsored by UAE (On invitation only)**

12:15, Wednesday 4 May 2016

#### **High-Level Gala Dinner, sponsored by UAE (On invitation only)**

19:00, Wednesday 4 May 2016

### **Country Workshop**

Government of Future – Building the Best Smart Governments and Cities in the  
World – Extraordinary Transformation that Touches Everyone's Life

(Coffee was served before the workshop)

Thursday 5 May 2016

11:00, Room Popov 2 – ITU

### **Thematic Workshop**

Student Self-Immune Awareness Program & Addressing the Rising Trend of  
Cyber Blackmails

Thursday 5 May 2016

## Partner for Specific Activities – Japan

### Japan

Coffee sponsored by Japan



(Open to all WSIS Forum 2016 participants)

Wednesday, 4 May 2016

08:30 – 09:00, Lobby Area, CICG

## Partner for Specific Activities – Switzerland (Confederation of)

### Confederation of Switzerland



Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

Swiss Confederation

Bundesamt für Kommunikation BAKOM  
Office fédéral de la communication OFCOM  
Ufficio federale delle comunicazioni UFCOM  
Uffizi federal da communicaziun UFCOM  
Federal Office of Communications OFCOM

#### **WSIS Forum 2016 Reception, sponsored by Switzerland**

(Open to all WSIS Forum 2016 participants)

Tuesday 3 May 2016

12:15, Cafeteria, CIGC

## Partner for Specific Activities – Saudi Arabia (Kingdom of)

### Kingdom of Saudi Arabia



#### **Thematic Workshop**

Implementation of WSIS Outcomes in Saudi Arabia

(Coffee was served before the workshop)

Monday 2 May 2016

14:30, Room K2 - ITU

#### **Country Workshop**

Arabic Domain Names – the Saudi Arabian Experience

Thursday 5 May 2016

09:00, Room C2 – ITU

## Contributing Partner – Poland (Republic of)

### UKE, Republic of Poland



#### **Country Workshop**

Consumer Policy of the President of the Office of Electronic Communications

Monday 2 May, 2016

11:00 – 13:00, Room C1

#### **Donors Dinner sponsored by Poland**

(On invitation only)

19:30, Monday 2 May 2016



## Contributing Partner – Rwanda (Republic of)



**Republic of Rwanda**

## Contributing Partner – IFIP

### International Federation for Information Processing



**(IFIP)**

#### **Thematic Workshop**

Triple Win on Information Security Education and Solidarity Initiative: “What is ISES, Why it is Paramount, and How to Implement”

Monday 2 May 2016

09:00 – 10:45, Room K1

#### **Thematic Workshop**

IFIP Steps Toward Digital Equity: WITFOR

Monday 2 May 2016

16:30 – 18:15, Room A

#### **Thematic Workshop**

The Contribution IFIP IP3 Makes to WSIS SDGs, with an Emphasis on Providing Trustworthy ICT Infrastructure and Services

Thursday 5 May 2016

09:00 – 10:45, Room L

## Contributing Partner – ICANN

### Internet Corporation for Assigned Names and Numbers (ICANN)



#### **Thematic Workshop**

ICANN New gTLD Program Reviews and Lessons Learned

Monday 2 May 2016

14:30 – 16:15, Room C1

#### **Thematic Workshop**

CCWG Accountability

Thursday 5 May 2016

16:45 – 18:15, Room Popov 2

## Contributing Partner – ISOC



**Internet Society (ISOC)**

### **Thematic Workshop**

How the Internet Enables Sustainable Development: Incorporating Data-Driven Policies to Measure Impact

Thursday 5 May 2016

15:00 – 16:30, Room C2

### **Thematic Workshop**

A Trusted Internet Through the Eyes of Youth

Friday 6 May 2016

09:00 – 10:45, Room C2

## Contributing Partner – IEEE

### Institute of Electrical and Electronics Engineers (IEEE)



#### **Thematic Workshop**

Internet Governance, Security, Privacy and the Ethical Dimension of ICTs in 2030

Thursday 5 May 2016

16:45 – 18:15, Room C1

## Supporting Partner – World VR Forum

### World Virtual Reality Forum (World VR Forum)



#### **Thematic Workshop**

Virtual Reality: the Next-Generation Medium

Thursday 5 May 2016

09:00 – 10:45, Room K1

## Supporting Partner – Swiss Engineering

### Swiss Engineering



#### Thematic Workshop

Towards a Code of Conduct in Engineering and ICT

Monday 2 May 2016

11:00 – 13:00, Room Popov 1

## Supporting Partner – Vimpelcom

**Vimpelcom**





# Quick Links

- WSIS Forum 2016 Official Website:  
[www.wsis.org/forum](http://www.wsis.org/forum)
- Open Consultation Process :  
<https://www.itu.int/net4/wsis/forum/2016/OCP/>
- Agenda:  
<http://www.itu.int/net4/wsis/forum/2016/Agenda/>
- Registration Link:  
<http://www.itu.int/net4/wsis/forum/2016/Register/>
- Practical information:  
<http://www.itu.int/net4/wsis/forum/2016/About/PracticalInfo>
- ImeetyouatWSISForum:  
<http://www.itu.int/net4/wsis/forum/2016/Outreach/iMeet>
- Remote Participation:  
<http://www.itu.int/net4/wsis/forum/2016/About/RemoteParticipation>
- Facebook WSIS Process:  
<https://www.facebook.com/WSISprocess>
- WSIS Flash:  
<http://groups.itu.int/stocktaking/WSISFlash.aspx>
- Twitter WSIS Process #WSIS:  
<https://twitter.com/wsisprocess>
- Iwrite4WSIS:  
[www.wsis.org/iwrite](http://www.wsis.org/iwrite)
- WSIS on You Tube:  
<http://www.youtube.com/wsisprocess>
- WSIS Stocktaking:  
[www.wsis.org/stocktaking](http://www.wsis.org/stocktaking)
- United Nations Group on the Information Society:  
[www.ungis.org](http://www.ungis.org)
- Partnership for Measuring ICT for Development:  
<http://www.itu.int/ITU-D/ict/partnership/>

For further information please write to the WSIS Secretariat at [wsis-info@itu.int](mailto:wsis-info@itu.int)

# Documentation

## Remote participation recordings:

<http://www.itu.int/net4/wsis/forum/2016/Media/RemoteParticipation>

## Video Highlights and Interviews:

<https://www.youtube.com/user/WSISProcess>

## Photographs:

<https://www.flickr.com/photos/itupictures/collections/72157665388399943/>

## Webcasts, Presentations and Adobeconnect recordings for each session:

<http://www.itu.int/net4/wsis/forum/2016/Agenda/>

# Press Coverage

## Online News



### [Inside the Information Society: After WSIS – Looking back or looking forwards?](#)

Association for Progressive Communications | Published on May 16 2016 20:15 PM

Author's name: David Souter London David Souter comments each week on an important issue for APC members and others concerned about the Information Society. In his first blog, this week, he writes about the World Summit on the Information Society ( WSIS ) – what it achieved and where it should be go...



### [Digital solutions to achieve the SDGs](#)

Comunicatii Mobile | Constantin Vaciu | Published on May 13 2016 09:39 AM

During this week's WSIS Forum a special session presented a sneak preview of the much anticipated 'System Transformation' report which presents early research and new data on how digital solutions will drive progress towards the sustainable development goals, according itu4u.wordpress.com. The full ...



### [Event Wrap: ITU WSIS Forum 2016, Geneva \(APNIC Pty Ltd\)](#)

World News Network, The (WN.com) | Published on May 12 2016 03:47 AM

APNIC staff participated in the annual World Summit on the Information Society Forum 2016, held in Geneva, Switzerland from 2 to 6 May. Co-organized by the ITU, UNESCO, UNDP, and UNCTAD, the Forum is an annual gathering of the ' ICT for development' community.



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[Event Wrap: ITU WSIS Forum 2016, Geneva](#)

Noodls | Published on May 12 2016 02:53 AM

APNIC Pty Ltd. (via noodls) / APNIC staff participated in the annual World Summit on the Information Society (WSIS) Forum 2016, held in Geneva, Switzerland from 2 to 6 May. Co-organized by the ITU, UNESCO, UNDP, and UNCTAD, the Forum is an annual gathering of the 'ICT for development' community. It ...



[UNESCO's stresses the need for innovations in the WSIS implementation at CSTD high-level roundtable](#)

UNESCO | Published on May 10 2016 18:31 PM

The adoption of the 2030 Agenda for sustainable development and of the WSIS+10 Review outcome document by the United Nations General Assembly in 2015 marked a turning point for the ICT for development community. It requires innovations in the implementation of the WSIS Action Lines, stressed UNESCO ...



[UNESCO's stresses the need for innovations in the WSIS implementation at CSTD high-level roundtable](#)

Big News Network | Published on May 10 2016 14:22 PM

Wednesday 11th May, 2016 The adoption of the 2030 Agenda for sustainable development and of the WSIS10 Review outcome document by the United Nations

General Assembly in 2015 marked a turning point for the ICT for development community. It requires innovations in the implementation of the WSIS Action...



[\*IFIP Tells WSIS Forum 2016 of Plan to Help Countries Advance their Technology Capability\*](#)

MHealth Watch | Erica Barnes | Published on May 10 2016 14:05 PM

On Monday, IFIP (International Federation for Information Processing), a global ICT professional body, announced that it has invited developing nations to partner with it to build their technology expertise and capability. IFIP President Leon Strous used his high level address to the WSIS (World Sum...



[\*Wockhardt Foundation wins 'Champion of WSIS Prize 2016' award for E-Learning programme\*](#)

PharmaBiz | Published on May 10 2016 09:46 AM

Wockhardt Foundation, a not-for-profit organisation engaged in social service, has been awarded with 'Champion of WSIS Prize 2016' for E-learning programme that concluded in Geneva recently. Wockhardt Foundation's project "E-Learning" was among the top five most voted at World Summit on the Informat...



[\*Realizing SDG16 through peaceful and inclusive Knowledge Societies\*](#)

UNESCO | Published on May 9 2016 20:17 PM

On the afternoon of 4th May 2016, the WSIS Action Line Facilitators covering cultural diversity (C8), media (C9) and ethics (10) joined forces at the 2016 WSIS Forum in Geneva to explore how these diverse perspectives could contribute to addressing the challenges and targets under Sustainable Develo...



[\*Realizing SDG16 through peaceful and inclusive Knowledge Societies\*](#)

Big News Network | Published on May 9 2016 15:24 PM

On the afternoon of 4th May 2016, the WSIS Action Line Facilitators covering cultural diversity (C8), media (C9) and ethics (10) joined forces at the 2016 WSIS Forum in Geneva to explore how these diverse perspectives could contribute to addressing the challenges and targets under Sustainable Develo...



[\*Realizing SDG16 through peaceful and inclusive Knowledge Societies\*](#)

IrishSun.com | Published on May 9 2016 15:24 PM

UNESCO Tuesday 10th May, 2016 On the afternoon of 4th May 2016, the WSIS Action Line Facilitators covering cultural diversity (C8), media (C9) and ethics (10) joined forces at the 2016 WSIS Forum in Geneva to explore how these diverse perspectives could contribute to addressing the challenges and ta...



[\*Realizing SDG16 through peaceful and inclusive Knowledge Societies\*](#)

Malaysia Sun | Published on May 9 2016 15:24 PM

UNESCO Tuesday 10th May, 2016 On the afternoon of 4th May 2016, the WSIS Action Line Facilitators covering cultural diversity (C8), media (C9) and ethics (10) joined forces at the 2016 WSIS Forum in Geneva to explore how these diverse perspectives could contribute to addressing the challenges and ta...



[\*Realizing SDG16 through peaceful and inclusive Knowledge Societies\*](#)

Nigeria Sun | Published on May 9 2016 15:24 PM

UNESCO Tuesday 10th May, 2016 On the afternoon of 4th May 2016, the WSIS Action Line Facilitators covering cultural diversity (C8), media (C9) and ethics (10) joined forces at the 2016 WSIS Forum in Geneva to explore how these diverse perspectives could contribute to addressing the challenges and ta...



[\*Realizing SDG16 through peaceful and inclusive Knowledge Societies\*](#)

Calcutta News.Net | Unes Co | Published on May 9 2016 15:24 PM

UNESCO Tuesday 10th May, 2016 On the afternoon of 4th May 2016, the WSIS Action Line Facilitators covering cultural diversity (C8), media (C9) and ethics (10) joined forces at the 2016 WSIS Forum in Geneva to explore how these diverse perspectives could contribute to addressing the challenges and ta...



[\*Realizing SDG16 through peaceful and inclusive Knowledge Societies\*](#)

Cambodian Times | Published on May 9 2016 15:24 PM

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[\*UN chief says urgent action needed on Paris Agreement\*](#)

Climate Action | Published on May 9 2016 14:47 PM

News - ACEA Tax Guide 2016 Released The 2016 ACEA Tax Guide has just been released, and contains all the latest information concerning the taxation on motor vehicles in European... 亚洲经济体必须加强适应性以保持增长 亚洲开发银行\_亚行\_独立评估局指出\_收入不平等加剧、增长放缓和气候变化等风险和不稳定因素的出现正在迅速重塑亚洲经济格局\_各国政府必须使其国家规划具有更大的适应性。 Asiens Volkswirtschaft...



[\*Wockhardt Foundation wins 'Champion of WSIS Prize 2016' award\*](#)

India Infoline | Published on May 9 2016 10:20 AM

Wockhardt Foundation, a not-for-profit organization engaged in social service and human welfare activities, has been awarded with 'Champion of WSIS Prize 2016' for E-learning programme that concluded in Geneva recently. Wockhardt Foundation's project "E-Learning" was among the top five most voted at...



[\*Wockhardt Foundation wins Champion of WSIS Prize 2016 award\*](#)

India Infoline | Published on May 9 2016 10:05 AM

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### [Telecommunications Regulatory Authority Held Two UAE Workshops At WSIS 2016 In Geneva](#)

UAE Today | Published on May 9 2016 09:33 AM

The workshops witnessed in-depth discussions on national achievements in smart government, national capacity-building strategies, students empowerment, and digital security. The Telecommunications Regulatory Authority (TRA) hosted two major workshops outlining the UAE's successful experiences in build...



### [Telecommunications Regulatory Authority wins major award at World...](#)

Day Of Dubai | Published on May 9 2016 09:23 AM

The Telecommunications Regulatory Authority (TRA) has actually won a significant award at the 2016 World Summit on the Information Society (WSIS) happening in Geneva, Switzerland, till 6 May with the involvement of agents from countries all over the world. The award was handed to H.E. Eng. Majed Sul...



### [Telecommunications Regulatory Authority concludes participation at WSIS Forum 2016 in Geneva on winning note](#)

Albawaba | Published on May 9 2016 06:25 AM

The Telecommunications Regulatory Authority (TRA) has concluded its successful participation as a Platinum Sponsor and Strategic Partner at the 2016 World Summit on the Information Society (WSIS) Forum held recently in Geneva, Switzerland. The organization won the prestigious 'WSIS Prizes 2016' for ...





[Telecommunications Regulatory Authority Concludes Participation At WSIS Forum 2016 In Geneva On Winning Note](#)

UAE Today | Published on May 9 2016 05:49 AM

The Telecommunications Regulatory Authority (TRA) has concluded its successful participation as a Platinum Sponsor and Strategic Partner at the 2016 World Summit on the Information Society (WSIS) Forum held recently in Geneva, Switzerland. The organization won the prestigious 'WSIS Prizes 2016' for ...



[At high-level forum UN spotlights power of information technology in advancing development](#)

Uzbekistan News | Published on May 8 2016 20:26 PM

At high-level forum, UN spotlights power of information technology in advancing development UN Monday 9th May, 2016 3 May 2016 -- Information and communication technologies (ICTs) have the power to help people around the world bridge the digital divide and accelerate innovation as world leaders cont...



[At high-level forum, UN spotlights power of information technology in advancing development](#)

BostonNews.Net | Published on May 8 2016 19:00 PM

UN Monday 9th May, 2016 3 May 2016 -- Information and communication technologies (ICTs) have the power to help people around the world bridge the digital divide and accelerate innovation as world leaders continue to work towards implementing the United Nations development agenda, Secretary-General B...



[At high-level forum, UN spotlights power of information technology in advancing development](#)

Auckland News.Net | Published on May 8 2016 19:00 PM

UN Monday 9th May, 2016 3 May 2016 -- Information and communication technologies (ICTs) have the power to help people around the world bridge the digital divide and

accelerate innovation as world leaders continue to work towards implementing the United Nations development agenda, Secretary-General B...



[At high-level forum, UN spotlights power of information technology in advancing development](#)

IrishSun.com | Published on May 8 2016 19:00 PM

UN Monday 9th May, 2016 3 May 2016 -- Information and communication technologies (ICTs) have the power to help people around the world bridge the digital divide and accelerate innovation as world leaders continue to work towards implementing the United Nations development agenda, Secretary-General B...



[At high-level forum, UN spotlights power of information technology in advancing development](#)

AbuDhabiNews.Net | Published on May 8 2016 19:00 PM

UN Monday 9th May, 2016 3 May 2016 -- Information and communication technologies (ICTs) have the power to help people around the world bridge the digital divide and accelerate innovation as world leaders continue to work towards implementing the United Nations development agenda, Secretary-General B...



[At high-level forum, UN spotlights power of information technology in advancing development](#)

TheDallasnews.net | Published on May 8 2016 19:00 PM

UN Monday 9th May, 2016 3 May 2016 -- Information and communication technologies (ICTs) have the power to help people around the world bridge the digital divide and accelerate innovation as world leaders continue to work towards implementing the United Nations development agenda, Secretary-General B...



[At high-level forum, UN spotlights power of information technology in advancing development](#)

North Korea Times | Published on May 8 2016 19:00 PM

UN Monday 9th May, 2016 3 May 2016 -- Information and communication technologies (ICTs) have the power to help people around the world bridge the digital divide and accelerate innovation as world leaders continue to work towards implementing the United Nations development agenda, Secretary-General B...



[\*At high-level forum, UN spotlights power of information technology in advancing development\*](#)

AtlantaNews.Net | Published on May 8 2016 19:00 PM

UN Monday 9th May, 2016 3 May 2016 -- Information and communication technologies (ICTs) have the power to help people around the world bridge the digital divide and accelerate innovation as world leaders continue to work towards implementing the United Nations development agenda, Secretary-General B...



[\*At high-level forum, UN spotlights power of information technology in advancing development\*](#)

AfghanistanNews.Net | Published on May 8 2016 19:00 PM

-- Information and communication technologies (ICTs) have the power to help people around the world bridge the digital divide and accelerate innovation as world leaders continue to work towards implementing the United Nations development agenda, Secretary-General Ban Ki-moon underlined today at the ...



[\*At high-level forum, UN spotlights power of information technology in advancing development\*](#)

Cambodian Times | Published on May 8 2016 19:00 PM

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[\*At high-level forum, UN spotlights power of information technology in advancing development\*](#)

Albuquerque News.Net | Published on May 8 2016 19:00 PM

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[\*At high-level forum, UN spotlights power of information technology in advancing development\*](#)

Austinnews.net | Published on May 8 2016 19:00 PM

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Nigeria Sun | Published on May 8 2016 19:00 PM

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Canada Standard | Published on May 8 2016 19:00 PM

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BrisbaneNews.Net | Published on May 8 2016 19:00 PM

UN Monday 9th May, 2016 3 May 2016 -- Information and communication technologies (ICTs) have the power to help people around the world bridge the digital divide and accelerate innovation as world leaders continue to work towards implementing the United Nations development agenda, Secretary-General B...



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TheAfricaNews.Net | Published on May 8 2016 19:00 PM

UN Monday 9th May, 2016 3 May 2016 -- Information and communication technologies (ICTs) have the power to help people around the world bridge the digital divide and accelerate innovation as world leaders continue to work towards implementing the United Nations development agenda, Secretary-General B...



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Birmingham Star | Published on May 8 2016 19:00 PM

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Kazakhstan News | Published on May 8 2016 19:00 PM

-- Information and communication technologies (ICTs) have the power to help people around the world bridge the digital divide and accelerate innovation as world leaders continue to work towards implementing the United Nations development agenda, Secretary-General Ban Ki-moon underlined today at the ...



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Malaysia Sun | Published on May 8 2016 19:00 PM

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Chicago News.Net | Published on May 8 2016 19:00 PM

-- Information and communication technologies (ICTs) have the power to help people around the world bridge the digital divide and accelerate innovation as world leaders continue to work towards implementing the United Nations development agenda, Secretary-General Ban Ki-moon underlined today at the ...



[\*Malaysia Wins ICT award: UTM is a proud part of it\*](#)

Noodles | Published on May 8 2016 05:39 AM

UTM - Universiti Teknologi Malaysia (via noodles) / Innovate UK, Re Councils UK (RCUK) and the Malaysia Industry-Government Group for High Technology (MIGHT) are investing in collaborative re and development projects to stimulate innovation in response to Malaysia's urbanisation challenges within dif...



[Telecommunications Regulatory Authority Concludes Participation At WSIS Forum 2016 In Geneva On Winning Note](#)

Dubai City Guide | Published on May 8 2016 00:00 AM

The Telecommunications Regulatory Authority (TRA) has concluded its successful participation as a Platinum Sponsor and Strategic Partner at the 2016 World Summit on the Information Society (WSIS) Forum held recently in Geneva, Switzerland. The organization won the prestigious 'WSIS Prizes 2016' for ...



[Telecommunications Regulatory Authority Held Two UAE Workshops At WSIS 2016 In Geneva](#)

Dubai City Guide | Published on May 7 2016 00:00 AM

The Telecommunications Regulatory Authority (TRA) hosted two major workshops outlining the UAE's successful experiences in building a dynamic information society along a set of related matters, such as digital security and students empowerment. at the 2016 World Summit on the Information Society (WS...



[Brotman: Asserting American leadership in shaping the global information society](#)

Benton Foundation | Stuart N. Brotman | Published on May 6 2016 18:20 PM

This week, the United Nations is convening a new World Summit on the Information Society (WSIS) Forum in Geneva, Switzerland. The WSIS Forum builds upon U.N. General Assembly Resolution 70/125 , an overall review of the implementation of previous WSIS outcomes. This resolution recognized the necessi...



[Asserting American leadership in shaping the global information society](#)

Brookings Institution | Stuart N. Brotman | Published on May 6 2016 11:30 AM



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### [Malaysia Wins United Nations IT Award](#)

Virtual Strategy Magazine | Published on May 6 2016 07:14 AM

--( PR.com )-- Malaysia has emerged as the winner for the World Summit of the Information Society (WSIS) award for the first time. Malaysian green technology manufacturer Green Data Center LLP (GDC) received the award for the E-Environment category which recognizes ICT technologies from around the w...



### [Malaysia Bags Five Awards At WSIS 2016 In Geneva](#)

Organization of Asia-Pacific News Agencies | Published on May 6 2016 02:45 AM

KUALA LUMPUR, May 6 (Bernama) -- The Malaysian delegation has done the country proud by picking up five awards in four categories at this year's World Summit on Information Society Forum (WSIS 2016) which is being held in Geneva from May 2 to 6. Emerging as the winner of the E-environment category w...



### [M'sia bags five awards at WSIS 2016 in Geneva](#)

Free Malaysia Today | Fmt Reporters | Published on May 6 2016 02:01 AM

Eco2 project wins the E-environment category with its next generation green data centre cooling technology. KUALA LUMPUR: The Malaysian delegation has done the country proud by picking up five awards in four categories at this year's World Summit on Information Society Forum (WSIS 2016) being held i...





[Malaysia Bags Five Awards At WSIS 2016 In Geneva](#)

Bernama | Published on May 6 2016 00:55 AM

KUALA LUMPUR, May 6 (Bernama) -- The Malaysian delegation has done the country proud by picking up five awards in four categories at this year's World Summit on Information Society Forum (WSIS 2016) which is being held in Geneva from May 2 to 6. Emerging as the winner of the E-environment category w...



[Kapruka founder Dulith Herath addresses UN World Summit on the Information Society in Geneva](#)

DailyFT | Published on May 5 2016 21:49 PM

'Grasshoppers' invited to jump on board at UN WSIS Forum Kapruka.com Founder and CEO Dulith Herath addressed the UN World Summit Information Society (WSIS) Forum on 4 May in Geneva, Switzerland. He presented the latest invention titled 'Grasshoppers'. WSIS forum is the world's largest annual gatheri...



[BRC and RE100 partnership to boost renewable electricity uptake](#)

Climate Action | Published on May 5 2016 14:47 PM

News - ACEA Tax Guide 2016 Released The 2016 ACEA Tax Guide has just been released, and contains all the latest information concerning the taxation on motor vehicles in European... Asiens Volkswirtschaften müssen widerstandsfähiger werden, um nachhaltig wachsen zu können FRANKFURT, DEUTSCHLAND – Neu...



[Telecommunications Regulatory Authority wins major award at World Summit on the Information Society \(WSIS 2016\)](#)

Eye of Dubai | Published on May 5 2016 04:21 AM

The Telecommunications Regulatory Authority (TRA) has won a major award at the 2016 World Summit on the Information Society (WSIS) taking place in Geneva, Switzerland, until 6 May with the participation of representatives from countries all over the world. The award was handed to H.E. Eng. Majed Sul...



[Telecommunications Regulatory Authority wins major award at World Summit on the Information Society \(WSIS 2016\)](#)

EyeofDubai.net | Published on May 5 2016 03:48 AM

The Telecommunications Regulatory Authority (TRA) has won a major award at the 2016 World Summit on the Information Society (WSIS) taking place in Geneva, Switzerland, until 6 May with the participation of representatives from countries all over the world. The award was handed to H.E. Eng. Majed Sul...



[TRA wins coveted award at WSIS in Geneva](#)

Emirates-Business.ae | Published on May 4 2016 18:51 PM

Dubai / Emirates Business The Telecommunications Regulatory Authority (TRA) won a major award at the 2016 World Summit on the Information Society (WSIS) taking place in Geneva, Switzerland, until May 6 with the participation of representatives from countries all over the world. The award was handed ...



[Africa: At High-Level Forum, UN Spotlights Power of Information Technology in Advancing Development\(UN News\)](#)

AllAfrica.com | Published on May 4 2016 13:22 PM

Information and communication technologies (ICTs) have the power to help people around the world bridge the digital divide and accelerate innovation as world leaders continue to work towards implementing the United Nations development agenda, Secretary-General Ban Ki-moon underlined today at the ope...



[Africa: At High-Level Forum, UN Spotlights Power of Information Technology in Advancing Development](#)

AllAfrica.com | Published on May 4 2016 13:22 PM

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continue to work towards implementing the United Nations development agenda, Secretary-General Ban Ki-moon underlined today at the ope...



[Telecommunications Regulatory Authority wins major award at World Summit on the Information Society \(WSIS 2016\)](#)

MENA Herald | Kahtan Alabosh | Published on May 4 2016 12:37 PM

Dubai – MENA Herald: The Telecommunications Regulatory Authority (TRA) has won a major award at the 2016 World Summit on the Information Society (WSIS) taking place in Geneva, Switzerland, until 6 May with the participation of representatives from countries all over the world. The award was handed t...



[Telecommunications Regulatory Authority wins...](#)

Day Of Dubai | Published on May 4 2016 12:22 PM

The Telecommunications Regulatory Authority (TRA) has actually won a significant award at the 2016 World Summit on the Information Society (WSIS) happening in Geneva, Switzerland, till 6 May with the involvement of agents from countries all over the world. The award was handed to H.E. Eng. Majed Sul...



[Telecommunications Regulatory Authority wins major award at World Summit on the Information Society \(WSIS 2016\)](#)

GulfNews247.com | Published on May 4 2016 11:05 AM

- Events & Happenings , Featured UAE – The Telecommunications Regulatory Authority (TRA) has won a major award at the 2016 World Summit on the Information Society ( WSIS ) taking place in Geneva, Switzerland, until 6 May with the participation of representatives from countries all over the world. Th...



[Telecommunications Regulatory Authority wins major award at World Summit on the Information Society \(WSIS 2016\)](#)

Albawaba | Published on May 4 2016 10:44 AM

The Telecommunications Regulatory Authority (TRA) has won a major award at the 2016 World Summit on the Information Society (WSIS) taking place in Geneva, Switzerland, until 6 May with the participation of representatives from countries all over the world. The award was handed to H.E. Eng. Majed Sul...



[\*At high-level forum, UN spotlights power of information technology in advancing development\*](#)

Bloomberg | Published on May 4 2016 08:46 AM

Information and communication technologies (ICTs) have the power to help people around the world bridge the digital divide and accelerate innovation as world leaders continue to work towards implementing the United Nations development agenda, Secretary-General Ban Ki-moon underlined today at the ope...



[\*At high-level forum, UN spotlights power of information technology in advancing development\*](#)

NewKerala.com | Published on May 4 2016 03:30 AM

New York, May 4 :Information and communication technologies (ICTs) have the power to help people around the world bridge the digital divide and accelerate innovation as world leaders continue to work towards implementing the United Nations development agenda, Secretary-General Ban Ki-moon underlined...



[\*WSIS Forum 2016 - CTO Outlines New Plans for ICTs for Development\*](#)

NigeriaCommunicationsWeek | Published on May 4 2016 01:00 AM

Mr Shola Taylor, secretary-general of the Commonwealth Telecommunications Organisation (CTO), has outlined how the Organisation plans to aid the development of ICTs in the Commonwealth and beyond. Shola Taylor on the high-level panel session on the 2030 Agenda for Sustainable Development Speaking at...



### [Telecommunications Regulatory Authority Wins Major Award At World Summit On The Information Society \(WSIS\) 2016\)](#)

Dubai City Guide | Published on May 4 2016 00:00 AM

The Telecommunications Regulatory Authority (TRA) has won a major award at the 2016 World Summit on the Information Society (WSIS) taking place in Geneva, Switzerland, until 6 May with the participation of representatives from countries all over the world. The award was handed to H.E. Eng. Majed Sul...



### [News in Brief 03 May 2016 \(AM\) – Geneva](#)

United Nations Multimedia | Sandra Guy | Published on May 3 2016 19:47 PM

Listen / At a social centre for refugees on Nauru, where they are held, conditions are basic. Photo: UNHCR/N. Wright Refugees on the Pacific island of Nauru "need to be moved" Asylum-seekers on the tiny Pacific island of Nauru should be moved to more humane conditions urgently, the UN said Tuesday, ...



### [UN World Summit on the Information Society Forum 2016: harnessing the power of new technologies to drive global development](#)

Benton Foundation | Robbie McBeath | Published on May 3 2016 19:33 PM

1,800 international delegates with one aim: transform the world through ICTs Geneva, 3 May 2016 – Stakeholders from government, civil society and industry are meeting in Geneva this week to develop strategies to align the global connectivity targets set in Tunis at the UN World Summit on the Informa...



### [WSIS Forum: Support For General Assembly Decisions On Internet Governance](#)

Intellectual Property Watch | Monika Ermert | Published on May 3 2016 18:58 PM

Support from information and communication technology for implementation of the United Nations Sustainable Development Goals 2030 is the programmatic topic of the first post-WSIS+10 edition of the World Summit Information Society Forum (WSIS Forum), taking place this week. ITU Secretary General Houli...



[WSIS Forum 2016 – CTO outlines new plans to promote ICTs for development](#)

Commonwealth Telecommunications Organisation | Published on May 3 2016 17:02 PM

May 3rd, 2016 GENEVA, 3 MAY 2016 – The Secretary-General of the Commonwealth Telecommunications Organisation (CTO), Mr Shola Taylor , has outlined today how the Organisation plans to aid the development of ICTs in the Commonwealth and beyond. Shola Taylor on the high-level panel session on the 2030 ...



[At high-level forum, UN spotlights power of information technology in advancing development](#)

United Nations | Published on May 3 2016 16:29 PM

– Information and communication technologies (ICTs) have the power to help people around the world bridge the digital divide and accelerate innovation as world leaders continue to work towards implementing the United Nations development agenda, Secretary-General Ban Ki-moon underlined today at the o...



[Press release: WSIS Forum 2016: harnessing the power of new technologies to drive global development](#)

ITU | Published on May 3 2016 14:03 PM

1,800 international delegates with one aim: transform the world through ICTs Geneva, 3 May 2016 – Stakeholders from government, civil society and industry are meeting in Geneva this week to develop strategies to align the global connectivity targets set in Tunis at the UN World Summit on the Informa...



[WSIS Forum 2016: harnessing the power of new technologies to drive global development; 1,800 international delegates with one aim: transform the world through ICTs](#)

Bloomberg | Published on May 3 2016 12:56 PM

Geneva -- Stakeholders from government, civil society and industry are meeting in Geneva this week to develop strategies to align the global connectivity targets set in Tunis at the UN World Summit on the Information Society (WSIS) with the 17 UN Sustainable Development Goals, with a view to harness...



[WSIS Forum 2016: Join UNESCO and its partners onsite or remotely!](#)

UNESCO | Published on May 3 2016 11:49 AM

A new WSIS Forum phase started today, on 2nd May, with its 2016 event. After the adoption of the 2030 Agenda for Sustainable Development and the overall WSIS+10 Review by the United Nations General Assembly in 2016, UNESCO will -as a co-organizer- innovate in content and format at the world's largest...



[UAE delegation to WSIS Forum 2016 in...](#)

Day Of Dubai | Published on May 2 2016 17:05 PM

The UAE's 39 delegates to the World Summit on the Information Society (WSIS) Forum occurring from May 2 to 6, 2016 in Geneva, Switzerland. WSIS Forum 2016 is the current edition of the leading global forum for ICT-driven advancement. It is co-organized by the International Telecommunication Union (I...



[UAE Delegation To WSIS Forum 2016 In Geneva](#)

UAE Today | Published on May 2 2016 15:33 PM

The UAE's 39 delegates to the World Summit on the Information Society (WSIS) Forum taking place from May 2 to 6, 2016 in Geneva, Switzerland. WSIS Forum 2016 is the latest edition of the leading global forum for ICT-driven development. It is co-organized by the International Telecommunication Union ...





[UAE delegation to WSIS Forum 2016 in Geneva](#)

Day Of Dubai | Published on May 2 2016 08:45 AM

The UAE's 39 delegates to the World Summit on the Information Society (WSIS) Forum occurring from May 2 to 6, 2016 in Geneva, Switzerland. WSIS Forum 2016 is the current edition of the leading global forum for ICT-driven advancement. It is co-organized by the International Telecommunication Union (I...



[UAE Delegation To WSIS Forum 2016 In Geneva](#)

Dubai City Guide | Published on May 2 2016 04:57 AM

The UAE's 39 delegates to the World Summit on the Information Society (WSIS) Forum taking place from May 2 to 6, 2016 in Geneva, Switzerland. WSIS Forum 2016 is the latest edition of the leading global forum for ICT-driven development. It is co-organized by the International Telecommunication Union ...



[UAE delegation to WSIS Forum 2016 in Geneva](#)

MENA Herald | Kahtan Alabosh | Published on May 1 2016 10:36 AM

Dubai – MENA Herald: The UAE's 39 delegates to the World Summit on the Information Society (WSIS) Forum taking place from May 2 to 6, 2016 in Geneva, Switzerland. WSIS Forum 2016 is the latest edition of the leading global forum for ICT-driven development. It is co-organized by the International Tel...



[UAE delegation to WSIS Forum 2016 in Geneva](#)

GulfNews247.com | Published on May 1 2016 09:33 AM

- Featured , Government The UAE's 39 delegates to the World Summit on the Information Society (WSIS) Forum taking place from May 2 to 6, 2016 in Geneva, Switzerland. WSIS Forum 2016 is the latest edition of the leading global forum for ICT-driven development. It is co-organized by the International ...





[IEEE to Join Stakeholders at the World Summit on Information Society \(WSIS\) Forum 2016 in Geneva, Switzerland](#)

TMC Net | Published on April 29 2016 17:28 PM

] IEEE ( News - Alert ), the world's largest technical professional organization dedicated to advancing technology for the benefit of humanity, today announced its participation as a contributing sponsor at the upcoming World Summit on Information Society (WSIS) Forum being held 2-6 May 2016 in Gene...



[IEEE to Join Stakeholders at the World Summit on Information Society \(WSIS\) Forum 2016 in Geneva, Switzerland](#)

TMC Net | Published on April 29 2016 13:40 PM

] IEEE ( News - Alert ), the world's largest technical professional organization dedicated to advancing technology for the benefit of humanity, today announced its participation as a contributing sponsor at the upcoming World Summit on Information Society (WSIS) Forum being held 2-6 May 2016 in Gene...



[IEEE to Join Stakeholders at the World Summit on Information Society \(WSIS\) Forum 2016 in Geneva, Switzerland](#)

Sys-Con Australia | Published on April 29 2016 13:13 PM

IEEE, the world's largest technical professional organization dedicated to advancing technology for the benefit of humanity, today announced its participation as a contributing sponsor at the upcoming World Summit on Information Society (WSIS) Forum being held 2-6 May 2016 in Geneva, Switzerland. Th...



[IEEE to Join Stakeholders at the World Summit on Information Society \(WSIS\) Forum 2016 in Geneva, Switzerland](#)

Virtual Strategy Magazine | Published on April 29 2016 13:10 PM

IEEE, the world's largest technical professional organization dedicated to advancing technology for the benefit of humanity, today announced its participation as a

contributing sponsor at the upcoming World Summit on Information Society (WSIS) Forum being held 2-6 May 2016 in Geneva, Switzerland. Th...



[IEEE to Join Stakeholders at the World Summit on Information Society \(WSIS\) Forum 2016 in Geneva, Switzerland](#)

Sys-Con Italia | Published on April 29 2016 13:10 PM

IEEE, the world's largest technical professional organization dedicated to advancing technology for the benefit of humanity, today announced its participation as a contributing sponsor at the upcoming World Summit on Information Society (WSIS) Forum being held 2-6 May 2016 in Geneva, Switzerland. Th...



[IEEE to Join Stakeholders at the World Summit on Information Society \(WSIS\) Forum 2016 in Geneva, Switzerland](#)

Sys-Con Belgium | Published on April 29 2016 13:08 PM

IEEE, the world's largest technical professional organization dedicated to advancing technology for the benefit of humanity, today announced its participation as a contributing sponsor at the upcoming World Summit on Information Society (WSIS) Forum being held 2-6 May 2016 in Geneva, Switzerland. Th...



[IEEE to Join Stakeholders at the World Summit on Information Society \(WSIS\) Forum 2016 in Geneva, Switzerland](#)

ITbriefing | Published on April 29 2016 13:07 PM

Tags: News: IT at home This was published: 29 Apr 2016 - 02:07 pm Tweet IEEE, the world's largest technical professional organization dedicated to advancing technology for the benefit of humanity, today announced its participation as a contributing sponsor at the upcoming World Summit on Information...



[IEEE to Join Stakeholders at the World Summit on Information Society \(WSIS\) Forum 2016 in Geneva, Switzerland](#)

Bloomberg | Published on April 29 2016 13:06 PM

PISCATAWAY, N.J.--(BUSINESS WIRE)--Apr. 29, 2016-- IEEE, the world's largest technical professional organization dedicated to advancing technology for the benefit of humanity, today announced its participation as a contributing sponsor at the upcoming World Summit on Information Society (WSIS) Forum...



[IEEE to Join Stakeholders at the World Summit on Information Society \(WSIS\) Forum 2016 in Geneva, Switzerland](#)

Sys-Con India | Published on April 29 2016 13:04 PM

IEEE, the world's largest technical professional organization dedicated to advancing technology for the benefit of humanity, today announced its participation as a contributing sponsor at the upcoming World Summit on Information Society (WSIS) Forum being held 2-6 May 2016 in Geneva, Switzerland. Th...



[IEEE : to Join Stakeholders at the World Summit on Information Society \(WSIS\) Forum 2016 in Geneva, Switzerland](#)

4 Traders | Published on April 29 2016 13:03 PM

IEEE, the world's largest technical professional organization dedicated to advancing technology for the benefit of humanity, today announced its participation as a contributing sponsor at the upcoming World Summit on Information Society (WSIS) Forum being held 2-6 May 2016 in Geneva, Switzerland. Th...



[IEEE to Join Stakeholders at the World Summit on Information Society \(WSIS\) Forum 2016 in Geneva, Switzerland](#)

Sys-Con Deutschland | Published on April 29 2016 13:03 PM

By: Business Wire Apr. 29, 2016 09:01 AM IEEE, the world's largest technical professional organization dedicated to advancing technology for the benefit of humanity, today announced its participation as a contributing sponsor at the upcoming World Summit on Information Society (WSIS) Forum being hel...



[\*IEEE to Join Stakeholders at the World Summit on Information Society \(WSIS\) Forum 2016 in Geneva, Switzerland\*](#)

FinanzNachrichten.de | Published on April 29 2016 13:03 PM

IEEE, the world's largest technical professional organization dedicated to advancing technology for the benefit of humanity, today announced its participation as a contributing sponsor at the upcoming World Summit on Information Society (WSIS) Forum being held 2-6 May 2016 in Geneva, Switzerland. Th...



[\*IEEE to Join Stakeholders at the World Summit on Information Society \(WSIS\) Forum 2016 in Geneva, Switzerland\*](#)

CNBC | Published on April 29 2016 13:01 PM

PISCATAWAY, N.J.--(BUSINESS WIRE)-- IEEE, the world's largest technical professional organization dedicated to advancing technology for the benefit of humanity, today announced its participation as a contributing sponsor at the upcoming World Summit on Information Society (WSIS) Forum being held 2-6...



[\*IEEE to Join Stakeholders at the World Summit on Information Society \(WSIS\) Forum 2016 in Geneva, Switzerland\*](#)

Yahoo! Singapore | Published on April 29 2016 13:01 PM

PISCATAWAY, N.J.--(BUSINESS WIRE)-- IEEE, the world's largest technical professional organization dedicated to advancing technology for the benefit of humanity, today announced its participation as a contributing sponsor at the upcoming World Summit on Information Society (WSIS) Forum being held 2-6...



[\*IEEE to Join Stakeholders at the World Summit on Information Society \(WSIS\) Forum 2016 in Geneva, Switzerland\*](#)

Enhanced Online News | Published on April 29 2016 13:01 PM

PISCATAWAY, N.J.--( EON: Enhanced Online News )--IEEE, the world's largest technical professional organization dedicated to advancing technology for the benefit

of humanity, today announced its participation as a contributing sponsor at the upcoming World Summit on Information Society (WSIS) Forum b...



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SPi World News | Published on April 29 2016 13:01 PM

World News: 14:01 GMT Friday 29th April 2016 . [ ] This story IEEE, the world's largest technical professional organization dedicated to advancing technology for the benefit of humanity, today announced its participation as a contributing sponsor at the upcoming World Summit on Information Society (...)



[IEEE to Join Stakeholders at the World Summit on Information Society \(WSIS\) Forum 2016 in Geneva, Switzerland](#)

Yahoo! Finance UK and Ireland | Published on April 29 2016 13:01 PM

PISCATAWAY, N.J.--(BUSINESS WIRE)-- IEEE, the world's largest technical professional organization dedicated to advancing technology for the benefit of humanity, today announced its participation as a contributing sponsor at the upcoming World Summit on Information Society (WSIS) Forum being held 2-6...



[Press Releases: Ambassador Daniel A. Sepulveda Travels to Geneva to Chair the World Summit on the Information Society Forum 2016](#)

Manila News.Net | U. S. State Department | Published on April 29 2016 07:55 AM

U.S. State Department Friday 29th April, 2016 Ambassador Daniel A. Sepulveda, U.S. Coordinator for International Communications and Information Policy, will serve as Chair of the WSIS Forum 2016 to be held in Geneva, Switzerland, May 2-6, 2016. The WSIS Forum 2016 is an annual gathering of the WSIS ...



[Press Releases: Ambassador Daniel A. Sepulveda Travels to Geneva to Chair the World Summit on the Information Society Forum 2016](#)

## Big News Network | Published on April 29 2016 07:55 AM

Press Releases Ambassador Daniel A Sepulveda Travels to Geneva to Chair the World Summit on the Information Society Forum 2016 Friday 29th April, 2016 Ambassador Daniel A. Sepulveda, U.S. Coordinator for International Communications and Information Policy, will serve as Chair of the WSIS Forum 2016 ...



[Press Releases: Ambassador Daniel A. Sepulveda Travels to Geneva to Chair the World Summit on the Information Society Forum 2016](#)

Philippines News.net | Published on April 29 2016 07:55 AM

Ambassador Daniel A. Sepulveda, U.S. Coordinator for International Communications and Information Policy, will serve as Chair of the WSIS Forum 2016 to be held in Geneva, Switzerland, May 2-6, 2016. The WSIS Forum 2016 is an annual gathering of the WSIS community to discuss how best to use informati...



[Ambassador Daniel A. Sepulveda Travels to Geneva to Chair the World Summit on the Information Society \(WSIS\) Forum 2016](#)

ImperialValleyNews | State Department | Published on April 29 2016 04:03 AM

Washington, DC - Ambassador Daniel A. Sepulveda, U.S. Coordinator for International Communications and Information Policy, will serve as Chair of the WSIS Forum 2016 to be held in Geneva, Switzerland, May 2-6, 2016. The WSIS Forum 2016 is an annual gathering of the WSIS community to discuss how best...



[Ambassador Daniel A. Sepulveda Travels to Geneva to Chair the World Summit on the Information Society \(WSIS\) Forum 2016](#)

Web Newswire | Published on April 28 2016 22:00 PM

Ambassador Daniel A. Sepulveda, U.S. Coordinator for International Communications and Information Policy, will serve as Chair of the WSIS Forum 2016 to be held in Geneva, Switzerland, May 2-6, 2016. The WSIS Forum 2016 is an annual gathering of the WSIS community to discuss how best to use informati...

## Blogs



### [Global ICT Body Offers to Partner with Developing Nations to Achieve UN's Sustainable Development Goals](#)

The IT Nerd | itnerd | Published on May 14 2016 17:42 PM

IFIP (International Federation for Information Processing), the global ICT professional body, has invited developing nations to partner with it to build their technology expertise and capability. IFIP President Leon Strous used his high level address to the WSIS (World Summit on the Information Soci...



### [Telecommunications Regulatory Authority held two UAE workshops at WSIS 2016 in Geneva](#)

uaenews247 | uaenews247 | Published on May 8 2016 04:39 AM

The workshops witnessed in-depth discussions on national achievements in smart government, national capacity-building strategies, students empowerment, and digital security UAE, May 7, 2016 – The Telecommunications Regulatory Authority (TRA) hosted two major workshops outlining the UAE's successful ...



### [M'sia bags 5 awards during WSIS 2016 in Geneva](#)

Datacentre Management . org | The Messenger | Published on May 7 2016 01:52 AM

Eco2 plan wins a E-environment difficulty with a subsequent era immature information centre cooling technology. KUALA LUMPUR: The Malaysian commission has finished a nation unapproachable by picking adult 5 awards in 4 categories during this year's World Summit on Information Society Forum (WSIS 201...



### [#WSIS 2016 reinforces commitment to harnessing ICTs to meet the SDGs](#)

The ITU Blog | itu4u | Published on May 6 2016 13:57 PM



I have been involved now with WSIS since its very first manifestation in Geneva in 2003, and more than ten years later it never fails to inspire and surprise. It has been an incredible journey so far, and a wealth of valuable knowledge has been created and shared by our ever-growing global community...



[\*M'sia bags five awards at WSIS 2016 in Geneva\*](#)

Free Malaysia Today | FMT | Published on May 6 2016 02:01 AM

KUALA LUMPUR: The Malaysian delegation has done the country proud by picking up five awards in four categories at this year's World Summit on Information Society Forum (WSIS 2016) being held in Geneva from May 2 to 6. Emerging as the winner in the E-environment category was the Eco2 project, which i...



[\*Digital solutions to achieve the SDGs\*](#)

The ITU Blog | itu4u | Published on May 4 2016 14:06 PM

During this week's WSIS Forum a special session presented a sneak preview of the much anticipated 'System Transformation' report which presents early research and new data on how digital solutions will drive progress towards the sustainable development goals. The full report, produced by GeSI and Ac...



[\*At high-level forum, UN spotlights power of information technology in advancing development\*](#)

GRAFELBERGNOTICIAS | Sudete | Published on May 4 2016 03:52 AM

At high-level forum, UN spotlights power of information technology in advancing development 3 May 2016 – Information and communication technologies (ICTs) have the power to help people around the world bridge the digital divide and accelerate innovation as world leaders continue to work towards impl...





[\*Ambassador Sepulveda Travels to Geneva to Chair the World Summit on the Information Society \(WSIS\) Forum 2016\*](#)

US Mission Geneva | DGN | Published on April 29 2016 10:31 AM

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Ambassador Daniel A. Sepulveda Travels to Geneva to Chair the World Summit on the Information Society (WSIS) Forum 2016 Media Note Office of the Spokesperson Washington, DC April 28, 2016 Ambassador Daniel A. Sepulveda, U.S. Coordinator for International Communications and Information Policy, will s...



[\*e-Health and e-Agriculture session at WSIS Forum 2016: ICT and Nutrition\*](#)

ICTDev dot org | e\_agriculture | Published on April 22 2016 14:23 PM

View What links here e-Health and e-Agriculture session at WSIS Forum 2016: ICT and Nutrition Stay Connected

## Press Release



[\*Tonga's Prime Minister attended World Summit on the Information Society Forum 2016 of the International Telecommunication Union in Geneva, Switzerland\*](#)

Foreign Affairs.co.nz | Foreign Affairs Publisher | Published on May 10 2016 22:18 PM

MIL OSI – Source: Tonga Government – Press Release/Statement: Headline: 11th May 2016 The Prime Minister of Tonga, Hon. Samuela 'Akilisi Pohiva led Tonga's delegation at the World Summit on the Information Society (WSIS) Forum 2016 of the International Telecommunication Union in Geneva, Switzerland ...



[Telecommunications Regulatory Authority concludes participation at WSIS Forum 2016 in Geneva on winning note](#)

Dubai PR Network | Published on May 9 2016 12:35 PM

- The Telecommunications Regulatory Authority (TRA) has concluded its successful participation as a Platinum Sponsor and Strategic Partner at the 2016 World Summit on the Information Society (WSIS) Forum held recently in Geneva, Switzerland. The organization won the prestigious 'WSIS Prizes 2016' fo...



[Telecommunications Regulatory Authority concludes participation at WSIS Forum 2016 in Geneva on .....](#)

Dubai PR Network | Published on May 9 2016 07:59 AM

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[Telecommunications Regulatory Authority concludes participation at WSIS Forum 2016 in Geneva on winning note](#)

GoDubai.com | Published on May 9 2016 06:17 AM

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[Telecommunications Regulatory Authority held two UAE workshops at WSIS 2016 in Geneva](#)

Dubai PR Network | Published on May 8 2016 19:19 PM

- The Telecommunications Regulatory Authority (TRA) hosted two major workshops outlining the UAE's successful experiences in building a dynamic information society along a set of related matters, such as digital security and students empowerment. at the 2016 World Summit on the Information Society (...)



[\*Telecommunications Regulatory Authority concludes participation at WSIS Forum 2016 in Geneva on winning note\*](#)

Live-PR.com | Published on May 8 2016 12:50 PM

- The Telecommunications Regulatory Authority (TRA) has concluded its successful participation as a Platinum Sponsor and Strategic Partner at the 2016 World Summit on the Information Society (WSIS) Forum held recently in Geneva, Switzerland. The organization won the prestigious 'WSIS Prizes 2016' fo...



[\*Telecommunications Regulatory Authority concludes participation at WSIS Forum 2016 in Geneva on winning note\*](#)

Press Release Ping | Published on May 8 2016 12:31 PM

Wins prestigious 'WSIS Prizes 2016' for 'ICT Development in Arab Region Project' under 'Action Line C11 International & Regional Cooperation' category UAE, May 8, 2016 - The Telecommunications Regulatory Authority (TRA) has concluded its successful participation as a Platinum Sponsor and Strategic P...



[\*Telecommunications Regulatory Authority held two UAE workshops at WSIS 2016 in Geneva...\*](#)

Dubai PR Network | Published on May 8 2016 10:49 AM

- The Telecommunications Regulatory Authority (TRA) hosted two major workshops outlining the UAE's successful experiences in building a dynamic information society along a set of related matters, such as digital security and students empowerment. at the 2016 World Summit on the Information Society (...)



[Telecommunications Regulatory Authority held two UAE workshops at WSIS 2016 in Geneva](#)

Web-Release.info | Published on May 8 2016 08:08 AM

The Telecommunications Regulatory Authority (TRA) hosted two major workshops outlining the UAE's successful experiences in building a dynamic information society along a set of related matters, such as digital security and students empowerment. at the 2016 World Summit on the Information Society (WS...



[Telecommunications Regulatory Authority held two UAE workshops at WSIS 2016 in Geneva](#)

GoDubai.com | Published on May 8 2016 06:17 AM

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[Malaysia Wins United Nations IT Award](#)

ECPlaza | Published on May 7 2016 10:11 AM

--( PR.com )-- Malaysia has emerged as the winner for the World Summit of the Information Society (WSIS) award for the first time. Malaysian green technology manufacturer Green Data Center LLP (GDC) received the award for the E-Environment category which recognizes ICT technologies from around the w...



[Telecommunications Regulatory Authority held two UAE workshops at WSIS 2016 in Geneva](#)

Live-PR.com | Published on May 7 2016 08:30 AM

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along a set of related matters, such as digital security and students empowerment. at the 2016 World Summit on the Information Society (...)



[Telecommunications Regulatory Authority held two UAE workshops at WSIS 2016 in Geneva](#)

AI-Press - English | Published on May 7 2016 08:16 AM

The Telecommunications Regulatory Authority (TRA) hosted two major workshops outlining the UAE's successful experiences in building a dynamic information society along a set of related matters, such as digital security and students empowerment. at the 2016 World Summit on the Information Society (WS...



[Telecommunications Regulatory Authority held two UAE workshops at WSIS 2016 in Geneva](#)

Press Release Ping | Published on May 7 2016 08:09 AM

The workshops witnessed in-depth discussions on national achievements in smart government, national capacity-building strategies, students empowerment, and digital security UAE, May 7, 2016 - The Telecommunications Regulatory Authority (TRA) hosted two major workshops outlining the UAE's successful ...



[Telecommunications Regulatory Authority wins major award at World Summit on the Information Society \(WSIS 2016\)](#)

Dubai PR Network | Published on May 7 2016 03:10 AM

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[Telecommunications Regulatory Authority wins major award at World Summit on the Information Society \(WSIS 2016\)](#)

GoDubai.com | Published on May 6 2016 18:24 PM

- The Telecommunications Regulatory Authority (TRA) has won a major award at the 2016 World Summit on the Information Society (WSIS) taking place in Geneva, Switzerland, until 6 May with the participation of representatives from countries all over the world. The award was handed to H.E. Eng. Majed S...



[\*Malaysia Wins United Nations ICT Award\*](#)

EIN News | Published on May 6 2016 10:30 AM

Mr Matthew Rajendra, CEO and Founder of Green Data Center LLP receiving the award from ITU Secretary General Houlin Zhao in Geneva. We are truly humbled by the recognition and see this as a clear validation that we are headed in the right direction. — Matthew Rajendra GENEVA, SWITZERLAND, May 3, 201...



[\*Malaysia Wins United Nations ICT Award\*](#)

EIN Presswire | Published on May 6 2016 10:26 AM

[IMAGE] Mr Matthew Rajendra, CEO and Founder of Green Data Center LLP receiving the award from ITU Secretary General Houlin Zhao in Geneva. We are truly humbled by the recognition and see this as a clear validation that we are headed in the right direction. -- Matthew Rajendra GENEVA, SWITZERL...



[\*Malaysia Wins United Nations IT Award\*](#)

BizWire Express | Published on May 6 2016 09:17 AM

PR.com 2016-05-06 Geneva, Switzerland, May 06, 2016 --( PR.com )-- Malaysia has emerged as the winner for the World Summit of the Information Society (WSIS) award for the first time. Malaysian green technology manufacturer Green Data Center LLP (GDC) received the award for the E-Environment category...



[\*Malaysia Wins United Nations IT Award\*](#)

PR.com | Green Data Center Llp | Published on May 6 2016 07:00 AM

--( PR.com )-- Malaysia has emerged as the winner for the World Summit of the Information Society (WSIS) award for the first time. Malaysian green technology manufacturer Green Data Center LLP (GDC) received the award for the E-Environment category which recognizes ICT technologies from around the w...



[Telecommunications Regulatory Authority wins major award at World Summit on the Information Society \(WSIS 2016\)](#)

Al-Press - English | Published on May 5 2016 09:06 AM

The Telecommunications Regulatory Authority (TRA) has won a major award at the 2016 World Summit on the Information Society ( WSIS ) taking place in Geneva, Switzerland, until 6 May with the participation of representatives from countries all over the world. The award was handed to H.E. Eng. Majed S...



[Telecommunications Regulatory Authority wins major award at World Summit on the Information Society](#)

Pressbox.co.uk | Published on May 5 2016 07:32 AM

) Pressbox (Press Release) - UAE, May 4, 2016 - The Telecommunications Regulatory Authority (TRA) has won a major award at the 2016 World Summit on the Information Society (WSIS) taking place in Geneva, Switzerland, until 6 May with the participation of representatives from countries all over the wo...



[Malaysia Wins United Nations ICT Award](#)

Live-PR.com | Published on May 4 2016 14:23 PM

Geneva – Malaysia has emerged as the winner for the World Summit of the Information Society (WSIS) award for the first time. Malaysian green technology manufacturer Green Data Center LLP (GDC) received the award for the E-Environment category which recognizes ICT technologies from around the world t...





[\*Telecommunications Regulatory Authority wins major award at World Summit on the Information Society \(WSIS 2016\)\*](#)

Live-PR.com | Published on May 4 2016 11:14 AM

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[\*Telecommunications Regulatory Authority wins major award at World Summit on the Information Society \(WSIS 2016\)\*](#)

Press Release Ping | Published on May 4 2016 11:10 AM

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[\*الكسو "الهيئة العامة لتنظيم قطاع الاتصالات تدعو لمشاركة إماراتية واسعة في جائزة للتطبيقات الجواله"\*](#)

Albawaba | Published on May 4 2016 10:46 AM

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[\*At high-level forum, UN spotlights power of information technology in advancing development\*](#)

PR Newswire Policy (English) | Published on May 3 2016 20:59 PM

NEW YORK, 03 May 2016 /PRNewswire Policy/ -- Information and communication technologies (ICTs) have the power to help people around the world bridge the digital



divide and accelerate innovation as world leaders continue to work towards implementing the United Nations development agenda, Secretary-Ge...



[At high-level forum, UN spotlights power of information technology in advancing development](#)

Foreign Affairs.co.nz | Foreign Affairs Publisher | Published on May 3 2016 17:22 PM

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MIL OSI – Source: United Nations – Press Release/Statement: Headline: 3 May 2016  
Information and communication technologies (ICTs) have the power to help people around the world bridge the digital divide and accelerate innovation as world leaders continue to work towards implementing the United Nati...



[UAE delegation to WSIS Forum 2016 in Geneva](#)

Dubai PR Network | Published on May 2 2016 11:51 AM

- The UAE's 39 delegates to the World Summit on the Information Society (WSIS) Forum taking place from May 2 to 6, 2016 in Geneva, Switzerland. WSIS Forum 2016 is the latest edition of the leading global forum for ICT-driven development. It is co-organized by the International Telecommunication Unio...



[UAE delegation to WSIS Forum 2016 in Geneva](#)

GoDubai.com | Published on May 2 2016 10:18 AM

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[Uae Delegation To Wsis Forum 2016 In Geneva](#)

Dubai City Info | Published on May 2 2016 09:13 AM

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[UAE delegation to WSIS Forum 2016 in Geneva](#)

Al-Press - English | Published on May 1 2016 19:34 PM

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[UAE delegation to WSIS Forum 2016 in Geneva](#)

Live-PR.com | Published on May 1 2016 09:14 AM

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[UAE delegation to WSIS Forum 2016 in Geneva](#)

Press Release Ping | Published on May 1 2016 09:12 AM

TRA has been a strategic partner of WSIS since 2010 and is the event's Platinum Partner UAE, May 1, 2016 - The UAE's 39 delegates to the World Summit on the Information Society (WSIS) Forum taking place from May 2 to 6, 2016 in Geneva, Switzerland. WSIS Forum 2016 is the latest edition of the leadin...



[IEEE to Join Stakeholders at the World Summit on Information Society \(WSIS\) Forum 2016 in Geneva, Switzerland](#)

BioSpace | Published on April 29 2016 17:35 PM

IEEE is sponsoring the World Summit on Information Society (WSIS) Forum 2016 in Geneva, Switzerland held 2-6 May 2016. IEEE, the world's largest technical professional organization dedicated to advancing technology for the benefit of humanity, today announced its participation as a contributing spon...



[\*IEEE to Join Stakeholders at the World Summit on Information Society \(WSIS\) Forum 2016 in Geneva, Switzerland\*](#)

Minyanville | Published on April 29 2016 17:35 PM

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[\*IEEE to Join Stakeholders at the World Summit on Information Society \(WSIS\) Forum 2016 in Geneva, Switzerland\*](#)

Morningstar.com | Published on April 29 2016 13:07 PM

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[\*IEEE to Join Stakeholders at the World Summit on Information Society \(WSIS\) Forum 2016 in Geneva, Switzerland\*](#)

Digital Journal | Published on April 29 2016 13:05 PM

PISCATAWAY, N.J.--(Business Wire)--IEEE, the world's largest technical professional organization dedicated to advancing technology for the benefit of humanity, today announced its participation as a contributing sponsor at the upcoming World Summit on Information Society (WSIS) Forum being held 2-6 ...



[\*IEEE to Join Stakeholders at the World Summit on Information Society \(WSIS\) Forum 2016 in Geneva, Switzerland\*](#)

Sys-Con Media | Published on April 29 2016 13:01 PM

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Business Wire | Published on April 29 2016 13:01 PM

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Freshnews.com | Published on April 29 2016 13:01 PM

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[IEEE to Join Stakeholders at the World Summit on Information Society \(WSIS\) Forum 2016 in Geneva, Switzerland](#)

EON: Enhanced Online News | Published on April 29 2016 13:01 PM

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[Collected Department Releases: Ambassador Daniel A. Sepulveda Travels to Geneva to Chair the World Summit on the Information Society \(WSIS\) Forum 2016](#)

Foreign Affairs.co.nz | Foreign Affairs Publisher | Published on April 28 2016 21:48 PM

MIL OSI – Source: United States Department of State – Press Release/Statement: Headline: Ambassador Daniel A. Sepulveda, U.S. Coordinator for International Communications and Information Policy, will serve as Chair of the WSIS Forum 2016 to be held in Geneva, Switzerland, May 2-6, 2016. The WSIS For...



[Europe and Eurasia: Ambassador Daniel A. Sepulveda Travels to Geneva to Chair the World Summit on the Information Society \(WSIS\) Forum 2016](#)

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[Press Releases: Ambassador Daniel A. Sepulveda Travels to Geneva to Chair the World Summit on the Information Society \(WSIS\) Forum 2016](#)

Easy News Press Agency | Published on April 28 2016 21:19 PM

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Ambassador Daniel A. Sepulveda Travels to Geneva to Chair the World Summit on the Information Society (WSIS) Forum 2016 Media Note Office of the Spokesperson Washington, DC April 28, 2016 Ambassador Daniel A. Sepulveda, U.S. Coordinator for International Communications and Information Policy, will s...

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# Invitation for WSIS Forum 2017: 12 – 16 June 2017

The World Summit on the Information Society Forum 2017 represents the world's largest annual gathering of the 'ICT for development' community. The WSIS Forum, co-organized by ITU, UNESCO, UNDP and UNCTAD, in close collaboration with all WSIS Action Line Facilitators/Co-Facilitators, has proven to be an efficient mechanism for coordination of multi-stakeholder implementation activities, information exchange, creation of knowledge, sharing of best practices and continues to provide assistance in developing multi-stakeholder and public/private partnerships to advance development goals. This forum will provide structured opportunities to network, learn and participate in multi-stakeholder discussions and consultations on WSIS implementation. The Agenda and Programme of the Forum will be built on the basis of the submissions received during the Open Consultation Process.

Additional information about the WSIS Forum 2017 is available at:  
<http://www.itu.int/net4/wsis/forum/2017/>