Internet Governance
Capacity Building

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ITU Workshop, Geneva 27th February 2004
Diplo - Introduction

- Established by Governments of Malta and Switzerland
- Support from Various Institutions Including: European Union, UNDP, Commonwealth, United States Institute of Peace, etc.
- Offices in Malta, Geneva, Belgrade and Brussels
- Network of Sister Institutions Including: Geneva - Switzerland (Graduate Institute of International Studies), Yaounde - Cameroon (International Relations Institute of Cameroon), Nairobi - Kenya (Institute of Diplomacy and International Studies, Trinidad and Tobago (Institute of International Studies)
- Internet Hub of the Network of 80 Diplomatic Training Institutions
Diplo - EVOLUTION

- 1992 - Established Unit for Information Technology and Diplomacy at the Mediterranean Academy of Diplomatic Studies
- 1994 - First Diplomatic Training on the Use of IT in Diplomacy
- 1996 - Start of the Courses on ICT and Diplomacy
- 1997 - Simulation Exercise on Drafting International Declaration on the Internet
- 1999 - Academic Accreditation - Postgraduate Diploma in Diplomacy and ICT
Difficult to Classify in Existing Scheme

MANAGING PARADOXES

• Diplo has strong academic features, yet it is not an academic institution;
• Diplo has a strong software development component, yet it is not a computer company or an Internet service provider;
• Much of Diplo’s work involves research and analysis, yet it is not a think tank;
• Although Diplo grapples with new issues related to ICT, its conceptual basis is rooted in the classical sciences, revisiting traditional issues in diplomacy and the social sciences through new tools.
Diplo - ACTIVITIES

- DiploKnowledge - Research and Software Development in the field of Knowledge Management for Diplomacy
- DiploEdu - Training and Education
- DiploBooks - Publications
- DiploWeb - Research on the use of Web in Diplomacy and International Relations
- DiploTools - Development of Applications for Diplomacy
Internet Governance

- Research
- Training and Education
- Development of Online Diplomatic Tools
- Publishing & Awareness Building
Internet Governance RESEARCH

• Conceptual Framework for Internet Governance
• Diplomatic Research - Multistakeholder Approach and ICT Diplomacy & Swiss Knife for Multilateral Diplomacy
• Language Research - Emerging Language of ICT Diplomacy
Conceptual Framework for Internet Governance

- Practical Needs - To develop a framework for our courses (starting from 1997)
- Iterative Process - The conceptual framework has been constantly updated since 1997, based on research and input from students
- Research in the Field of International Relations (International Regimes), International Law and Information Science
Conceptual Framework – **CUBE**

Who - What - Where - How
Conceptual Framework
BUILDING UNDER CONSTRUCTION
WHO & WHAT - Awareness Building
Research - Multistakeholder Approach

A Theoretical Analysis of the Following Aspects:
- Communication Between Different Professional Cultures
- Procedure
- Institutional Framework
- Language

Achieved:
- The Use of a Multistakeholder Approach in Diplomatic Training
- An Analysis of the Composition of Delegations Participating in the WSIS Process (the first findings will be presented at the Global Forum)
- A Conference on Intercultural Communication

Next Activities:
- Additional Research of the WSIS Process
- Workshops in Geneva on the Multistakeholder Approach
- Additional Training
- An International Conference on the Multistakeholder Approach (Malta, February 2005)
Tools - “Swiss Knife” for Multilateral Diplomacy
Tools - Online Negotiations Assistant (ONA)
Publications & Awareness Building
INFORMATION SOCIETY LIBRARY

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Education/Training

Need for Training in Internet Governance?

- a lack of human resources and sufficient time for the training of participants in WSIS-related activities;
- a lack of the necessary skills for active participation in future WSIS-related activities;
- a lack of capacity to process multidisciplinary IS-related issues, especially among the smaller countries, which covered this process with limited human resources (very often through a single diplomat-generalist based in Geneva).
Training – Type of Courses

• Postgraduate Diploma Course (26 students)
• Short Courses (2 months) - in 2004: Courses with South Center and GKP (the plan is to train 100-200 students from developing countries)
• Self-Paced Courses - in 2004: with South Center and GKP (the plan is to train 400-500 participants)
• Just-in-Time Learning (organising courses that could assist in the WSIS and Internet Governance processes)

TRADITIONAL vs. ONLINE
• Traditional course delivery (face-to-face)
• Blended course delivery
• Online course delivery
Training - Blended Learning

Used in Belgrade Course on Internet Governance - Preparing Future Negotiators on the Internet Governance
Training - **ALUMNI**

278 participants (mainly diplomats and civil servants) from 78 countries
Course Structure

• infrastructure and standardisation basket
• legal basket
• economic basket
• development basket
• socio-cultural basket
Course Sequence

The day-to-day process of learning is illustrated through the following detailed breakdown of activities over the two-week period dedicated to the legal basket.

- Week 1 - Gaining knowledge ABOUT Internet governance
- Week 2 - From Theory to Practice (HOW)
Week 1 – Gaining knowledge ABOUT
Monday – Tuesday:
STUDY AND HYPERTEXT DISCUSSION

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Week 1 – Gaining knowledge ABOUT
Wednesday – FIRST EVALUATION
Q&A - Short Assignments - Crosswords and Games
Week 1 – Gaining knowledge ABOUT

Thursday - ONLINE SESSION

Friday - EVALUATION AND SUMMARY REFLECTIONS
Week 2 – From Theory to Practice (HOW)
Monday
Information Gathering and Preparing Brief

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Week 2 – From Theory to Practice (HOW)

NEGOTIATIONS

(Using Online Negotiations Assistant – Hypertext is the Main Tool)
## Week 2 - From Theory to Practice (HOW)

### FEEDBACK AND REALITY CHECK

<table>
<thead>
<tr>
<th>PARTICIPANT</th>
<th>CURRENT REPRESENTATION</th>
<th>REALITY CHECK</th>
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<tbody>
<tr>
<td>Andrea Verrozi</td>
<td>NO</td>
<td>- Increase in legal expenses due to increased involvement of national government leading to increase in cost and decreased efficiency.</td>
</tr>
<tr>
<td>Alice Zhou</td>
<td>Chinese</td>
<td>- Increased competition in the market due to increased involvement of national government leading to increased cost and decreased efficiency.</td>
</tr>
<tr>
<td>Poline, Thanneva</td>
<td>Finnish</td>
<td>- Increased competition in the market due to increased involvement of national government leading to increased cost and decreased efficiency.</td>
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<td>David, Jones</td>
<td>Carphone</td>
<td>- Increase in legal expenses due to increased involvement of national government leading to increase in cost and decreased efficiency.</td>
</tr>
<tr>
<td>Jie Li</td>
<td>Yuka</td>
<td>- Increased competition in the market due to increased involvement of national government leading to increased cost and decreased efficiency.</td>
</tr>
<tr>
<td>Elena Ochoa</td>
<td>APL</td>
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<tr>
<td>Jean-Luc, Abin</td>
<td>Eno</td>
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<td>Monisha, Anga</td>
<td>Chile</td>
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<td>Patricia, Julia</td>
<td>Saint</td>
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<tr>
<td>Yamena, Ada</td>
<td>Chile</td>
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Next Steps - COURSES

• Postgraduate Diploma Course (26 students)
• Short Courses (2 months) - in 2004 plan to train 100 - 200 from developing countries
• Self-Paced Courses - in 2004 plan to train 400-500 participants
• Just-in-Time Learning (organise courses that could assist WSIS and Internet Governance processes).
Next Steps - CONCEPTS
BACK TO STORY-TELLING
(Story-telling in Internet Governance: What happens when we access websites, send e-mail, etc.)
Next Steps - COOPERATION

- Joint Development of Courses
- Sharing Available Courses
- Need for the Involvement of Experts, Experienced Diplomats and Academics
- Cooperation Between Training Institutions and the Main Players in the Field of Internet Governance (ICANN, ITU, UN ICT Task Force, etc.)