



Document Number: S1/A

Note: Based on the outcomes of the First Physical Meeting of the WSIS+10 High-Level Event Open Consultation Process, WSIS Stakeholders are invited to provide their input towards this document and submit the document to wsis-info@itu.int by 17 November 2013 (non-extendable).

While providing your inputs please keep in mind that the Geneva Declaration and the Geneva Plan of Action still remain valid until further decisions by the General Assembly.

Draft WSIS+10 Statement on the Implementation of WSIS Outcomes

A. Preamble



Document Number: S1/B

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*During the meeting it was proposed to change the title from "The main achievements in the area of the information society, in particular, in the implementation of the WSIS Action Lines, in the past ten years" to "Overview of the implementation of Action Lines"

Draft WSIS+10 Statement on the Implementation of WSIS Outcomes

B. Overview of the implementation of Action Lines

Enormous progress has been made since the two Summits towards building the people-centered, inclusive, development-oriented information society called for in the WSIS Declaration of Principles. The number of people around the world empowered by ICT has increased dramatically accelerating social and economic growth, sustainable development promoting freedom of expression, increasing accountability and transparency in the society, creating new business opportunities, facilitating trade and serving as a platform for cultural exchange amongst others. Further media has become increasingly accessible and interactive.

The main achievement of the current implementation process of the WSIS is the interest itself of so many actors and institutions, national, regional and international, on the initiative of jointly shaping the information society and making them aware of the challenges that this process entails.

- 1) *We note* that the WSIS Action lines have helped in **constituting a sound framework** for realizing the goal of a globally interconnected Information Society.
- 2) *We recognize* that this implementation framework based on the WSIS Action Lines have facilitated in drawing attention to the role that **ICTs can play a crucial in realizing development goals** and have played a **key role in poverty reduction**.
- 3) *We commend* the WSIS Process for reinforcing the strategic role of **multi-stakeholderism that has led to strengthened engagement of governments**,

private sector, civil society and international organizations to work together in order to accomplish some of the objectives reflected in the Geneva Plan of Action.

- 4) *We recognize* that the WSIS Action Lines have helped **raise awareness within the international community** about the challenges many communities continue to face to realize the benefits of the Information Society.
- 5) *We acknowledge* the significant efforts made towards the development of a global **digital economy**, in particular through considerable **upgrading and strengthening of the legislative frameworks**.
- 6) *We note* with satisfaction that in the area of **digital inclusion there is greater** awareness of the importance of promoting digital inclusion for youth, women, indigenous peoples and persons with disabilities.

We further recognize that:

- 7) countries have made **considerable progress in implementing the Action lines** in the form of tangible policies, projects and services in all of the society's vital sectors, as well as integration of the **WSIS Objectives within the national ICT policies**.
- 8) WSIS Action Lines have led to deepening the **understanding and significance of ICT for development** by policy and decision makers.
- 9) majority of developing countries now **feature ICTs as key enablers of their national visions and plans for social and economic development**.
- 10) increase in **access to information and knowledge has widened and deepened in the last 10 years** with more opportunities available to exercise freedom of expression and engage in social networking than ever before.
- 11) the emergence of new services, including **social networks and cloud computing**, in the last few years have increased the means to access and distribute information.
- 12) the increasing awareness by policymakers of the importance of **public access to ICTs and tools** to combat the digital divide, and reiterate the value of libraries in this regard.
- 13) the increased level of **mobile penetration and rise of broadband penetration**.
- 14) increased **knowledge, acceptance and capacity building** in ICT Applications like E-Government, E-business, E-learning, E-health, E-employment, E-environment, E-agriculture and E-science by the user and the provider

- 15) **there is significant awareness of the need for greater collaboration among stakeholders to address different aspects of cybersecurity including legal measures, technical and procedural measures, organizational structures, capacity building and international cooperation.**
- 16) **there is increased awareness in the strengthening for respect of privacy and protection of personal data.**
- 17) **ICT infrastructure development has been boosted** by several enablers such as new technologies including mobile, innovative policies including Universal Service Funds, planning and background data, and international standards.
- 18) **new-generation of ICT policies and regulations were adopted in the majority of countries designed to advance the deployment of broadband, encourage innovation and enable digital inclusion of all.**
- 19) in the area of e-Science the **WSIS process was instrumental in supporting research on emerging trends in e-Science** which provided a better understanding of these trends, its impact and future direction.
- 20) there is a growing awareness of the **importance of cultural diversity** in all spheres of life, including the technology-related dimensions, and of the need for a more holistic and integrated approach to sustainable development.
- 21) there is an increasingly shared understanding that **ethical principles** for inclusive knowledge societies derive from the Universal Declaration of Human Rights and comprise the right to freedom of expression, universal access to information, particularly that which is in the public domain, the right to education, the right to privacy and the right to participate in cultural life.
- 22) improved access to **ICT in education** over the past 10 years enhanced user's capacities for individual development, for active participation in society and also supported the development of a skilled work force for a global economy, giving also new opportunities for social mobility.
- 23) there is greater recognition among policy makers that achieving digital inclusion goes beyond questions of network deployment and affordability. This includes ensuring accessible **ICTs are available and affordable for persons with disabilities and that youth, women and indigenous peoples** receive training on how to use ICTs for their social and economic empowerment.
- 24) the crucial role of ICTs in **promoting youth and women's employment and entrepreneurship.**

- 25) visibility has been raised on a global scale on the need to ensure that **women take up ICT careers**, so that women become creators of essential ICT tools.



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Draft WSIS+10 Statement on the Implementation of WSIS Outcomes

C. Challenges-during implementation of action lines and new challenges that have emerged

Several challenges have been identified in the implementation of the WSIS Action Lines that still remain and would need to be addressed beyond 2015.

We recognize the following challenges:

- 1) *We note* that the WSIS Action lines have helped in **constituting a sound framework** for realizing the goal of a globally interconnected Information Society.
- 2) Still more than **half of the world's population is not connected to the Internet**, and ICT Infrastructure development needs to be continued, especially in rural and remote areas.
- 3) To increase the **global, regional and national awareness** about the significance of WSIS and its direct relevance to national strategies and policies.
- 4) Integrate **WSIS with the Post-2015 development agenda**.
- 5) **Lack of appropriate policies** (including a lack of policy coherence across key knowledge society sectors such as ICT, Science and Innovation, and Education) and a growing skills gap between rich and poor within countries, between countries, and between regions of the world, is hindering economic and social development.
- 6) Ensuring the **necessary legal, policy and regulatory frameworks** and approaches at the national levels to continue to promote investment in ICTs and infrastructure, foster entrepreneurship and innovation

- 7) Ensuring continued extension of **access for all to ICTs**, particularly access to broadband, particularly in developing countries and among marginalised communities in all countries.
- 8) Widening access to communications media, information and knowledge through improved telecoms and broadband internet infrastructural provision. This, together with the availability of cheap smart phones and mobile devices will lead to their mass diffusion and provide access to online content and the localisation of ICT applications, support e-commerce, e-health and e-agriculture.
- 9) Promotion of **open education resource (OER) content and applications**
- 10) Maintenance of the **openness and multi-stakeholder character of ICT and of internet** standards, development and governance, within a framework which also protects the internet against disruption by criminal or malign activity.
- 11) Reaching consensus on how **to govern and regulate (or not) the internet** and internet-related activity.
- 12) Ensuring that the proliferation of data, and efforts at open government and open data actually **meet the needs of ordinary people, and effectively contribute to transparency and accountability** rather than just flooding the internet with data for which there is no demand, and which does not make a difference in people's lives.
- 13) **Protection and reinforcement of human rights**, particularly privacy, freedom of expression and freedom of association, in a rapidly changing context, ensuring equal respect for and enforcement of human rights online and offline.
- 14) **Environmental sustainability**, and harmful outcomes of the massive increases we will see in ICT production and consumption. This ranges from energy consumption, to sourcing of conflict minerals for the production cycle, to disposing of massive ICT waste, unless there is a substantial shift in the approach to hardware design to be more sustainable (e.g. with devices that last longer and are upgradable) this challenge is likely to escalate.
- 15) **Deployment of broadband networks** without increasing further gaps in access; and affordability of broadband devices and services ensuring the inclusion to broadband services especially for people with disabilities
- 16) Building capacity at the national level with the ability of societies to adapt to unforeseen developments in the landscape.
- 17) Urgent need to provide **modern training** in a wide range of digital and technology-based skills to meet existing employment opportunities but also to allow creative youth to participate in the development and growth of digitally-based industries including the cultural industries.

- 18) The **build capacity of regulators** to not only to understand engineering and to carry out complex economic and legal analysis, but also to have the foresight to quickly recognize and adapt to shifting technology paradigms., regulators need
- 19) Despite progress, **women still lack access, requisite skills, awareness** and are not well represented in decision-making positions and as producers in the ICT sector.
- 20) Improved **engagement of youth** in the discussions related to ICTs for Development.
- 21) For markets to truly flourish, **regulators need to develop new regulatory approaches** that are as innovative as the technologies as their subject.
- 22) Developing **equitable and inclusive global frameworks for international cooperation** for building confidence and **security** in the use of ICTs.
- 23) Strengthened **information security and privacy** to the citizens and creation of regional centers of coordination for incidents in computing security (CIRT).
- 24) Lack of **on-going investment in digital inclusion** measures.
- 25) Establishment of **Financing mechanism taking into account innovative approaches** to bring the benefits of ICT to all.
- 26) Creation of a **clear link between the WSIS Process at the international level and institutional set up** at the national level.
- 27) The development of **telemedicine at new levels**, with mobile devices, distance intervention and controls, which allows improving health care services in all the national territory.
- 28) Timely adjustment of the National educational programmes to build ICT skills to respond to the specific market needs of the countries.
- 29) Empowerment through innovative approaches for **distance education** from primary school education for the new generation.
- 30) Broad recognition of **electronic transactions in order to benefit from e governance**
- 31) Recognising the economic potential of **ICTs for Small and Medium-Sized Enterprises** (SMEs), they should be assisted in increasing their competitiveness by streamlining administrative procedures, facilitating their access to capital and enhancing their capacity to participate in ICT-related projects.
- 32) Utilization of ICTs in **justice administration, legal records and electoral mechanisms**.

- 33) **Use of unused wireless capacities**, including satellite, in developed countries and in particular in developing countries, to provide access in remote areas, especially in developing countries and countries with economies in transition, and to improve low-cost connectivity in developing countries. Special concern should be given to the Least Developed Countries in their efforts in establishing telecommunication infrastructure.
- 34) Creation of policies that **support and respect, preservation, promotion and enhancement of cultural and linguistic diversity and cultural heritage** within the Information Society,
- 35) Identification of **best practices in ICT Applications** and provision of policy guidance on how they may be mainstreamed.
- 36) **Universal access to information consumption and production**, in the framework of the respect of the moral and economic right of the authors.
- 37) Continued **inequity of access in terms of human capacities and access to technologies** between countries, and between urban and rural communities within countries.
- 38) The lack of production of **content in local languages** threatens the local cultures and life styles.
- 39) Convergence of **mass media and social media** lead to situation in which the former regulatory standards for media are not effective anymore and new approach for regulation and self-regulation is needed.
- 40) **Protecting, respecting and promoting human rights** and recognition of their importance to realizing economic development.
- 41) Establishing **environments that will facilitate economic and social development** on a foundation of human rights and the rule of law.
- 42) Building models of **governance at national, regional, and international levels** that are open, transparent, and inclusive, and encourage multistakeholder participation in policy development and decision-making.
- 43) Ensuring that the **Internet remains open, unconstrained by technology mandates and burdensome** regulation, and free of limitations on what, when, and how users can communicate, access information, and build community.
- 44) Identification of **emerging technologies** which could be cost-effective.



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Draft WSIS+10 Vision for WSIS Beyond 2015

Preamble

In 2003 and 2005, at the two phases of the World Summit of the Information Society (WSIS), the international community agreed on a set of commitments that recognize ICTs as enablers for development. World leaders representing Governments, civil society, private sector and the international organizations translated the common vision and guiding principles into concrete action lines in the Geneva Plan of Action, to advance the achievement of internationally agreed goals.

The Action Lines capture the potential of ICTs in enhancing access, especially of vulnerable populations, to education, health care and other public services, provision of ICT Infrastructure, creating enabling environments, building confidence and security in the use of ICTs to information, finance and knowledge, and the role of ICTs for the protecting the environment, for mitigating natural disaster risks, ensuring sustainable use of natural resources and sustainable food production and for women's empowerment.

Though we have made considerable achievements, ten years since WSIS 2003, the ICT landscape has changed dramatically, several new trends have emerged in the information society like broadband, social networks, mobility and digital inclusion. These trends bring new Rapid innovation, diffusion and uptake of mobile technologies and improved access to the Internet have greatly expanded the gamut of opportunities that ICTs offer to promote inclusive development. As demonstrated by the ongoing overall review of the implementation of WSIS outcomes, international cooperation and multi-stakeholder

collaboration on the strategic use of ICTs to address a wide range of issues during the past decade has produced a wealth of knowledge, experience and expertise – valuable resources.

Taking into account ongoing dialogue on the Post-2015 Development Agenda (MDG Review Process) and WSIS+10 review process it is important to note the possible interaction between both processes to ensure that efforts across the UN System are coherent, connected and coordinated to achieve maximum, sustainable impact.

The main task of bridging the digital divide and creating a people –centric, digitally inclusive and development oriented information society where everyone can create, access, utilize and share information and knowledge still remains.

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We envision:

- The **full participation of all citizens of the world** must be a priority for the information society. The full involvement of women, older people young people, people with disabilities and indigenous peoples, in the development of ideas and policies concerning the information society is essential if their concerns, needs and interests are to be fully incorporated in policies and outcomes of the information society.
- An information society that has the interests of the most poor and marginalised people of our societies at its heart is necessarily an information society that takes as its starting point a **rights-based approach** to development.
- That youth, women, the poor, indigenous people and persons with disabilities benefit from the opportunities provided by ICTs should remain a **cross-cutting priority for bridging the digital divide, reinforced by accountability**.
- The concept of **digital inclusion** goes beyond affordability and access to ICT networks, services and applications. It recognizes there are additional needs for different marginalized groups that include accessible ICTs for persons with disabilities, digital literacy training for women, youth and indigenous peoples, and the use of ICTs for social and economic empowerment, including, e.g. ICTs to promote youth employment and entrepreneurship.

- that in order to remove **gender inequalities in the knowledge society** and that the knowledge society actively empowers women in all aspects of their lives, it is necessary to apply a gender lens in all aspects of the knowledge society, across sectors and from strategies and planning through implementation and investments. This includes on the demand and supply side, from awareness, literacy and meaningful engagement to affordable access, appropriate policy frameworks and relevant content. An important way of ensuring this is realized is through women's leadership and participation in decision-making.
- Provision of an **equal opportunity and universal design for all to make use of the benefits and opportunities** of new technologies.
- Better cooperation with **more funding and assistance for inclusive ICT initiatives** in developing countries.
- Establishing the **ICT infrastructure** and its easy access that can provide access to all the communities and make available simplified devices, including text-free interfaces and applications aimed at digital inclusion
- **Safe spaces**, both online and off, should be available to build confidence in vulnerable users.
- Reach of **broadband infrastructure and affordable services** to everyone, including through universal service and universal access.
- Bridging the digital divide to cross and reap the benefits of **ICT and broadband** in transforming the lives of communities particularly the youth, women, poor, and persons with disabilities.
- Relevant and useful **multilingual and local digital content** should be available to ensure that all members of the community are able to understand and participate in online life.
- In order to harness the opportunities provided by the ICT's to the women, poor and persons with disabilities there is an urgent need to **establish international technical standards and promotion of proper policy and regulation**.
- **Further development of national and regional policy, legal and regulatory initiatives and approaches** to pay specific attention to youth, women, poor, persons with disabilities and indigenous people when addressing the range of issues

that impact their ability to benefit from the opportunities of ICTs and the information society.

- **All persons have a voice** in the development of policies that are important to them, as different marginalized and disadvantaged groups have different needs.
- **Incorporation of accessibility issues in the public procurement policies** and in international regulatory fora.
- Increased **involvement of all stakeholders** in leveraging the transformative potential of ICT and a better and more sustainable socio-economic development in order to reach an inclusive and people-centered Information Society.
- Deepening of the current **multistakeholder model** with particular emphasis on the benefits of the decentralized decision-making structure to ensure participation of youth, women, poor, persons with disabilities and indigenous peoples.
- **Training and capacity building** in ICTs, including media and information literacy be available to help users develop their abilities to evaluate and interact with online information resources.
- An enhanced learning experience for those with a range of disabilities through **assistive technologies**.
- Increased **participation of youth in decision-making processes** as vital ingredient for improving democracy.
- Fostering policies and projects that ensure **para and per-Indigenous approaches** to ICTs, that is policies and projects designed with and by Indigenous Peoples themselves.
- following **inclusive approaches to e- science**, including a citizen science approach, where local communities, indigenous peoples, youth, women, the poor, people with disabilities etc. can participate fully in the scientific process.
- An enabling **environment** with adequate market and regulatory reforms would spur competition and improve access to ICTs by making them more affordable.
- **Affordable access to ICTs**, that not only has the potential to transform lives of citizens and communities, but also to help the marginalized persons with disabilities and indigenous people by empowering them and their communities.

- Availability of **affordable user devices**, including through subsidization programs.
- An information society where the most vulnerable, especially **children, feel secure and protected online.**
- That regulators and policy makers may consider **transforming existing universal service programmes into programmes for digital inclusion** that support broadband services for all citizens while further facilitating the access to ICTs of women, girls, the disabled and indigenous people.
- **inclusion of people in rural and remote areas** where not only market forces, but investment from the government might be necessary.



World Summit Geneva 2003
Tunis 2005
on the Information Society
Turning targets into action



WSIS+10

HIGH-LEVEL EVENT

Sharm el- Sheikh, Egypt
13-17 April 2014

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Draft WSIS+10 Vision for WSIS Beyond 2015

B. Priority areas to be addressed in the implementation of WSIS Beyond 2015.

There a number of priority areas that needs to be addressed in the implementation of WSIS beyond 2015, due to its effect in the development process and strengthening the move towards building Information Society and Knowledge Economy. Those areas come in light of the improvements that emerge from the ICT sector itself, in addition to the demands of the other sectors of the economy and the society which urges its enhancement.

We, the WSIS Stakeholders have identified the topics below as priority areas to be addressed in the implementation of WSIS Beyond 2015:

- *Bridging* the **digital divide** still remains a crucial task.
- Achieving the global concept of **Information society** is still to be attained.
- *Increasing* **access to and use of ICTs**, including broadband and mobile services through continued and increasing practical implementation measures, should be the primary focus for WSIS for the next 10 years.
- *Renewing* attention to **deepen and strengthen the actions** taken in implementing the Action Lines (with lessons learned over the past ten years).
- **Redefining the WSIS Action lines**, in order to address the challenges we face today.
- Emphasizing on the creation of **WSIS/ICT National Strategies and Policies**.
- *Cooperating* at the **National, Regional and Global level** is essential.

- *Creating **global guidelines or principles for online code of ethics*** is a key requirement
- *Setting adapted **laws and frameworks that converge*** with the basic principles of inclusive information society.
- **International Structures and organization** should play a central role in the follow up and evaluation of achievements.
- *Encouraging* and maintaining of **open standards and open innovation** in the ICT sector and the internet.
- *Focusing* on the **quality of e-services** is crucial.
- *Promoting a **Digital Economy***.
- *Ensuring* the **free flow of data** to promote e-commerce and international free trade
- *Using **providers of public access***, such as libraries as the main platform to access the information resources .
- *Exploring* all **affordable options** for information access rather than reliance on market-based information.
- *Supporting* the **development and implementation of cloud computing** and its policies.
- *Ensuring **accessibility for people with disabilities***.
- *Clear commitment* from governments and intergovernmental organizations to **support and facilitate enabling regulatory and investment environments**.

- ***Use of ICTs for Social and Economic Development***
 - *Strengthening* the use and development of **transformative technology** to enable more sustainable social and economic development.
 - *Using* the information society **as a tool to realise the post 2015 development goals**.
 - *Ensuring* a connection between the key aim of the WSIS, that of harnessing the potential of information and communication technology to promote and realize development goals, and the **post 2015 development agenda**.

- ***Gender:***
 - *Prioritizing **gender as a standalone goal*** and action line, there needs to be both reference to gender within action lines, as well as discrete and fuller treatment of gender issues in their own right. This dual stream approach to gender is similarly being advocated for in the post 2015 context.
 - *Ending **technology-based violence against women and girls***.
 - *Ensuring* that women's rights are taken into account in **internet rights and principles** and dialogue.

- **Multistakeholderism**
 - *Ensuring* open and decentralized **multi-stakeholder models and mechanisms** in the WSIS Process.
 - Improvement in the **governance of ICTs**, including the extension of the principle of multi-stakeholder participation, which has been so successful on the **internet**, into other areas of national and international ICT governance.

- **Internet:**
 - *Emphasizing* the importance of **maintaining an open Internet** based on open standards development processes, and open governance as key enablers for an inclusive knowledge and information societies as a priority issue in the next ten years.
 - *Enabling* **Internet access** for all and Internet as a leapfrog for development.
 - Ensuring the protection of the **internet's** security and integrity and lowering the cost of Internet access for users in developing countries.
 - Working towards **multilingualization of the Internet** including email, search engines and native capability for Unicode.
 - *Exploring* **technical evolution of the Internet** to address known weaknesses and to increase speed and capability, while maintaining full interoperability and stability.
 - *Promoting* **affordable internet** through infrastructure development and free competition.
 - *Building* **enabling environments** and ensuring the continued openness and neutrality.
 - *Enabling* an open, democratic, transparent and multistakeholder mechanism for **internet governance**;
 - *Actualization* of **enhanced cooperation**, to enable governments, on an equal footing, to carry out their roles and responsibilities, in international public policy issues pertaining to the Internet.

- **Cybersecurity**
 - *Generating* trust in the use of ICTs should be deemed a priority, generating guarantees regarding topics such as **personal data protection and cyber security** is critical. Governance and Strengthened Cooperation in cybersecurity are other areas that should be prioritized.
 - *Protecting the privacy* of **ICT and internet users** against commercial exploitation and government intrusion.

- Promoting **Cybersecurity** and attention to child on line protection.
- **Human Rights:**
 - Respecting and promoting human rights are essential prerequisites to realizing the **development and policy goals of a post 2015 development agenda and the WSIS Process beyond 2015.** .
 - *Strengthening* the **interconnection between human rights online and offline** – both the reinforcement of the rights of freedom of expression, the right to privacy, information and association on the internet as well as economic, social and cultural rights;
 - *Encourage and facilitate* **people-centered and inclusive governance models** and mechanisms that are based on human rights and the rule of law.
 - *Ensuring* that surveillance conforms to universally accepted **human rights** principles.
- **Broadband:**
 - Provision of **affordable access to broadband and networks and services** for all citizens worldwide to ensure inclusiveness, social and geographical equity;
 - Developing and advancing broadband network that supports the **economic growth of the country and facilitate the utilization of ICT tools** by the citizens.
 - *Providing* **developing countries with assistance in rolling out broadband infrastructure and Internet Exchange Points** – which will enable more local content and local e-Services to be provided in those countries.
 - Providing assistance for those countries that would like to embrace **light regulatory regimes for their domestic telecoms/ ICT markets** in the future.
- Using **social networks in e-government**
- Focusing on **ICT professionalism** in the period 2015 and beyond. The extent to which ICT is embedded in our lives is inevitably growing. If we fail to take steps to mature the ICT profession, it is likely that the risks to society from ICT will grow.
- Addressing **e-environment** issues and challenges, developing of Green IT and using ICT to combat climate change.
- Integrating ICT with **educational initiatives** and activities.
- Exploring mechanisms for accreditation of **on-line learning**.

- *Implementation* of practical mechanisms to support **e-Science** related recommendations of the WSIS +10 Review process at the national, regional and global level. This includes funding modalities and financial support.
- *Inclusion* of **Indigenous Peoples**, who are a marginalized group, should be prioritized across all the action lines (for instance, e-learning, media, access are all of great importance to Indigenous Peoples). A separate action line focusing specifically on inclusivity of Indigenous Peoples would highlight this important issue.
- Addressing the issue of **affordable access**.
- *Encouraging* the full deployment of **IPv6 and IPv4**.
- *Deploying* of **e-services to marginalized and disadvantaged** members of society.
- Addressing **ethical issues related to emerging technologies** and the information society.
- *Developing* **agreed goals and time-based targets** along with enhanced monitoring and reporting.
- *Making* efforts towards **developing the content industry** to meet the diversity in cultural and religious aspects, and be in accordance with the WSIS target to assure on the multilingualism aspect.
- **Social Networking and Freedom of Expression** are vital for WSIS beyond 2015 to guarantee adopting the policies and strategies for access and openness for the different actors to be engaged in those tools.
- *Promoting* the use of **ICT for Democracy**
- *Promoting* **Access for All**; Access to information and knowledge
- *Prioritizing* on how all stakeholders can **build on existing expertise and best-practice** solutions.
- **Connecting the unconnected** especially people with disability
- **Generating trust** in the use of ICTs should be deemed a priority. Generating guarantees regarding topics such as personal data protection and cyber security is critical.
- *Assuring* the **quality of e-services**.
- *Highlighting* **network traffic management**.
- *Ensuring* **Network neutrality**.
- *Protection* of **data and network users**.
- Highlighting the importance and role of **National Centers for Warning and Management of IT Incidents Exchange and Personal Data protection** in Cloud computing.
- Creating **replicable and sustainable** ICT projects.



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Draft WSIS+10 Vision for WSIS Beyond 2015

C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development

1. Vision

The effective participation of governments and all stakeholders is vital in developing the Information Society. Through inclusive engagement, cooperation and partnerships, we collectively strive to provide sustainable and affordable access to information communication technologies (ICTs) and develop the requisite policies, legal and regulatory frameworks to enhance growth of the sector as well as address emerging challenges and opportunities. We further strive to set international standards in the collection and analysis of large datasets to induce the transformative changes needed to achieve sustainable development.

2. Pillars

- a) Encourage greater regional and international dialogue and collaboration in promoting ICTs for development
- b) Develop national ICT policies, legal and regulatory frameworks linked to sustainable development goals through an inclusive process
- c) Foster greater engagement and cooperation at the national, regional and international levels among all stakeholders through capacity building, research and knowledge sharing for inclusive development of the ICT sector

- d) Adopt policies and frameworks for the development of relevant, timely and accurate data and the effective collection, application and open exchange of the same; implement global best practices for the exchange of data to achieve data interoperability
- e) Promote the availability of affordable access to ICT as a key to the success of the government's efforts to foster an information society and bridge emerging inequalities in digital economy

3. **Targets**

- a) All States to develop national ICT policies, legal and regulatory frameworks with engagement of stakeholders through an inclusive process; respective governance authorities will choose an appropriate scope and focus of the policies, legal and regulatory frameworks

Annex: Zero Draft Stakeholder Contributions

1) Regional and international collaboration for the development of ICTs

1. Foster **coordinated** regional, international, governmental, intergenerational and multi-stakeholder **dialogues and collaboration** on regulations, models, strategies and programs recognizing that all stakeholders, including public governance authorities, civil society and the private sector, have important roles to play in the promotion of ICTs for development and addressing the new and existing challenges, derived from emerging inequalities in digital economy; **promote** efforts to **obliterate the differences in access** to the network.
2. Continue efforts to **facilitate the participation of governments** from around the world in the existing processes and forums promoting ICTs for development as well as Internet governance at national, regional, and international levels.
3. Make further efforts to **encourage exchange and coordination between all WSIS stakeholders and the different ICT actors**, including governments and business and other stakeholders, at national, regional and international levels to cooperate in the promotion of ICTs for development.
4. **Encourage** all stakeholders, at the national, regional, and international level, to further develop **multi-stakeholder approaches** to the deliberation, drafting, and implementation of the full range of policies and processes related to ICTs, development, information and knowledge society.
5. **Define cyber-borders and related regulations** to assure the rights of the countries in digital economy. **Reaffirm the roles and responsibilities of governments, international organizations, civil society and the private sector in Internet governance.**

2) Formulation of national strategies, legal and regulatory frameworks for effective governance

6. Foster **development of clear and precise national ICT policies, strategies, legal and regulatory frameworks** covering, among others, national e-strategies, open data, use of social media and companion action plans for beyond 2015. In doing so, **ensure the awareness, involvement and commitment** of high level national entities, such as parliaments and cabinets, in **incorporating ICT dimensions** for education, health, sustainable and urban development and encourage authorities and stakeholders to ensure that each of the **socio-economic sectors promotes** the use of ICT.
7. **Stimulate the role of parliaments** in the **promotion of the information society** by developing strategies for the parliaments to utilize the ICT tools in the

parliamentary proceedings. Support emerging democracies by empowering elected representatives through access to high-quality information resources at the parliamentary libraries and information services.

8. **Increase recognition of the importance of policymakers and regulators** involving stakeholders in the development of national and regional digital/ ICT strategies through advisory groups, steering committees and similar participatory mechanisms.
9. **Integrate spectrum policy in digital strategies** in recognition of the **impact of mobile technologies** in developing the knowledge economy, social welfare, finance and in business sectors such as agriculture.
10. **Address the changing role of regulators** in the digital ecosystem, for which the complexity of progressive ICT markets, along with an increased data flow and the development of new services and applications, constitutes a challenge to their traditional powers and encourages to pursue a modern approach to regulation.
11. **Strengthen frameworks for mobile and electronic government** being a platform for exchange between administrations and key pillars for connected and responsive governments.
12. **Foster establishing an ICT-driven growth strategy and effective social infrastructure management** including inter alia,
 - a. Vitalization of local communities by using ICT and data
 - b. Establishing a form of infrastructure on real-time disaster management information that enables people to acquire accurate disaster information reliable and diverse transmission means.
 - c. Realizing a disaster-responding-society which saves lives, that enables effective response to disasters, including saving lives, firefighting, through utilizing ICT and data
 - d. ICT-driven urban development, including safe and longer use of social infrastructure, ICT-driven comprehensive management system to optimize use of water and Intelligent Transport Systems (ITS)
 - e. Affirmative information provision through websites (mobile, social media) by governments and companies
 - f. Advanced measures on ICT technologies (utilization of big data, open data, cloud computing and 4K/8K)
 - g. Measures on consumer protection corresponding to development of various new ICT service
13. **Ensure widespread, affordable access to ICT** as a key to the success of the government's efforts to foster an information society.

3) Engagement of all stakeholders for inclusive collaboration

14. **Promote transparency and open dialogue** in the multi-stakeholder processes aimed at **promoting ICT for development, implementing the WSIS Action Lines, and successfully operationalizing and implementing public policy** pertaining to the Internet and ICT services.
15. **Promote the multi-sectoral approach and strengthening of multilateral cooperation** (the so-called multi-stakeholder approach) between the central and local government level and the social partners (inter alia non-profit organizations, research and development institutions and various social groups) in the field of new legislation solutions in the ICT sector.
16. **Promote development of multilateral agreements** (such as the Memorandum of Understanding) with the social partners to support the development of the ICT sector; **strengthen the role and importance of small and medium enterprises (SMEs)** in the information society, while **encouraging governments to enhance the entrepreneurship framework** in order to help the SMEs acquire the necessary capital to finance their growing operations.
17. **Promote development of the public private partnership models** for ICT for development.
18. While **formulating strategies or drafting legislation**, related to development of information society, whether national or sector specific, **use an open consultation process** involving all stakeholders in particular those who will be the prime end-users of technology for the benefit of their own sector.
19. **To ensure that policy and decision-makers rely on the best information possible**, provided by a range of experts and others who will be affected by the policies, **reinforce multi-stakeholder approaches in the field of measurement and monitoring of goals and targets**.
20. Continue to **make progress in implementing open, inclusive, and transparent policy mechanisms and processes** at all levels so that the role of all stakeholders in the promotion of ICTs for development is enhanced.
21. **Democratize access to information and encourage activities of national regulatory authorities** to support broad public access to ICT services.
22. **Identify ways of ensuring citizen feedback is incorporated** into e-strategies to ensure relevance and responsiveness to the needs of all social groups. **Encourage national regulators to harmonise data protection and privacy policies** in public and private sectors.

4) Research, capacity building , knowledge transfer and development management

23. Further **research, evaluate, and integrate** emerging global governance approaches and concepts, such as **open data** into national ICT and sector-specific strategies.
24. To **provide a new or extend existing platform for research and development (R&D)** by concerned experts in their respective fields of specialization, foster development of **ICT research and development centers of excellence** as virtual or physical centers of sustained distinction in research in key areas that have the potential to increase respective country's capacity in highly qualified human resources.
25. **Provide capacity building** for end users in order to give them tools to use ICTs to learn, work, and communicate.
26. **Promote information and best practice sharing** through engaging in multi-stakeholder forums and cooperative initiatives.

5) Development of data and digital identity management for transparency, security, privacy and openness

27. **Consider holding Digital Identity Management by the governments** to ensure the achievement of the Information Society target.
28. **Foster multilingualism in the domain system and greater cultural diversity** on the Internet that has **created new economic and social opportunities**, especially for developing countries.
29. Further **develop framework for management** of digital identities.
30. **Make full use of data analytics** to improve internal government processes as well as to **understand citizen needs** in real-time and adequately respond to them.
31. Pay closer attention to **precise and timely data collection and measurement** of progress for ICT indicators in line with the recommendations of the Partnership for Measuring ICTs for Development.

6) Development aid

32. **Encourage donors** to commit themselves more to ICT for development, including through **greater funding involvement** by governments and the private sector, particularly in supporting developing countries.



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Draft WSIS+10 Vision for WSIS Beyond 2015

C2. Information and communication infrastructure

1. Vision

Infrastructure is central in achieving goals such as digital inclusion, enabling universal, sustainable, ubiquitous and affordable access to ICTs by all, taking into account relevant experience from developing countries and countries with economies in transition, to provide sustainable connectivity and access to rural, remote and marginalized areas at national and regional levels, Broadband connection based on converged services and enhanced spectrum management supported by efficient backbone, new technologies, innovative policies, plans based on reliable data, and international standardization are the keys for such achievement.

2. Pillars

- a) To enhance the coverage, quality, and affordability of ICT/broadband network, infrastructure development utilizing converged services, enhanced spectrum management, and both wired and wireless technologies are essential.
- b) Develop a well-planned, well-maintained, economic and efficient Broadband backbone to ensure the delivery of Internet services.
- c) Increase research and development, and deployment of new technologies, to provide reliable and affordable ICT infrastructure.
- d) Utilize policy and financing mechanisms such as Universal Service Funds, to connect and cover rural and remote areas with affordable ICT infrastructure.

- e) To attract private investment, competition policies, financing, and new business models need to be studied and deployed.
- f) Policies and technologies need to be considered to ensure minorities, disadvantaged and disabled people to be connected to ICT networks.
- g) Proper data collection, and planning and actions based on such reliable data are essential to avoid duplication of efforts.
- h) To develop affordable equipment and services by economy of scale, development, conformity and interoperability by international standards are the key.
- i) Emergency telecommunication services should be secured by promoting ICT for disaster relief.
- j) Promote smart development approaches, based on partnerships which focus on human, technical, and governance.

3. Targets

- a) Access to ICT, and gaps
 - i. Fixed-telephone subscriptions (World, developing countries)
 - ii. Mobile-cellular subscriptions (World, developing countries)
- b) Access to Internet/Broadband, and gaps
 - i. Active mobile-broadband subscriptions (World, developing countries)
 - ii. Fixed (wired)-broadband subscriptions (World, developing countries)
 - iii. Households with Internet access at home (World, developing countries)
 - iv. Individuals using the Internet (World, developing countries)
- c) Affordable ICT services
 - i. ICT Price Basket

Annex: Zero Draft Stakeholder Contributions

1) To enhance the coverage, quality, and affordability of ICT/broadband network, infrastructure development utilizing converged services, enhanced spectrum management, and both wired and wireless technologies are essential.

1. Enhance **availability of access anytime/anywhere** which requires improved ICT infrastructure with emphasis on fast and affordable broadband access.
2. Focus on ICT infrastructure **coverage, quality and affordability as issues that** still need to be addressed.
3. Foster development of **broadband infrastructure, including the creation of national fiber optic infrastructure**, through appropriate legislation, national plans, programs and provide access to information on the infrastructure through dedicated web portals.
4. **Explore wireless broadband technology** opportunity as last mile solution.
5. Foster the digital switchover from **analogue to digital terrestrial broadcasting** that is essential to benefit consumers by having more choices and quality in television services, and also to free up radio spectrum, while considering the special needs of the developing countries..
6. Develop a **convergence strategy between broadcasting, mobile and fixed services** by fostering new technological approaches.
7. Promote **spectrum** management mechanisms that would foster technological innovation including systems such as those used for providing mobile broadband services.
8. Promote the rational, equitable, efficient and economical utilization of **radio spectrum and satellite orbit resources**.

2) Develop a well-planned, well-maintained, economic and efficient Broadband backbone to ensure the delivery of Internet services.

9. **Develop secure, inexpensive and broad backbone** to meet the uprising demand of broadband services, especially for developing countries.
10. Considering data traffic explosion, development of **new technologies and standards** to lower the cost of broadband backbone infrastructure is necessary.
11. Develop **new business models and financing arrangements for funding broadband backbone development**, which is vital for enhancing the investment opportunities in this field, especially in the developing countries and rural areas.
12. Direct efforts towards the regional dimension to profit from economies of scale in terms of interconnectivity, bandwidth sharing, regional backbone, and regional manufacturing capabilities.
13. Recognizing that the deployment of Internet Exchange Points (IXPs) has improved the overall Internet experience in many countries and role of IXPs in contributing towards **faster and cheaper Internet** access in developing countries, continue

fostering the creation of **regional and national Internet Exchange** points to enhance the Internet traffic management and help to bring down International interconnection costs – also providing a platform for more local content to be made available..

3) Increase research and development, and deployment of new technologies, to provide reliable and affordable ICT infrastructure.

14. Construct reliable information and communication infrastructure based on **next generation networks**.
15. Promote the enhancement of **multiservice access platform**
16. Accelerate deployment of **IPv6, to reinforce** an impact on the technical development of the Internet as well as on the pace of innovation and economic growth associated to this technology.
17. Recognize the **importance of cloud computing** in the international ICT arena by exerting the needed efforts in this field and the related areas of data centers, integrated solutions and new Internet technologies.
18. As data centres change from **hardware-defined to software-defined**, software-based solutions running on standardized hardware could be implemented to telecommunication networks to reduce expenses and increase scalability.

4) Utilize policy and financing mechanisms such as Universal Service Funds, to connect and cover rural and remote areas with affordable ICT infrastructure.

19. Enhance and secure **high-speed broadband environment** based on characteristics of communities even in unprofitable areas like isolated islands..
20. Emphasize on **robust and secure broadband roll-out** which enables both economic and social wellbeing, especially developing and landlocked countries
21. To maintain the economic viability of broadband networks and to extend their reach into unserved and underserved areas, **lower the cost of network infrastructure** through technology, standards, networks/infrastructure sharing as well as partnerships, and new business models.
22. Provide **regulatory incentives** to develop telecommunications in marginalized areas, including packaging urban projects with rural/remote area projects, in an effort to achieve universal service.
23. To provide new opportunities for business entities to enter the rural/remote areas market, **foster development of new services, business models and regulations**, which needs close participation of policy-makers and regulators.
24. Promote **innovative approaches towards Universal Access and Service**.
25. Continue increasing and improving **access to broadband Internet services through advanced mobile technologies** and other wireless access technologies by making these services widely available in urban and rural areas at reasonable costs to cater for all demographic levels and communities.
26. Recognizing that **Broadband services have both social and economic benefits** for the global community, which are vital for realizing economic and social sustainable development goals post 2015, **decrease access gap** by developing broadband and mobile technologies as the backbone of Information Society.

- 27. Facilitate the **affordable wireless Internet access to the citizens.**
- 28. Ensure a **geographically consistent development of broadband** electronic communication networks throughout the national territory and to promote the use of electronic communication services.
- 29. Increase studies and research on **economic, energy efficient and clean equipment suitable for rural and remote areas** ICT infrastructure development.

5) To attract private investment, competition policies, financing, and new business models need to be studied and deployed.

- 30. Explore **new models of financing the development and deployment** of ICT Infrastructure. To **attract private investment**, promote policies to ensure network openness and ubiquitous connectivity through network sharing and competition.
- 31. To introduce new licensing schemes and regulatory frameworks to cater for new technologies, **continue setting up independent, proficient, transparent and effective telecom regulatory commissions/authorities** in developing countries.
- 32. Create the conditions for the **development of fair and effective competition** by encouraging agreements between regulators and operators.
- 33. **Instigate additional competition** in the telecom sub-sectors, taking into account its significant impact on increasing availability and affordability of various services in both rural and urban areas.
- 34. Promote **competition policies**, such as securing fair competition condition among entities, that enable for all users to use inexpensive and high-speed broadband environment
- 35. Create an **enabling environment that attracts investment, promotes innovation and fosters entrepreneurship** to advance and continue the affordability of the Internet, taking into account that an essential factor in this enabling environment is the deployment of broadband infrastructure.
- 36. Accept that market solutions not always result in the rollout of sufficient infrastructure, and in some economies, **government intervention of some form may be required** for some portions of the infrastructure.

6) Policies and technologies need to be considered to ensure minorities, disadvantaged and disabled people to be connected to ICT networks.

- 37. Promote the development of and access to the ICT services that considers the **inclusion of people with disabilities, gender minorities, and specific groups with higher level of vulnerability**, while fostering the provision of specialized training as an important component in this regard.
- 38. Enable appropriate ICT infrastructure access for **analphabets**
- 39. Expand ICT usage in rural areas develop **affordable and easy-to-use devices and build capacities for e- literacy.**
- 40. Promote the development of **safe community spaces**, such as public schools and libraries, where those unable to afford personal Internet-connected devices can still experience the benefits of the information society.
- 41. Reassess infrastructure investment and policies that takes the needs of poor and marginalized as a starting point.

42. Promote **affordable and inexpensive ICT equipment** and their terminals and handsets.

7) Proper data collection, and planning based on such reliable data are essential to avoid duplication of efforts.

43. Promote development and implementation of **broadband plans and actions** for **digital inclusion**.

44. Ensure the planning of ICT networks by using a database referring to a common Geographic Information Systems (GIS).

45. The **importance of background data** for planning a reliable and efficient broadband backbone network without duplication is increasing. The **knowledge of the current situation of regional and cross-border broadband network** is an essential data for identifying the missing linkage for connecting the unconnected.

8) To develop affordable equipment and services by economy of scale, development, conformity and interoperability by international standards are the key.

46. **Interoperability of ICT devices**, systems and services should be facilitated through implementation of international standards.

47. Harmonized **Conformance and Interoperability** programs will facilitate free circulation of equipment, enabling cost benefits.

48. **Global implementation of international standards** should be facilitated to reduce trade barrier and promote competition in ICT industry.

49. Encourage developing countries to develop their national standards development and enforcement capability, and facilitate developing countries **participate in international standardization process**, to ensure that they experience the economic benefits of associated technological development and to better reflect their requirements and interests.

50. Interconnection of telecommunication services should be improved at national and international level.

51. Provide high-speed satisfactory **quality of services**.

9) Emergency telecommunication services should be secured by promoting ICT for disaster relief.

52. By promoting ICT for disaster relief, **emergency telecommunication services** should be secured.

10) Promote smart development approaches, based on partnerships which focus on human, technical, and governance.

53. **Promote smart development approaches**, based on partnerships which focus on human, technical, and governance infrastructure development to deploy Internet around the world.



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Draft WSIS+10 Vision for WSIS Beyond 2015

C3. Access to information and knowledge

1. Vision

For the post-2015 era, we envision inclusive Knowledge Societies, where there is an increased and informed participation of all groups, including those coming from previously marginalized groups and regions and persons with disabilities, with a significant portion of knowledge flows and innovations that advance human rights and the attainment of development goals.

2. Pillars

- a) Government-led open data, FOSS, and other open solution strategies and resources promoted in all countries.
- b) Strong policy and programmatic and project support for expanding and enhancing access to information in the public domain.
- c) Enhance international solidarity to promote exchange of experiences and research within and across nations and regions.
- d) Youth-focused and pro-poor initiatives that emphasize the role of information-based development oriented entrepreneurial activities.
- e) Information literacy emphasized as a core element of all formal, non-formal and life-long learning initiatives.

- f) National efforts undertaken to promote access to development content – accessibility standards, accessible and inclusive ICTs, multilingual/culturally diverse content and tools.

3. Targets

- a) All Governments undertaking efforts to support expansion of public domain, accessibility of public information services and products through the use of FOSS, open data and open solutions.
 - i. Indicator: Relevant national policies implemented.
- b) Media and Information Literacy levels enhanced amongst school age population.
 - i. Indicator: % of schools with teachers trained to offer a MIL curriculum.
- c) Development and integration of accessible and inclusive ICTs including for persons with disabilities.
 - i. Indicator: Relevant national ICT teacher training programmes developed.

Annex: Zero Draft Stakeholder Contributions

1) Access to information and knowledge is an enabler of universal human rights and fundamental freedoms that contribute to inclusion, empowerment and participation of citizens around the world

1. Access to information and knowledge in almost any subject becomes increasingly accessible online.
2. The Internet and ICTs should be seen as enablers of universal human rights and fundamental freedoms, particular related to access to information and freedom of expression.
3. Rights and freedoms people have offline should be promoted, ensured and protected the same way as those which are related to online.
4. Undermining access to the Internet not only restricts benefits to economic and social development, but can also threaten the ability of users to enjoy their most fundamental rights.
5. Focus on market-based solutions instead of global regulation is needed as it helps in creating enabling environments of further liberalization and competition that encourages private sector investment.

2) Accessibility, affordability and adaptability contribute to the creation of enabling environment where access to information and knowledge is guaranteed to all members of society

6. Improve accessibility to Internet services by reducing broadband subscription costs to levels affordable by a wider section of the community, with concessions for free and open access in public areas.
7. Mainstream accessible ICTs and Assistive Technologies for inclusive education and education for all, with particular emphasis on women and youth, including with disabilities.
8. Develop content respecting accessibility and open standards to all members of the community.
9. Promote Universal Design for all parties.
10. Facilitate access to information and knowledge for persons with disabilities and people in remote areas by providing accessible services and tools. The urgency of ICTs in education for persons with disabilities in order to provide new and innovative solutions for persons with disabilities to access information and knowledge.
11. Promote the integration of persons with disabilities to the ICT ecosystem.

3) Provide access to multilingual information and knowledge

12. Focus on content development on the web to serve various nations in using different languages, including those which are lesser-used.
13. Promote and share multilingual user-generated content in all local relevant languages.

14. Promote the use of the languages in Internet domain names to allow communities to access the Internet in the mother language, particularly in Arabic speaking countries.
15. Increase the availability of digital Arabic content in order to encourage usage by large segments of the population and provide free access to online content on the Internet in order to encourage knowledge creation and sharing.

4) Open standards ---for making access to information and knowledge

16. Raise awareness on importance of non-proprietary formats and their usefulness for making public data accessible to citizens both for high- and low-income countries.
17. Use of open-source software promotes openness, standardization. It also helps to reduce costs.
18. Exchange of practices and collaborate among national, regional and international organizations working in the field is required for raising awareness on usefulness of open solutions for development.
19. Develop multilingual and accessible Open Education Resources (OER).
20. Foster the use of Open Systems Solutions as effective long-term sustainability priorities to address key challenges.
21. Foster professional training (“education of the educators”) as well as children’s elementary education, into and through Open Systems.
22. Secure and enhance the creation of accessible Open Knowledge Commons that enable access to the growing range of Open Systems Solutions, including FOSS, Open Data, Open Hardware and their related processes, methodologies and experiences.
23. Greater emphasis on open software systems to promote open access to information and education.
24. Consider the Free and Open Source Software for facilitating access, and develop the need procedures in this regard.
25. Encourage the use of Open Systems Solutions as effective long-term sustainability priorities.
26. Acknowledge, support and promote small-scale, independent or user-defined FOSS incubators, in addition to the allocation of public funds and procurement processes.
27. Encourage collection and distribution of open data which will create a demand for new data-enabled services contributing to the achievement of broad range of development goals at national and international levels.

5) Exploitation of technological innovations for sustainable development

28. Access to information and knowledge could flourish in environments that enable investment and innovation, which in turn ensure that international telecommunications networks remain open to the global exchange of information and ideas. Governments, consumers, citizens, and society could benefit significantly when all market players have the flexibility to innovate and develop new services in competitive markets, in response to consumer demand.

29. Telecommunications markets should be structured in the way that attracts investment, fuel technological advancement, and become efficient in delivering services to consumers.
30. Create and support thematic information networks such as industry, trade, agriculture, health, education and others.
31. R&D should contribute to the promotion of green innovation, promotion of life innovation, promotion of technical innovation which will lead to a paradigm shift, recovery and restoration from the area after natural disasters or conflict, and measures for safety improvement in preparation for disasters are raised as R&D themes which should be addressed.
32. Develop innovation and entrepreneurship programs that provide funding, mentorship and knowledge, and moreover helps in promoting and supporting social entrepreneurship for the aim of creating solutions for social, economic and environmental challenges.
33. Ensure that all its citizens have access to the Internet, including making the Internet free to access at local libraries and other local authorities buildings, particularly in developing countries.
34. Promotion of cloud computing.
35. Develop digital terrestrial television and mobile Internet.
36. Acquire new frequency bands to the civilian use.
37. Harmonize management of radio spectrum.

6) Access to public information and knowledge

38. Take appropriate measures that strengthen online library systems.
39. Libraries should be strengthened and the capacities of information and library professionals enhanced as libraries are the only place in many communities where people could access to information that will help improve their education, develop new skills, find jobs, build businesses, make informed agricultural and health decisions, or gain insights into environmental issues.
40. New public use access spaces such as libraries should be established that increase access to open information and knowledge. There are already over 330,000 public libraries worldwide, with 230,000 in developing countries which could play an important role on providing access to information and knowledge. Libraries contribute to distribution of existing resources that can be used to deliver information policy goals.
41. Support the creation of electronic networks of libraries, museums, etc.;
42. Needs attention to increasing importance of training education and information professionals to use ICTs to train people with (and without) disabilities.
43. Create so-called electronic services platforms in public administration offices to access public information;
44. Newest ICT technologies that enable facilitating access (open system, open data, open hardware etc.).
45. Encourage the expansion of broadband infrastructure and the construction of community computing centers.

7) Literacy

46. Media and information literacy training needs to be embedded in school curricula and library and information professionals can work alongside educators to build students' capacities.
47. Assessment should be carried out on country's readiness to uptake literacy initiatives and competencies of key social groups such as teachers in service and training should be done prior to policy formulation and implementation.
48. Measures on improvement of information literacy.
49. Take actions towards the development of digital skills (digital literacy), especially in rural and vulnerable areas, with the use of ICT technologies in order to obliterate the differences in access to education due to the gender or social status.
50. Social media literacy, information and Digital literacy should be promoted.

8) Open access to scientific information

51. Focused efforts are required to improve access to information and knowledge in developing countries.
52. Encourage adoption of open access to scientific information strategies and e-education. New payment or merit schemes are needed to release scientific publications.
53. There is a need to develop and disseminate educational easy-to-use devices to enable better education process and enhance learning abilities.
54. Address questions of ownership of digital information (vs. licensing).

9) Promotion of gender equality

55. Assure and mainstream gender aspects by providing women the access to information, research, databases, legislation, and career and business opportunities.
56. Mainstream accessible ICTs and Assistive Technologies for inclusive education and education for all, with particular emphasis on women and youth, including with disabilities.

10) Access to information and knowledge in education and research

57. There is still a lot that needs to be done in ensuring that ICT products and services are made available in mainstream education, especially in developing countries – which will help both education professionals to deliver bespoke courses, as well as helping students to reference material which will enhance the education that they receive.
58. Promote efforts for research and development with social implementation and global deployment in mind.
59. Create the interactive educational programs and applications.
60. Facilitate the access for children and young people to modern ICT devices (including tablets), useful in the education process;
61. Access to information and knowledge, particular digital mean in education, should become accessible to all different groups in society including people with low income, people living in rural areas, people with disabilities and special needs, and indigenous people. It is therefore important to propose appropriate

strategies, policies and innovative solutions which are support by open and transparent cooperation of all states.

11) Ethical application of Internet

62. Continue to insure the free flow of information. Blocking and filtering should be avoided.
63. Formulate laws to facilitate access to information while ensuring data and user privacy.
64. Promote literate use of Internet.
65. Introduce balanced copyright frameworks that respect the public interest and enable cultural institutions to preserve and make available cultural heritage in digital formats.

12) Encourage multi-sector and multi-stakeholder partnerships

66. Need to pay attention to the issues of protecting the rights of consumers and end-users in the access to information – an important role to play here is for the regulators, who are supporting in their activities the guaranteeing of healthy relationships between all actors on the market.



World Summit Geneva 2003
Tunis 2005
on the Information Society
Turning targets into action



WSIS+10

HIGH-LEVEL EVENT

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Draft WSIS+10 Vision for WSIS Beyond 2015

C4 Capacity Building

1. Vision

Everyone should have the necessary skills to benefit fully from the information society in order to bridge the digital divide among those who know how to use telecommunication technology and those who do not know. Therefore, capacity building, digital literacy and competences are essential. Appropriate specialized training programmes in telecommunications/ICT, development of professional standards, lifelong learning initiatives and more affordable ICTs will empower all layers of society towards improving the quality of their lives. It will also assist people who are outside the formal education processes and will help them to acquire new skills as well as improve on existing ones.

2. Pillars

a) Content development and specialized training

While innovations in ICTs offer new tools, many people have yet to acquire the knowledge and skills to fully leverage the benefits these tools provide; therefore it is important to develop a wide and growing range of general and specialized training programmes in all aspects of telecommunications/ICT. As technology keeps changing rapidly. Existing knowledge quickly becomes obsolete, hence the need to upgrade this knowledge and package it into content and training materials that are relevant for the time.

b) Development and maintenance of e-Education, e-Learning and m-Learning for skills development

There is a crucial need to continue promoting e-Education, e-Learning and m-Learning for skills development and lifelong learning for all beyond the classroom, as well as the introduction of appropriate recommendations/policies in this sphere.

c) E-skilling, digital competence and professional standards

Ensure that development of ICT infrastructure takes place in parallel with e-skilling and human capacity building; everyone has the necessary digital competence that corresponds to professional standards in the ICT sector, in order to build a digital culture in all layers of society.

d) Facilitation and fostering of capacity building activities

Capacity building is an important component in all aspects of human life; therefore it is important to ensure that human and institutional capacity building activities remain a priority objective in order to build the Information Society.

e) Partnership and collaboration

ICTs are cross cutting in all sectors, and their impact is also cross cutting in all walks of life; consequently human and institutional capacity building requires partnership and collaboration for achieving a desirable result.

3. Targets

- a) Developing professional standards in telecommunications/ICT.
- b) Variety of specialized training programmes in ITU membership priority areas.
- c) Promotion of efforts towards development of necessary recommendations and policies for skills development and lifelong learning through m-Learning.
- d) Provision of specialized ongoing training in telecommunications/ICT.
- e) E-skilling, up-skilling and reskilling activities in order for individuals to be up to date in the changing environment.
- f) Organization of events and initiatives for facilitation of public-private partnership in capacity building activities.

Annex: Zero Draft Stakeholder Contributions

1) Content development

1. Reinforce the ongoing activities on content **development for training programmes** in Member States priority areas in order to build up to date knowledge base for ITU membership.
2. Ensure the design of appropriate **curricula for ICT applications**.
3. Support development of **local content and software industry** in accordance with the national culture respecting the linguistic aspects of each state.

2) Development and maintenance of e-Education, e-Learning and m-Learning

4. Promote the **importance of e-Education and e-Learning** and increase its use in order to make education accessible and affordable beyond the classroom.
5. Encourage the integration **of ICTs** in various education programmes.
6. Promote efforts towards development of necessary **policies for e-Learning, e-Education and m-Learning**.
7. Encourage **research activities in the area of m-Learning**.
8. Expand **training on broadband mobile technologies**.
9. Direct efforts toward provision of more affordable and accessible devices, connectivity and content for increasing ICT penetration and promoting **m-Learning and e-Education**.

3) E-skilling, digital literacy and specialized training

10. Focus on the importance of **e-skilling** for capacity building.
11. Develop **professional standards for the ICT sector**.
12. Integrate **digital culture** in all levels of society.
13. Ensure the cross match of market needs with specializations in ICT professional training programmes in order to **equip graduates with the necessary skills** and expertise to fulfill the job market needs.
14. Develop specific **policies to maintain skills** in order to keep up with changing information environment.
15. **Foster digital literacy and provide specialized training** for girls and women, people with disabilities, children and young people to overcome illiteracy and/or to improve existing skills.
16. Ensure the development of **ICT infrastructure takes place in parallel with e-skilling and human capacity building**.
17. Take into account the growing importance of **e-skilling and up-skilling and reskilling** of e-skilled individuals in the current fast-changing environment.
18. Develop an **e-skilling impact assessment framework** with clear indicators that are relevant and acceptable.
19. Encourage Member States to implement **digital literacy policies**.
20. Promote **training for tutors and teachers** in the use of ICTs and mobile technologies for the benefit of all stakeholders of the educational system.

21. Guarantee specialized **ongoing training in ICTs**.
22. Ensure **not only a provision of knowledge but also a teaching of using this knowledge**.

4) Facilitation and fostering of capacity building activities

23. Ensure that **capacity building remains a priority objective** in order to continue to build up the Information Society and to narrow the digital divide.
24. **Develop and promote capacity building programmes and ensure use of innovative technology** at the regional, national, and local levels for the social, economic and cultural benefit of all society
25. Ensure that **capacity building initiatives** are focused on access to and efficient use of ICTs, in areas such as: dispute resolution; coordination of spectrum; avoidance of interference; fostering communication and consultation; and ensuring sharing of data and information.
26. Recognize the importance of both **institutional and human capacity building activities for the attainment of the goals of an information society**.
27. **Explore new dimensions of capacity building** in the changing information and communication environment, such as **human rights education**.
28. Focus on technical and governance infrastructure enhancement for the development of capacity building in order to **promote e-Governance and e-Commerce and to guaranty e-Democracy**.
29. Enhance institutions' connectivity to Internet by **integrating the use of ICT tools and social media platforms**.
30. Promote the importance of human capacity building for the **automation of services and processes**.

5) Importance of partnership and collaboration

31. Facilitate the **increase in the participation of developing countries and civil society representatives** in Internet governance debates thanks to human capacity building activities in those countries.
32. Enhance capacity building for a **better institutional national and international collaboration** in order to address developmental issues and share information online that can improve the quality of life for all people.
33. **Promote private-public partnerships** taken by national, regional and international agencies to build human capacity and to encourage m-Learning initiatives.
34. Promote value of **specialized research and education networks to facilitate knowledge sharing** among research centres in the world.
35. Create **an ecosystem for the safe use** of mobile, Internet and other ICT technologies for education.



World Summit Geneva 2003
Tunis 2005
on the Information Society
Turning targets into action



WSIS+10

HIGH-LEVEL EVENT

Sharm el- Sheikh, Egypt
13-17 April 2014

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Draft WSIS+10 Vision for WSIS Beyond 2015

C5. Building confidence and security in the use of ICTs

1. Vision

Confidence and security are among the main pillars of the information society. We should all collectively strive not only to make ICTs safer for everyone, especially the vulnerable, but also endeavor to build an information society that everyone can have equitable access to, have trust in and feel confident about by fostering respect for universally-held values of freedom of expression and privacy.

2. Pillars

- a) Encourage greater cooperation at the international level among all stakeholders in ensuring security in the use of ICTs.
- b) Promote development of **international legal frameworks for cooperation**, focused on the elaboration of norms and principles that balance measures for **greater security and protection against cybercrime** with the protection of basic human right of freedom of expression, as well as the right of access to communication.
- c) Support greater development of international standards for security; encourage adoption of and adherence to such standards by the industry and by users. Assist developing and least developed countries to participate in global standards development bodies and processes.
- d) Encourage and strengthen support for the establishment of national and regional Computer Incident Response Teams and regional and international coordination among

them, for real-time incident handling and response, especially for protecting national critical infrastructures including information infrastructure.

- e) Continue to encourage the building of a “culture of cyber security” at the national, regional and international levels through awareness raising and training, especially for the general public - providing assistance to developing and least developed countries in this regard.
- f) Promote, through international frameworks if needed, respect for the right to privacy, data and consumer protection, especially for applications and services hosted on cloud-based platforms.
- g) Ensure special emphasis for protection of the vulnerable, especially children, online; In this regard, encourage governments and other stakeholders to work together with children and parents to help children enjoy the benefits of ICTs in a safe and secure environment.

3. Targets

- a) Overall Cybersecurity readiness in all countries should be improved by 40% by 2020 – with specific focus on developing countries, including least developed countries, small island developing states, landlocked developing countries and countries with economies in transition.

Annex: Zero Draft Stakeholder Contributions

1) Engagement of all stakeholders, cooperation:

1. Recognize that the open nature of the multistakeholder process has proved adept at developing innovative solutions to technical and policy problems. The WSIS process should guide governments to **look beyond solely legislation and government-led solutions**, in order to both harness the existing knowledge and expertise of the multistakeholder organizations, and engage with them to enhance and improve the existing solutions.
2. **Need Multistakeholder cooperation** to foster a global culture of **cybersecurity**.
3. Appreciate that many confidence and security solutions are developed in **cooperation between different stakeholders including industry, academia and governments**.
4. Recognize that the **technical community and the private sector have critical expertise** that must be better incorporated into **cybersecurity** related policy-making.
5. Encourage **governments to work with the business sector** on a more regular basis.
6. Stress the **need for International cooperation** against cyber attack
7. **Encourage cooperation and sharing of information between the public and the private sectors and on the interregional level** in order to maintain the **protection and security of networks and information systems and the protection of national cyberspace**, including the application of the security measures, resilience and recovery for local networks and computer systems
8. Pursue greater global cooperation toward achieving **cohesive, compatible, cybersecurity policies and agreement among governments** aimed at preventing unreasonable government intrusion without appropriate oversight protections
9. Recognize that while malicious actions can undermine users' trust and confidence in the network, but **closing the Internet is not the solution**. Instead, we need to focus on ensuring the Internet is stable, secure and resilient. To do so, it is important that these **issues be addressed by all stakeholders in a spirit of collaboration and shared responsibility**. It is also important that these issues be addressed in **ways that do not undermine the global architecture of the Internet or curtail internationally recognized human rights**.
10. **Actualize enhanced cooperation**, to enable governments, on an equal footing, to carry out their roles and responsibilities, in international public policy issues pertaining to the Internet.
11. **Cooperate with the business sector**, such as manufacturers and operators, to pave the way toward the achievement of the **"security by design"** concept, where devices and products contain standard security features to reduce the exploitation of vulnerabilities

2) **Frameworks addressing the issue of cyber security:**

12. Strengthen and enhance the legal and regulatory frameworks.

13. Recognize the **growing importance of pursuing national, regional and international frameworks**
14. Through a programme of **multi-lateral cooperation at the legislative level**, implement comprehensive cyber-legislation in line with international treaties and conventions at the global and regional level to cover all topics related to cyberspace, in particular those related to cybercrimes, privacy and confidentiality of personal information;
15. Emphasize the need for an **international framework focused on the elaboration of norms and principles agreed at global level**, specifically in the following areas:
 - access to the Internet
 - security
 - protection of fundamental rights
 - state involvement and
 - international cooperation
16. Recognize the urgent need for **building a solid legal framework** to address existing and emerging cybercrimes at national, regional and international levels
17. Encourage stakeholders to **invest in existing fora** that work to build confidence and security in ICTs. While new national, regional, and international frameworks may be appropriate in some cases, there is already an ecosystem of entities and structures that address the issue of **cybersecurity**.
18. Encourage that all **frameworks must be subject to "evidence-based policy-making"** involving all stakeholders and the necessary expertise.
19. Recognize that **cloud computing is an important issue which raises both jurisdictional and investigative problems** and needs careful examination.
20. Note that more than ten year implementation of the Cybercrime Convention has brought forth a range of **measures and partnerships against cybercrime. They have to be enriched further on a global and regional level.**
21. Develop appropriate **national legal and regulatory framework for privacy protection, e-transactions and cybersecurity**
22. Leverage **enhanced cooperation to develop solid legal frameworks and operational processes** to address security, cybercrime, **spam** and related abuses at the national, regional and international levels
23. Highlight that any emerging international framework focused on the **elaboration of norms and principles in the area of access to the Internet** will need to address public access if we are to ensure that everyone in the information society is catered for.
24. Establish special regional structure in order to build confidence in using ICT within the region.
25. Recognize the need for an **international agreement to cooperate on security matters** and to avoid unilateral assertions of national laws and to avoid extra-territorial actions. In this context, all countries should acceded to the 2012 ITRs and should consider the principles posted at "necessaryandproportionate.org",

both when developing or revising national legislations, and as a possible new Resolution or Statement.

26. Need Institutional and regulatory framework for the **protection of personal data at cross-border level.**

3) Technical and procedural measures:

27. Recognize the **importance of the concept of “security by design”, especially amongst the business sector** when providing products and services.
28. Outline standards and adopt novel and innovative methodologies on how to develop **safe and reliable e-services and applications resilient to external risks and threats**, including necessary mechanisms to maintain the privacy and confidentiality of personal information with special focus on the Arab region specificity in general and the development Arabic-enabled tools in particular
29. Develop and integrate technology, protocols and standards improvements that introduce **native capability for Internet** security while maintaining stability and interoperability.
30. Promote the **use of e-signature methods**, with enhancing the confidence and security in using such technology, which could be done through adopting efficient legislations and using different mechanisms as developing USB-based authentication token for multiple applications and network services.
31. Develop an **effective and efficient equipment certification process** and ensure adherence to global standards benefits both the industry and users, as it protects the integrity of the telecom networks, guarantees that consumers get standard equipment that works and prevents frequency spectrum interferences.
32. Facilitate the **introduction and expansion of electronic transactions** over the Internet and the development of efficient security systems in this regard.
33. Adopt a strict hierarchical architecture for the **public key infrastructure (PKI)** set up as it is becoming central to efforts to protect digital identity for individuals and organizations, enabling advanced e-business, e-government and e-commerce activities.
34. Recognize the **urgent need to introduce cyber risk analysis and risk management** and Develop a **better understanding and analysis of the threats and actors involved**; this would allow for more tailored and proportionate policy responses.
35. Recognize the increasing importance of **proactively identifying vulnerabilities** in critical resources, infrastructures and key priorities relying as part of a cyber security plan involving all stakeholders
36. Promote World Standards Cooperation

37. Focus on security in **mobile devices and the Cloud**, security of **critical infrastructures**., computer security for **national defense**

4) Organizational Structures

38. Realize the need to establish strategies and capabilities at the national level to ensure protection of national critical infrastructures, while enabling prevention and prompt responses to **cyberthreats**. Also the **establishment of Computer Incident Response Teams (CERTs) with national responsibilities** and national **cybersecurity frameworks** are key elements towards the achievement of cybserecurity.
39. Encourage with appreciation the growing deployment of national Computer Incident Response Teams.
40. Encourage and **support Security and Emergency Response Team at the Government and Business level**.
41. Establish ISMS (**Information Security Management system**) in each organization
42. Create **alert centers** in those countries that do not have one
- a. Enhance alert centers in those countries that have one
 - b. Promote the interconnection of the alert centers
43. Establish the **NISC (National Information Security Center) within the government to promote measures relating to information security**. The NISC establishes basic strategies on information security, promotes and assists measures on security for the government.

5) Capacity Building

44. Recognize that prevention represents an important stage in the fight against attacks in cyberspace. It is a broad category encompassing the elaboration of standards as well as practical steps such as: constant provision of information about the opportunities and the risks of the Internet; formation of special skills and behaviour of users and especially of young people; distribution of sufficient materials; organization of campaigns; promotion of good models and practices, etc.
45. Emphasize the importance of accounting for the **“human element” as priority**.
46. Recognize the **urgency to build human capacity**, to improve the skills and expertise of security professionals and increase the awareness of the general public
47. Build **national and regional capabilities in the field of Cyber-Security**. There is a need to continue building national and regional Computer Incident Response Teams.
48. Promote **Education for safety and security** of Internet usage. Raise **public awareness in regards to online safety** at large for all segments of users with various aims.

49. Encourage **campaigns by the governments and other stakeholders** to promote people's awareness about the importance of confidence, safety and security in cyberspace and empower them to protect themselves against the threats.
50. Promote **dialogue on confidence and security issues between all stakeholders**. The security of the individual must be further prioritized.
51. Contribute to the **building of a "national culture of cyber security"** through proper awareness and education campaigns regarding online risks particularly those affecting children
52. Enhance ICT literacy that includes **knowledge on information morals and information security**
53. Encourage the education and training institutes to develop related programs on cyber security to ensure the **availability of qualified human resources**.
54. Provide **assistance to countries needing help** in setting up national cybersecurity strategies and the creation of national Computer Incident Response Teams (CERTs). This could be provided in a number of ways **including by bilateral assistance from those countries that have already set up national strategies and CERTs**.
55. Aim to **educate government officials on non-legislative solutions available to them**, and facilitate bringing together technical experts - from the business community and civil society - and policy makers in developing countries. As the issues faced by the stakeholders engaged with Internet security develop rapidly it is difficult for legislation to keep up with the pace of technological change. Engaging with, and benefiting from, international best-practices and policies developed by the multistakeholder organizations can be a more effective way to enhance security for all stakeholders.
56. Enhance regulatory requirement and institute an **effective assessment mechanism on the ISP's security capability**; Encourage **industry self-discipline on content management**; Awareness-raising for Internet users

6) Privacy, Data protection, Intellectual property

57. **Protect the privacy and personal data** in the various processes of information processing in the public and private sectors
58. **Protect intellectual property and copyright**
59. Raise the **awareness on the IPR and related rights**.
60. Promote **respect for privacy in the digital age**. Business and government should work together in developing practices aimed at ensuring protection for personal data in a manner that not only provides effective protection of personal data and privacy, but also enables the data flows that are needed by new technologies and business models to foster both economic growth and societal benefits.
61. Promotion of **personal data utilization and circulation considering privacy protections** etc.
62. Clarify rules regarding utilization of personal data that considers the **balance between free circulation of information and protection of privacy**

63. Enhance utilization and circulation of information that contains personal datum that crosses over borders through network
64. Recognize the **contradictions between surveillance and security**, with one undermining the other.
65. Note that **Public confidence in the privacy of personal data has been shaken** by a) the increasing use of personal data by commercial enterprises to maximise business revenues, with **limited control available to individual users over their own information**; and b) recent revelations concerning the extent of mass surveillance of personal data and communications, including internet use, by government agencies. These two factors threaten public confidence in ICTs and especially the internet, and could in particular inhibit the use of cloud computing. They also raise the risk of data becoming available to criminal organisations and so increase the vulnerability of electronic commerce.
66. Concern about the **importance of data privacy and data protection**, resulting from changes in the capabilities of technology, the depth and intrusiveness of analysis of data now undertaken by commercial businesses, and recent revelations concerning surveillance by governments. These are likely to be **exacerbated by the spread of cloud computing and the advent of the internet of things**. Public confidence in ICTs and the internet depends on data privacy and data protection, which should be given greater emphasis in this Action Line.
67. A new concept of **data protection under the conditions of cloud computing to be formulated** and **cross-border instruments for investigation** be elaborated.

7) Human Rights, Freedom of Expression

68. Recognize that **Freedom of expression and the media can be crucial tools** for attaining all enlisted goals and the media can be a valuable partner in the fight against **cybercrime and other cyber offences and risks**. Freedom of expression on the one hand can boost positive attitude and on the other help in exchanging relevant information and good practice.
69. **Concern for the catch-all approach to the issue of cybersecurity and the use of invasive and disproportionate policy responses** that can imperil human rights and economic development
70. Attention to **cybersecurity** needs to **balance the protection of individual citizens with the protection of ICT and internet access and services for society as a whole**.

8) Protection of the vulnerable

71. Emphasize the urgency to **ensure that the child online safety element is imbedded in the work stream of Action Line C5**
72. Need **special protection against harmful and inappropriate behaviour on the net**. With regard to this **children and the most vulnerable have to be**

- particularly protected and educated** how to communicate in the new information environment.
73. Emphasize that it is **critical to provide parents and children with the information they need** to navigate cyberspace in order **to create a trusted environment** that will encourage children to go online.
 74. Encourage **broad cooperation between national authorities and social partners** (including the owners of the servers and Internet portals, foundations, etc.) in order to protect children from the illicit content.
 75. Encourage **Governments, educators and industry together to help parents and children** understand how to maximize the benefits and minimize the risks of being online.
 76. Develop responsible practices, clear information, robust education and coordinated law enforcement efforts that can greatly improve the level of safety children experience online.
 77. Emphasize that **special protection should be offered against cyberbullying and cyberattacks on women.**
 78. Prioritize **Digital literacy among girls and women** .
 79. Governments and private sector should commit to provide a safer ICT services particularly internet for child and family to fulfill their obligations based on the UN Convention on the Rights of Child and its optional protocols.
 80. Encourage all stakeholders to work to establish Child Online Protection (COP) frameworks to promote and harmonize the necessary activities to provide safer internet for child at regional and national level.
 81. Develop **policies to guide child online protection.**
 82. Emphasize the **need to protect children from accessing undesirable content, including child pornography.**
 83. Highlight **violence against women online** which presents a serious threat and inhibitor for women's use of ICTs; privacy issues.

9) **Spam**

84. Promote measures against **spam** mail



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Draft WSIS+10 Vision for WSIS Beyond 2015

C6. Enabling environment

1. Vision

In order to leverage the transformational power of ICTs and broadband in particular to maximize the social, economic and environmental benefits of the Information Society, governments need to create a trustworthy, transparent and non-discriminatory policy, legal and regulatory environment. Such an environment enables innovation, investment and growth while providing balance between regulatory certainty and flexibility, and liberalization on a global scale.

To overcome the current challenges in a highly dynamic and rapidly changing digital economy, governments need to develop a multi-pronged approach and urgently take action to accomplish the pillars below.

2. Pillars

- a) Design and enforce open, effective and forward looking policy, legal and regulatory frameworks based on inclusive and wide-ranging public consultation.
- b) Reexamine and redefine regulatory frameworks to promote digital inclusion ensuring that all communities as well as targeted population groups such as youth, women, persons with disabilities and indigenous peoples can access and use ICTs for their social and economic empowerment.

- c) Adopt a holistic approach to governing the ICT sector and move towards cross-sector regulation in view of fueling synergies among government agencies, private sector and the society as a whole.
- d) Enact a consistent and overarching ICT and/or broadband policy to foster broadband development across all sectors and drive digital inclusion of all.
- e) Lift all barriers to entry in broadband markets, enable open access to essential facilities and increase competition at all network layers, moving towards lighter and simplified regulation while promoting innovation and entrepreneurship.
- f) Recognizing the economic potential of ICTs for Small and Medium-Sized Enterprises (SMEs), contribute to increasing their competitiveness by streamlining administrative procedures, facilitating their access to capital, reducing the cost of doing business and enhancing their capacity to participate in ICT-related projects.
- g) Develop and adopt widely appropriate national, regional and international technical and organizational standards that are required to address the concerns of various ICT providers and users.
- h) Adapt, adopt and enforce legal and regulatory frameworks for ensuring confidence and security in the use of ICT for better governance (such as in the area of data protection, privacy, etc.) and enhance national capacities with this regard.

3. Targets

- a) **Target 1: Empower government agencies to mitigate the challenges of the Information Society.** By 2020, all countries should empower the government agency(ies) in charge of ICT regulation to adopt and effectively enforce relevant regulations.
- b) **Target 2: Make broadband policy universal.** By 2020, all countries should have a national broadband plan or strategy or include broadband in their Universal Access/Service Definitions.
- c) **Target 3: Boost the competitiveness of broadband markets.** By 2020, all countries should have effective competition in the main broadband market segments (mobile, DSL, cable modem, fixed wireless, leased lines, Internet services, international gateways and Voice over IP (VoIP)).

Annex: Zero Draft Stakeholder Contributions

1) Effective, flexible and forward-looking policy and regulatory frameworks

1. Promote the development of an **open, efficient and secure policy and regulatory environment**.
2. Encourage governments to adapt legislative and regulatory frameworks in order to have **lighter and smarter regulation** which will attract more inward investment and which will drive down costs for citizens and businesses alike, ensuring the use of ICTs for better governance.
3. Create **cross-sectoral pro-poor regulatory regimes and policies**.
4. Develop broadband strategies under the umbrella of national and regional policy and regulations, both being geared towards access to information and ICT services.
5. Develop and implement **national and regional broadband strategies**, including assistance to developing and least developed countries, in collaboration with all stakeholders and involvement of the private sector in the implementation of those strategies.
6. Revisit **legal and regulatory framework for new market structures** for making broadband services accessible to all.
7. Promote regulatory and policy **frameworks, technologies and standards for cloud computing**, including addressing security issues.
8. Address number of elements central to an enabling environment for the deployment and adoption of ICTs including **privatization** of national telecommunications operators; establishment of an **separate regulatory authority independent in its decision-making**; adoption of Internet neutrality provisions; building a stable investment regime; and creating Internet exchange points, among others.
9. Recognize the access to information and **ICTs services as a Human Right**.
10. Stress the importance of **protecting human rights online** at all times.
11. Create an enabling environment that **respects human rights** in the digital environment.
12. Encourage the **emergence of a regulatory copyright framework** that balances the interests of suppliers and users in order to help business models that are forward thinking when it comes to the way that users want to access, share and remix content.
13. Explore the need to **update the current international copyright framework** to help libraries and archives preserve cultural products for future generations and protect the public interest.
14. Increase attention to the public interest, particularly relating to the necessary regulatory conditions that will support **long-term access to, sharing, and preservation of cultural heritage in digital form**.

15. Take actions in order to ensure the **proper and unfettered flow of content, information and services** in the global network (Internet governance and net neutrality).

16. **Harmonize cyber legislation for promoting knowledge society at the regional level, facilitating the cross-border use of e-services, and combating cybercrime.**

2) Open and inclusive policy and regulatory processes

17. Develop **smart regulations based on open consultation** involving all stakeholders, inclusive of actions and good coordination as regulatory challenges facing developing countries are becoming more complex and cross-cutting.

18. Reexamine and redefine regulatory frameworks to **promote digital inclusion** ensuring that all communities as well as targeted population groups such as youth, women, persons with disabilities and indigenous peoples can access use ICTs for their social and economic empowerment.

19. Enhance **greater collaboration and participation in multistakeholder processes** of consumers, with a view of ensuring that their needs are taken into consideration and that they benefit from broadband services.

20. Underline the **importance of multistakeholder governance as a critical enabler of economic development** and as essential to the achievement of MDGs and the post 2015 development agenda.

21. Take note on the **emerging consensus that multistakeholder governance** is a necessary component of any process pursuing ICTs and development goals.

22. Ensure that the post 2015 development agenda takes as a central theme the need to **establish, at the local, national, regional, and international levels, structures and mechanisms** that would allow and encourage multistakeholder governance to flourish.

23. Foster an enabling environment for connectivity requiring an **approach based on multistakeholder cooperation.**

24. The development of enabling environment is not purely government driven. There should be a greater focus on **how governments can learn from the guidance of civil society and business led organizations**, many of which already have effective best practices on issues of critical importance to an effective Internet and an inclusive Information Society.

25. **International and regional cooperation is indispensable for cybersecurity, standardization, capacity building and Internet governance.**

26. Recognize the need for open consultations in creating smart regulations

27. **Consider issues regarding cross-national governance on topics such as cyber security, and electronic jurisdictions of countries.**

28. Promote greater participation and articulation of governments in regional forums for Internet Governance, boosting the development of capacities and the creation of proper analytical frameworks, as well as convergence with organizations of civil society and technical community involved in the debates.

29. Address the need for legal, regulatory, and policy environments that are aimed at **fostering ICT investments**, recognizing the importance of investment in helping to bridge the Digital Divide.
30. Foster development of **good and proper recycling policy, climate policy and processes for cheaper devices** being essential ingredients for better governance.

3) Competition as means to attract investment and ensure dynamic markets

31. Encourage governments to ensure that their legislative and regulatory frameworks **allow for competitive markets** to exist, this will help with direct inward investment in ICT infrastructure and services.
32. Adapt the **legislative and regulatory environment to meet new challenges** resulting from increased competition, the need for universal service, and new services from IP networks and cloud computing.
33. To remain a key driver of economic growth, the **Internet must continue to develop in an open way** that allows industries to compete on a level playing field, taking into account that any unnecessary restrictions, such as trade barriers, can inhibit growth.
34. Encourage regulators to **monitor ICT traffic (voice, data, etc) through various management techniques**, so that they do not discriminate market players.
35. Develop and enforce provisions with regard to **network neutrality**.
36. Assess the impact of corporate monopolies with regard to the availability and affordability of broadband services.

4) Consumer protection in the information society

36. Take actions to **raise consumer awareness** on the rights and responsibilities associated with the use of ICTs.
37. Increase consumer awareness, to encourage innovative ways to promote resource efficiency and to foster the cooperation between ICT and environmental sectors in the field of greening the ICT sector.
38. Adapt, adopt and enforce **cyber legislative and regulatory framework** for ensuring confidence and security in the use of ICT for better governance.
39. Enhance **national capacities of legislators, judges and lawyers** on cyber legislation and organizing awareness workshops on the various aspects of these laws.
40. Develop and update a **complete and integrated package of cyber legislation** covering all topics related to the use of ICTs and its applications, and that allows building confidence and trust in the use of ICTs, in particular **cyber laws** related to personal data protection, consumer protection and e-payment.
41. **Ensure the safety and reliability of the ICTs**, to increase public and business confidence in the use of ICTs; to develop and support a common infrastructure of public authorities and bodies that would guarantee reliable personal identification and verification in the use of ICTs; to create an infrastructure for the management of electronic documents, thus ensuring the authenticity, integrity and preservation of electronic documents.

Lebanon

- 42. Adopt a **strict hierarchical architecture for the public key infrastructure (PKI)** set up as it is becoming central to efforts to protect digital identity for individuals and organizations, enabling advanced e-business, e-government and e-commerce activities.
- 43. Ensure generalized and affordable access to broadband services;
- 44. Guarantee the safety and protection of users of the various communication tools, and in particular telecommunications networks.

5) Innovation and entrepreneurship as drivers of competition and growth

- 45. Adopt **measures for the creation of adequate policy frameworks which enhance innovation, participation and entrepreneurship** in every area of social life and activity. These measures should rely on bold and innovative solutions counting on transparency and input from various stakeholders and from the public at large, they should foster the Internet development and the effective enjoyment of human rights in and through it and not stifle its immense potential.
- 46. Governments, in collaboration with stakeholders, are encouraged to **formulate conducive ICT policies that foster entrepreneurship, innovation and investment**, and with particular reference to the promotion of participation by women.
- 47. Recognizing the economic potential of ICTs for **Small and Medium-Sized Enterprises (SMEs)**, they should be assisted in **increasing their competitiveness** by streamlining administrative procedures, facilitating their access to capital and enhancing their capacity to participate in ICT-related projects.
- 48. Promote the **creation of incubators and science and technology parks** and establish appropriate linkage between research and development institutions, industry and incubators to develop the spirit of innovation and entrepreneurship in the ICT sector.
- 49. Encourage the **establishment of venture capital and funds** to promote the creation of start-ups working in the field of ICTs.
- 50. Investigate **crowd-funding and alternative funding mechanisms**.

6) Stimulating the adoption of new and existing ICT services and applications

- 51. Ensure that regulatory frameworks **balance the interests of suppliers and users** in areas such as the protection of intellectual property rights, data protection and digital rights management, without disadvantaging innovation.
- 52. Facilitate the **migration to IPv6 and retirement of IPv4**.
- 53. Create a **secure and stable platform for the development and storage of information**.
- 54. Define **national ICT standards** in line with the international ones to guarantee the production of infrastructures and software according to the international

- standards and to ensure interoperability between different ICT applications and e-government services at national, sub-regional and regional levels.
55. Recognize that effective regulation need to take into account **national standards , as well as national conformity and quality management systems.**
 56. Build national ICT **standardization, conformity and quality management system.**
 57. Raise the **awareness on the IPR and related rights.**
 58. Improve **registrations under the national ccTLDs** in English and other languages, including local languages.
 59. Develop an **effective and efficient equipment certification process** and ensure adherence to global standards benefits both the industry and users, as it protects the integrity of the telecom networks, guarantees that consumers get standard equipment that work and prevent frequency spectrum interferences.
 60. To **minimize traffic routing costs**, promote the establishment of Internet Exchange Points in collaboration among many actors - including Internet Services Providers, content providers, research networks and other actors.
 61. Encourage regulators to secure not only the affordability of access, but also the need to **promote and ensure an appropriate level of quality of service (QoS).**
 62. Promote the **use of e-signature** methods by enhancing the confidence and security in using such technology, which could be done through adopting efficient legislations and using different mechanisms as developing USB-based authentication token for multiple applications and network services.
 63. Facilitate the **introduction and expansion of electronic transactions** over the internet and the development of efficient security systems in this regard.
 64. **Governments should act as model users and early adopters** of e-commerce in accordance with their level of socio-economic development



Document Number: V1/C/ALC7/E Agriculture

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Draft WSIS+10 Vision for WSIS Beyond 2015

C7. ICT Applications: E-Agriculture

1. Vision

Access to the right information at the right time and in the right form is essential for informed decisions on critical issues. This is most important for resource poor farmers, foresters and fisherfolk, and the poorest of the poor living in rural areas. Access to the right information is no more a luxury – it is a necessity. Modern ICT have brought great advances in information services. However, for the vast number of people living on less than US\$2 per day, the information society must not pass them over and leave them behind.

2. Pillars

- a) Greater emphasis must be placed on exploring and expanding the role of information and communication technologies (ICT) in support of rural livelihoods.
- b) Collaboration and multi-stakeholder partnerships are an essential approach to develop and implement e-agriculture.
- c) An enabling environment requires integrated policies across both the ICT and agriculture sectors, and includes capacity development, and access.
- d) Agricultural content is essential to the success of e-agriculture.
- e) ICT tools and processes will empower the fight against food insecurity and poverty.

f) In order to ensure that a new "digital divide" is not occurring, a special attention must be given to the information needs of and usage by women and young people.

3. Targets

- a) There is a clear and urgent need for urban-rural disaggregated data (e.g. mobile or broadband penetration, usage data, etc.).
- b) Accessibility and availability of global public goods (information managed by the public sector), in the context of the digital information society.
- c) Gender disaggregated data on access and usage.

Annex: Zero Draft Stakeholder Contributions

1) Exploring and expanding the role of ICT

1. Greater emphasis must be placed on **exploring and expanding the role of ICT** to assist farmers, foresters and fisherfolk in developing countries, including services from mobile, fixed line, satellite and broadband technologies.

2) Partnerships

2. Collaboration and **multi-stakeholder partnerships** are an essential approach to develop and implement e-agriculture strategies, products and services, as well as build capacity.

3) Enabling Environment

3. Systematically **integrate ICT policies, content and capacity development into national and regional agricultural policies.**
4. **Integrate agriculture into national and regional ICT policies.**
5. **Promote e-agriculture as an efficient mechanism to improve rural areas**, in particular to boost entrepreneurship and economic growth.
6. Raise awareness and create ICT tools to enhance agriculture as a way to help development.
7. **Reduce the costs** associated with information access in **rural areas**, with the goal of ensuring **direct individual access** to relevant content for smallholders.

4) Capacity Development

8. Foster **digital literacy** and provide specialized training for girls and women, people with disabilities, children and young people to overcome illiteracy and/or to improve existing skills.
9. Ensure capacity development occurs at the **individual and institutional levels.**
10. Develop a **capacity assessment framework** with clear indicators that are relevant and acceptable.
11. Continue to develop **information and experiences sharing networks** in the agriculture sector, including the e-Agriculture Community.
12. Make **agriculture and related economies knowledge-based** economies with ICT and agri-informatics.

5) Content

13. Improve the availability of **quality content**, including **hyper-local information.**
14. Facilitate the appropriate **digitization of local knowledge**, including the know-how of farmers, foresters and fisherfolk.

6) Tools and Processes

15. Promote **mobile technology** and **mobile information services** as an important tool in agricultural development and business.
16. Develop **traceability systems** that connect farms to consumers' tables, providing quality data and securing reliability of our foods.
17. Improve agriculture and food production and management utilizing **sensors, cloud computing** and other forms of ICT.
18. Facilitate the **information flows** and **social networks** that will maximize the positive impact that the ICT can have on the livelihoods of people in rural agricultural communities.
19. Expand upon the **success of farmers and business peoples** using mobile technology to access real-time data and to sell their crops/produce remotely.
20. Use **ICT to enable a value chain** that more closely collaborates with producers.

7) Women and Youth

21. There is an urgent need for **affordable and quality ICT access** providing relevant, quality and actionable content in rural areas, with a particular focus on agricultural smallholders, women and youth.
22. **Empower and ensure access** for **rural women and girls, and youth** with the capacity to use ICT in agriculture.
23. Youth must be **mentored and encouraged** to enhance the agricultural sector through their own ICT innovations.



Document Number: V1/C/ALC7/E-Business

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Draft WSIS+10 Vision for WSIS Beyond 2015

C7. ICT Applications: E-Business

1. Vision

All businesses should be connected with relevant ICTs to benefit fully from the information economy and to be able to sell and purchase goods or services via computer or other ICT networks. All stakeholders should promote the benefits of e-business and stimulate the development of new e-business applications, content and services, including for mobile devices and social media. Special efforts are needed to involve women entrepreneurs and micro, small and medium-sized enterprises (SMMEs) in e-business. A vibrant ICT sector underpins productive use of ICTs and stimulates sustainable growth, job creation, trade and innovation as part of broader strategies for poverty reduction through wealth creation.

2. Pillars

- a) Promote the entry of SMMEs into all sectors of e-business taking new technological developments into account.
- b) Create an enabling environment for buying and selling goods and services via ICT networks.
- c) Facilitate a vibrant sector for the production of ICT goods and services.
- d) Harness the scope for ICTs to support women's entrepreneurship.
- e) Improve access to e-business data needed to assess impacts.

- f) Enhance the involvement of all stakeholders in policy formulation and implementation related to e-business.

3. Targets

a) To connect all businesses with relevant ICTs.

- i. Indicator 1: Proportion of businesses using computers.
- ii. Indicator 2: Proportion of businesses using the Internet, by type of access.
- iii. Indicator 3: Proportion of businesses using mobile cellular telephones.
- iv. Indicator 4: Proportion of businesses with a web presence.
- v. Indicator 5: Proportion of businesses receiving orders over the Internet.
- vi. Indicator 6: Proportion of businesses placing orders over the Internet.

b) To have e-commerce legislation adopted in all countries

- i. Indicator 1: Number of countries with e-transaction laws facilitating cross-border e-commerce.
- ii. Indicator 2: Number of countries with laws to protect consumers online.

Annex: Zero Draft Stakeholder Contributions

- 1) **Promote of the entry of SMMEs into all sectors of e-business taking new technological developments into account**
 1. Governments, international organizations and the private sector should continue to **promote the use of e-business models** in developing countries and countries with economies in transition.
 2. Ensure **effective competition** in national and international ICT sectors and markets.
 3. Encourage the use of ICT in **public tendering** and **e-procurement**.
 4. Ensure the **free flow of data, an open Internet** and **network neutrality** to secure an inclusive information economy.
 5. Encourage **ICT use in small, micro and medium enterprises (SMMEs)**, including by enhancing their access to affordable computer, telecom and broadband infrastructure.
 6. Promote business opportunities from **new ICT developments**, including mobile commerce, social media, cloud computing, big data, open data and 3D printing.
 7. Create and support **ICT-enabled business networks**.

- 2) **Create an enabling environment for buying and selling goods and services via ICT networks**
 8. Create an **enabling legal and regulatory environment** by adopting and enforcing **harmonized e-commerce laws and regulations** to strengthen security on the Internet, build trust and facilitate cross-border **e-commerce** and **e-government for business**.
 9. Adopt and enforce **electronic signature laws** and **provide the necessary infrastructure** to protect the digital identity of individuals and organizations and enable the use of electronic documents.
 10. Address offline and online **taxation** of goods and services to create a level playing field.
 11. Provide the appropriate infrastructure for **handling e-transactions** using, for example, **credit cards, Internet banking and mobile money**.
 12. Make efforts to **bring down the costs of shipping and delivery** and address **logistical bottlenecks** to facilitate cross-border e-commerce.

- 3) **Facilitate a vibrant sector for the production of ICT goods and services**
 13. Assist developing countries, and in particular the least developed countries, in building vibrant sectors for the development of ICT content and services to support both economic growth and social wellbeing.

14. Raise awareness among SMMEs about business opportunities and challenges in the ICT producing sector, including in ICT services and ICT-enabled services.

4) Harness the scope for ICTs to support women's entrepreneurship

15. Encourage **women entrepreneurs** in developing countries to make **effective use of relevant ICTs** in support of their business activities.

16. Encourage **women entrepreneurs** in developing countries to become engaged **in the ICT sector** as a way to seize income opportunities in rural and remote communities, benefiting them and their families.

5) Improve access to e-business data to facilitate impact assessments

17. Continue efforts to produce **data on enterprise use of ICT and the ICT sector** to help decision makers understand e-business trends and impacts by applying internationally agreed indicators and standards.

18. Improve the **measurement of national and cross-border e-commerce** and of **trade in ICT services and ICT-enabled services**.

19. **Collaborate with the ICT industry to produce data** that can support the planning needs of policy-makers for the promotion of the local ICT sector.

20. **Analyze the impact** of e-commerce and e-business for countries, especially the least developed countries.

6) Enhance the involvement of all e-business stakeholders in policy formulation and implementation

21. **Engage grass-roots practitioners and thought leaders** in macro-level discussions on e-business, including through **participatory technologies** such as social media.

22. Ensure the **sustainability of e-business solutions** by engaging users as well as local and global ecosystem players, in innovation processes from the early stages of design and testing.



Document Number: V1/C/ALC7/E-Environment

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Draft WSIS+10 Vision for WSIS Beyond 2015

C7. ICT Applications: E-Environment

1. Vision

Recognizing the substantial contribution of ICT to sustainable development, the Action Line C7 on e-environment promotes the use of ICT to combat climate change while fostering ways of mitigating the side effects of ICTs on environment and health.

2. Pillars

The *Following* statements provide guidance and priorities for implementation of WSIS Action Line C7 beyond 2015.

a) Strategic approach

Maintain a balance in addressing all goals under action line C7 e-environment to avoid singling out only one aspect and to create innovative solutions for sustainability for our natural environment with projects to be developed as multistakeholders' and multidisciplinary.

b) Policy direction and legislation

Encourage governments on the one hand to include in national, regional and international regulations provisions that oblige manufacturers to use certified methodologies,

procedures, and quality standards, and on the other hand to provide regulatory incentives encouraging sustainable growth.

c) Information sharing, training and awareness raising

Raise awareness and train civil society as well as managers on the role of ICTs in supporting opportunities for society and nature through the expansion of a green economy.

d) Climate change

Ensure that ICTs are used effectively for climate monitoring and prediction and also contribute significantly to reducing energy consumption and greenhouse gas emissions, thus minimizing their impact on the climate.

e) Life-cycle management of ICT equipment

Apply a life-cycle approach to ICT equipment so that it is designed for longer life and for the easy and effective dismantling and recovery of valuable parts in order to avoid and minimize e-waste. This will protect workers' health and the environment which producers, service providers, users and regulatory authorities recognize as essential parts of the ICT equipment life-cycle management.

f) Monitoring, early warning and disaster prevention

Promote the use of ICT equipment in electronic weather forecasting and early warning systems to increase preparedness for those natural disasters that can be predicted.

3. Targets

- a) By 20XX, XXX ICT innovative solutions promoted for greening the environment.
- b) By 20XX, XXX countries have ratified international agreements e.g. Tampere Convention, and included in their regulations laws obliging manufacturers to use certified methodologies and procedures, as well as quality standards to significantly reduce the WEEE volume.
- c) XX dialogues initiated by 20XX to promote the use of more ICTs to communicate and engage with the civil society.
- d) XXX partnerships built with international associations of amateur radio operators by 20XX to train people at the national level on using amateur radio during disasters.
- e) XXX awareness outreach programmes by 20XX developed about the role of ICTs in supporting opportunities for society and nature through the expansion of a green economy and through elaborating e-environment.
- f) By 20XX guidance developed to identify ICT equipment that makes more efficient use of resources, in particular equipment that is designed for longer life, for easy and effective dismantling and recovery of valuable parts.

- g) By 20XX guidance developed on life-cycle management for ICT equipment to avoid and minimize e-waste in order to protect workers' health and the environment.
- h) By 20XX the capacity of meteorological offices in all developing countries strengthened to ensure availability of and accessibility to critical data and information for early warning against hydro meteorological hazards and potential disasters.
- i) By 20XX, XX countries are using ICTs effectively to support climate services that benefit to the most vulnerable and exposed population to climate change impacts.

Annex: Zero Draft Stakeholder Contributions

1) Strategic approach

1. Seize the opportunity and implement effective solutions balancing business and environment in a sustainable way through collaboration between stakeholders, particularly industry and governments.
2. Recognize the need for greater collaboration between the ICT community and the environmental, hydro meteorological, climate and other communities, at the national, regional and international levels, on programs and strategies for environmental issues, climate change, electronic waste management, and disaster risk reduction.
3. Create innovative solutions for sustainability for our natural environment and projects should be developed as multistakeholders' and multidisciplinary.
4. Maintain a balance in addressing all goals under action line C7 e-environment to avoid singling out only one aspect.
5. Continue work in E-government, e-learning, e-health, e-employments, e-environment, e-agriculture, and e-science taking into account the experience accumulated in these areas and opportunities for transversal project.
6. Develop cooperation between ICTs and the environmental sector at national level to address the negative effects of ICTs (Greening the ICT sector), an issue that has become more urgent since the WSIS process started.

2) Policy direction and legislation

Policy:

7. Continue work on Climate Change, e-waste, ICT Green Standards.
8. Promote ICT innovative solutions for greening the environment.
9. Enhance the existing E-environment with E - Planning Process through e-environment tools for sustainable growth.
10. Implement national policies for ICT waste management.
11. Put more emphasis in measuring performance and establishing reduction goals.
12. Harmonize among countries and regions national policies for better management of ICT wastes.
13. Develop a global common strategy for sustainable and beneficial e-environment related to the overall strategy for the protection of the environment.
14. Seek to reduce the growth in waste and carbon emissions resulting from ICT.
15. Focus on ways of mitigating the negative environmental impact of ICTs, as well as on their potential contribution to sustainable development.
16. Promote technological solutions for environmental preservation and sustainability.

3) Legislation:

17. Provide regulatory incentives to develop telecommunications in marginalized areas, including packaging urban projects with rural/remote area projects, in an effort to achieve universal service.
18. Discuss and review the cataloguing of the Electric and Electronic Equipment (EEE), fostering the “local” labeling in each member country, determining if, for example, an EEE is really recyclable or environment-friendly, not only in its’ origin but in the country of use/final destination.
19. Subscribe to international agreements and encourage governments to include in their regulations laws obliging manufacturers to use certified methodologies and procedures, as well as quality standards based on, for instance, ISO standards to significantly reduce the EEE breakage rate and, therefore, the resulting WEEE volume.
20. Encourage the sustainable grow through e-environment tools.

4) Information sharing, training and awareness raising**Information sharing:**

21. Put greater emphasis on closing the life-cycle loop of ICTs and information sharing regarding policy, standards, consumer education, and design innovation.
22. Strengthen dialogue and use more ICTs to communicate and engage with the civil society.
23. Identify mechanisms for strengthening the education aspect from the consumer perspective.
24. Encourage stakeholders to contribute to the stocktaking process, finding ways for benefitting from the lessons learned from these projects.

5) Training:

25. Provide training for emergency telecommunication by Government and NGO disaster management units so when they receive such equipment, they know what to do.
26. Build partnerships with international association of amateur radio to train people at the national level on using amateur radio during disasters.

Awareness raising:

27. Develop awareness outreach programmes using ICTs to educate people to become environmentally savvy e.g. do not burn rubbish as it emits carbon etc.
28. Design a data and information system about EEE composition.
29. Raise awareness about the role of ICTs in supporting opportunities for society and nature through the expansion of a green economy, through elaborating e-environment as an element of e-education.
30. Address the issues of coverage, quality and affordability for people living in remote islands and rural areas so they too can have access to information on e-environment so they too may understand the green environment that is needed to combat climate change.

6) Climate change

Using ICT effectively and efficiently:

31. Include a stronger reference to ICTs when engaging the main challenges related to climate change and other forms of environmental degradation.
32. Seek to leverage the potential for carbon savings in other industrial sectors which may be available through ICTs.
33. Utilize ICT effectively and efficiently for addressing environmental and climate challenges, including through ICT-driven environmental measures, smart grids, smart communities, energy management through smart meters, and recycling technologies that result in paperless offices.
34. Develop goals or international actions through WSIS for promoting use of the Cloud. Matters such as vendors' trust and other issues still slow down the promotion and establishment of such goals.
35. Support the computerization and automation of processes to reach zero paper use.
36. Address the adverse effects of increased use of ICT products on the environment and the climate at a national/regional and global level.

Energy consumption:

37. Agree on a common set of methodologies concerning energy consumption.
38. Ensure ICT is used responsibly for environmental care and contribute significantly to cushion and reduce energy consumption and environmental pollution, as well as its impact on climate change.
39. Establish a system that enables consumers to actively participate in energy management of demand and supply of electricity, such as "demand response" in

which consumers can choose their own demand based on conditions of suppliers such as diffusion of smart meters.

40. Enhance diffusion of effective and stable energy management that utilizes “demand response”.
41. Promote the use of ICT to minimize traffic accidents and traffic jams and a safe, low-environmental-load and economical road transportation society through utilization of Intelligent Transport Systems (ITS) technologies with which vehicle and vehicle, road and vehicle, and vehicle and human can mutually and in timely form change information; people can use geographical information (G-space information) such as map information and location information on vehicles and people and utilize accumulated data.

7) Life-cycle management of ICT equipment

Design:

42. Develop equipment that is designed to minimize e-waste through optimized use of electronics, longer life and easy and efficient disassembly.
43. Ensure manufacturers declare the components used (and %, weight or volume) in the EEE manufacturing process, in order to reduce research expenses for the controlling and environment monitoring bodies which will enable the design of more efficient WEEE treatment and final disposal models, specifically addressing the polluting elements contained.
44. Identify ICT equipment that makes more efficient use of resources in particular equipment that are designed for longer life, for easy and effective dismantling and recovery of valuable parts.
45. Develop equipment that is designed to minimize e-waste through optimized use of electronics, longer life and easy and efficient disassembly.
46. Ensure the ICT industry require more energy-efficient solutions.
47. Explore new models of financing the development and deployment of ICT.

E-waste management:

48. Collect, refurbished and dismantled material recoveries that will provide opportunities to create green jobs as well as economic incentives in particular for the informal sector.
49. Avoid and minimize e-waste in order to protect workers’ health and the environment which producers, service providers, users and regulatory authorities must recognize as essential parts of the ICT equipment life-cycle management.

50. Reduce ICT contribution towards environmental harm, in particular in relation to electronic waste, including toxic waste, and in relation to the carbon emissions that are among the causes of climate change.
51. Educate all stakeholders in best ways to manage e-waste.
52. Consider e-waste management as a multi-stakeholders approach and a part of integrated solid waste management building on the 3R concept (reduce, reuse and recycle), Life Cycle Assessment and Value Chain Assessment.
53. Find integrated solutions to e-waste and other solid waste management together with the local garbage community rather than the informal sector.
54. Conduct research and studies about models on the treatment of EEE waste (WEEE) in developing countries.
55. Promote research on WEEE treatment and final disposal.
56. Treat e-waste in an environmental friendly way.
57. Design a standardized environment control model that enables to detect, in terms of geography, possible WEEE centers, and ensure it is actually done under local regulations, because there is no international protocol.

8) Monitoring, early warning and disaster prevention

58. Define goals and indicators for each action line, in particular establishing limits to the negative environmental impacts of the ICT sector.
59. Using ICTs to save lives through early warning systems for environment-related disasters – for example, flooding caused by cutting down trees around rivers.
60. Promote the establishment of public-private partnerships for funding early warning systems in those countries often on the receiving end of natural disasters, such as flooding, etc.
61. Encourage investments in climate and weather monitoring and prediction systems serving the development agenda.
62. Optimize water usage through ICT-driven comprehensive management systems.
63. Use ICT equipment in the elaboration of electronic weather forecast models for reducing the risks of natural disasters.
64. Develop strategies for people with disabilities when activating disaster evacuations, recognizing that the deaf cannot hear the instructions while the blind cannot see the escape route.
Strengthen the capacity of meteorological offices in all developing countries to ensure critical information for preparedness when disasters that can be predicted approach e.g. Sandy Cyclone.



World Summit Geneva 2003
Tunis 2005
on the Information Society
Turning targets into action



WSIS+10

HIGH-LEVEL EVENT

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Draft WSIS+10 Vision for WSIS Beyond 2015

C7. ICT Applications: E-Government

1. Vision

The advancement of e-government should be carried out with a view to transform governments to be more efficient, effective, transparent, accountable, open, and citizen centric. We should collectively strive in promoting e-government for more effective public service without undermining privacy and security to support sustainable development. We encourage co-production of e-government services, transfer of knowledge and sharing of best practices to promote innovation and effective development.

2. Pillars

- A. Encourage integrated e-government services through whole-of-government approach to support the three pillars of sustainable development
- B. Promote inclusive e-government through e-participation and increase availability of government data for reuse in order to promote participation in public policy-decision-making, responsiveness, transparency and accountability
- C. Promote people-centered delivery of e-services and bridge the digital divide
- D. Address privacy and security issues through concerted efforts
- E. Promote capacity building and knowledge sharing for effective utilization of resources

3. Targets

- A. To deliver 100% of essential government services electronically; each government will choose an appropriate scope of the essential services through national and sub-national planning processes

Annex: Zero Draft Stakeholder Contributions

1) Development of e-government through integrated whole-of-government approach

1. **Modernize public sector management through e-governance** and establish an action plan to develop, implement and promote smart governments
2. Promote the usage of e-government platforms and integrate the existing e-government with e-Planning Process to **create an integrated government** both from the standpoint of the administration and the citizen.
3. Current system is established with the view of the analogue society, which emerged in the days before the Internet, so a **reform, which should be based on the digital society, should be made in keeping with changes of the times**
4. Move towards automation of central governmental offices and services and related branches in remote underserved areas by **setting up one-stop shops**
5. **Extend the range of e-services** which are available anytime and anywhere using cloud computing technology
6. **Institutionalize the principles of effective information management at each stage of the information's life cycle to promote interoperability and openness** as well as provide support to national statistical offices in developing capacity to collect and compile data for internationally-agreed e-government indicators
7. **Promote public-private partnerships** and use existing networks and services of third party organizations in e-government service delivery
8. **Promote e-Government** as key for the business environment.
9. **Apply green ICT technology** through e-governance to contribute to the sustainable economic, financial and social development
10. **Guarantee emergency telecommunication services and promote ICT for disaster relief**
11. **Monitor and advance the progress of e-government and conduct a comprehensive audit** of its impact on development so as to assist governments in advancing public service delivery

2) Inclusive e-government through e-participation and open data application

12. **Encourage the culture of innovation in leadership** which is essential in cultivating e-government services, e-participation and open government data and transforming these into practical programmes that will result in sustainable development and a better future for all groups including the disadvantaged as well as improve women's access to public services and in decision-making
13. **Inform the citizens about access to the legal information published on the internet, to encourage e-participation in public policy decision making**
14. **Formulate an environment for open data circulation**

15. **Provide opportunities for extending transparency and accountability of government through e-participation, open data and open government**
16. **Accomplish transparent, deliberative and inclusive e-democracy through e governance** which in turn expands and supports democracy in the digital age. In this respect access to information and free communication as corollaries of the implementation of freedom of expression in the new digital environment is of crucial importance. E-government is a broad project in itself that should be put into practice as institutional and procedural undertaking reflecting democratic principles and values and rule of law
17. **Promote social audits and e- local government** with greater community participation.

3) Multi-channel delivery to expand usage and bridge digital divide

18. **Leverage mobile technologies for greater reach and inclusiveness**
19. **Ensure that public services provided over the internet do not lead to the provision of second-class services** to those who are not connected to the internet
20. **Encourage programs and systems aimed at marginalized and disadvantaged groups**
21. **Provide greater reach of e-government to the disadvantaged and the disabled**
22. **Develop and collect gender and sex-disaggregated data, and undertake research and impact analysis on gender and ICT**, should be a priority for evidence based policy making and programming
23. **Use the new social media to inform and connect citizens** to the e-government and sustainable development processes
24. **Integrate social networks in e-government** to target youth
25. **Bridge the digital divide by better promotion of e-skills** amongst valuable social groups
26. **Create Government mobile applications** that regulate the use of mobile technology by the government and other stakeholders
27. **Improve government services through introducing open, transformational government providing multi-channel service delivery**, particularly through mobile devices

4) Data privacy and security

28. **Address privacy, security, and big data** which are major threshold issues for ICT and e-government adoption to ensure strong data protection
29. **Enhance capability through e-signatures**. Encourage governments to promote e-government including national identity management system to facilitate e-services and e-participation to reduce corruption, increase transparency and citizen participation for more cost-effective, efficient, responsive service delivery

30. **Ensure that e-services are accessible in all operating systems and browsing platforms** at all times
31. **Create a “common platform for the government”** that uses cloud technology

5) Capacity building and knowledge sharing

32. **Promote the sharing of best practices and transfer of knowledge** as an effective method of promoting innovative e-government practices
33. To ensure adequate knowledge and competency in e-government, **training should be provided for leaders at all levels** with focus on respective country’s context, in order to develop comprehensive e-government policies and strategies, to better serve citizens’ needs



World Summit Geneva 2003
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on the Information Society
Turning targets into action



WSIS+10

HIGH-LEVEL EVENT

Sharm el- Sheikh, Egypt
13-17 April 2014

Document Number: V1/C/ALC7/E-Health

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Draft WSIS+10 Vision for WSIS Beyond 2015

C7. ICT Applications: E-Health

1. Vision

In every country and at every level, information and communication are central to health. Access to ICTs, supported by a sound enabling environment, is critical for health development and progress. This applies whether eHealth is used by individuals searching for health information or support, professionals and facilities providing health care services, public health services ensuring monitoring, alert and response, or for strengthening citizen-centered health systems.

2. Pillars

- a) **Encourage the adoption of national eHealth strategies** focusing on integrating ICTs to support the priorities of the health sector and to provide reliable and affordable connectivity to benefit all citizens.
- b) **Promote the use of ICTs to strengthen health care and public health services**, with special efforts to reach citizens in remote and under-served areas in developing countries.
- c) **Facilitate innovation and access to eHealth applications** to support health professionals, improve local access to information, and enable the flow of information in health services and systems.

- d) **Ensure public trust and confidence in eHealth**, through collaboration and broad adoption of policies, regulation and other measures that address the concerns of the health sector, including those of a cross-border nature.
- e) **Integrate the use of ICTs in preparing for, sharing information on, and responding to disease outbreaks, disasters and other emergencies** requiring inter-sectoral collaboration and exchange of information in real-time.
- f) **Create effective funding mechanisms, business models and partnerships** to accelerate and sustain eHealth efforts beyond pilot stages.
- g) **Enable access to the world's medical knowledge** through the use of ICTs.
- h) **Share good practice, evidence and progress on eHealth**, to enable informed development of eHealth activities worldwide.

3. Targets

- a) *Will be available soon.*

Annex: Zero Draft Stakeholder Contributions

- 1) Adopt **national e-health strategies** focusing on integrating ICTs to support the priorities of the health sector and to provide reliable and affordable Internet connectivity to health/medical centres to the benefit of all citizens including marginalized and disadvantaged groups, especially in rural areas.
- 2) Use ICT to **strengthen health services and access to medical information** especially for citizens in **remote and under-served areas in developing countries**.
- 3) Provide **access to e-health applications** to support health professionals working in remote areas.
- 4) Establish **networks for the exchange of medical information** among various entities including medical agencies, providers of services on telemedicine, home health care, nursing care and livelihood (e.g. online patients' records, remote medical care system, disease prevention, online visits registration systems, complaints, etc.).
- 5) Create systems like electronic records of drug prescription, and self-management of lifestyle diseases to access and manage medical and health information by patients and individuals themselves.
- 6) New technologies and services such as those that make up the "Internet of Things" and M2M Applications need to be adapted to ensure that developing countries can also benefit from them in the near future.
- 7) Ease access to the world's medical knowledge and locally-relevant content resources for strengthening public health research and prevention programs required for health experts in developing countries.
- 8) Integrate the existing **e-Health with e governance** process.
- 9) Increase and encourage the **use of mobile technologies** in health projects for greater reach and inclusiveness.
- 10) Ensure **privacy protection** in promoting e-health service.
- 11) Continue the need to ensure **affordable and reliable connectivity from remote areas to health centers**.
- 12) Develop **human capacity in e-Health**.
- 13) Grasp and analyze health conditions of **insurance subscribers, residents and employees by insurance companies, local governments and companies through data on medical examinations and health insurance claims**.
- 14) Create the **legal framework to promote the use of e-Health systems**.
- 15) **Measure the impact of e-Health**, through credible and replicable evaluation mechanisms and metrics.
- 16) Enhance **interoperability and networking** in e-Health systems.
- 17) Target **financial resources** specifically for e-Health services.

- 18) Seek innovative systems which connect people to information on health services, including mental health services, to improve issues of **accessibility, affordability and acceptability**.
- 19) Seek tools to better **inform about healthy lifestyles and health concerns**, which help us act on that information, especially in areas of sexual and reproductive health, and in dealing with issues of disability, including knowledge to reduce problems of stigma and fear associated with many diseases.
- 20) Provide widespread availability to **report and receive information, through ICTs**, of outbreaks, disasters, epidemics and/or other events which endanger our health.
- 21) Empower **young people to develop ICT tools** that improve the experience of health care while taking into account best practices and bioethics that are currently part of offline healthcare processes.



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WSIS+10

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Draft WSIS+10 Vision for WSIS Beyond 2015

C7. ICT Applications: E-Learning

1. Vision

For the post-2015 era, we envision inclusive Knowledge Societies, in which e-learning will truly transform formal and non-formal education for all (EFA), will facilitate lifelong learning and global access to information and knowledge, it will help provide media, information literacy (21st century) and work skills and will offer a medium for expression and communication, allowing also to meet specific needs of all learners and to improve the effectiveness of administrative and planning tasks in education systems.

2. Pillars

- a) Develop enabling policies for ICTs in Education.
- b) Support the construction of new multiple literacies for the 21st Century for teachers and learners.
- c) Harness emerging technological innovations for teaching and learning, including open modalities and strategies (i.e. Open Educational Resources - OERs, Free and Open Software - FOSS, Massive Online Open Courses- MOOCS).
- d) Support the creation of relevant content in local languages, curriculum integration and assessment.
- e) Mobilize public and private funding to ensure that learners can benefit from ICTs and participate fully in Knowledge Societies.

3. Targets

a) Every person can access and use ICTs for learning.

i. Indicator: Percentage of population enabled to use ICTs for learning.

Annex: Zero Draft Stakeholder Contributions

- 1) **Support the construction of new multiple literacies for the 21st Century**, including digital, media and information literacies.
 - 2) **Harness emerging technological innovations such as open modalities and strategies for using ICT for education** (Open Educational Resources - OERs, Free and Open Software - FOSS, Massive Online Open Courses- MOOCS) **to ensure recognized learning opportunities to ease participation in Knowledge Societies.**
 - 3) **Mobilize public funding to ensure** that learners have **access to ICT** to participate fully in Knowledge Societies.
 - 4) **Develop enabling policies for mobile learning** including support for making affordable devices, content and connectivity more widely available and ensuring the professional development to teachers on the use of mobile technologies to support teaching and learning in mixed, face-to-face and/or distance modes.
 - 5) **Promote the effective policies to support e-learning** for all, ensuring the inclusion of marginalized groups and empowerment of women.
 - 6) **Support the creation of relevant content in local languages.**
 - 7) **Train teachers in online e-learning platforms** so they can **profit from existing programs** or they can **create their own learning content and program**, with a preference on open licenses (as OER).
- a) What are areas that have **not been adequately captured by the framework of the existing 11 WSIS Action Lines** and would need to be addressed beyond 2015? **Please specify the Action Line you are providing an input for.**
1. **Investing and deploying ICT to support open strategies for education (OER, Open Access to scientific data, Free and Open Source Software, new online strategies for distance education (including MOOCs)**
 2. **Development of an ecosystem for the safe use of mobile technologies for education**, including teaching digital citizenship and responsible use.
 3. **Leveraging mobile technologies for greater reach and inclusiveness**
 4. **Greater support to programs and systems aimed at marginalized and diasadvantaged groups.**



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Draft WSIS+10 Vision for WSIS Beyond 2015

C7. ICT Applications: E-Science

1. Vision

For the post-2015 era, we envision inclusive Knowledge Societies, in which e-Science will revolutionize science by changing: the way in which research is conducted; how the scientific agenda is defined; who participates in it; how the results and data are shared; the pace at which policymakers, scientists and individuals access knowledge; and who participates in the policy follow up of research outcomes. E-Science will improve the interface between policy, science and society by facilitating: more evidenced based policy actions; greater involvement of citizens in policy and scientific processes; more partnerships, better harmonized policy efforts and improved sustainability of outcomes.

2. Pillars

- a) Improve access to Scientific assessments on climate change, biodiversity and ecosystem services and agriculture by creating a web-based platform (with complementary mobile applications) based on a multidisciplinary knowledge system that critically reviews and synthesize new knowledge in as a real time as possible.
- b) Use e-science to promote data and knowledge exchange, provide relevant and timely information for citizens, scientists and policy-makers that will improve decision making, science, policy and society relations and standards of living, particularly for marginalized communities.

- c) Strengthen policy and programme activities in Citizen Science by encouraging the use of the internet and mobile technologies to facilitate greater participation of civil society in the entire scientific process.
- d) Facilitate more public and private partnerships to promote e-science in the post 2015 development agenda.

3. Targets

- a) Promote greater involvement of marginalized segments of society, particularly youth and indigenous peoples, in citizen science.
 - i. Indicator: Percentage of target population actively engaging in citizen science activities.
 - ii. Indicator: Percentage of UNESCO- led or supported citizen science initiatives.
 - iii. Indicator: Percentage of e-science activities with gender focus.
- b) Establish a web-based platform to improve access to Scientific Assessments on climate change, biodiversity and ecosystem services and agriculture.
 - i. Indicator: Web-based platform with mobile applications created and functional.
 - ii. Indicator: Number of users of the platform.
 - iii. Indicator: Number of gender focused policy options included in assessments.

Annex: Zero Draft Stakeholder Contributions

- 1) Strengthen efforts **in Citizen Science** by encouraging the use of the internet and mobile technologies to facilitate greater participation of civil society and the public in the entire scientific process.
- 2) Use e-science to provide relevant and timely information for scientists and policy-makers that will improve decision **making, science, policy and society relations** and standards of living of many communities.
- 3) Support e-science policies that facilitating greater inclusion of isolated and marginalized groups in science and policy processes.
- 4) Use E-Science to develop more **applications** in sectors such as natural disasters, agriculture, water security, health, poverty, education, research and innovation and intellectual property to meet society's needs.
- 5) Improve access to Scientific assessments on climate change, biodiversity and ecosystem services and agriculture by creating a **web-based platform (with complementary mobile applications)** based on a multidisciplinary knowledge system that critically reviews and synthesize new knowledge in as a real time as possible.
- 6) Strengthen support for Online National libraries for students and teachers and Information Networks for researchers. These networks should facilitate the exchange of ideas and scientific information between universities and schools.
- 7) **Integrate e-science strategies** with other e-strategies such as e-learning, e-education and e-business to facilitate more multi-stakeholders' and multidisciplinary projects.
- 8) Provide more affordable and reliable high-speed Internet connection for all universities and research institutions, digitization of libraries and documents, free access to databases and training for information gathering, processing and research to strengthen the establishment of a genuine knowledge society.
- 9) Promote infrastructure development that will facilitate creation of more local content on the internet.
- 10) Operationalize the **use of e-science for science technology and innovation (STI)** to be effectively used to achieve the **MDGs and all internationally agreed development goals**

- 11) Improve efforts in Cyber Science Infrastructure (CSI) (a form of infrastructure that shares all resources (computer, human resources) and data on a high-speed network) in order to conduct research activities.
- 12) Encourage the use of Robots particularly in post disasters situations. ICT's can facilitate remote operation of robots during large scale or specific disasters in which people are unable to access disaster site.
- 13) Promote exchange of information between peers, investigation centers and universities, on a national, regional and global basis, in order to enhance knowledge sharing.
- 14) Provide greater access to scientific information and researchers for educational purposes and for increased innovation and economic growth
- 15) Endorse **research and development** that focus on future trends of information communication society
- 16) Facilitate improved coordination of ICT strategies and the results of research and development of various cutting-edge technologies for example establishing international network hubs for each area of globally-advanced science technology to coordinate with the world's most advanced research communities.
- 17) **Improve access to open source software and peer-to-peer technology particularly for developing countries to encourage knowledge sharing.**
- 18) Create national strategies for improving and **expanding science education**, through e-learning particularly in local languages and scripts.
- 19) **Encourage the development of different applications using e-science which will facilitate more innovative and scientific solutions to a variety of challenges and sectors.**
- 20) Develop a **web-based platform in support of policy and for the benefit of science and society**. This platform will allow open and free access to scientific knowledge and allow countries to optimize their capacities to use e-Science to pursue their development and learning objectives.



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Draft WSIS+10 Vision for WSIS Beyond 2015

C8. Cultural Diversity

1. Vision

Our vision for post 2015 inclusive Knowledge Societies is that of a more culturally and linguistically diverse world, where at least 40% of the existing 6,000 languages are present in public life; where development takes into account local contexts, builds on the knowledge generated by all communities, promotes innovation and creativity, and allows all human beings to practice their own culture and enjoy that of others free from fear. It is a world where marginalized groups, including indigenous peoples, enjoy increased recognition and equity; artists, cultural professionals and practitioners are empowered to create, produce, disseminate and enjoy a broad range of cultural goods, services and activities; and where traditions or living expressions inherited from our ancestors are safeguarded for future generations.

2. Pillars

- a) The Recommendation concerning the Promotion and Use of Multilingualism and Universal Access to Cyberspace.
 - i. Reinforce and implement at national level of the Recommendation concerning the Promotion and Use of Multilingualism and Universal Access to Cyberspace could be a useful tool in this respect.

- ii. Open up cyberspace to content production and content fruition in more languages, be they local, national or international, including email, search engines and native capability for Unicode.
 - iii. Launch and support governmental and regional initiatives as well as supporting endeavors taken by the private sector, individuals and civil society for digitization and digital archiving of cultural heritage.
 - iv. Streamline DAC initiatives and programmes launched and/or implemented by different international and regional organizations such as LAS, ESCWA, ITU, and AICTO.
 - v. Develop region-wide standards for developing digital content specific to the vehicular languages that will enhance quality, interoperability, and inter-regional collaboration.
 - vi. Promote infrastructure to facilitate development of local content, given the relationship between the deployment of Internet infrastructure and the development of local digital content.
 - vii. Support national entrepreneurial and start-up ecosystem to help the digital content industry to flourish, including incubators, accelerators, mentorship, investments, and venture capital, focusing on DAC applications and emphasizing the recent technology trends such as mobile devices, tablet computers, and cloud computing.
 - viii. Develop an enabling environment that will support the private sector by facilitating access to national and regional funds and making these funds available, providing facilities such as the simplification of processes to establish a business, and providing incentives such as tax exemptions for start-ups and SMEs in the field of DAC development.
- b) The UN Declaration on the Rights of Indigenous Peoples.
- i. Advocate and implement the UN Declaration on the Rights of Indigenous Peoples, which contains a number of articles relevant in the context of WSIS and the ICT landscape, including those on media, education, free, prior informed consent and full and effective participation. In particular, to advocate:
 - i. Close the digital divides with regard to Indigenous Peoples.
 - ii. Support the full and effective participation of Indigenous Peoples in the WSIS process and beyond.
 - iii. Foster policies and programmes that promote medial pluralism with a focus on Indigenous media.
 - iv. Ensure adequate protection of traditional knowledge.
 - v. Ensure that Indigenous knowledge is recognized to have an important place in inclusive knowledge societies.
 - vi. Ensure cultural rights for all to promote inclusive social development.
- c) The Convention on the Protection and Promotion of the Diversity of Cultural Expressions.
- i. Advocate worldwide of the strategic link between culture and development.
 - ii. Integrate culture within all development policies and programmes.
 - iii. Leverage culture for poverty reduction and inclusive economic development

- iv. Build on culture to promote environmental sustainability.
- v. Strengthen resilience to disasters and combat climate change through culture
- vi. Harness culture as a resource for achieving sustainable urban development and management.
- vii. Facilitate local content production with measures at governmental and community level.
- viii. Develop North-South, and South-South cooperation in all areas relating to C8 AL.
- ix. Promote the public service value on the Internet and particularly through safeguarding freedom of expression implemented by a multiplicity of platforms and services.

d) The Convention for the Safeguarding of Intangible Cultural Heritage.

- i. Value, safeguard and transmit culture to future generations.
- ii. Capitalize on culture to foster innovative and sustainable models of cooperation.
- iii. Focus national policy on languages as a strategic factor for development policy.
- iv. Mobilize culture and mutual understanding to foster peace and reconciliation.
- v. Bridge differences and discrepancies among the objectives of the diverse stakeholders in the field of linguistic policies worldwide, to create a global platform for joint action.

3. Targets

- a) A more culturally and linguistically diverse world, where at least 40% of the existing 6,000 languages are present in public life;
- b) An increase of Intangible Cultural Heritage safeguarding plans with a linguistic dimension of some 5 plans per year;
- c) Near universal ratification of the Convention on the Protection and Promotion of the Diversity of Cultural Expressions and significant new resources mobilized for the International Fund for Cultural Diversity;
- d) Strong increase of legislative measures implementing the principles of the UN Declaration on Indigenous Peoples.

Annex: Zero Draft Stakeholder Contributions

- 1) Reinforce and implement at national level of the Recommendation concerning the Promotion and Use of Multilingualism and Universal Access to Cyberspace could be a useful tool in this respect.
- 2) Open up cyberspace to content production and content fruition in more languages, be they local, national or international, including email, search engines and native capability for Unicode.
- 3) Advocate worldwide of the strategic link between culture and development.
- 4) Integrate culture within all development policies and programmes.
- 5) Mobilize culture and mutual understanding to foster peace and reconciliation.
- 6) Ensure cultural rights for all to promote inclusive social development
- 7) Leverage culture for poverty reduction and inclusive economic development.
- 8) Build on culture to promote environmental sustainability.
- 9) Strengthen resilience to disasters and combat climate change through culture
- 10) Value, safeguard and transmit culture to future generations.
- 11) Harness culture as a resource for achieving sustainable urban development and management.
- 12) Capitalize on culture to foster innovative and sustainable models of cooperation
Focus national policy on languages as a strategic factor for development policy.
- 13) Bridge differences and discrepancies among the objectives of the diverse stakeholders in the field of linguistic policies worldwide, to create a global platform for joint action.
- 14) Advocate and implement the UN Declaration on the Rights of Indigenous Peoples, which contains a number of articles relevant in the context of WSIS and the ICT landscape, including relating to media, education, free, prior informed consent and full and effective participation. Close the digital divide with regard to Indigenous Peoples.
- 15) Support the full and effective participation of Indigenous Peoples in the WSIS process and beyond.
- 16) Foster policies and programmes that promote medial pluralism with a focus on Indigenous media.
- 17) Ensure adequate protection of traditional knowledge
- 18) Ensure that Indigenous knowledge is recognized to have an important place in inclusive knowledge societies.
- 19) Facilitate local content production with measures at governmental and community level.
- 20) Develop North South, and South South cooperation in all areas relating to C8 AL.

- 21) Promoting the public service value on the Internet and particularly through safeguarding freedom of expression implemented by a multiplicity of platforms and services.
- 22) Launching and supporting governmental and regional initiatives as well as supporting endeavors taken by the private sector, individuals and civil society for digitization and digital archiving of cultural heritage.
- 23) Support national entrepreneurial and start-up ecosystem to help the digital content industry to flourish, including incubators, accelerators, mentorship, investments, and venture capital, focusing on DAC applications and emphasizing the recent technology trends such as mobile devices, tablet computers, and cloud computing.
- 24) Develop an enabling environment that will support the private sector by facilitating access to national and regional funds and making these funds available, providing facilities such as the simplification of processes to establish a business, and providing incentives such as tax exemptions for start-ups and SMEs in the field of DAC development.
- 25) Streamline DAC initiatives and programmes launched and/or implemented by different international and regional organizations such as LAS, ESCWA, ITU, and AICTO.
develop region-wide standards for developing digital content specific to the vehicular languages that will enhance quality, interoperability, and inter-regional collaboration.
- 26) Promoting infrastructure to facilitate development of local content, given the relationship between the deployment of Internet infrastructure and the development of local digital content.
- 27) Expand and appropriate culturally sensitive e-government and e-community initiatives with a specific indigenous peoples focus when these strategies are being developed in local area.
- 28) Support Cultural institutions like libraries and museums for digitalization of cultural heritage and to better public access to Internet.
- 29) Promote the creation of relevant academic content in local language.
- 30) Develop ICT infrastructure and light regulatory and competitive regimes.
- 31) Develop specific policies that will encourage increased creation of locally relevant content including protections for expression, the press, privacy and intellectual property as well as the development of e-commerce infrastructure such as consumer protection practices and trusted online payment systems. Such policies should not establish mandatory must-carry regimes that unduly burden distributors of content.
- 32) Continue the development of internationalized domain names (IDNs) now being further effected through the expansion of the gTLD space to enable more communities to engage with the Internet in their own language.

- 33) Develop Broadband development and penetration as a key to allowing better accessibility and hence better cultural and linguistic diversity through the provision of new related content
- 34) Build Universal access to information through the agreed creation of business and policy models conducive to its concrete financing.
- 35) Enhance the issue of the economy of information, more than its normative side, should be enhanced.
- 36) Integrate concepts and high skills for digital content development into higher education IT curricula as well as encouraging the establishment of specialized training centres that provide hands-on education in software development, technologies and platforms needed for the distribution of content such as e-books, smart phone applications, and social networks.
- 37) Introduce inter-disciplinary post-graduate programmes by combining ICT with linguistic knowledge as well as strengthening the links between universities, higher education institutions and research centres with the private sector on developing and commercializing tools and applications for vehicular languages - including Arabic – processing.
- 38) Set a framework for measuring digital content, and digital local content such as digital content in vehicular languages, including Arabic, and develop a list of digital content indicators to be adopted at the regional and then global levels.
- 39) Reinforce education about the range of fellowships available for participants at the meetings of the multistakeholder organizations, as well as the opportunities for remote participation. The multistakeholder model has shown that it is well-suited to improving cultural diversity on the Internet, but this can only continue if stakeholders are made aware of the tools available which exist to widen participation from developing and less-developed countries.
- 40) Enhance the local content industry with respect to the cultural diversity among and within countries.
- 41) Develop domain names in different languages to meet the multilingualism aspect.
- 42) Encourage the use of Social media and new networks by developing its use in different languages.



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Draft WSIS+10 Vision for WSIS Beyond 2015

C9. Media

1. Vision

For the post-2015 era, we envision inclusive Knowledge Societies, in which C9 Media will conceptualize the evolving mediascape within a broader and expanded role played by media on all platforms, with the vision of Internet and other digital platforms becoming increasingly valuable in enabling freedom of expression, good governance and developing rights-based and sustainable development goals of the post-2015 agenda.

2. Pillars

- a) Consider digital communications, and particularly Internet, as a core issue which has profoundly impacted media's scope, reach and richness, as well as its breadth of direct stakeholders and its sustainability.
- b) Stress the importance of respecting both the principles of freedom of expression and privacy online and offline, and that public interest considerations are primary in balancing these rights in any cases of conflict.
- c) Develop and update consolidated ICTs-media national policy frameworks based on multi-stakeholder strategies (between governments, private sector, technical community and civil society organizations)
 - i. Areas could include: Freedom of expression, the right to information, safety of journalists and social media producers who generate a significant amount of public-interest journalism, user-generated content, ownership and spectrum issues; Media and information literacy (MIL); Gender; Privacy; Content

development and appropriation via mobile telephony; and enabling environments.

- d) Continue the ongoing multi-stakeholder consultative and participatory processes for creating a post-2015 strategy, linking the Action Line C9 media to the post-2015 development agenda.
- e) Empower women to take part in and have a more influential role in the media sector, on all platforms, through promoting equal professional job and training opportunities.
- f) Conceptualize the evolving mediascape within a broader framework such as “Internet Universality”.
- g) Address the opportunities and challenges stemming from the increasing role played by the Internet and ICTs with regards to new journalistic and users’ practices and competencies, as well as users’ fundamental rights of freedom of expression, freedom of association and peaceful assembly.
- h) Approach media convergence with a pluralistic approach that promotes diversification of news sources, news producers and platforms, transparency of ownership, and the conceptualisation of the term ‘journalist’ and “journalists’ safety” in this context.
- i) Promote community media (both on and offline), and public service media practice on all platforms, and within a context of pluralism.
- j) Strengthen the presence of print, radio and TV on the Internet, so that programmes and services of these platforms, including public service broadcasters, are available through additional digital media platforms.

3. Targets

- a) Target: All media and new media based on Internet and other digital platforms will play a more valuable role in advancing rights-based and sustainable development.
 - i. Indicator:
 - i. Development of updated concept, normative instruments and media policy framework.
 - ii. Plurality and diversity of media landscape strengthened.
 - iii. Number of institutions, journalists, media professions trained for capacity enhancement.
 - iv. Number of multi-stakeholder driven events as regards media that are organized.
 - ii. Baseline: The current context against which progress could be measured may be characterised by: fragmented conceptualisations of media, inconsistent policy frameworks, and insufficient engagement with pluralism as measured across all platforms.

Annex: Zero Draft Stakeholder Contributions

- 1) Consider Internet a core issue which has profoundly impacted media's scope, reach and richness, as well as its breadth of direct stakeholders and its sustainability.
- 2) Elaborate an updated understanding of media and the media function within the novel information and communication environment, given the impact that ICTs have had in the media and other sectors.
- 3) Conceptualize the evolving mediascape within a broader framework such as "Internet Universality" as is currently being explored by UNESCO in order to formulate a post-2015 media-ICTs converged strategy and facilitate collaboration between C9 and other relevant WSIS Action Lines.
- 4) Develop and update consolidated ICTs-media national policy frameworks based on multi-stakeholder strategies (between governments, private sector and civil society organizations) in the areas of: Freedom of expression, the right to information, safety of journalists and bloggers, user-generated content, ownership and spectrum issues; Media and information literacy (MIL); Gender; Privacy; Content development and appropriation via mobile telephony; and enabling environments.
- 5) Ensure that the principles of freedom of expression and privacy are adhered to wherever possible, and that public interest considerations are primary in balancing these rights in any cases of conflict.
- 6) Continue the ongoing multi-stakeholder consultative and participatory process for updating the post-2015 strategy and formulating a coordinated strategy with stakeholders including UN agencies on the implementation of Action Line C9 media feeding into the post-2015 development agenda.
- 7) Expand the role of media and new media based on Internet/mobile and digital platforms as promoted by WSIS Action Line C9 in fostering transparent and good governance and contributing to rights-based and sustainable development goals of the post-2015 agenda.
- 8) Address the opportunities and challenges stemming from the increasing role played by the Internet and ICTs with regards to new journalistic practices, as well as users' fundamental rights of freedom of expression (Article 19 UDHR) and freedom of association and peaceful assembly (Art. 20 UDHR), and ensure that users are equipped with media and information literacy competencies to take full advantage of the expression opportunities that the Internet offers.
- 9) Approach media convergence with a pluralistic approach that promotes diversification of news sources, news producers and platforms, and which approach also helps to conceptualise the term 'journalist' in this context of diversification as relevant to the protection of freedom of expression.
- 10) Promote community media (both on and offline), and public service media practice on all platforms, and within a context of pluralism, and functional differentiation

between these media in relation to private and social media, and to do so in with consideration of issues of sustainability, spectrum allocation, harmonization of commercial and public interests, digital safety, legislative and regulatory frameworks, and digital literacy/media and information literacy.

- 11) Strengthen the presence of radio and TV channels on the Internet, so that programmes and services of public/private service broadcasters are available through additional digital media platforms.
- 12) Increase quality of journalistic content, as well as access, live updates and interactivity with media consumers, to continue contributing to strengthening democracy.
- 13) Promote the professional ethics amongst those contributing journalism on the Internet, and build professional associations as well as supporting structures such as NGOs and journalism education institutions in such a way that they are better positioned in their use of the right to press freedom online.
- 14) Empower women to take part in and have a more influential role in the media sector, on all platforms, through promoting equal professional job and training opportunities.
- 15) Promote field research that analyzes the media sector and shares the results with the public in order to raise awareness on the best means and practices needed for the development of a free and professional media system that covers all platforms.
- 16) Strengthen access to both traditional and new media systems in remote areas and for marginalized communities, and support this access with media and information literacy programmes.
- 17) Promote new ways of using media that can maximize the availability of spectrum to enable diversity of users and access through mobile devices.

Which areas have not been adequately captured by the framework of the existing 11 WSIS Action Lines and would need to be addressed beyond 2015? Please specify the Action Line you are providing an input for.

- 18) Address interdependence between human rights aspects and online media content, and infrastructure convergence of media-ICT, and prompt the evolution of a more comprehensive framework to formulate a post-2015 media strategy whilst also facilitating collaboration between C9 and other WSIS Action Lines such as C3 - Access, C7 - E-earning, C8 - Cultural diversity and C 10 - Ethics.
- 19) Action line C9: Consider the connection between media and social media, and media and mobile convergence.
- 20) Action line C9: Address issues concerning the deployment of next-generation broadcasting services where broadcasting and Internet are truly converged.
- 21) Action line C9: Address freedom of expression online and online privacy issues.

- 22) Action line C9: Support the growth of converged media industries and the applications that will devolve from it.
- 23) Action line C9 and C10: Deal with the liability of intermediaries and governmental surveillance, particularly in relation to freedom of expression on internet and privacy protection.
- 24) Action line C9: Optimize the role of traditional media, such as public service broadcasters and community radios, by embracing new media platforms and user-generated content in the emerged Internet era.
- 25) Action line C9: Develop policies and strategies for the increasing role of media and Internet/mobile and digital platform based on new media.
- 26) Action line C9: Continue ongoing multistakeholder consultative and participatory process and formulate a coordinated strategy for media with stakeholders, including UN agencies.
- 27) Action line C9: Support the entire media initiative from a human rights perspective.



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C10. Ethical Dimensions of the Information Society

1. Vision

For the post-2015 era, we envision inclusive Knowledge Societies, in which policy-makers are well informed of ethical challenges and have adequate tools to support them in their decision making process, they regularly seek opportunities to engage and share their experiences with other stakeholders.

2. Pillars

- a) Give consideration to the ethical principles that bear on technological and social issues in the information society and underlie specific regulatory frameworks, whether or not such principles are enshrined in existing normative instruments or codes of conduct.
- b) Strengthen regional and national capacity in to analyse, discuss and respond to the ethical challenges of the information society.
- c) Promote international and interdisciplinary reflection and debate on the ethical challenges of emerging technologies and the information society. Such reflection and debate should have a multi-tiered dimension that connects to policy and advisory bodies, with particular attention to participation of developing countries and sensitivity to their needs.
- d) Raise awareness of the ethical implications of the information society, particularly among young people, along with life-long education initiatives to equip all citizens with the skills and competence to participate actively and knowledgeably in the information society.

- e) Affirm freedom of expression as a fundamental right and as the basis for reflection on its responsible use in the context of broader consideration of freedom of access to information particularly public and governmental and of the right to communication in a framework of cultural sensitivity, tolerance, and dialogue.

3. Targets

- a) Strengthen capacity of policy-makers in at least 1 region to analyse, discuss, respond and also communicate with stakeholder about the ethical challenges of the Internet
 - i. Benchmark - Conduct capacity building based on gap analysis.

Annex: Zero Draft Stakeholder Contributions

- 1) **Protect privacy, personal data and human rights** in the digital environment.
- 2) **Promote user education and user awareness** to advance protection of human rights on-line and **engage private sector** in this **effort through corporate social responsibility programmes**.
- 3) The debate on the ethical challenges of emerging technologies and the information society is **increasingly international, inter-disciplinary and displays a multi-tiered character that implicates policy and advisory bodies**.
- 4) Support for **enhancing the participation of developing countries** in the debate on the ethical dimensions of the information society, **responding to their specific needs** and providing **support for research** as well as **capacity building** is needed.
- 5) **Emerging areas of inquiry include:** examining the interface between information technologies, social transformation and governance are the relation between human rights and ethical principles for the information society; the challenges of inter-culturalism in information ethics; the possible tensions between freedom of expression and moral harm; issues of privacy and security; issues of free access to public and governmental information; and the fundamental question of personal and collective identities in a digital world.
- 6) Additional concerted efforts to **enhance the safety of children online** are required.
- 7) The important role of **ethics** and related initiatives **as a component of Internet-based business activities** must be emphasized and pursued
- 8) Ensure equitable participation by all stakeholders and **build national and regional capacity to identify analyze and address the ethical challenges** of the information society.
- 9) **Information literacy is essential for empowering users** to make informed choices as well as for enabling them to exercise and protect their human rights. Information literacy should be promoted at all levels.
- 10) Launch **information literacy programme** at all levels to empower users to make informed choices, exercise and protect their human rights
- 11) **Build consensus around and promote principles based on universal values and human rights** that **advocate tolerance, respect, freedom of expression and inclusion** as the basis for guiding actions and behavior across all platforms of the information society
- 12) **Information literacy must** go beyond technical competence and skills and seek to **inculcate moral and ethical behavior and attitudes amongst users**.
- 13) There is expanded recognition that the **Internet and ICTs can be key enablers for Human Rights**.

- 14) **The Internet should remain open.** An open Internet **empowers users** to seek, received and impart information regardless of frontiers and **users should benefit from the same human rights safeguards both online and offline.**
- 16) **Arbitrary blocking of content may impede** the legitimate data and information flows necessary for **economic development** and limit the **enjoyment of basic human rights.** Stakeholders should oppose such measures.
- 17) Efforts aimed at **strengthening the role of ICT and social media** as an enabler of **citizen-participation** in policy and decision-making at the local; regional and global level, should be strengthened.
- 18) **Develop ethical guidelines** through inclusive processes based on human rights and universal values.
- 19) Proactive measures to **combat intolerance** should be pursued **without banning speech or restricting freedom of expression.** Laws must be put in place to deter and punish those who go beyond speaking and engage in acts of discrimination and violence.
- 20) UNESCO and its Information for All Program (IFAP) efforts are **establishing criteria** for assessing ways of enhancing discussion, building capacity for decision-making at national and regional levels, and **conducting research to measuring developments in the field of information ethics.**
- 21) **Promote the exercise of freedoms of expression, association, and assembly on-line** as well as active measures to enhance dialogue, **support conflict resolution, tolerance and inclusion.-**

B) What are areas that have not been adequately captured by the framework of the existing 11 WSIS Action Lines and would need to be addressed beyond 2015? Please specify the Action Line you are providing an input for.

- 22) Build and/or strengthen regional and national capacity to analyse, discuss and respond - including through the formulation of policy - to the ethical challenges of the information society. Advantage could be taken of intergovernmental initiatives in this area such as those led by UNESCO.
- 23) Support **equitable participation** of all stakeholders.
- 24) **Reaffirm freedom of expression** as a fundamental right and as the basis for reflection on its responsible use in the context of broader consideration of freedom of access to information, particularly public and governmental and of the right to communication in a framework of cultural sensitivity, tolerance and dialogue;
- 25) Formal and non-formal education initiatives including life-long learning must address the ethical implications of the information society.

- 26) **Equip all citizens** – especially youth - with the skills and competence **to participate** actively and knowledgeably in the information society.
- 27) Pedagogical material and **training programmes that address new modes of global citizenship and info-ethic and info-civic paradigms must be developed.** This material should address the roles of digital media and virtual political spaces. This training should not be limited to e-learning.
- 28) **Examine the ethical principles that** impact technological and social issues in the information society and **underlie specific regulatory frameworks**, whether or not such principles are enshrined in existing normative instruments or codes of conduct.
- 29) Analyze gaps and lags that hamper policy in the face of the ethical challenges of the information society.
- 30) Support policy-makers and stakeholders to **move in synchrony with technological advances** rather than reacting after the fact.
- 31) **Devote specific resources** to address user education and awareness.
- 32) **Establish and promote standards** for on-line corporate social responsibility
- 33) **Promote** the development of regional and international **frameworks for ethics** of information society. These should address cooperation, responding to abusive uses of the Internet, ownership and ethical use of data, the development of related training. Guidance is also needed in developing approaches to address such challenges as the balance between freedom of expression and moral harm, and privacy and security;
- 34) **Conduct research to understand the drivers** of social change and ethical behavior amongst individual and groups on-line.
- 35) **Recognize the right to disconnect** and its implications.
- 36) **Promote on-line participation and inclusion** of women, youth, indigenous peoples, persons with disabilities and other potentially marginalized stakeholders.
- 37) Promote access to government, development-oriented information content supporting the use of local languages, fostering the development of forums where citizens can access public information and other local content.
- 38) Recognizing the right to disconnect and its implications.
- 39) Promote the rights to communication and relevant information literacy training as a main pillar for realizing human rights in the emerging Information Society through relevant national strategies and legislation.



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Draft WSIS+10 Vision for WSIS Beyond 2015

C11. International and regional cooperation

1. Vision

International and regional cooperation among all stakeholders is vital in the advancement of the Information Society for supporting sustainable development beyond 2015. We work collectively to advance information communication technologies (ICTs) for development through agreed indicators and data, enhanced interregional and cross-sectoral cooperation, knowledge exchange and transfer, and increased accountability of development aid and access by developing countries including the least developed countries, small island developing states, landlocked developing countries and countries with economies in transition.

2. Pillars

- a) Harness information and communications technologies (ICTs) and the Internet for accelerating development goals beyond 2015 through enhanced international and regional cooperation and cross-sectoral collaboration
- b) Further develop international ICT indicators with agreed standards and facilitate data collection; promote open data by paying particular attention to quality, disclosure, and publishing

- c) Encourage development aid in ICTs particularly for developing countries including the least developed countries, small island developing states, landlocked developing countries and countries with economies in transition; encourage greater input of developing countries on the deployment of funds for enhanced ownership and accountability
- d) Facilitate knowledge sharing and exchange among experts and stakeholders
- e) Further promote the inclusive and open multistakeholder model

3. Targets

- a) To collect 100% of ICT related data with agreed indicators and standards

Annex: Zero Draft Stakeholder Contributions

- 1) **Enhanced regional and international cooperation and cross-sectoral collaboration to advance ICTs for development**
 1. **Promote regional coordination and foster cross-sectoral collaboration at all levels of the Internet ecosystem:** infrastructure, management of the Internet traffic, content creation, applications and systems creation.
 2. **Develop a coordinated approach on regional issues of common concern** among member countries such as in the areas of international telecommunication, Internet governance and the digital content.
 3. **Foster further cooperation amongst international organisations,** making the most of their respective expertise and remit for the benefit of all nations and peoples, taking into account specific roles and responsibilities of actors of the current ICT ecosystem.
 4. **Encourage creation of international projects** participated in by several countries
 5. **Encourage organization of regional and international conferences focusing on ICTs,** as they facilitate creation of multi-partner cooperative initiatives as well as are a major contributory factor in more effectively addressing shared problems such as tackling cybercrime and also ensuring that Internet-related public policymaking keeps pace with innovation and rapid technology change.
 6. **Strengthen the cooperation between different ICT stakeholders** in the region and among national, regional and international institutions to boost the transformation of the society using ICT.
 7. **Encourage Governments to take more bold steps to advance cooperation** between the countries in the ICT4D field.
 8. **Foster cooperation in cyber security** including in the areas of data privacy and protection in global context
 9. **Advance international and regional cooperation to harness ICTs and the Internet** for accelerating the progress on Millennium Development Goals (MDGs) and beyond 2015, and to improve the lives of all, particularly the most vulnerable
 10. **Encourage all stakeholders to work together to ensure an open internet, the free flow of data and the avoidance of trade protectionism,** as an increasing portion of world commerce is conducted on the internet and/or is dependent on the free flow of data and an open internet.
 11. **Encourage enhanced co-operation on intra- and inter-regional level between both public authorities and private entities**
 12. Increase awareness and **build capacity on existing cooperation mechanisms** in order to make them easier to understand and engage with.

13. **Promote establishment of regional e-government Councils** composed of heads of e-government programs in order to provide a platform for cooperation and exchange of know-how and expertise.
14. **Develop a cross-border Internet Exchange Points (IXP) to foster regional integration of IXPs** and service the region with a view to help lower the cost of internet traffic.
15. **Encourage regional collaboration on the Peaceful Use of Outer Space**

2) Development and measurement of ICT indicators

16. **Step up the use of internationally agreed ICT indicators.**
17. **Foster international cooperation in the area of ICT measurement** to avoid duplication of efforts and maximize the usage of resources.
18. **Encourage collection as well as responsible and ethical use of real Internet data** to guide policy makers and decision makers.
19. **Promote programmes and projects focusing on ICT indicators**
20. **Encouraged countries to fill add and update their entries in the WSIS Stocktaking** to reflect the progress made in building the information society, as the knowledge and experiences of stakeholders from developing countries will enhance future outputs from the multistakeholder organizations, adding to the know-how of the international community.
21. **Foster development of regional and international strategies** improving access to and use of ICT in developing countries, enabling environment, **facilitating measurement of ICTs for development with focus on e-government indicators** worldwide.
22. Addressing **developmental requirements with respect to the DNS sector**, foster development and implementation of regional strategies, especially in Africa, the Middle East and Latin America.
23. Enhance the cooperation on the related programs on the utilization of ICT tools for enabling **gender equality, and addressing inequalities particularly of disable and indigenous groups.**
24. Define international standards for releasing public data sets in open formats by paying particular attention to quality, disclosure, and publishing
25. Foster creation of ICT-based services using **mobile communications services.**

3) Development aid in ICTs particularly for developing countries including the least developed countries, small island developing states, landlocked developing countries and countries with economies in transition; greater input of developing countries on the deployment of funds for enhanced accountability and ownership

26. Foster implementation of international projects on ICT and bridge digital divide, including those financed within the framework of the **Official Development Assistance**.
27. **Attract the attention of regional funds** to indulge into funding ICT-related projects and initiatives, especially those of regional nature, on the grounds that ICT is a key player in generating growth and providing youth with employment opportunities.
28. **Foster development of regional and international strategies improving access to and use of ICT in developing countries**
29. **Ensure that all developing countries receiving ODA funds have greater input on how the funds are deployed**, thereby giving them greater ownership and encouraging their demand for accountability
30. **Encourage engagement of developing countries in the implementation** of the WSIS outcomes

4) Knowledge sharing and exchange among experts and stakeholders

31. **Foster the exchange of experiences and good practices between the various stakeholders and expert groups** (including the collaboration platform, intra-and inter-regional conferences, seminars, trainings, twinning, exchanges of experts, study visits)
32. **Ensure increased focus on supporting the engagement of developing countries** in the multistakeholder organizations, and in national and regional forums, so that developing countries can benefit from the expertise and best-practice of the multistakeholder organizations.

5) Promotion of the inclusive and open multistakeholder model

33. **Further promote the inclusive and open multistakeholder model** that has evolved where governments, industry, civil society, the technical community and academia interact on an equal footing.



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While providing your inputs please keep in mind that the Geneva Declaration and the Geneva Plan of Action still remain valid until further decisions by the General Assembly.

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Other issues not covered by Action Lines above [, if any]



Document Number: V1/E

Note: Please note that this document builds upon the input/ background documents and the contributions received during the WSIS+10 High-Level Event Open Consultation Process. It had been developed for the purposes of the First Physical meeting of the Open Consultation Process. Based on the outcomes of the First Physical Meeting of the WSIS+10 High-Level Event Open Consultation Process, WSIS Stakeholders are invited to review this document, using track changes, and submit the document to wsis-info@itu.int by 17 November 2013 (non-extendable). The Geneva Declaration and the Geneva Plan of Action still remain valid until further decisions by the General Assembly.

Draft WSIS+10 Vision for WSIS Beyond 2015

[Accountability and] Measurement of the WSIS Action Lines beyond 2015, targets and Indicators for an open and inclusive information/knowledge society for all beyond 2015

To enable the monitoring and evaluation of the WSIS Action Lines, stakeholders are calling for:

- a) **The review of the WSIS Action Lines and Targets and the identification and development of forward-looking and clear targets and indicators** and benchmarking tools to track progress. In particular:
 1. WSIS targets and Action Lines should be reviewed and checked for their relevance and the objectives in the Action Lines should be measurable
 2. Indicators should be widely available and able to track progress
 3. Indicators should be forward-looking and go beyond *access* and also address the post-2015 development agenda and relevant development areas/policy issues
 4. Indicators and benchmarking tools should address the needs of developing countries
 5. Indicators should address and monitor ICT for development and the Partnership on Measuring ICT for Development could identify and disseminate statistical standards to monitor the impact of ICTs.
- b) An open and inclusive, **multi-stakeholder monitoring process and framework**. In particular:

6. The Partnership on Measuring ICT for Development should take a lead role in the monitoring of the Action Lines beyond 2015 and
 7. The Partnership should expand its scope to include non-governmental organizations and other stakeholder into the monitoring process
 8. Data collection should be open and inclusive and provide an online platform for all stakeholders to provide data/information
 9. To increase the data availability and quality, the monitoring must be carried out in close cooperation with the NSOs
 10. Dedicated funds should be made available for data collection and capacity building must be delivered to National Statistics Offices (NSOs) and other WSIS stakeholders
 11. The monitoring framework could create national multi-stakeholder committees that include the government , the private sector, academia, and civil society
 12. The monitoring framework should include a timetable and also regular assessments/reviews of progress
 13. Public awareness, importance and benefits about the Action Lines and WSIS Targets should be raised, including through regional workshops
- c) The **production of quantitative and qualitative information that will help policy makers identify appropriate policies.** In particular:
14. Detailed analysis and evaluation of progress that goes beyond quantitative information
 15. The development of best practice examples and the identification of success stories that could be replicated in other countries