# WSIS FORUM

## 2-6 MAY 2016
Geneva
Switzerland

# OUTCOME DOCUMENT

Coordinated by:

Organized by:

## Disclaimer

Please note the WSIS Forum 2016 Outcome Document is a compilation of session descriptions and panellists submitted to the WSIS Secretariat by the organizations responsible for their respective sessions. ITU does not hold any responsibility for the session descriptions 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)

# 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**

**www.wsis.org/forum**

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# Acknowledgments

We would like to acknowledge the contributions of the following organizations (WSIS Stakeholders) to the content of the WSIS Forum 2016: Outcome Document: **(WORK IN PROGRESS)**

**GOVERNMENTS:**

**PRIVATE SECTOR:**

**CIVIL SOCIETY:**

**INTERNATIONAL ORGANIZATIONS or COMMISSIONS:**

**ACADEMIA:**

**WSIS TEAM:**

# WSIS Forum 2016: Introduction

The WSIS Forum 2016 was held from the 2-6 May 2016 at the ITU Headquarters in Geneva. This year the Forum attracted more than 1800 WSIS Stakeholders from more than 150 countries. Several high-level representatives of the wider WSIS Stakeholder community graced the Forum with more than 85 ministers and deputies, several ambassadors, CEOs and Civil Society leaders contributing passionately towards the programme of the Forum. The highlight of the WSIS Forum was the Prime Minister of Tonga, who graced the event with his presence.

On–site and remote participation increased tremendously during the WSIS Forum 2016.

The WSIS Forum, co-organized by ITU, UNESCO, UNDP and UNCTAD, in close collaboration with all WSIS Action Line Facilitators/Co-Facilitators (UNDESA, FAO, UNEP, WHO, UN Women, WIPO, WFP, ILO, WMO, UN, ITC, UPU, UNODC, UNICEF and UN Regional Commissions) has proven to be an efficient mechanism for coordination of multistakeholder implementation activities, information exchange, creation of knowledge, sharing of best practices and continues to provide assistance in developing multistakeholder and public/private partnerships to advance development goals. This forum provided structured opportunities to network, learn and participate in multi-stakeholder discussions and consultations on WSIS implementation.

The Chairman of the WSIS Forum 2016 was Mr Daniel Sepulveda, USA who played a key role in providing high-level guidance for the Forum and its outcomes.

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 sixteen 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. The high-level track was moderated by High-level Track Facilitators who were nominated by different stakeholder types to represent their respective communities.

Building on the open consultation process, more than 150 sessions were held during the WSIS Forum 2016. The overall theme of the WSIS Forum 2016 this year was "**WSIS Action Lines: Supporting the Implementation of SDGs"**. This provided a vibrant atmosphere for facilitation and exchange on a multistakeholder vision of the WSIS Process. An exhibition space provided the perfect atmosphere to network, learn and share .The commitment and dedication of the WSIS Stakeholders was evident from the outcomes submitted by the session organizers.

The outcomes of the WSIS Forum 2016 were presented on the last day, 6th May, and will be submitted to the Commission on Science and Technology (CSTD), the UN General Assembly and ITU Council.

Some of the key outcomes are:

- WSIS Forum 2016: Outcome Document
- WSIS Forum 2016: High Level Track Outcomes and Executive Brief
- <u>WSIS</u> Action Lines Supporting Implementation Sustainable Development Goals (2016)
- WSIS FORUM 2016 and SDG Matrix
- WSIS Stocktaking Report 2016
- WSIS Success Stories 2016
  *reference document WSIS Action Lines and SDGs Matrix (to be continued)

# 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

- A - The Americas
- B - Western Europe
- C- Eastern Europe and Northern Asia
- D - Africa
- E - Asia and Australasia
- International

## Stakeholder Type

- Academia/Technical community
- Government
- Civil Society
- International organization
- Private sector
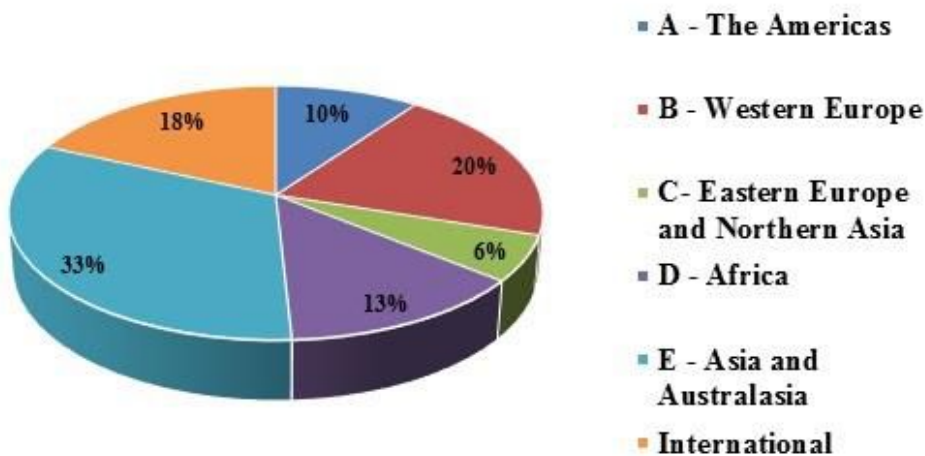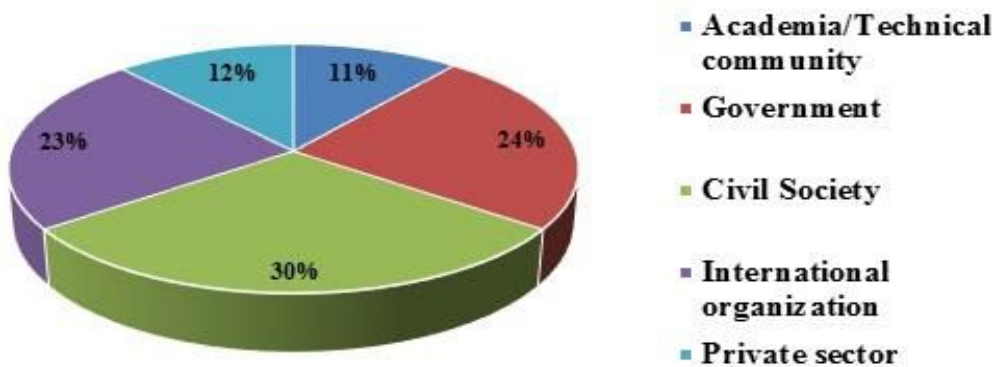
# ImeetyouatWSIS

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

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|---|---|---|---|
| **3,173** Visits | **10m, 8s** Average Visit Duration | **30,917** Pageviews | **2,058** Total Members |
| **783** Signed in Members | **552** Contacts Created | **430** Social Network Connections Discovered | **102** Public Messages |
| **148** Private Messages | **25** Schedules Downloaded | **34** Private Meetings Requested | **49** Schedules Printed |
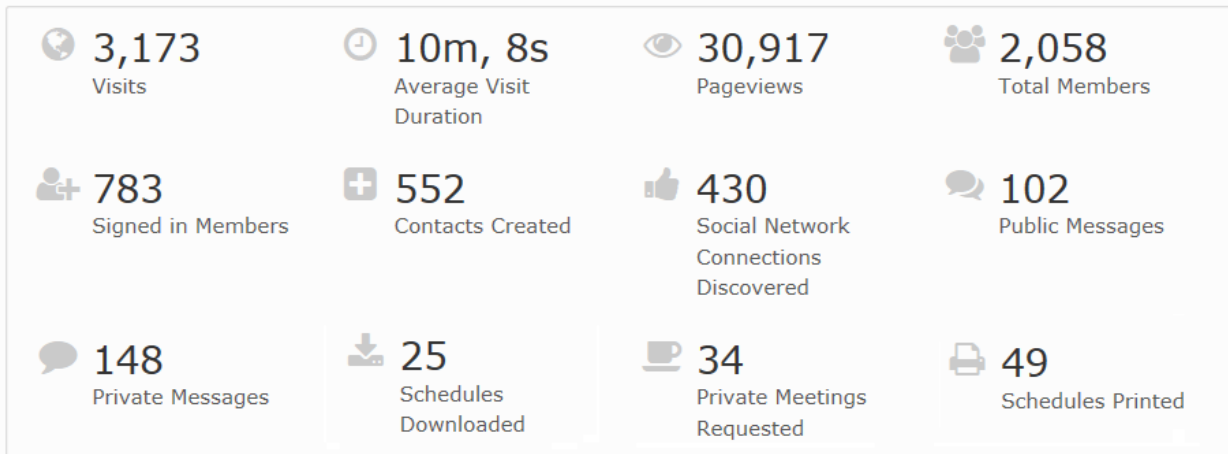
As a result of this year ImeetatWSIS:

• 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

Total Views
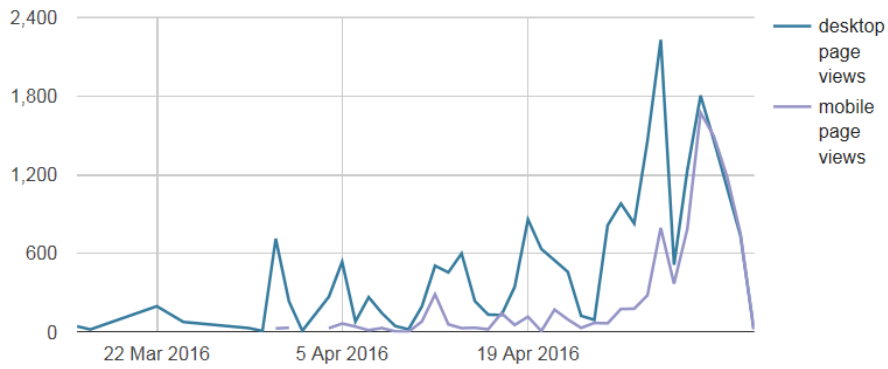


Session views
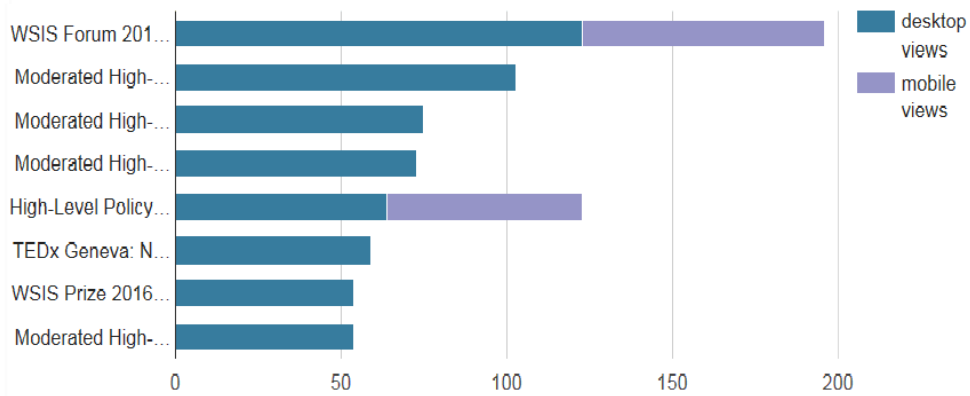


Organization views
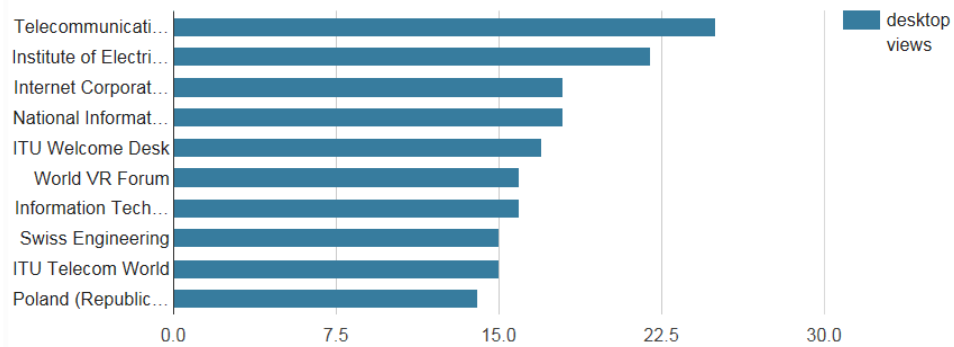
# Opening Segment:

Opening Ceremony
Opening Session
High-Level Policy Dialogue
Handing over of WSIS Prizes
Group Photograph

| | |
|---|---|
| Tuesday 3 May 2016 | 09:00 – 12:15 |
| CICG, Room 1 | 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 Afric

**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)

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

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**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-Sustainablility 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 |
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**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.

The winners were awarded for their tremendous efforts and achievements on implementation of WSIS outcomes.

- Mr Houlin Zhao, Secretary-General, ITU
  - Awarding 18 Winners of the Projects

# 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 will 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 will be 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 will consist of the opening segment, interactive policy dialogues, ministerial round table, and a high-level networking programme. Policy Sessions will be moderated by high-level track facilitators and will be 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** |
|---|---|
| WSIS Action Lines and the 2030 Agenda<br>1. **Mr Houlin Zhao,** Secretary-General, ITU-(BDT)<br>2. **Chairman: Ambassador Daniel A. Sepulveda**, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America<br>3. **High-Level Track Facilitator (HLTF): Dr. Tomasz Janowski**, United Nations University Operating Unit on Policy-Driven Electronic Governance (UNU-EGOV)<br>4. **WSIS Action Line Facilitator:** Ms Doreen Bogdan, Chief of Strategic Planning and Membership Department, ITU<br>5. **Antigua and Barbuda** - H.E. Mr Melford Walter Nicholas, Minister, Ministry of Information, Broadcasting, Telecommunications and Information Technology | Knowledge Societies, Capacity Building and e-Learning<br>1. **Mr Houlin Zhao,** Secretary-General, ITU – (DSG)<br>2. **Chairman: Ambassador Daniel A. Sepulveda**, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America<br>3. **High-Level Track Facilitator (HLTF): Dr. Shailaja Fennell**, Lecturer in Development Studies, Centre of Development Studies and Department of Land Economy, University of Cambridge, United Kingdom<br>4. **WSIS Action Line Facilitator: Mr Cedric Wachholz**, Programme Specialist, WSIS Coordinator, UNESCO<br>5. **Burundi** - S.E. Mr Nestor Bankumukunzi, Ministre, Ministère des Postes, des Technologies de l'Information, de la Communication et des Médias |

6. **Guinea Bissau** - H.E. Mr João Bernardo Vieira, Secretaria de Estado dos Transportes e Comunicações da Guiné-Bissau
7. **Russia** - H.E. Mr Nikolay Nikiforov, Minister, Ministry of Telecom and Mass Communications of the Russian Federation
8. **Group of Fifteen -** Mrs. Samantha Jayasuriya, Deputy Permanent Representative of the Permanent Mission of Sri Lanka to the UN, on behalf of the Group of Fifteen
9. **Commonwealth Telecommunications Organisation**, Mr Shola Taylor - Head of Organization
10. **International Federation for Information Processing (IFIP) -** Mr Leon Strous, President
11. **DiploFoundation and Geneva Internet Platform -** Mr Jovan Kurbalija, Head of Organization
12. **Association of Scientists, Developers and Faculties International -** Mr Kokula Krishna Hari Kunasekaran, Head of Organization

6. **Cuba** - Prof. Mr Ernesto Rodriguez Hernandez, Director General de Informatica, Ministerio de Comunicaciones de Cuba
7. **Djibouti** – H.E. Mr Ali Hassan Bahdon, Minister, Ministry of Communication, responsible for Posts and Telecommunications
8. **Portugal** – H.E. Prof. Manuel Heitor, Minister, Ministry of Science, Technology and Higher Education
9. **The Former Yugoslav Republic of Macedonia** - H.E. Ms Marta Arsovska Tomovska, Minister, Ministry of Information Society and Administration
10. **Asia-Pacific Telecommunity (APT)** - Ms Areewan Haorangsi, Secretary General
11. **UNITAR** - Mr Alex Mejia, Senior Manager, Representing Head of Organization
12. **National Library of Latvia** - Mr Andris Vilks, Director

| 14:50 – 15:40 / ROOM ONE **Session THREE** | 14:50 – 15:40 / ROOM TWO **Session FOUR** |
|---|---|
| WSIS Action Lines and the 2030 Agenda | Inclusiveness – Access to Information and Knowledge for All |

WSIS Action Lines and the 2030 Agenda
- **Mr Houlin Zhao,** Secretary-General, ITU-(BDT)
- **Chairman: Ambassador Daniel A. Sepulveda**, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America
1. **High-Level Track Facilitator (HLTF): Ms. Karen McCabe,** Senior Director of Technology Policy and International Affairs, IEEE, USA
2. **UN Action Line Facilitator**: UN Action Line Facilitator: Ms. Marion Barthelemy, Acting Director,

Inclusiveness – Access to Information and Knowledge for All
- **Mr Houlin Zhao,** Secretary-General, ITU-(TSB)
- **Chairman: Ambassador Daniel A. Sepulveda**, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America
1. **High-Level Track Facilitator (HLTF): Mr. Klaus Stoll,** Executive Director, Global Knowledge Partnership, Germany
2. **UN Action Line Facilitator: Mr Indrajit Banerjee**, Director, Knowledge Societies

Division for Public Administration and Development Management (DPADM)**,** United Nations Department of Economic and Social Affairs (UNDESA),

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

4. **Lao P.D.R.** - H.E. Hiem  Phommachanh, Minister of Post and Telecommuications

5. **Madagascar** - H.E. Mr Neypatraiky André Rakotomamonjy, Minister, Ministry of Post, Telecommunications and new technologies (TBC)

6. **Mexico** - Mr Victor Lagunes, Chief Information Officer, Presidency of Mexico

7. **Turkey** - Mr Ömer Fatih Sayan, Head of Information and Communication Technologies Authority

8. **OECD** – Dr Vincenzo  Spiezia, Senior Economist, Measurement and Analysis of the Digital Economy, Directorate for Science, Technology and Innovation

9.

Division (KSD), Communication and Information Sector (CI), UNESCO

3. **Algeria** - H.E. Ms Houda Imane Faraoun, Ministère Algérien de la Poste et TIC

4. **Bangladesh** – H.E. Mrs Tarana Halim, State Minister, Ministry of Posts, Telecommunications and Information Technology

5. **Costa Rica** - H.E. Mrs Elayne Whyte, Ambassador and Permanent Representative of Costa Rica to the United Nations Office in Geneva

6. **Iran** - H.E. Mr Mahmoud Vaezi, Minister, Ministry of Information & Communication Technology

7. **African Civil Society on the Information Society (ACIS)** - Dr. Cisse Kane, President of the African Civil Society on the Information Society (ACSIS)

8. **25th Century Technology Limited** - Mr Kwaku Ofosu-Adarkwa, PhD**,** Chief Executive Officer

9. **Rwenzori Center  for Research and Advocacy, Uganda** - Mr Jostas Mwebembezi, Head of Organization

10. **Health and Environment Program (HEP)** - Ms Madeleine Scherb, Head of Organization

| 15:40 – 16:30 / ROOM ONE<br>Session FIVE | 15:40 – 16:30 / ROOM TWO<br>Session SIX |
|---|---|
| Bridging Digital Divides<br>• **Mr Houlin Zhao,** Secretary-General, ITU<br>• **Chairman: Ambassador Daniel A. Sepulveda**, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America<br>1. **High-Level Track Facilitator (HLTF)**: Ms Chinmayi Arun, Executive Director, Centre for Communication Governance at National Law University Delhi, India<br>2. **UN Action Line Facilitator: Mr** Cosmas L. Zavazava Chief of Department, Project | Inclusiveness – Access to Information and Knowledge for All<br>• **Mr Houlin Zhao,** Secretary-General, ITU-(TSB)<br>• **Chairman: Ambassador Daniel A. Sepulveda**, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America<br>1. **High-Level Track Facilitator (HLTF): Mr. Pablo Hinojosa**, Director, Strategic Engagement, APNIC, Australia |

Support and Knowledge Management
Telecommunication Development
Bureau (BDT)

3. **Ethiopia - H.E. Dr. Debretsion Gebremichael Measho**, Minister, Ministry of Communication and Information Technology
4. **Gabon** - H.E. Pastor Ngoua N'Neme, Minister, Ministry of Digital Economy and Posts
5. **Japan** - H.E. Mr Yasuo Sakamoto, Vice-Minister for Policy Coordination, Ministry of Internal Affairs and Communications
6. **Asociación Interamericana de Empresas de Telecomunicación (ASIET**) - Mr Pablo Bello, Secretary General
7. **World Economic Forum –** Mr Alex Wong, Senior Director and Head, Future of the Internet Initiative
8. **EUROLINC** - France, Mr Louis Pouzin, Project Director
9. **Africa ICT Alliance –** AfICTA - Dr. Jimson Olufuye, Chairman
10.

2. **UN Action Line Facilitator: Mr. Cedric Wachholz**, Programme Specialist, WSIS Coordinator, UNESCO
3. **Senegal** - H.E. Mr Yaya Abdoul Kane, Minister, Minister of Posts and Telecommunications
4. **Serbia** – H.E. Prof. Irini Reljin, Assistant Minister**,** Ministry of Trade, Tourism and Telecommunications
5. **Turkey –** H.E. Mr. Mustafa EROL, Deputy Undersecretary, Ministry of Justice of Turkey
6. **Nigeria** - Prof. Umar Danbatta, Executive Vice Chairman, Nigerian Communications Commission
7. **International Council for Science (ICSU)** - Ms Heide Hackmann, PhD., Executive Director
8. **ChunriChoupaal**-The Code To Change - Ms Iffat Gill, Head of Organization
9. **Swiss Engineering** - Ms Yvette Ramos**,** MSci.Eng. – MBA, President of Swiss Engineering Genève, President of the Committee, Swiss Engineering Romandie

| 16:30 – 17:00 / ROOM ONE<br>Session SEVEN | 16:30 – 17:00 / ROOM TWO<br>Session EIGHT |
|---|---|
| Enabling Environment<br>1. **Mr Houlin Zhao,** Secretary-General, ITU (BR)<br>2. **Chairman: Ambassador Daniel A. Sepulveda**, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America<br>3. **High-Level Track Facilitator (HLTF)** - **Ms. Anriette Esterhuysen,** Executive director of the Association for Progressive Communications , APC, South Africa<br>4. WSIS Action Line Facilitator: **Mr. Kemal Huseinovic**, Chief of the Infrastructure, Enabling Environment and E-Applications Department, ITU<br>5. **Côte d'Ivoire (Republic of)** - H.E. Mr Bruno Nabagné Koné, Ministre de la | ICT Applications and Services<br>1. **Mr Houlin Zhao,** Secretary-General, ITU-(DSG)<br>2. **Chairman: Ambassador Daniel A. Sepulveda**, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America<br>3. **High-Level Track Facilitator (HLTF): Ms Elizabeth Thomas-Raynaud**, Senior Policy Executive and Director, International Chamber of Commerce, Digital Economy and BASIS<br>4. **WSIS Action Line Facilitator**: Ms. Marion Barthelemy, Acting Director, Division for Public Administration and Development Management (DPADM), United Nations |

Poste et des Technologies de l'Information et de la Communication, Porte-parole du Gouvernement

6. **Maldives** - H.E. Umar Naseer, Minister of Home Affairs

7. **Qatar** – H.E. Mr Khalid Al-Hashimi, Assistant Undersecretary of Minister of Transport

8. **South Africa** - H. E. Prof Hlengiwe Mkhize, Deputy Minister, Ministry of Telecommunications and Postal Services

9. **Zimbabwe** - H. E Dr Win B. J. Mlambo, Deputy Minister, Ministry of Information Communication Technology, Postal and Courier Services

10. **Singapore**, Mr Keng Thai Leong, Deputy Chief Executive, Infocomm Development Authority (IDA)

11. **African Telecommunications Union**, Mr Abdoulkarim Soumaila, Secretary General -

12. **Nokia**, Mr Marc Vancoppenolle, Global Head of Nokia Government Relations

Department of Economic and Social Affairs (UNDESA),

5. **Argentina** – H.E. Mrs María Inés Baqué, Secretary of Public Managment and Innovation, Ministry of Modernization

6. **Oman** - **Dr. Salim Al Ruzaiqi,** CEO, Information Technology Authority

7. **Albania** – H.E. Mrs Filloreta Kodra, Ambassador, Permanent Representative of Albania to UNOG

8. **University of Oxford** – Prof Xiaolan Fu, Director of Technology and Management Centre for Development

9. **Thailand** – **Mrs Arada Fuangtong**, Chief of Digital Group, Office of Digital Commerce
Department of International Trade Promotion

10. **Accenture** - Mr Justin Keeble, Managing Director

11. **Systemics -PAB LTD** – Ms Malgorzata Olszewska, Director, Regulatory and Government Develpoment

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## WEDNESDAY, 4 May 2016, 9:00 – 12:00

| 9:00 – 9:50 / ROOM ONE<br>Session NINE | 9:00 – 9:50 / ROOM TWO<br>Session TEN |
|---|---|
| WSIS Action Lines and the 2030 Agenda; Financing for Development and Role of ICT<br>• **Mr Houlin Zhao,** Secretary-General, ITU<br>• **Chairman: Ambassador Daniel A. Sepulveda**, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America<br><br>1. **High-Level Track Facilitator (HLTF): Mr. Nigel Hickson**, Vice President, International Governmental Organisations (IGO) Engagement, ICANN | Digital Economy and Trade<br>• **Mr Houlin Zhao,** Secretary-General, ITU-(DSG)<br>• **Chairman: Ambassador Daniel A. Sepulveda**, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America<br><br>1. **High-Level Track Facilitator (HLTF): Ms Marilyn Cade** - Board Member of WAVE and Advisor to ICT Associations from Developing Countries |

2. **WSIS Action Line Facilitator: Ms Doreen Bogdan,** Chief of Strategic Planning and Membership Department, ITU
3. **Georgia** –H.E. Mr David Khutsishvili Deputy Minister, Ministry of Economy and Sustainable Development
4. **Paraguay** - S.E. Ing. David Ocampos, Ministro, Secretaría Nacional de Tecnologías de la Información y Comunicación (SENATICs)
5. **State of Palestine** - H.E. Dr. Allam Mousa, Minister, Ministry of Telecommunications and Information Technology
6. **Sudan** - H.E. Dr Tahani Abdalla Attia, Minister, Ministry of Communications & Information Technology
7. **Uganda** - H.E. Mr John Nasasira, Minister, Ministry of Information and Communications Technology
8. **Uruguay** - H.E. Mr Ricardo González Arenas, Ambassador, Permanent Representative of Uruguay to UN in Geneva
9. **Just Net Coalition**, Mr Norbert Bollow, Co-Convenor
10. **EC MEDICI Framework of Cooperation**, Prof. Alfredo M. Ronchi, Secretary General

2. **WSIS Action Line Facilitator: Mr** Torbjörn Fredriksson**,** Chief of ICT Analysis Section, UNCTAD
3. **Indonesia** - H.E. Ms Mariam Fatima Barata, Vice Minister for Information Application, Ministry of Communication and Information Technology
4. **Iran** - H.E. Mr Nasrollah Jahangard, Vice-Minister, ICT Deputy Minister and Chairman of Information Technology Organization of Iran
5. **Mauritania** - 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
6. **Sri Lanka** - Mrs. Samantha Jayasuriya, Deputy Permanent Representative of the Permanent Mission of Sri Lanka to the UN
7. **United Kingdom** - H.E. Mr. Julian Braithwaite, UK Ambassador and Permanent Representative to the United Nations in Geneva

| 9:50 – 10:40 / ROOM ONE<br>Session ELEVEN | 9:50 – 10:40 / ROOM TWO<br>Session TWELVE |
|---|---|
| Bridging Digital Divides<br><br>• **Mr Houlin Zhao,** Secretary-General, ITU<br>• **Chairman: Ambassador Daniel A. Sepulveda**, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America<br>1. **High-Level Track Facilitator (HLTF):** Dr. Greg Shannon, Ph.D., Chief Scientist for the CERT Division, Software Engineering Institute at Carnegie Mellon University, | Enabling Environment; Cybersecurity; Climate Change<br>1. **Mr Houlin Zhao,** Secretary-General, ITU (DSG)<br>2. **Chairman: Ambassador Daniel A. Sepulveda**, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America<br>3. **High-Level Track Facilitator (HLTF): Ms. Anna Slomovic**, Lead Research Scientist, Cyber Security and Privacy Research |

Past Chair of the IEEE Cybersecurity Initiative, USA

2. **WSIS Action Line Facilitator:** Mr Cosmas L. Zavazava Chief of Department, Project Support and Knowledge Management Telecommunication Development Bureau (BDT)

3. **Cyprus** (**Republic of )**- H.E. Mr Marios Demetriades, Minister of Transport, Communications and Works

4. **Mauritius** - H.E. Mr Etienne Sinatambou, Minister of Technology, Communication and Innovation

5. **Vietnam** - H.E. Mr PHAM Hong Hai, Deputy Minister of Ministry of Information and Communication

6. **Zambia** - H.E. Mr Kapembwa Simbao, Minister, Ministry of Transport, Works, Supply and Communications

7. **UNESCWA** – Mr Haidar Fraihat, Ph.D., Director, Technology for Development Division (TDD)

8. **VimpelCom -** Mr Tomas Lamanauskas, Group Director Public Policy

9. **Microsoft, Affordable Access & Smart Financing, Microsoft 4Afrika Initiative** - Mr Frank McCosker, General Manager

10. **eWorldwide Group** – Dr Salma Abbasi, Chairman and CEO

Institute, George Washington University, USA

4. **WSIS Action Line Facilitator: Mr. Preetam Maloor,** i.a. Head of Corporate Strategy Division, ITU

5. **Democratic Republic of the Congo – H.E. Mr** Thomas LUHAKA LOSENDJOLA, Deputy Prime Minister and Minister of ICT, Ministry of Posts, Telecommunications & ICT, DRC

6. **Malaysia** - H.E. Mr Jailani Bin Johari, Deputy Minister, Ministry of Communications and Multimedia, Malaysia **(TBC)**

7. **Chad** - H.E. Mr BAMANGA Abbas Malloum, Ambassador of Chad to the Swiss Confederation, Representative of The Minister of Posts and ICT

8. **Moldova** - Mr Grigore Varanita, Director, National Regulatory Agency for Electronic - Communications and Information Technology

9. **Council of Europe** - 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

10. **International Professional Practice Partnership (IFIP IP3)** - Ms Brenda Aynsley, Chairman

11. **Green Data Center LLP** - Mr Matthew Rajendra, Founder & Chief Executive Officer

12. **Potomac Institute for Policy Studies**, Ms Melissa Hathaway, Head of OrganizatioN

| 10:40 – 11:30 / ROOM ONE **Session THIRTEEN** | 10:40 – 11:30 / ROOM TWO **Session FOURTEEN** |
|---|---|
| Bridging Digital Divides<br>1. **Mr Houlin Zhao,** Secretary-General, ITU-(BR) | WSIS Action Lines and the 2030 Agenda; Financing for Development and Role of ICT<br>• **Mr Houlin Zhao,** Secretary-General, ITU-(TSB) |

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

3. **High-Level Track Facilitator (HLTF): Dr. Cisse Kane**, President, African Civil Society on the Information Society (ACSIS), Senegal

4. **WSIS Action Line Facilitator: Mr. Kemal Huseinovic**, Chief of the Infrastructure, Enabling Environment and E-Applications Department, ITU

5. **Guinea (Republic of)** - S.E. M Moustapha Mamy Diaby, Ministre, Ministère des Postes, Télécommunications et de l'Economie Numérique

6. **Kazakhstan** - H.E. Mr Saken Sarsenov, Vice-Minister, Ministry for Investments and Development of the Republic of Kazakhstan

7. **Paraguay** – Mr Miguel Candia Ibarra, First Secretary, Permanent Mission of Paraguay to the UN - TBC

8. **Philippines** - H.E. Mr. Louis Napoleon C. Casambre, Undersecretary, Executive Director, Information and Communications Technology Office (Ministerial level)

9. **India**, National Internet Exchange of India, CEO & Joint Secretary, Department of Electronics & Information Technology, Mr Rajiv Bansal

10. **Internet Society (ISOC) - Mr Raúl Echeberría**, Vice President

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

1. **High-Level Track Facilitator (HLTF): Ms Iffat Gill,** Head of Organization The Code To Change**,** ChunriChoupaal

2. **WSIS Action Line Facilitator: Ms Doreen Bogdan**, Chief of Strategic Planning and Membership Department, ITU

3. **Azerbaijan** - H.E. Mr Elmir Velizadeh, Deputy Minister, Ministry of Communications and High Technologies of the Republic of Azerbaijan

4. **Brazil –** H.E. Mr Maximiliano Salvadori Martinhão, Secretary of Telecommunications, Ministry of Communications of the Federative Republic of Brazil

5. **Argentina** – Mrs Clarisa Lifsic**,** Secretary of Investment Promotion, Ministry of communications, Argentina

6. **Portugal** – Mr Manuel Costa Cabral, CEPT/ Co-President

7. **Tunisia** – Dr Hafedh Ghaddab, chargé de la coopération internationale et des relations externes, Ministère des Technologies de la communication et de l'économie numérique

8. **Union Nationale des Travailleurs Démocrates** - Mr Mouhamadou Bamba KA, Head of Organization

| 11:30 – 12:15 / ROOM ONE<br>Session FIFTEEN | 11:30 – 12:15 / ROOM TWO<br>Session SIXTEEN |
|---|---|
| Enabling Environment<br>• **Mr Houlin Zhao,** Secretary-General, ITU-(BDT)<br>• **Chairman: Ambassador Daniel A. Sepulveda**, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America | Media; Cultural Diversity and Heritage, Linguistic Diversity and Local Content; Ethical Dimensions of Information and Knowledge Societies<br>• **Mr Houlin Zhao,** Secretary-General, ITU-(TSB)<br>• **Chairman: Ambassador Daniel A. Sepulveda**, Deputy Assistant Secretary, |

1. **High-Level Track Facilitator (HLTF) : Mr Frank McCoske**r, General Manager, Affordable Access & Smart Financing, Microsoft
2. WSIS Action Line Facilitator: Mr Cosmas L. Zavazava Chief of Department, Project Support and Knowledge  Management Telecommunication Development Bureau (BDT)
3. **Mexico** – Mrs Adriana Sofía Labardini Inzunza, Commissioner, Federal Telecommunications Institute
4. **Egypt** – Dr. Abeer Shakweer PhD, Minister's Advisor for social responsibility, Ministry of Communications and Information Technology
5. **Center for Democracy & Technology -** Mr Matthew Shears, Director, Global Internet Policy and Human Rights
6. **Somali Youth Development Foundation (SYDF) -** Mr Abdullahi Mohamed, Head of Organization (TBC)
7. **Association for Progressive Communications (APC) -** Mrs Anriette Esterhuysen, Executive Director
8. **African Network Information Center and Carnegie Mellon University -** Ms Aminata Garba, Director of AFRINIC & Assistant Professor at CMU

Bureau of Economic and Business Affairs, United States of America
1. **High-Level Track Facilitator (HLTF): Ms Lori S. Schulman,** Senior Director, Internet Policy, International Trademark Association (INTA)
2. WSIS Action Line Facilitator: **: Mr Indrajit Banerjee**, Director, Knowledge Societies Division (KSD), Communication and Information Sector (CI), UNESCO
3. **Bangladesh NGOs Network for Radio and Communication** - Mr Bazlur Ahm Rahman, CEO of Organisation
4. **Bridge Africa -**  Ms Maxine Moffett, CEO
5. **Association for Proper Internet Governance** - Mr.Richard Hill, President, APIG
6. **World VR Forum** – Mr Salar Shahna, Creative Director and Co-Founder
7. Cybervolunteers Foundation - Ana Viñals Blanco, Cybervolunteer of the organization

# High-Level Dialogues

## HLD

High-Level Dialogues (HLD) provide a unique combination of expert panellists and audience interaction. These High-Level Dialogues are on specific topics identified as crucial within the mandate of the WSIS Forum 2016 and provide 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 Janowkski, 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).

**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 Janowksi, 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 | 15:00 – 16:30 |
| CICG, Room 1 | 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

(E/F/R/S/C/A)

**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, (E/F/R/S/C/A)

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 Heredía 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. Combing 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 Abdoulkader 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"*
Prof. Pradeep Mujumdar, IISc

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"*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:

- o How the access to scientific information is changing from its current shape and becoming more interactive and interconnected?
- o How the A2SK is impacting the information collection and dissemination processes?
- o 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?
- o What are new data and information collection efforts underway and how they are likely to change the way science will be communicated in future?
- o 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 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 in 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 desicion 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 been 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
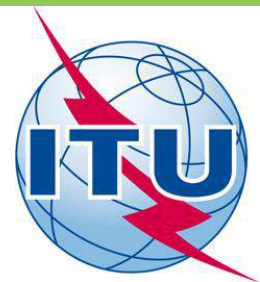
**Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11**

> 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 $5^{th}$ 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 provides, 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 fora 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, 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)

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

# 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."*

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/progammes 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) – Disaster Risk Reduction (World Meteorological Organization – WMO and International Telecommunication Union – ITU)

Friday 6 May 2016                                11:00 – 12:45

Room K2

**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

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*"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 deliver. y
- 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 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 he 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 voilence 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) |

### Action Line Facilitators

Pursuant to Article 109 of the Tunis Agenda, the eleventh meeting of the WSIS Action Line Facilitators will take place within the framework of the WSIS Forum 2016.

The purpose of the meeting is to assess the general progress made within the WSIS Action Lines, as well as to identify measures to strengthen the overall WSIS implementation process. In addition, this year's meeting will focus on innovating trends in ICTs and the implementation of the WSIS Action Lines to facilitate the achievement of the Sustainable Development Goals.

**Format:**

This session will be moderated in a dialogue style format engaging all WSIS Action Lines Facilitators to identify the key priorities, opportunities and challenges for their respective WSIS Action Line towards the achievement of the SDGs

**AGENDA**:

**Moderator**:
- Mr Jaroslaw Ponder, ITU
- Ms Gitanjali Sah, ITU

Welcome by Mr Houlin Zhao, Secretary General ITU

**Panelists**:

- Action Line C1, C7 (E-Governance) and C11: Mr Deniz Susar, UNDESA

- Action Line C2: Mr Riccardo Passerini, ITU
- Action Line C3, C7 (E-Learning, E-Science), C8, C9, C10: Mr Cedric Wachholz, UNESCO
- Action Line C4: Mr Mike Nxele, ITU
- Action Line C5 : Mr Preetam Maloor, ITU
- Action Line C6: Ms Sofie Maddens, ITU
- Action Line C7 (E-Business): Mr Torbjorn Fredriksson, UNCTAD
- Action Line C7 (E-Health): Ms Joan Dzenowagis, WHO
- Action Line C7 (E-Environment): Mr Omar Baddour, WMO /  Mr Orhan Osmani, ITU
- Action Line C7 (E-Agriculture):  Ms Sophie Treinen, FAO / Mr Hani Eskandar, ITU
- Partnership on Measuring ICT for Development:  Ms Susan Teltscher, ITU

# 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

**Moderator:** Vladimir Stankovic

# Interactive Sessions

## UN Regional Commission Meeting Round Table

Friday 6 May 2016                                          11:00 – 12:45

Room G1 – ITU (Varembe 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. The purpose of this meeting is to discuss the follow-up on the implementation of the WSIS outcomes at the regional level. Session will include the contributions of the representatives of the UN Regional Commissions, followed by a general discussion.

Stationed in five regions of the world, United Nations Economic Commission for Europe (UNECE), United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP), Economic Commission for Latin America (ECLAC), United Nations Econom 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. The purpose of this meeting is to discuss the follow-up on the implementation of the WSIS outcomes at the regional level. Session will include the contributions of the representatives of the UN Regional Commissions, followed by a general discussion. Stationed in five regions of the world, United Nations Economic Commission for Europe (UNECE), United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP), Economic Commission for Latin America (ECLAC), United Nations Economic Commission for Africa (ECA) and United Nations Economic and Social Commission for Western Asia (UNESCWA) share key objectives aiming to foster economic integration at the sub-regional and regional levels, to promote the regional implementation of internationally agreed development goals, including the Millennium Development Goals (MDGs), and to support regional sustainable development by contributing to bridging economic, social and environmental gaps among their member countries and sub-regions. The Regional Commissions plays a unique and crucial role in gathering regional data on the implementation of WSIS related activities.

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

### 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 abreviation does not only stand for Sustainable Development Goals, but also for Sustainable Digital Geneva."*

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

*"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 trialogue – the Geneva Trialogue 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 Trialogue 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 knowldege 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: Moctar 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 recommandations 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/genevatrialogue, 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.
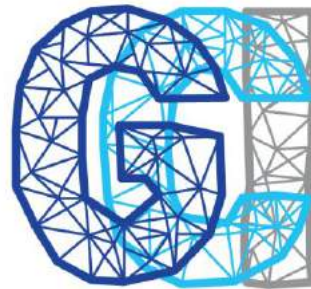
**Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11**

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

- 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.

**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 multilstakeholder 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 Initative 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

**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.
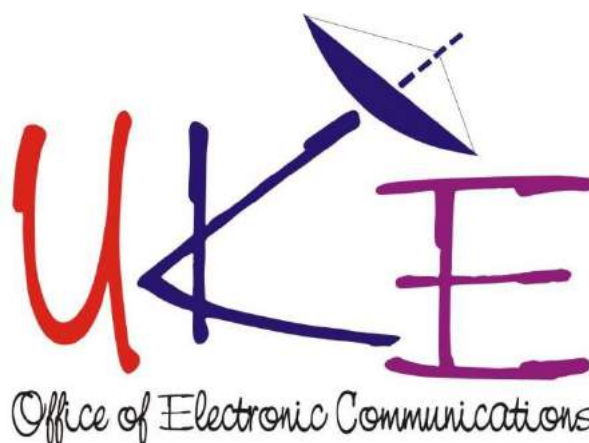
**Debated Issues**

> 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.* "

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[1], 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.

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[1] The World Economic Forum (2015)

- The audience asked questions regarding the barriers to e-commerce uptake in developing countries highlighted by the speakers. The questions also focused 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.

**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

**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

**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

**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 Institue, 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.

# Country Workshop

## Government of Future – Building the Best Smart Governments and Cities in the World – Extraordinary Transformation that Touches Everyone's Life (United Arab Emirates Government)

| | |
|---|---|
| Thursday 5 May 2016 | 11:00 – 13:00 |
| Room Popov 2 - ITU | *Coffee will be served before the workshop* |

**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
Bio: https://goo.gl/64v5L4

**H.E Aisha Bin Bisher**
Director General
Dubai Smart City Office, UAE
Bio: https://goo.gl/ImVAbB

**H.E Hessa Essa Buhumaid**
ASSISTANT DIRECTOR GENERAL FOR GOVERNMENT SERVICES
Prime Minister's Office, UAE
Bio: https://goo.gl/BTyseo

**H.E Wesam Lootah**
Chief Executive Officer (CEO)
Smart Dubai Government, UAE
Bio: https://goo.gl/02AchZ

# 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*

**Moderator**: Benjamin Addom, ICT4Ag Programme Coordinator (CTA), assisted by Ken Lohento, ICT4Ag Programme Coordinator (CTA)

**Panellists**:

- Introductory words: Vladimir Stankovic, ITU

- Mr. Obwangamoi David Opio, 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 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

**Moderator:** Ken Lohento, ICT4Ag Programme Coordinator (CTA), assisted by Ben Addom ICT4Ag Programme Coordinator (CTA)

**Panellists:**

- Introductory words: Mr Vladimir Stankovic, ITU

- Government Representative, TBA

- International Business rep, TBA

- Mr Obwangamoi  David Opio, 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

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*"[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.
    - o 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.
    - o 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

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"*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 3rd 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

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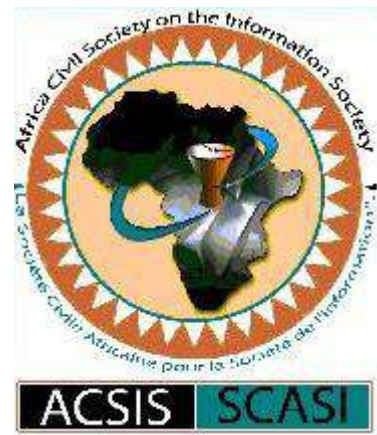
**Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11**

    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 hamfull 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 Informattion 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 Safery & 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 concreate (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.
  o  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
  o  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 | **TRUST & CONFIDENCE** |
| 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. | **DIGITAL RESPONSA-BILITY** |
| 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. | **SUSTAINABLE DEVELOPMENT** |

**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

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"*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 the 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 Kivuva (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 Kivuva (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 be 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 loose 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 inclusve 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 thé World, urban and rural areas, and thé redevance of so called smartcities which integrate thé 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 stratégies for SDGs implémentation, 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 thé task team kicked-off at thé 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 thé 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 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 procures 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

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"*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). 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

**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)

- 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**
a) Legal frameworks for addressing cyber security challenges at national, regional and international levels.

b) Legal practices concerning regulation of Darknet.

c) Examining legal principles behind effective net neutrality frameworks.

d) 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 Digtal 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*

**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.

**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 where paired with an IT specialist, and are working of 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 Digtal 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 agains 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 <mark>One Behind</mark>: 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

**Moderator:** Bilel Jamoussi, Chief, Study Groups, Telecommunication Standardization Sector, ITU

**Panellists:**

**Opening Remarks:**

- **Nasser Al Marzouqui**, Chaiman, 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)

# 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:

<u>Jonathan Zuck</u>, A Community business member and part of the Consumer Trust and Competition Review (CCT) Team;

<u>Avri Doria</u>, 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

**Panellists:**

# 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                         Coffee will be served before the workshop

**Panellists:**

• Dr. Abdulrahman Alorainy, Advisor to the Communications and IT, Director General of e-Government Program, Kingdom of Saudi Arabia

• Dr. Yousef Alohali, 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…

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"*

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 disabilites (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 saf*ely*.
    - 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

**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

European Internet Inclusion Initiative

**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

**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)

# Thematic Workshop

## Consultative Meeting on Bridging the Gender Digital Divide (ITU)

Monday 2 May 2016                                          16:30 – 18:30

Room E – ITU

# Thematic Workshop

## Local Innovation Leading to System Transformation (Word 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 enterpreneurs, 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."

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 that the creation of separate but varyingly 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 reginal 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 Diretor, 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

**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

**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

# 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, Word 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

**Moderator:** Joseph Gaylord, BDT, INV, ITU

**Panellists**:

- Key presenter: Anir Chowdhury [Bangladesh]

- Key panelist: Anir Chowdhury [Bangladesh]

- Rebeca Jimenez [UNCHR]

- Ines Knaepper [THE Port]

- Lise Tcheng [SAP]

# 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 optimze 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

*"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 whose 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 none-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

**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 ad Medium Enterprises (SMEs);

C8 – Language related ICT tools / Linguistic diversity / Local languages / Indigenous people;

C13 – Technology tranfer

**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 intersesional 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 11th annual IGF meeting, presented progress in their planning, and the IGF Secretariat presented some of the programming that is underway. The 11th 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 my 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
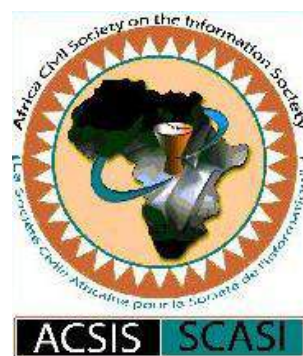
**Relevance with the WSIS Action Lines – please specify the Action lines C1 to C11**

- 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, Adidis 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

**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 (UAE Government)

### Thursday 5 May 2016                                    15:00 – 16:30

Room Popov 2 - ITU

"*Future generations will be living in a world that is very different from that to which we are accustomed to. It is essential that we prepare ourselves and our children for that new world.*"

**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
Ministery 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

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"*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

**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

**Moderator**: Region C

**Panellists**: Yeleyssizova K.B. - the Vice Chairman of the Management Board of the «National ICT Holding «ZERDE», JSC.

# 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, SGD6, 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

SGD 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 Word 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 Constiuency; 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

**Moderator**: Joseph Gaylord, BDT, INV, ITU

**Panellists**:

- Sophie Huber – Director, UNIGE Centre for Continuing and Distance Education

- Endri Mataj – Regional Director, Eastern Europe, Startup Grind

- Drasko Draskovic – Research Scientist, CERN, WEF Global Shaper

# 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

**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

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*"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 sytem 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

**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

**Moderator**: Ayden Férdeline

**Panellists**:

• Marilyn Cade

• Dr Olivier Crépin-Leblond

• Nick Ashton-Hart

• Dr Renata Aquino Ribeiro [Remote Presenter]

• Klaus Stoll

• James Gannon – IP Justice

# 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

**Moderator**: Eng. Ahmed Abdalla Daffala (Sudacad)

**Panellists**:

- Eng. Ahmed Eisa chair of GDCO



     Sudan gedaref.com community.telecentre.org/pro…

- Eng. Mohamed Abdraheim the director general of National Information Centre NIC nic.gov.sd

- Dr. Sami Eldirdiri the technical manager of GDCO telemedicine project @ Gedaref University  gaduniv.edu.sd

- Dr. Ahmed Hassan director general of Sudacad sudacad.sd

- Eng. Nabil Eid telecentre.org (MENA Moderator) remote participant community.telecentre.org/pro…

- Prof. Fadl Elmola Abdallah Idris director of distance learning council Gezira University 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

**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 laywer, 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*

**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 Lagraña,** Telecommunication Development Bureau, ITU.

- **Dr Ali Taeezadeh**, 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 Shokrkhah,** University of Tehran, Iran.

# 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

**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

**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, Responsible 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

**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
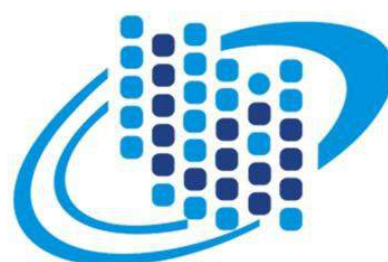
**Panellists**:

**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), Trabiat 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.

# High-Level Meeting of UNGIS

## Tuesday 3 May 2016        8:00 – 9:00

Closed Session – For UNGIS members onlys



The thirteenth meeting of the United Nations Group on the Information Society (UNGIS) will be held as part of the WSIS Forum 2016. This meeting comprises the High-Level Segment of the meeting that will take place on Tuesday 3 May 2016 and the Working Level meeting that will take place on the Friday 6 May 2016. The thirteenth UNGIS meeting will provide an opportunity to advance the Group's objectives of coordination of substantive and policy issues facing the United Nation system in the implementation of the outcome of the World Summit on the Information Society (WSIS). Particular focus will be directed towards the development of a Work Plan.

Relevant documentation for the meeting will be made available at ungis.org.

Closed Session – UNGIS Members Only

# UNGIS Working Level Meeting

## Friday 6 May 2016                                    9:00 – 10:45

Closed Session – For UNGIS members onlys

The thirteenth meeting of the United Nations Group on the Information Society (UNGIS) will be held as part of the WSIS Forum 2016. This meeting comprises the High-Level Segment of the meeting that will take place on Tuesday 3 May 2016 and the Working Level meeting that will take place on the Friday 6 May 2016. The thirteenth UNGIS meeting will provide an opportunity to advance the Group's objectives of coordination of substantive and policy issues facing the United Nation system in the implementation of the outcome of the World Summit on the Information Society (WSIS). Particular focus will be directed towards the development of a Work Plan.

Relevant documentation for the meeting will be made available at ungis.org.

Closed Session – UNGIS Members Only

# Social Networking Events

**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 (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

# Exhibition

## Exhibition Inauguration

Tuesday 3 May 2016                                                8:20 – 8:50

CICG, Ground Floor

The WSIS Forum 2016 Exhibition took place, May 3rd and 4th 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 CICG premises and enjoyed the exhibition at the ground floor entrance.



**The exhibitors:**

| | Logo | Name of Organizer | Country |
|---|---|---|---|
| | **STRATEGIC PARTNER PLATINUM** | | |
| 1 | United Arab Emirates | 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** |

| | Logo | Name of Organizer | Country |
|---|---|---|---|
| 6 |  | ITU Telecom World | |
| 7 |  | APS "PFC - persona famiglia comunità" | Italy |
| 8 |  | Bangladesh Institute of ICT in Development (BIID) | Bangladesh |
| 9 |  | DiploFoundation / Geneva Internet Platform | Switzerland |
| 10 |  | Gedaref digital city organization (GDCO) | Sudan |
| 11 |  | GeSI | Belgium |
| | **Logo** | **Name of Organizer** | **Country** |

| 12 |  | Health and Environment Program | Switzerland - Cameroon |
|----|----|----|----|
| 13 |  | Information Technology Organization of Iran (ITO) | Iran |
| 14 |  | Internet Governance Forum (IGF) | International |
| 15 |  | Internet Society of China | China |
| 16 |  | National Information Center | Sudan |
| 17 |  | World Summit Award | Austria |

# Closing Ceremony

| Friday 6 May 2016 | 16:00 – 17:00 |
|---|---|
| Room Popov | Captioning, E/F Passive A |

The Outcomes and highlights of the WSIS Forum 2016 will be presented during the Closing Ceremony . The Closing Ceremony with officially end 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

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"*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, <u>Coding bootcamps: a strategy for youth employment in developing countries</u> 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**

ITU launched its latest Digital Inclusion report, <u>Coding bootcamps: a strategy for youth employment in developing countries</u> 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

**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

# 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 will be awarded with high recognition certificates.

# WSIS Forum 2016 Partners

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*"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."*



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# Strategic Partner Platinum – United Arab Emirates

## United Arab Emirates

**Exhibition Inauguration, Coffee sponsored by UAE**
Tuesday 3 May 2016
08:20, Lobby Area, CICG

**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 will be served before the workshop)
Thursday 5 May 2016
11:00, Room Popov 2 – ITU

# 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, CICG

# Partner for Specific Activities – Saudi Arabia (Kingdom of)

## Kingdom of Saudi Arabia

# 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
- 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
- WSIS on You Tube:
  http://www.youtube.com/wsisprocess
- WSIS Stocktaking:
  www.wsis.org/stocktaking
- United Nations Group on the Information Society:
  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