WSIS FORUM 2-6 MAY 2016 Geneva Switzerland

HIGH-LEVEL TRACK OUTCOMES AND EXECUTIVE BRIEF

Coordinated by:

ITU

Organized by:

ITU

United Nations Educational, Scientific and Cultural Organization

UNITED NATIONS UNCTAD

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Introduction

High-Level Policy Sessions

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

Themes

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

1. WSIS Action Lines and the 2030 Agenda
2. Bridging digital divides
3. Enabling environment
4. Knowledge societies, capacity building and e-learning
5. Financing for development and role of ICT
6. Building confidence and security in the use of ICTs
7. Inclusiveness – access to information and knowledge for all
8. Gender mainstreaming
9. ICT applications and services
10. Digital economy and trade
11. Climate change

12. Media
13. Ethical dimensions of Information and Knowledge Societies
14. Cultural diversity and heritage, linguistic diversity and local content

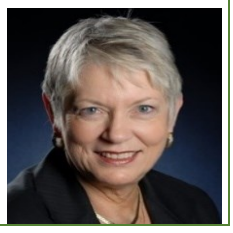
WSIS Forum 2016: Chairman

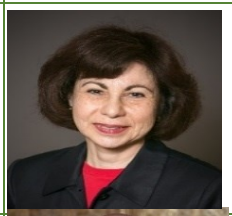
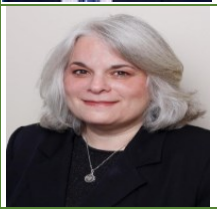
Ambassador Daniel A. Sepulveda
Deputy Assistant Secretary
Bureau of Economic and Business Affairs
United States of America

Moderation: High level Track Facilitators (HLTFs)

All the High-level policy sessions were moderated by High-level Track Facilitators nominated by the different stakeholder types i.e Civil Society, Academia, Private Sector and Technical Community.

Session	Stakeholder type	Name, title, organization and country	
ONE WSIS Action Lines and the 2030 Agenda	Academia	**Dr. Tomasz Janowski**, Head, United Nations University Operating Unit on Policy-Driven Electronic Governance (UNU-EGOV), Portugal	
TWO Knowledge Societies, Capacity Building and e-Learning	Academia	**Dr. Shailaja Fennell**, Lecturer in Development Studies, Centre of Development Studies and Department of Land Economy, University of Cambridge, United Kingdom	
THREE WSIS Action Lines and the 2030 Agenda	Technical Community	**Ms. Karen McCabe,** Senior Director of Technology Policy and International Affairs, IEEE, USA	
FOUR Inclusiveness – Access to Information and Knowledge for All	Civil Society	**Mr. Klaus Stoll**, Executive Director, Global Knowledge Partnership, Germany	

FIVE Bridging Digital Divides	Civil Society	**Chinmayi Arun** Executive Director Centre for Communication Governance at National Law University Delhi India	
SIX Inclusiveness – Access to Information and Knowledge for All	Technical Community	**Mr. Pablo Hinojosa**, Director, Strategic Engagement, APNIC, Australia	
SEVEN Enabling Environment	Civil Society	**Ms. Anriette Esterhuysen,** Executive director of the Association for Progressive Communications , APC, South Africa	
EIGHT ICT Applications and Services	Private Sector	**Ms. Elizabeth THOMAS-RAYNAUD**, Senior Policy Executive and Director, International Chamber of Commerce (ICC), France	
NINE WSIS Action Lines and the 2030 Agenda; Financing for Development and Role of ICT	Technical Community	**Mr. Nigel Hickson**, Vice President, International Governmental Organisations (IGO) Engagement, ICANN, United Kingdom	
TEN Digital Economy and Trade	Private Sector	**Ms. Marilyn Cade,** Board Member of WAVE and Advisor to ICT Associations from Developing Countries, USA	

ELEVEN Bridging Digital Divides	Academia	Mr **Greg Shannon**, Ph.D, Chief Scientist for the CERT Division Software Engineering Institute at Carnegie Mellon University USA	
TWELVE Enabling Environment; Cybersecurity; Climate Change	Technical Community	**Ms. Anna Slomovic,** Lead Research Scientist, Cyber Security and Privacy Research Institute, George Washington University, USA	
THIRTEEN Bridging Digital Divides	Civil Society	**Dr. Cisse Kane**, President, African Civil Society on the Information Society (ACSIS), Senegal	
FOURTEEN WSIS Action Lines and the 2030 Agenda; Financing for Development and Role of ICT	Civil Society	**Ms. Iffat Gill,** Founder/CEO, ChunriChoupaal, The Code to Change, Netherlands	
FIFTEEN Enabling Environment	Private Sector	**Mr. Frank McCosker**, General Manager, Affordable Access & Smart Financing. Microsoft	
SIXTEEN Media; Cultural Diversity and Heritage, Linguistic Diversity and Local Content; Ethical Dimensions of Information and Knowledge Societies	Private Sector	**Ms Lori S. Schulman,** Senior Director, Internet Policy, International Trademark Association (INTA)	

Opening Segment

Opening Ceremony

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

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

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

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

Please note that the captioning text of the Opening Ceremony is available online: https://www.itu.int/net4/wsis/forum/2016/Agenda/Session/201

Opening Ceremony:

1. Mr Ban Ki-Moon, UN Secretary-General (Video Message)
2. Mr Houlin Zhao, Secretary-General, ITU
3. **Visionary Speech**: H.E. Mr Majed El Mesmar, Deputy Director General, Telecommunications Regulatory Authority (TRA), United Arab Emirates (Strategic Partner Platinum of the WSIS Forum)

Opening Segment

Opening Ceremony

H.E. MR MAJED EL MESMAR, DEPUTY DIRECTOR GENERAL, TELECOMMUNICATIONS REGULATORY AUTHORITY, UNITED ARAB EMIRATES

Excellencies,

Distinguished Ministers and guests,

Ladies and Gentlemen,

Good morning.

It is a pleasure to be here with you in this esteemed event that brings under its roof an exceptional blend of innovative thinkers, policy makers, and industry leaders. The importance of this forum stems from its significant impact on the worlds' future. ICT has demonstrated its ability to ignite social and economic development. In light of this, utilizing up-to-date technologies and innovation in serving humanity tops the UAE National Agenda.

The UAE is steadily heading towards a knowledge-based economy driven by diversification and the development of capabilities in alignment with the vision of the country's wise leadership. The country is gearing up to be a knowledge and innovation hub that drives the knowledge-based economy and information society further to meet the goals of UAE Vision 2021.

We also continue to work hard to contribute towards the fulfilment of the global plan for shaping the future of the ICT as embodied by the 'Connect 2020 Agenda' emerging from the International Telecommunication Union's 2014 Plenipotentiary Conference.

Our government has already laid out a solid foundation to build a reliant ICT eco-system through heavy investments into a robust ICT infrastructure that has been profiled by the ITU as one of the best in the region.

We are also immensely proud of the countless innovative projects that we have launched through the years and especially those of 2015 which the UAE leadership declared as 'The Year of Innovation.' The National Innovation Strategy emerging from this landmark year aims to establish the UAE as one of **the world's most innovative governments by 2021.**

It is stimulating innovation in seven sectors where innovation is key to excellence, namely, renewable energy, transport, education, health, technology, water and space.

Moreover, the UAE's forward-thinking leadership are championing a national vision of developing a genuine information society. The Abu Dhabi 2030 plan and the 'Dubai Smart City' emphasize heavily on the vital role of ICT in encouraging local and national development. As a new paradigm for modern cities, 'Dubai Smart City,' offers an innovative ICT-driven approach to addressing the challenges of modern urbanization.

Implemented under the three key themes of Communication, Integration and Cooperation, Dubai's 'smart transformation' aims to deliver a unique, safe, inclusive, productive and enjoyable city experience for residents and visitors alike. To see more of what this vision means and the successes that we have achieved in reaching for the goals of this vision, please come and visit our stand at this forum, in the CICG, ,Lobby Area.

I would also like to take this opportunity to invite you to participate in the UAE's 'Best m-Government Service Award,' an annual award that stems directly from the launched Smart Government vision of the country's leadership. In line with this, we invite participants from the UAE, the Arab region and the rest of the World to take part in this endeavour and submit their creative and innovative solutions that can be applied onto today's smart phones, mobile phones and smart wearable technologies.

Today, we reaffirm the UAE's commitment to all announced and ongoing initiatives supporting the Information Society. The TRA has been a long standing partner of the World Government Summit and as we proceed hand-in-hand with your esteemed organization alongside other ITU member states, we aim to continue formulating every aspect of our lives to revolve around the concept of innovation in ICT. With

that being said, we look forward to working together with you all throughout WSIS Forum 2016, in the spirit of international cooperation and sustainable growth.

Thank you.

4. Mr Joakim Reiter, Deputy Secretary General, UNCTAD,
5. Mr Indrajit Banerjee, Director, Knowledge Societies Division (KSD), Communication and Information Sector (CI), UNESCO
6. UNDP
7. Mr Philipp Metzger, Director General, OFCOM, Switzerland (Host of the First Phase of the WSIS in 2003)

Opening Segment

Opening Ceremony

MR PHILIPP METZGER, DIRECTOR GENERAL, OFCOM, SWITZERLAND

Mr. Secretary-General,

Excellencies,

Ladies and Gentlemen,

Almost 5 months have already passed since the WSIS 10-year review in New York, when the UN General Assembly decided on the implementation of the WSIS goals and outcomes going forward. I would like to commend once again the very able facilitators, Latvia and the United Arab Emirates, as well as everybody else who has contributed to this memorable milestone. On the basis of the robust reaffirmation of commitment to an inclusive information society for all that we reached in New York, and building on the numerous significant achievements since Geneva 2003 and Tunis 2005, we are now confronted with another tall order: To embrace digitization with all its facets while still putting the human being, putting human needs at its centre. We are indeed expected to tackle – simultaneously
– many different challenges that lie ahead of us: some existing, others new, many yet to emerge more clearly – we may call those challenges of a post-information society era. Ultimately, we will be living as a digital society, with a digital economy, in a digital world. We should of course pursue the promotion of access to ICT, but it is also essential not to forget the need for capacity-building and for local content. It is equally indispensable to provide for uncensored access to information, for the freedom of expression and for privacy in order to make full use of the opportunities provided by ICT. The challenges in particular affect women and girls, who often cannot fully take advantage of ICTs and are thereby deprived of

opportunities. The number of professional, social, political and cultural activities in which women and girls are not - or not adequately - involved is considerable. This is of great concern. The potential of half of the world's population, of women and girls, has to be fully unleashed.

Exellencies,

Ladies and gentlemen,

A lot remains to be done for the information society to become truly inclusive and universal. We should use this opportunity of the first WSIS Forum since the UNGA High-Level Meeting to shape the next concrete steps: Not only does the international community need to continue to attach the highest priority to bridging any digital divides, but we also need to establish tangible links to the goals of the 2030 Agenda for sustainable development, as it was reaffirmed in the WSIS+10 outcome document in New York. The continued implementation of the WSIS outcomes and the link with the SDGs will require the commitment of all stakeholders, including international organizations, the private sector, civil society, the technical community and academia, UN agencies and governments. I am saying this with a particular emphasis bearing in mind my role as a new member of the ITU/UNESCO Broadband Commission for Sustainable Development, but also in light of the experience in my home country: just two weeks ago, Switzerland adopted its new strategy „Digital Switzerland". The strategy acknowledges the importance of ICTs as a critical instrument in order to effect a sustainable development in all areas of life. In order to succeed in eradicating extreme poverty, Switzerland deems of quintessential importance that the entire world's population has access to the Internet. This challenge evidences the tight linkage between the purpose of the WSIS and the UN's Agenda 2030. Our strategy will be continuously developed in a dialogue with representatives from the economy, science, research and civil society. To that end, a new national dialogue will be launched to enable all relevant stakeholders to contribute to the further development of Digital Switzerland. To succeed in the digital arena it is crucial for all stakeholders to work closely together. As part of this strategy, Switzerland will also continue to support the Geneva Internet Platform, managed by the Diplo Foundation, which aims to serve as :

- an online platform,
- as an observatory,
- as a capacity-building center, and
- as a permanent and neutral venue for discussion.

We do hope that GIP can continue making a meaningful contribution to capacity building in the field of digital policy, including its linkages with the SDGs, and we invite all interested parties from all stakeholder groups to actively take part and make good use of it.

Mesdames, Messieurs,

En guise de conclusion, nous aimerions saisir cette opportunité pour remercier l'UIT, l'UNESCO, le PNUD et la CNUCED ainsi que les facilitateurs des lignes d'action et les co-facilitateurs qui ont contribué à la mise en œuvre des objectifs du Sommet Mondial sur la Société de l'Information. Les agences des Nations Unies continueront à jouer un rôle de premier plan dans la promotion des TIC et continueront à faire face aux défis à venir, notamment en vue du rôle des TIC en tant que facilitateurs transversaux dans la mise en œuvre des objectifs de développement durable. Finalement, au nom des autorités fédérales suisses ainsi qu'au nom de la république et du canton et de la ville de Genève, j'ai le plaisir de vous inviter à une réception qui se tiendra à midi à la cafétéria du CICG.

Je vous remercie de votre attention.

8. Mr Cyril Ritchie, President, Conference of Non-Governmental Organizations (CoNGO) Civil Society
9. Ms Dominique Lazanski, International Chamber of Commerce (ICC) and Business Action to Support the Information Society (BASIS)

High-level Statements by Heads of UN Agencies:

1. **Ms Arancha González,** Executive Director, International trade Centre (ITC)

Opening Segment

Opening Ceremony

MS ARANCHA GONZALEZ, EXECUTIVE DIRECTOR, INTERNATIONAL TRADE CENTER

Mr. Secretary-General,

Excellencies,

Ladies and Gentlemen,

Thank you, Secretary-General Houlin Zhao, for the invitation to address the World Summit on the Information Society (WSIS).As part of the United Nations system, the International Trade Centre (ITC) is committed to the United Nations delivering as One.

We are here because our organisations provide expertise and capacity building on ICT. We must do it with a "value chain" approach, ensuring all links in the chain are addressed. At the end of the day this is how business works today. We must ensure we partner to get all links to function so we deliver greater impact.At ITC we support small and medium-sized enterprises (SMEs) in developing countries to increase their competitiveness to use trade as a tool for growth, job creation and poverty reduction.

An important- and growing- component of our work is focused on helping them to improve competitiveness, to better leverage the digital economy to connect to value chains and to use ICT as a tool for innovation.Within the WSIS, ITC co-facilitates Action Line C7 ("E-Business") together with its partners UNCTAD and UPU. Technology is a game changer for SMEs. Size, landlocked-ness, country GDP or distance from markets can be overcome through innovation, embedding technology in business processes or going digital.By any measure E-Commerce is big business. It also represents a major change in the way that trade is conducted and offers great potential to help achieve the UN Sustainable Development Goals. Online retail is estimated to account for 13% of consumer spending in the US and

around 10% in Europe, and much more in some countries such as the UK and Germany. Business to Business sales are estimated to be as much as fifteen times as large. And this is also the case in developing countries.

For example, by 2018 Africa's e-commerce market is projected to soar to US$ 50 billion, up from US$ 8 billion in 2013. And yet, many developing countries are not taking full advantage of this opportunity. For instance, best estimates put the current share of African enterprises in this international trade below 2%: a share which could be much higher. Much more needs to be done to enable “digital dividends”. In ITC we have analysed the shortcomings flagged by SMEs and we have moved from awareness-raising to action by providing support and coaching that meets those needs.

What are the challenges facing SMEs in e-commerce? We have reflected some of these challenges in a recent study on ‘International E-Commerce in Africa: The Way Forward’. They range from difficulties with international banking transactions, to exclusion from international e-marketplaces, inexperience with sales taxes and import duties, infrastructure deficit, as well as lack of local and regional institutional support to name a few. And they are not specific to Africa.

We know they also affect SMEs across the world. Public-private initiatives, institutional and corporate capacity building, shared structures and technology, and improved access to transport and logistics are some of the actions and policies that need to be supported to address the challenges. Working individually, SMEs are at a cost disadvantage. But by bringing them together it is possible to solve or alleviate a number of barriers. We have seen instances where this has been used effectively to open up new possibilities for vendors.

This is why we are focusing on building collectively owned and managed cooperative structures as a foundation to promote eTrade. With ITC’s support more than 400 Moroccan SMEs have joined in an export cooperative called ‘Made in Morocco’. We have coupled our traditional assistance to improve SME international competitiveness with that required to move on-line. The result is a sharp increase in exports of olive oil, cosmetics, books or music and a tripling of its ‘transformation rate’ or the share of website visitors who purchase goods.

We are replicating this initiative in Senegal, Ethiopia and Rwanda and linking it with support to SMEs in Tunisia, and Jordan to sell in virtual marketplaces.Many of you had a chance to meet some of these SMEs in an "E Commerce Souk" which we hosted in Geneva at the end of last year at which the goods of such cooperatives were displayed alongside their virtual marketplaces. Given the success of the initiative we replicated it in February this year with a cooperative of Syrian women who were eager to bring to market the products they had painfully manufactured in the midst of the conflict and devastation.

We will do this again in July with a larger slate of SMEs. In our work we see the power that trade has to empower women economically: women who can now obtain better prices from selling internationally on-line; women who can thrive in ICT and in providing digital services; and women who can now be financially included through electronic payment solutions. This is why in ITC we devote particular attention to women micro, small and medium-sized enterprises and this is why we advocate that we all take positive action to ensure women are also digitally included.

ITC's vision is one where small firms in developing and least developed countries have access to advanced solutions, can sell through international market places transparently and efficiently; and are able to retain a significant part of the international value creation in the country of origin. To achieve this ITC works with the private sector for the private sector.

We partner with DHL, eBay and the International Cooperative Alliance. We will also have a chance to take this dialogue forward in May in Beijing in an event we will be co-hosting with Alibaba. But we know this is not enough. It is time that we must also look at trade rules and government policies to ensure they are supportive of digital inclusion. It is in this context that UNCTAD, ITC, and other international agencies and private sector partners have worked to produce a call for action on "Aid for E-Trade": a call to unite efforts in a mission to facilitate greater participation in "eTrade". Thank you for attention and best of luck for the forum.

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

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

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

Opening Segment

Opening Ceremony

AMBASSADOR DANIEL A. SEPULVEDA, DEPUTY ASSISTANT SECRETARY, BUREAU OF ECONOMIC AND BUSINESS AFFAIRS, UNITED STATES OF AMERICA

Mr. Secretary-General,

Excellencies,

Ladies and Gentlemen,

I am honored to be here chairing the 2016 WSIS Forum. This is the first Forum since the international community concluded its ten-year review of WSIS in December 2015, which presents an opportunity for us both to reflect on the past and to look ahead to the future.

It gives me an opportunity to express my appreciation for all the work that all of you have done to make this Forum possible. I know how much work goes into putting together an event like this. The UN staff

and those that prepare us to be here are the unsung heroes of this process and the backbone of this community.

When the world came together in 2003 and 2005, delegates were only beginning to understand the potential of ICTs and the Internet. The question they had to grapple with was how to support the organic, bottom-up processes that were driving innovation and growth in this new space as it expanded from a research project to a global network. Fortunately, they chose to invest in, foster, and enrich that process.

Ten years later, in December 2015 in New York, the UNGA recognized and reaffirmed that this was the correct approach. By supporting those multistakeholder processes and structuring international efforts focused on people and development, implementation of WSIS has helped connect and empower more than 3 billion people and promises to do the same for the rest in the years to come.

With the High Level Meeting behind us, the question on everyone's mind is "where do we go from here?" And since the focus of the WSIS has always been on how we can use ICTs to achieve internationally agreed development goals, the 2030 Agenda for Sustainable Development is a natural place to start.

The 2030 Agenda is a milestone international agreement and an effective tool to advance our shared international development priorities. This new agenda and its 17 new Sustainable Development Goals (SDGs) will catalyze action to increase sustainable economic and social development for people all over the world.

The U.S. Government is heeding the SDG call to action at both the national and international levels to increase access to ICTs, as well as the ability to use them as a tool for development. For example, U.S. President Obama unveiled the Connect ALL Initiative in March 2016 to help Americans, at every income level, get online and have the tools to take full advantage of the Internet by connecting 20 million more Americans by 2020.

At the international level, the U.S. Department of State recently launched the Global Connect Initiative, which aims to catalyze multistakeholder efforts to help bring 1.5 billion additional people online by 2020. These initiatives, among many others, add to the collective effort by stakeholders around the world to bring the potential of ICTs to achieving the 2030 Agenda.

The WSIS and the Millennium Development Goals had only informal linkages, but it's clear that the WSIS Framework had a significant impact on progress towards achieving the MDGs. The WSIS+10 High Level Meeting recognized this progress and suggested a more formal linkage between the WSIS and the 2030 Agenda.

Although there is no single SDG that specifically focuses on information and communication technologies or increasing Internet access, there is broad acknowledgement that the continued development and deployment of ICTs are critical to realizing the SDGs and also to measuring them.

World Summit on the Information Society

We believe that continued implementation of the WSIS Action Lines will organically contribute to the 2030 Agenda. We also believe that the WSIS community's work will foster greater connections among Internet and development stakeholders and allow for a stronger, and more realistic, understanding of ICTs' potential and the challenges constraining it in difficult development contexts.

ICTs can also play a crucial role in monitoring and measuring progress towards sustainable development, by facilitating data-gathering and analysis of indicators adopted for every Goal and target. UN agencies, including the ones that are co-facilitating this event, have begun work to identify these indicators.

I look forward to continuing this discussion with all of you this week. The WSIS Forum is an annual platform for discussion and sharing of best practices in the implementation of the WSIS outcomes among all stakeholders. I encourage you all to take the opportunity the WSIS Forum presents to meet new people, forge new connections, and foster new dialogue.

Thank You.

Civil Society

1. Mr. Puneeth Nagaraj, Senior Fellow, Centre for Communication Governance at National Law University Delhi, India
2. Dr. Cisse Kane, President, African Civil Society on the Information Society (ACSIS), Senegal
3. Mr. Klaus Stoll, Executive Director, Global Knowledge Partnership, Germany
4. Ms. Iffat Gill, Founder/CEO, ChunriChoupaal, The Code to Change, Netherlands
5. Ms. Anriette Esterhuysen, Executive director of the Association for Progressive Communications , APC, South Afric

Technical Community

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

Academia

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

Private Sector

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

High-Level Opening Policy Statements:

Mr Houlin Zhao, Secretary-General, ITU;

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

1. **Japan** - H.E. Mr Yasuo Sakamoto, Vice-Minister for Policy Coordination, Ministry of Internal Affairs and Communications

2. **Saudi Arabia –**Mr Khalad Almanzalawy, Deputy Permanent Representative of the Kingdom of Saudi Arabia to the United Nations Office in Geneva
3. **Poland**- H.E. Ms Magdalena Gaj, President of Office for Electronic Communications (UKE)
4. **Rwanda**
5. **ICANN** - Mr Akram Atallah, President and CEO
6. **Internet Society (ISOC)-** Mr Raúl Echeberría, Vice President
7. **Institute of Electrical and Electronics Engineers (IEEE) -** Mr Oleg Logvinov, Chairperson of the IEEE Internet Initiative
8. **International Federation for Information Processing (IFIP)**

High-Level Strategic Dialogue on WSIS Action Lines and SDGs

Mr Houlin Zhao, Secretary-General, ITU;

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

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

1. THEME ONE: WSIS Action Lines and the 2030 Agenda

High-Level Track Facilitator (HLTF): Dr. Tomasz Janowski, United Nations University Operating Unit on Policy-Driven Electronic Governance (UNU-EGOV)

High Level Speakers:

1. **Mr Houlin Zhao,** Secretary-General, ITU- (BDT)
2. **Chairman: Ambassador Daniel A. Sepulveda**, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America
3. **High-Level Track Facilitator (HLTF): Dr. Tomasz Janowski**, United Nations University Operating Unit on Policy-Driven Electronic Governance (UNU-EGOV)
4. **WSIS Action Line Facilitator:** Ms Doreen Bogdan, Chief of Strategic Planning and Membership Department, ITU
5. **Antigua and Barbuda** - H.E. Mr Melford Walter Nicholas, Minister, Ministry of Information, Broadcasting, Telecommunications and Information Technology
6. **Guinea Bissau** - H.E. Mr João Bernardo Vieira, Secretaria de Estado dos Transportes e Comunicações da Guiné-Bissau
7. **Russia** - H.E. Mr Nikolay Nikiforov, Minister, Ministry of Telecom and Mass Communications of the Russian Federation
8. **Group of Fifteen -** Mrs. Samantha Jayasuriya, Deputy Permanent Representative of the Permanent Mission of Sri Lanka to the UN, on behalf of the Group of Fifteen
9. **Commonwealth Telecommunications Organisation**, Mr Shola Taylor - Head of Organization
10. **International Federation for Information Processing (IFIP) -** Mr Leon Strous, President
11. **DiploFoundation and Geneva Internet Platform -** Mr Jovan Kurbalija, Head of Organization
12. **Association of Scientists, Developers and Faculties International -** Mr Kokula Krishna Hari Kunasekaran, Head of Organization

Introduction

The resolution of the United Nations General Assembly on the overall review of the outcomes of WSIS, adopted in December last year, called for close alignment between the WSIS process and the 2030 Agenda for Sustainable Development. The resolution highlighted the cross cutting contribution that ICT can make to the Sustainable Development Goals (SDGs) noting that access to SDGs is both the means and the ends to development.

To this end, however, the resolution also expressed five major concerns: 1) that existing digital divides prevail and new divides emerge; 2) that the ubiquitous use of ICT must be based on new levels of confidence and security; 3) that the rights of individuals must be protected equally on-line and off-line; 4) that the progress brought in by ICT should be measured not only in economic terms, but also in terms of the realization of human rights and freedoms; and 5) that to serve as a development enabler, ICT must be grounded in ethical foundations. It is against this background that the session was held.

Vision

The session has once again highlighted the potential of ICT to bridge the digital divides, to develop knowledge societies, and to serve as an enabler for sustainable development.

Fresh Priorities

Fresh priorities include promoting innovation and entrepreneurship, e.g. through creating virtual spaces and providing access to advanced technologies, as well as fighting cyber-crime by adopting and implementing cyber security policies.

Emerging trends

Innovation and micro-spaces for inventors and entrepreneurs are appearing across Africa. African innovators are showing increasing leadership, while payment and money remittance services provide enabling conditions for entrepreneurs.

There is a need to move towards collaborative regulation and collaborative policies. We can no longer afford to have vertical policies and regulations.

Opportunities

Access is expanding and ICTs become more available, cheap and integrated into every aspect of our lives, in turn expanding opportunities for innovation and entrepreneurship.

Governments could create incentives, including funding, for ICT innovators to come up with new public service solutions, including birth and car registrations, sanitation, etc.

Setting up affordable social rates for Internet access could create opportunities for creating jobs in small settlements, and accessing affordable e-healthcare, e-education, and e-services.

Key Challenges

We need legislation and rules, as well as incentives and capital, for innovation to grow. The key challenges faced by governments is developing ecosystems and the necessary legal frameworks to offer services that are legally accepted and secure. Another challenge is to strengthen ICT communities in those countries that do not have them, e.g. through professional societies that contribute to developing and sharing knowledge with SMEs.

One of the key challenge of the modern diplomacy is building inclusive solutions. If the worldwide population is to be engaged and follow the global rules on climate change, sustainable development, Internet governance, etc. we need high ownership of what was agreed globally and we need engagement. The key challenge is increasing the inclusiveness of the policy processes, and the involvement of small and developing states.

Modern diplomacy is also challenged by the dichotomy between discretion and transparency. If peaceful resolution of conflicts requires the discretion of negotiation, and reaching compromises, we should allow it. Sometimes transparency could be counterproductive, as in many cultures compromise may be seen as loosing face.

Link with the WSIS Action Lines and Sustainable Development Goals (SDGs)

Network infrastructure is clearly required for advancing progress on the majority of the SDGs and broadband access can directly impact development. For example, ending poverty will be greatly advanced if the extreme poor have access to basic financial services that help them manage economic shocks and build wealth, including insurance, loans and microcredits. This can be done if they have and use mobile phones.

The principles of multi-stakeholder engagement that characterized the WSIS process has been validated. The effective participation and cooperation of governments, the private sector, civil society, international

organizations, technical and academic communities and other stakeholders, especially with balanced representations from developing countries continue to be vital in developing the information society.

A key condition for achieving the SDGs is the strengthening of local capacities, particularly the capacity of ICT professionals and ICT communities.

Case Examples

Guinea-Bissau is involved in designing a regional West African health information system to take advantage of data generated over cell phones and SMS applications. The aim is to reach out to the poorest in a cost-effective manner to understand their health challenges and turn this information into adaptable health policies.

Guinea-Bissau is also promoting mobile payment services based on which commercial banks offer loans, microcredit, savings, and other financial products and services.

Russia signed a special addition to the federal law on telecommunications concerning the provision of the universal service fund. The goal is to connect in the upcoming four or five years all small villages and settlements with populations of over 250 people with fiber optics. This will involve installing 215,000 kilometers of the fiber optics on land or through submarine cables. 1.2% of the telecom operators' revenues are dedicated to this fund.

ICT graduates are beginning to run successful IT companies in Nigeria. For example, a company called Jumer has a lot of successful in Internet-based e-Commerce. The company was founded by young persons who obtained bank loans to start.

Road ahead

Building partnerships is necessary. Where ICT communities do not exist, industry and governments share the responsibility to build them, helping with establishment, creating international linkages, and strengthening local expertise, knowledge sharing and cooperation. Governments could also put in place policies to ensure that banks set up a portion of their loans or financial supports to SMEs. The SDGs are about leaving no one behind. The further this goal, our role is to ensure that no one is left off-line.

Second session :

High-Level Track Facilitator (HLTF): Ms. Karen McCabe, Senior Director of Technology Policy and International Affairs, IEEE, USA

Introduction

- Mr Houlin Zhao, Secretary-General, ITU (BDT)
- Chairman: Ambassador Daniel A. Sepulveda, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America
- High-Level Track Facilitator (HLTF): Ms. Karen McCabe, Senior Director of Technology Policy and International Affairs, IEEE, USA
- UN Action Line Facilitator: UN Action Line Facilitator: Ms. Marion Barthelemy, Acting Director, Division for Public Administration and Development Management (DPADM), United Nations Department of Economic and Social Affairs (UNDESA)

High Level Speakers

- H.E. Mr. Daniel A. Sepulveda, Ambassador, Deputy Assistant Secretary Bureau of Economic and Business Affairs, US Department of State, United States of America
- H.E. Phommachanh, Minister of Post and Telecommunications, Lao PDR
- Mr. Victor Lagunes, Chief Information Officer, Presidency of Mexico
- Mr. Ömer Fatih Sayan, Head of Information and Communication Technologies Authority, Turkey
- Dr. Vincenzo Spiezia, Senior Economist, Measurement and Analysis of the Digital Economy, Directorate for Science, Technology and Innovation, OECD

Vision

- Digital economy is a powerful catalyst for growth, innovation and social inclusion
- The SDGs enable all sectors of a country's economy to flourish
- ICT are tool to transform countries into modernized economies by reducing poverty and creating jobs

- All people are secure in all their online identities so they can be secure in all their roles and responsibilities

Fresh Priorities

- Open data to create new services
- Stable, transparent regulatory framework, which is friendly to investment in infrastructure and based on competition

Emerging trends

- Growing response from citizens toward bringing forward solutions to government, i.e., crowdsourcing public policy. For example, open data policy in Mexico was crowd-sourced and based on thousands of citizen comments.

Opportunities

- Facilitating development of least developed countries through ICTs such as broadband and public access
- Increasing participation of commercial and noncommercial stakeholders and governments in cooperative and collaborative two-way exchange
- Deployment of 5G
- A stable, predictable and transparent regulatory framework
- UN to be more active on security and trust issues, which can be best addressed by through the UN forum/mechanism
- "Peer review," formal and informal, to share best practices between states on progress on the digital agenda.

Key Challenges

- Digital divide: how least developed countries can achieve the SDGs by 2030, given the challenges of the digital divide
    - Infrastructure investment
    - Capacity building and skills development for participation in the digital economy
- Complex and interconnected nature of ICT networks necessitates international cooperation to prevent illegal use of ICTs

Case Examples

- Empowering farmers in Lao with ICT to enhance production
- Increasing online access to education in Lao
- Telecommunication reforms in Mexico toward better pricing and increased accessibility to reduce the digital divide
- National dialog in Mexico to improve conversation between government and citizens for co-creation of public policy (e.g., open data policy)
- OECD creating mechanisms for measuring country progress on WSIS Action Lines

Road ahead

- Ministerial meeting in Mexico on progress on WSIS 2030 agenda and WSIS Action Lines. Meeting priorities:
    - Internet openness
    - Global connectivity, Internet as platform
    - Consumer protection, security and trust
    - Helping all stakeholders face new challenges to labor markets from the digital economy

AMBASSADOR DANIEL A. SEPULVEDA, DEPUTY ASSISTANT SECRETARY, BUREAU OF ECONOMIC AND BUSINESS AFFAIRS, UNITED STATES OF AMERICA

Mr. Secretary-General,

Excellencies,

Ladies and Gentlemen,

I am honored to be here chairing the 2016 WSIS Forum. This is the first Forum since the international community concluded its ten-year review of WSIS in December 2015, which presents an opportunity for us both to reflect on the past and to look ahead to the future.

It gives me an opportunity to express my appreciation for all the work that all of you have done to make this Forum possible. I know how much work goes into putting together an event like this. The UN staff and those that prepare us to be here are the unsung heroes of this process and the backbone of this community.

When the world came together in 2003 and 2005, delegates were only beginning to understand the potential of ICTs and the Internet. The question they had to grapple with was how to support the organic, bottom-up processes that were driving innovation and growth in this new space as it expanded from a research project to a global network. Fortunately, they chose to invest in, foster, and enrich that process.

Ten years later, in December 2015 in New York, the UNGA recognized and reaffirmed that this was the correct approach. By supporting those multistakeholder processes and structuring international efforts focused on people and development, implementation of WSIS has helped connect and empower more than 3 billion people and promises to do the same for the rest in the years to come.

With the High Level Meeting behind us, the question on everyone's mind is "where do we go from here?" And since the focus of the WSIS has always been on how we can use ICTs to achieve internationally agreed development goals, the 2030 Agenda for Sustainable Development is a natural place to start.

The 2030 Agenda is a milestone international agreement and an effective tool to advance our shared international development priorities. This new agenda and its 17 new Sustainable Development Goals (SDGs) will catalyze action to increase sustainable economic and social development for people all over the world.

The U.S. Government is heeding the SDG call to action at both the national and international levels to increase access to ICTs, as well as the ability to use them as a tool for development. For example, U.S. President Obama unveiled the Connect ALL Initiative in March 2016 to help Americans, at every income level, get online and have the tools to take full advantage of the Internet by connecting 20 million more Americans by 2020.

At the international level, the U.S. Department of State recently launched the Global Connect Initiative, which aims to catalyze multistakeholder efforts to help bring 1.5 billion additional people online by 2020. These initiatives, among many others, add to the collective effort by stakeholders around the world to bring the potential of ICTs to achieving the 2030 Agenda.

The WSIS and the Millennium Development Goals had only informal linkages, but it's clear that the WSIS Framework had a significant impact on progress towards achieving the MDGs. The WSIS+10 High Level Meeting recognized this progress and suggested a more formal linkage between the WSIS and the 2030 Agenda.

Although there is no single SDG that specifically focuses on information and communication technologies or increasing Internet access, there is broad acknowledgement that the continued development and deployment of ICTs are critical to realizing the SDGs and also to measuring them.

We believe that continued implementation of the WSIS Action Lines will organically contribute to the 2030 Agenda. We also believe that the WSIS community's work will foster greater connections among Internet and development stakeholders and allow for a stronger, and more realistic, understanding of ICTs' potential and the challenges constraining it in difficult development contexts.

ICTs can also play a crucial role in monitoring and measuring progress towards sustainable development, by facilitating data-gathering and analysis of indicators adopted for every Goal and target. UN agencies, including the ones that are co-facilitating this event, have begun work to identify these indicators.

I look forward to continuing this discussion with all of you this week. The WSIS Forum is an annual platform for discussion and sharing of best practices in the implementation of the WSIS outcomes among all stakeholders. I encourage you all to take the opportunity the WSIS Forum presents to meet new people, forge new connections, and foster new dialogue.

Thank You.

World Summit on the Information Society

H.E. MR JOAO BERNARDO VIEIRA, SECRETARY OF STATE FOR TRANSPORT AND COMMUNICATIONS, GUINEA BISSAU

Mr. Secretary-General,

Excellencies,

Ladies and Gentlemen,

THE WIDE WORLD FRAMEWARK IN 1999

In the last decades of the 20th century the new Information and Communication Technology (ICT) was implemented, especially in the developed countries, changing the modern society in many ways, which is known as digital revolution. Therefore, new opportunities and threats have raised, and many problems have been solved by using ICT. At the same time, with digital divide, new classes had emerged: those who have access to ICT and those who have not. As these challenges and opportunities require global discussion on the highest level, the International Telecommunication Union (ITU), following a proposal by the government of Tunisia during ITU Plenipotentiary Conference in Minneapolis in 1998, approved Resolution 73 to hold a World Summit on the Information Society and put forward it to the United Nations.

POLICY DECLARATION OBJECTIVES IN 1999

The policies of the Guinea-Bissau Government in the telecommunications
sector are associated with a dynamic approach of solutions that take into account the particular situation of the country. They found their expression in the Telecommunication sectoral policy Declaration, which aims to present, in a concise way, the general guidelines of the Government in the telecommunications matter and set targets for the development of the sector in a context of great changes.

In 1999, Guinea-Bissau has clearly opted for the liberalization of the telecommunications sector. This policy reflects the will of the Government to define a legal framework that was adapted to the context of this sector to the global and regional levels. The overall objective of liberalization is to increase the efficiency of the network and the telecommunications services in order to enable them to play their role of steering vector of national development through the conditions making it favourable to the

competitiveness of the economy within the regional framework (UEMOA and ECOWAS) and integration into the world economy. More specifically, liberalization would lead to achieve the following results:

a) Development of universal access/service. Liberalization should not cause the abandonment of development of universal access/service efforts, on the contrary, it must promote its expansion with new services that operators need. The liberalization will continue to extend networks and public telecommunications services to isolated geographical areas and disadvantaged social strata, in acceptable conditions.

b) Harmonious development of the telecommunications network. The liberalization stimulates the development of networks and telecommunications services that are essential to the growth of the economy. The Government would care for development of different networks and services stemming from liberalization takes place in harmony, to obtain a fully interconnected national network.

c) Involvement of the private sector. In 1989, Guinea Bissau did an important step in creating a private company joint capital, named Guine Telecom. Liberalization must seek to arouse the interest of other stakeholders in the provision of telecommunications services. Thanks to technological developments, it was already possible to produce telecommunications services and particularly new services (internet, paging, voice, etc.) with the national operator investment levels.

d) Job Creation. Liberalizations results in job creation in the global framework of telecommunications and so the Government must particularly take care of the social aspect throughout the process.

e) Financial accessibility of services. The competitive environment created by the liberalization minimizes tariffs and prices of telecommunications services, with special attention to the final consumer or to the intermediate user.

REASONS FOR THE LIBERALISATION IN 1999

At the national level, several key reasons make the necessary liberalization:

a) The national macroeconomic policy. The liberalization of the telecommunications sector is part of general policy of liberalization adopted in 1985. This policy leads to the progressive disengagement of the State from the productive economic sectors, which was till now promoted by private operators. Competitiveness in telecommunications will have a decisive influence on the economy. It is important to avoid bottlenecks affecting its operation, and one must take measures in order to make this sector more effective in national, regional and international context.

b) Economic and financial reasons. As the resources are limited, it is difficult in a single structure to offer the multiplicity of telecommunications services that will satisfy an increasingly diverse application.

c) The existence of potential investors. Currently, there are investors and traders prepared to offer telecommunications services as soon as there is an adequate regulatory framework.

d) The privileged position of current public telecommunications operator.
The State has granted to the ancient operator (Guine Telecom) the opportunity to develop a culture of private enterprise since 1989, as far as it occupies a privileged position in the liberalization process.

e) The compromise in the regional, sub-regional and international level.
Guinea-Bissau has adhered to the treaty of "West Africa Monetary Economic Union" (*Union Économique et Monétaire Ouest Africaine* - **UEMOA**), where the regional liberalization is referred in article 93. According to the principles of international law, Guinea-Bissau must take the liberalization into account, as well as all other provisions of the Treaty, in its national legislation. UEMOA membership opens good perspectives to economic operators in view of the extent of the market, requiring diverse and competitive telecommunications services in terms of quality and prices, to cope with the regional competition. The principle of the liberalization goes in the direction of the recommendations of "African green book": Africa policy for telecommunications, prepared by *International Telecommunications Union* (ITU), which became a document of reference for the African region.

One should not ignore the effects of the globalization of Telecommunications operation and more and more diversity of new services, because of technological change. Guinea Bissau, as a member of the World Trade Organization (WTO), endorsed the principle of liberalization of trade in services, including Telecommunications.

WORLD SUMMIT ON THE INFORMATION SOCIETY (WSIS)

The World Summit on the Information Society (WSIS) was originally the conferences that took place in 2003 in Geneva and in 2005 in Tunis, whose aims was to bridge the global digital divide separating rich countries from poor countries by spreading access to the Internet in the developing world.

In 2001, the ITU Council decided to hold the Summit in two phases, the first from 10th to 12th December 2003, in Geneva, and the second from 16th to 18th November 2005, in Tunis. On 21th December 2001, the United Nations General Assembly, by approving Resolution 56/183, endorsed the holding of the World Summit on the Information Society (WSIS) to discuss on information society opportunities and challenges.

World Summit on the Information Society

WSIS PLAN OF ACTION

The common design and basic concepts, contained in the Declaration of principles, found their translation in WSIS Action Plan, in the form of concrete measures.

The aim was to achieve gradually the development goals fixed internationally, namely in the *United Nations Millennium Declaration*, in Monterrey Consensus and in Johannesburg Declaration and Plan of implementation, by promoting the use of products, networks, services and applications that rely on the information and communication technologies (ICT), and help the country to overcome the problem of the digital divide. Governments and all other stakeholders carry out the information society envisaged in the Declaration of principles, in cooperation and solidarity way.

The information society is an evolving concept and its realization stage differs from one country to another, depending on the level of development. The evolution of technology, among others, quickly turns the conditions into which this society takes shape. The Plan of Action is therefore an evolving framework to promote the information society at national, regional and international levels. The special structure of the World Summit on the Information Society (WSIS), which consists of two phases, offers the possibility to take account of this evolution.

Developed countries should take concrete measures to respect their international commitments to financing for development. Namely, in the framework of *Monterrey Consensus*, developed countries that have not yet done so, have to take practical measures in order to allocate at least 0.7 per cent of their gross national product (GNP) to the assistance to developing countries, and to devote between 0.15 and 0.20 per cent of their GNP to the least developed countries.

Guinea Bissau further Policy Declaration on ICT

In the current world context, it has been sufficiently proven that the development of a country depends on the level of promotion, appropriation and use of information and communication technologies in their socioeconomic life.

So, it is understandable the attention and priority that Governments assign to this matter and that is the adoption of public policies designed to promote the use of ICT across the socio-economic life of their respective countries. Recently, the Government adopted a national strategy of development: the "**Strategic and Operational Plan 2015-2020"**, in which, among others, it is highlighted a particular

attention to the problems of development of modern telecommunications infrastructures, including the construction of the station and mooring of the submarine cable, with a view to increasing national and international bandwidth, thus opening the way to the Internet vulgarization use.

In the "**Strategic and Operational Plan 2015-2020"** framework it is highlighted the need of strengthening the quality and the capacity of the education system.

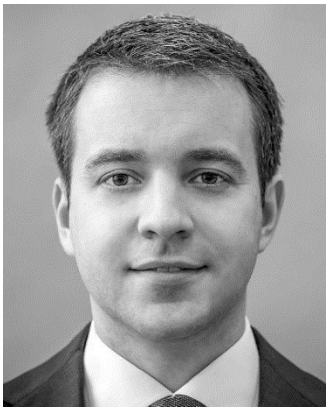
- Due to the enormous benefits that the promotion of the Internet use may lead to the fulfilment of these goals, particularly in improving the education system, through diversification and the provision of means of systematization and organization of teaching and learning processes;
- Considering these advantages and, within the framework of compliance with the sectoral policy guidelines on the promotion of the use of ICTs in socio-economic life, particularly in education;
- Having found a weak penetration of ICTs, especially the Internet, in public schools, due to the high prices that are currently practiced in the marketplace for access and acquisition of devices such as computers, its peripherals and accessories;
- With the conviction that the establishment of the bases for the dissemination of Internet use in schools, making it accessible to all teachers and students, will enable the achievement of the goals, in terms of socio-cultural and economic development of the country;

The Government has drawn up the following action plan to promote the use of information and communication technologies:

- Creation of multifunctional centres in schools and in places open to the public, to provide Internet access, word processing services and training in new technologies;
- Offer free Internet access in public places (*hotspots*);
- Computerization of the hospitals and other public services.

The Universal Access Fund of telecommunications/ICT has enabled the creation of multifunctional centres in schools and it is proposed to continue with this policy to cover all public schools until 2020. It should be noted that all operators of telecommunications/ICT are required to contribute, annually, with an amount equivalent to 3% of the net turnover after the interconnection charges, to the "Universal Access Fund". It is expected to invest about USD 20 million, over the next five (5) years, in the implementation of projects to promote information and communication technologies. This project will supported in 20% by the Universal Access Fund and the Government have not yet the fund needed to support the remainder 80%.

H.E. MR NIKOLAY NIKIFOROV, MINISTER OF TELECOM AND MASS COMMUNICATIONS OF THE RUSSIAN FEDERATION



Your Excellencies!

Dear colleagues and guests!

On behalf of the Administration of the Russian Federation I thank you for the invitation to take part in the WSIS Forum 2016.

High-level meeting of the UN General Assembly WSIS+10 in December 2015 has adopted the output document which highlighted the significance of ICTs for sustainable development and the need to facilitate high-quality, safe and affordable access to the information and knowledge, that could be achieved only through ubiquitous implementation of broadband technologies.

We see inextricable link between implementation of goals and targets of 2030 Agenda for Sustainable Development and WSIS processes.

In this regard I'd like to specifically highlight the ITU initiative "Connect 2020", its goals and targets which are directly linked to the development of broadband access and the implementation of one of SDG goals, i.e. to significantly increase access to ICTs and strive to provide universal and affordable access to the Internet in least developed countries by 2020.

WSIS-SDG Matrix linking WSIS Action Lines and Sustainable Development Goals (SDGs), which was developed by all the UN system organizations at the WSIS Forum 2015, clearly demonstrates the nexus between ICTs and implementation of goals and targets in the field of healthcare, education, bridging the gender gap, highlighting the special attention to women, youth, the elderly and people with specific needs. I'd like to specifically note the crucial role played by UNESCO in the implementation of the WSIS Outcomes and the need to develop unified international instruments on information ethics, media literacy and information literacy, and multilingualism in the information space.

Taking into account the importance of the broadband for the society, economy and state, Russia considers the promotion of development and implementation of high-speed broadband Internet as an important part of the ICT strategy.

Russia has been actively involved into strategic industry projects. More than 215 thousand kilometers of optical fiber links will be deployed in Russia to connect all settlements with the population between 250 and 500 inhabitants. It is obvious that during implementation of this large-scale project, the optical fiber links will be also deployed in many other settlements where the Internet access has never been available, and without this project no Internet connectivity would be ever provided there.

Mobile access to broadband services in our country is one of the cheapest in the world. Nowadays, Russian mobile subscriber pay for the communication services only about $4 per month on the average. Our plans for the development of broadband market in small settlements with the population over 250 inhabitants assume that subscribers would pay only 70 US cents per month for Internet connection at 10 Mbit/s. This clearly demonstrates that communication services in Russia are socially affordable compared to other countries all over the world.

Implementation of the adopted plans would provide by 2018 the availability of broadband services up to 97% of the population. This would allow the Russian Federation being one of the leaders among participants of the world communication by the level of communication development, and would serve as the platform for the implementation of the goals and tasks of the 2030 Agenda for Sustainable Development in order to comprehensively meet social and economic needs of every citizen of our country including children, retirees and people with specific needs.

The State programme "Information Society, 2011–2020" was developed in the Russian Federation to establish integrated and efficient system for using information technologies, with maximum benefits for citizens. Implementation of the programme would establish conditions to increase the quality of education, take organizational measures for providing high-tech medical care to people living remotely from scientific and medical centers, provide social protection for the population based on the development and application of information technologies.

It is obvious that Internet becomes a medium to match relationships between citizens and government. We want this medium to be safe, stable and predictable.

Russia consistently advocates the internationalization of Internet governance, transition of Internet governance under international monitoring which ensure equal rights to all states. Being the fundamental element of ICTs, the Internet is the heritage of mankind in the context of implementing SDGs, and cannot be governed by one state. The ongoing Internet governance reform cannot satisfy the majority of international community as it leads to the Internet still staying under the jurisdiction of one state.

Russia supports the establishment of Working Group on Enhanced Cooperation of the UN Commission on Science and Technology for Development, which aims to complete the implementation of Tunis Agenda that will enable governments to carry out their roles and responsibilities in international public policy issues pertaining to the Internet, on an equal footing.

In conclusion I'd like to reaffirm that Russia is interested in a constructive cooperation with all partners for the best usage of the potential of ICTs to reach sustainable development, including the context of Post-2015 Development Agenda.

I wish all participants success and new constructive solutions and ideas!

Thank you for your attention.

MRS SAMANTHA JAYASURIYA, DEPUTY PERMANENT REPRESENTATIVE OF THE PERMANENT MISSION OF SRI LANKA TO THE UN, ON BEHALF OF GROUP OF FIFTEEN

Mr. President,

I wish to take this opportunity to deliver this statement on behalf of the Group of Fifteen, a Group of developing countries that is dedicated to fostering South-South cooperation for the mutual benefit of the membership and working towards commonality of positions on issues of shared interest. Our Group is deeply pleased to be part of the World Summit on the Information Society (WSIS), the world's largest annual gathering of the 'ICT for the development community.

At the very outset the Group of Fifteen wishes to acknowledge the co-organizers of this Forum, the ITU, UNESCO, UNDP and UNCTAD which have worked in close collaboration with all WSIS Action Line Facilitators/Co-Facilitators to enable this event and congratulate **Ambassador Daniel A. Sepulveda** for being nominated to Chair this Session. The Group also welcomes the UN General Assembly Resolution 70/125 of 16th December, 2015 which recognized the necessity of holding this Forum on an annual basis and called for a close alignment between WSIS and the Sustainable Development Goals (SDG) processes. This year holds great significance as humanity moves towards the implementation of the ambitious action oriented framework of the 2030 Agenda for Sustainable Development as endorsed by world leaders at their Summit in New York in September, 2015. After years of negotiation and planning 'the time for action has now come.

The 2030 Agenda for Sustainable Development has once again highlighted the great potential of ICT to accelerate human progress, to bridge digital divides and to develop knowledge societies. In this regard it is important to identify emerging trends in ICT, fresh priorities and innovations for advancing the 'ICT for development' agenda, while strengthening the impact of ICTs as an enabler of sustainable development. It is also clear that ICTs have become an integral part of socio- economic development, especially in the developing countries.

Mr. President,

The G-15 also wishes to acknowledge the concerted efforts made by the ITU to highlight the role that ICTs will play in achieving the SDGs. Our Group has identified the 2030 Agenda for Sustainable Development as a key priority for developing nations and attaches great value to the WSIS Forum as the largest multi-stakeholder annual gathering of the 'ICT for development' community.' The G-15 values the principles of multi-stakeholder cooperation and engagement that have characterized the WSIS process since its inception, recognizing that effective participation, partnership and cooperation of Governments, the private sector, civil society, international organizations, the technical and academic communities and all other relevant stakeholders, especially with balanced representation from developing countries, that continues to be vital in developing the information society.

On behalf of the G-15, I would like to wish every success to the WSIS Forum.

MR SHOLA TAYLOR, HEAD OF COMMONWEALTH TELECOMMUNICATIONS ORGANISATION

I would like to commend all stakeholders, particularly the ITU, UNESCO, UNDP and UNCTAD, whose tireless work through the WSIS process has brought about a global understanding and a commitment on the potential role of information and communication technologies (ICTs) for development. The CTO has made some notable contributions to this process, including on the inclusion of ICTs in the Sustainable Development Goals.

The ubiquity of ICTs has made far-reaching and exciting changes in all spheres of life and society, from economic development to social interactions. We, the ICT stakeholders, need to work collectively and collaboratively to ensure that the benefits of ICTs are maximised and equitably distributed. This is of particular importance to the Commonwealth, a unique collective of 53 countries with a combined population of 2.2 billion, whose membership includes both well-endowed and less-endowed countries, highly literate to less literate people.

The CTO's new strategic plan for 2016 to 2020 seeks to address this goal by prioritising its interventions in selected key areas to ensure greater impact. We will assist our members to create forward-looking regulatory environments that will encourage investments, facilitate innovation and maximise resources. We will promote broadband in order to ensure ubiquitous access, surmounting the challenges of geography, affordability and literacy. We will advance Cybersecurity in order for people to enjoy the benefits of Cyberspace, safely and securely. We will facilitate the development, replication and utilisation of ICT applications. Importantly, we will deliver on these objectives by primarily leveraging the unique strengths available within the Commonwealth family.

The Commonwealth, working on the basis of consensus, presents a useful model for the governance of Cyberspace. We believe in a consensus-based, multi-stakeholder model that takes into account the open, decentralised and distributed nature of the Cyberspace, which was the foundation for the *Commonwealth Cybergovernance Model* developed by the CTO in 2014 and adopted by the Commonwealth ICT ministers. Based on this model, the CTO was able to develop a model *National Cybersecurity Strategy* which I am pleased to say has already been adopted by a number of Commonwealth countries and more are due to follow suit in 2016.

In the past we have been successful in working in harmony with other stakeholders, particularly the ITU and UNCTAD, in addition to a range of regional organisations. However we believe that there is more scope for us to work collaboratively, avoid duplication, and deliver better value to our common stakeholders. Indeed this will be further proof of the potentials of ICTs to bring together stakeholders in pursuit of common goals.

MR LEON STROUS, HEAD OF INTERNATIONAL FEDERATION FOR INFORMATION PROCESSING (IFIP)

Your Excellencies, Ladies and Gentlemen,

As President of the International Federation for Information Processing (IFIP), it is my honour and privilege to address you at this event and to have the opportunity to reflect on the sustainable development goals and the way IFIP contributes to achieving them.

IFIP is the global federation of national and international scientific, technical and professional ICT societies. Combined, these societies represent an enormous source of knowledge and experience in all aspects of ICT. This knowledge and experience has to be, is and will be used to contribute to the Agenda 2030.

Summarized, IFIP aims at achieving a worldwide professional and socially responsible development and application of ICT, by:

- enhancing international cooperation between national and international organizations, and among individuals, in all aspects of research, development and application of ICT
- increasing professionalism in the ICT workforce
- promoting digital equity
- educating the public and enhancing public understanding
- disseminating and exchanging information.

The world has moved from the Millennium Development Goals to the Sustainable Development Goals. While we have to look ahead towards 2030, it is also useful to look back to see whether our approach needs adjustment and if so, where and how. In the year of the first phase of WSIS, 2003, IFIP organized its first World IT Forum (WITFOR) in Vilnius, Lithuania, hosted by the government of Lithuania. WITFOR

has a successful concept by bringing together high level politicians on ministerial level, policymakers, researchers and practitioners from developed, emerging and developing countries together in one event with the aim of sharing experiences about and discussing together ICT policies and practical experiences. The first edition resulted in the Vilnius Declaration that reflected the work done so far and included a commitment to achieve goals that were very close to the, at that time not yet defined, MDG's. I will highlight a few of the statements in my speech, in the written contribution I have included the full set of statements for your reference.

Looking at the list of actions it is safe to conclude that our approach is still valid and effective. However, the challenge is to accelerate the actions if we want to realize the Agenda 2030. The major factor to help increasing the effectiveness is partnerships. And that is exactly what SDG 17 is about. IFIP is keen to contribute to the Agenda 2030 and invites all of you to discuss possibilities for effective and efficient partnerships, in various ways for various goals and action lines.

Thank you.

Annex
Statements from the Vilnius Declaration as the outcome of IFIP WITFOR 2003, Vilnius, Lithuania.

We, the participants,

- Aware of the complexity facing national governments in developing reliable and affordable ICT
- Further aware of the importance and need of safe and secure ICTs as the foundation of global, regional and local Information and Communication services supporting governments, organizations, enterprises and individuals
- Convinced that governments need to build upon ICT- related achievements and independently evaluate existing pilot projects from the perspective of beneficiaries
- Subscribing to the importance of safeguarding the economic, social, environmental and cultural rights of all peoples, with special attention to the protection of traditional societies and indigenous people
- Believing in the equitable and ethical sharing of the benefits of ICT and the minimization of any negative impacts
- Fully accepting the realities facing often demanding partners, especially in the sector of economic investment required to set up the physical infrastructure
- Conscious that most of the discussions on the future of the information society is being driven by technology push more than by citizens´ needs call upon national governments, civil societies and other partners to commit themselves to the implementation of the above stated objectives and to translate their commitment to the development of ICT through the creation of a favourable environment for partnership and economic investment. We resolve to work closely with all the above-mentioned partners and commit ourselves to the following strategic actions:

World Summit on the Information Society

- Inviting national governments to give priorities to national socio-economic development plans for the creation of ICT infrastructures through
  - International co-operation among central governments and through international development agencies
  - The establishment of public and private partnerships as the cornerstone of the deployment of ICT at the local and national levels
  - Facilitating investments in the physical infrastructure by international and regional financial institutions
  - Supporting the development of new ICT tools and contributing to international programmes for ICT advancement
  - Ensuring affordable and equitable accessibility to ICT between urban and rural communities and between men and women, taking into consideration the existing generation gap
- Urging national governments to guarantee the application of the principles of freedom of expression and privacy through appropriate legislation that will
  - Implement these principles as they apply to traditional media, also to the Internet, and satellite broadcast
  - Promote public access to data and information of public interest which is held by governments, private organizations or companies
- Ensuring a continuous process of education on the rights of citizens as a fundamental element of poverty alleviation by facilitating affordable universal access to the Internet and encouraging networking and dialogue between the diverse communities of interest
- Facilitating knowledge and information sharing (especially as it affects the rights of the poor and the excluded) and facilitating their progressive integration into the fabric of cities, towns and societies to reduce existing social tensions and conflicts
- Encouraging international cooperation for the provision of safe and secure information and communication networks and systems
- Supporting the development and adoption of Free and Open Source solutions wherever it is more affordable and /or suitable than proprietary solutions
- Promoting a harmonious society within the cultural diversity of countries, convinced that national languages must never be seen as an obstacle to access to ICT
- Facilitating an environment and a physical and legal infrastructure for the establishment of public domains where universal access to content is guaranteed as an essential part of the freedom of expression with due respect to legislation governing the rights to intellectual property
- Empowering all communities, especially grass roots communities, through systematic programmes aimed at developing literacy, including ICT literacy, which progressively involve community members in cooperative actions
- Encouraging the use of new ICT tools, especially with regard to the new development paradigm in e-governance and e-democracy

  - Giving due regard to social and ethical aspects and the special needs of different groups in society
  - Empowering them to benefit from the digital revolution
- Promoting the use of ICTs to address the basic needs of communities, particularly by creating a modern social health system that would improve their quality of life with special emphasis on
  - Targeting major health problems in developing countries notably HIV/AIDS, TB, Malaria and mother and child health care, through effective health management information systems
  - Optimizing the use of free and open source software, models and component specifications in future health information systems
  - Intensifying training and education in local adaptation, maintenance and use of health related information systems
- Improving the use and application of ICTs in projects aimed at protecting the local and global environment for future generations, and in developing systems for monitoring potentially environment-threatening process and systems that will ensure a continued healthy environment.

We, the participants, representing national governments, business communities, NGOs, IGOs, academia and international organisations invite all partners to translate the above strategic actions into implementable action plans. We call upon all national, regional and international financial institutions to be involved in the implementation of these action plans by investing in the necessary development of ICTs at local, regional and national levels.

MR JOVAN KURBALIJA, HEAD OF DIPLOFOUNDATION AND GENEVA INTERNET PLATFORM

According to Jovan Kurbalija, founding director of DiploFoundation, both discretion and transparency are needed, (secrecy not being possible anymore in the modern world) to reach diplomatic agreement. This dichotomy, as he describes it, is one of the key challenges in diplomacy. For Dr Kurbalija, the analysis of most of the latest breakthroughs in diplomatic negotiations (the rapprochement of Cuba and the USA, the Iranian Nuclear deal etc.) demonstrates the requirement of a certain level of discretion. He emphasises this necessity, as well as the difference between discretion and secrecy in reference to Woodrow Wilson and other authorities when they declared in 1918, that diplomatic negotiations should be held in private but the outcomes of discussions should be published publically.

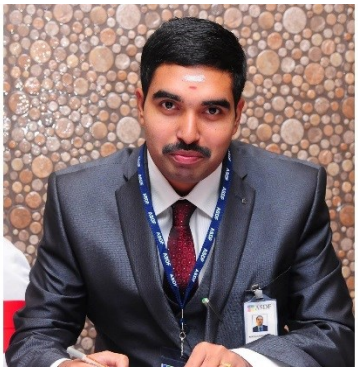
Kurbalija describes the purpose of diplomacy as the achievement of peaceful resolution of conflicts, consequently requiring discretion in negotiations. Accordingly, he analyses transparency as sometimes counter-productive, as for him, diplomatic discussions do not need to be shared on social medias and cameras. Indeed, discussions about questions of compromise (which is not a favourable concept in many cultures worldwide compared to military victories and heroic past) should not necessarily be public in his opinion, because they would cause negotiators to preach to the audience back home and national stereotypes something that could win the votes, instead of trying to compromise. From Kurbalija's point of view, diplomacy has to learn from this main dilemma of needing more transparency but also privacy, in order to serve the changes in the world and to come up with solutions in the conflicts to come.

Concerning DiploFoundation's contribution to the SDGs and WSIS processes as an organisation with special consultative status with the United Nations Economic and Social Council, Kurbalija considers one of the challenges of diplomacy to be inclusive solutions, as having populations worldwide to follow the rules and engage in climate change, sustainable development and Internet governance, requires high ownership of global agreements. Consequently, DiploFoundation has been contributing to the SDGs and WSIS processes through increasing inclusiveness of diplomacy processes.

For him, one of the goals of the Geneva Internet Platform is to increase the understanding and inclusiveness among people involved in ICT, diplomacy and economics, to avoid miscommunication between professional cultures and different levels in these fields. However, DiploFoundation also contributes to the SDGs and WSIS processes through its work on increasing the involvement of small and developing states in policy processes with the help of the Swiss government. Pointing out that more than 20 small island states still do not have a full representation in Geneva, Jovan Kurbalija estimates that

bringing these states into the global policy process in Geneva is part of DiploFoundation's core mission that is undertaken through work on the pro-development aspect of making global governance and diplomacy more inclusive.

MR KOKULA KRISHNA HARI KUNASEKARAN, HEAD OF ASSOCIATION OF SCIENTISTS, DEVELOPERS AND FACULTIES INTERNATIONAL



Your Excellencies,

Honourable Ministers,

The Secretary General of UN,

The Secretary-General of the ITU,

Distinguished delegates,

Ladies and Gentleman.

I bring you warm greetings from the smile representing ASDF International.

Let me introduce myself for the 1st time to join WSIS 2016, My name is Dr Kokula Krishna Hari Kunasekaran shortly addressed as KK, I am the Secretary General of ASDF (Association of Scientists, Developer and Faculties), Member of ASDF Governing Council, and consultant at various Governmental entities across the world in the implementation of 5G Network, eLearning mechanisms and IoT standards.

Learning abilities of people differ from country to country and continent to continent. The content delivered in those classes aren't the same, there are various factors which quote the difference. The strategy differs from institute to institute and teacher to teacher. The information technology into the cloud and other spaces are now in the phase of growing so faster comparing to the last decade.

The advancements in technologies have grown like an ungoverned endeavour enabling the faster networking activity of the educational systems. The best case would be the research empanelment which could clearly say how easy it is to access the contents from the other continents. The publicly known knowledge repository is now being maintained by each and every country and the same is accessible by its knowledge partners to build a strong capacity based indexed. This has widely nurtured the active collaborations between the countries.

The concept of eLearning has grown widely covering all the areas which induce the virtual classrooms and live demonstration classes. The resources are mostly available over the internet in open-access mode. At ASDF, we have the knowledge repository of Electronic Digital Library (EDLIB) to view the research contents without any registration or access of data. ASDF has taken a wide initiative in converting all the non-English documents into the English Documents as a stepping stone in the development of Research and Development scope across the world. The first mission was to partner with the ASEAN countries where the research works are highly multi-lingual.

Making the data available and highly accessible is one of the most convenient features of the present world ICT. Building a strong online infrastructure to facilitate the easiest learning methodologies is the need for the hour and agility needs to be improvised among the strong countries. The local chapters of ASDF have been directed by me to set-up the cyber universities and offer the certificate programme in various areas. Empirically free courseware needs to be provided to all the citizens catering the thirst of their learning and capacity building knowledge.

Concluding, we are looking forward to continuing working together with the World Summit on the Information Society community towards building a large castle of digital literacy driven by social elements at large.

Mr Chairman,

We take this opportunity to thank all the Member States and Stake Holders for their efforts towards finalisation of the Outcome Document to be adopted by this high-level WSIS 2016 and recommit for future participation from ASDF into this WSIS.

I Thank you, Mr Chairman!

MR VICTOR LAGUNES, CHIEF INFORMATION OFFICER, PRESIDENCY OF MEXICO

First I would like to thank to ITU, UNESCO, UNDP and UNCTAD for hosting us. Particularly, thanks to our Facilitators and to our Chairman, Mr Daniel Sepulveda from the USA. On behalf of the government of Mexico, thank you all for organising this high level event.

Once more the International Community gathers at this WSIS Forum 2016 to recognize the importance of addressing issues that matter the most in people's lives: access to education, healthcare, climate change among many others. However, it seems absurd that in 2016, when we are developing cars that drive themselves, robots that have landed in mars and artificial intelligence, we still have such disparities.

At our high level ten year review discussions, last December, we were granted the opportunity to renew our commitment to a people-centred Information Society. The WSIS+10 outcomes allowed us to refocus on the identified linkages between the 2030 agenda including its 17 Goals and the 11 WSIS action lines.

Mexico is aware that one of the biggest challenges to this Agenda is delivery and accountability. As so, we believe countries should locally build simple delivery and accountability systems that monitor progress and set-backs, and that include citizen participation as a key monitoring tool.

Technological breakthroughs of the last decade have had a huge impact in the way we understand things. More importantly, we now have better, faster and more efficient ways to solve our major issues.

Mexico is an active supporter of the principles driven by the SDGs (Sustainable Development Goals) and so a strong believer of the WSIS action lines as an overarching framework for implementation. Since the implementation of the Telecom Reform in 2013, Mexico has developed and implemented a set of strategies to foster a more inclusive and sustainable development environment. We are using the

internet, innovation and ICT to change how government works, how it delivers public values and along with society, co-create better public policy outcomes.

Globally, last year, during the United Nations General Assembly, Mexico launched the International Open Data Charter as a mechanism to foster coherence and collaboration among Open Data initiatives across the world. In addition, we created a National Open Data Tool to monitor each of the SDGs. This tool was created on open source and can be replicated by other countries as a mean of accountability and innovation to achieve SDGs at a global scale. Now, let me highlight some of the many initiatives that Mexico is doing locally to impact globally:

- *Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all (SDG 4)* is one of the greatest challenges in our country. Throughout developing ICT applications, such as e-learning (WSIS action line 7), Mexico is offering free Massive Open Online Courses, known as MOOCs, spreading access to education to all Mexican population. The "MexicoX" Platform is a step forward in the twenty-first century education. Today, there are more than 600,000 users worldwide of MexicoX. The platform has been developed in partnership with the Ministry of Education, and today we are delighted to highlight that it has been awarded one of the 2016 WSIS prizes.

- Reducing maternal mortality is one of the most pressing issues of Goal 3. Lack of sufficient information and failing to attend doctor's visits during pregnancy are some of the main factors of maternal mortality. Mexico has made significant efforts to address this issue, but we never thought *that technology, open data and citizen participation would become the game-changers*. Therefore, We launched *Prospera Digital* to empower women through the use of their cell phone as a new tool to monitor and take care of their pregnancy providing a new, direct channel to communicate with their doctor. So far, *Prospera* has thousands of women actively participating, and through its response mechanism it has successfully resolved a significant number of medical emergencies.

- Technology can also be of great help in another pressing issue: Climate Change (Goal 13). There is no denying that it does not discriminate between countries, cultures or economies. But to address this complex issue, we need to understand its causes and consequences. Therefore, we need to use technology and open data to create innovative and evidence based policies. Aligned to WSIS action line C7 (e-environment), the Government of Mexico developed an open data tool,

fed by 50 priority datasets, to illustrate and put into context climate change, its consequences and actions that can be taken by citizens and government to reduce emissions. This tool uses technology to complement a national policy that fosters a more socially responsible Mexico.

As an international community we have been granted the opportunity to change our future.The WSIS+10 meeting sets the role of ICTs as a mean of implementation of the 2030 Agenda for Sustainable Development. It is our responsibility to work tirelessly, fully employing our available resources to achieve the most impactful and transformative results by 2030. This is no easy feat, but we face a unique moment in history in which technological innovation together with responsible leadership will lead the way of a brighter future.

MR ÖMER FATIH SAYAN, HEAD OF INFORMATION AND COMMUNICATION TECHNOLOGIES AUTHORITY

His Excellency Mr Houlin Zhao,
Distinguished Ministers,
Representatives of international and regional organizations,
Representatives of civil society,
Representatives of private sector,
Stakeholders of WSIS Process,
Ladies and Gentlemen,

It is a great pleasure and honour for me to be here today as an active participant to the WSIS Forum.

I would like to thank International Telecommunication Union and other organizers for establishing this platform and keeping the WSIS spirit alive for ten years.

Last December, United Nations General Assembly held a special session for ten year review of WSIS. With this session, we had the chance to evaluate and discuss legacy of WSIS and how to move forward. It is very significant that this session was held along with special meeting of Counter-Terrorism Committee on preventing terrorists from exploiting internet and social media. I hope that WSIS Forum will continue to contribute to these beneficial discussions.

A safe and secure ICT environment is not only desirable but also a necessity. In this context, building trust and confidence comes forth among WSIS action lines. Without a safe internet, ICT industy would not make its potential contribution to economic and social welfare of the world. In the online world, we do not have one identity. We are professionals, parents, users and gamers at the same time. We should feel safe and secure online with all these identities. To achieve this, I invite all stakeholders to be active in their respective roles and responsibilities. In October, Turkey will host a workshop on empowering the future citizens in cooperation with ITU. We hope that such activities should enable closer dialogue between all stakeholders in order to reach a common understanding.

Ladies and Gentlemen,

United Nations recently set new targets for the world. This time we are not trying to eradicate hunger by giving food. We are trying to change the world. We are not only aiming to help the poor. We are working to change conditions that create poverty. We are working to change the education, healthcare for better. We are working to protect the environment for future generations. We are working to live in sustainable cities. We are working to create decent jobs. And for all of these, we need ICTs more than ever.

In this context, it is very pleasant that WSIS action lines are quiet in conjunction with the sustainable development goals.

After ten years of implementing WSIS action lines, it is now time to increase the speed of development efforts in terms of ICT. We urgently need better information societies for solving problems of the world. An information society is a society where healthcare is modernized, transportation is efficient, energy is renewable and affordable. An information society is a society where no one is left behind. I believe that these are the goals that all stakeholders would certainly feel proud to contribute.

Ladies and Gentlemen,

We are all descendants of migrants. Refugees, asylum-seekers, displaced people, immigrants, whatever is their name legally, people are trying to avoid catastrophes everywhere and make their lives count. We have to prevent atrocities and we have to heal their wounds. Effective usage of information and communication technologies will keep their ties with their origin countries, help them preserve their identities. And at the same time, ICTs will help these people to fit in to their new communities. Inclusive societies could only be established when we know how to get benefit from ICTs. Barriers to reach information should be lessened everywhere, but it is much more critical when it comes to the refugees. With this vision, for refugees hosted by Turkey, we make it easier to reach ICTs by facilitating bureaucratic processes.

In spite of the big steps taken in the field of ICT recently, digital divide still remains as a significant obstacle. It is a broadly accepted fact that a sound legal and regulatory framework helps bridging the digital divide. In this regard, I firmly believe that cooperation and exchange of knowledge and experience between regulators will improve regulatory capacity and thus contribute development of ICT sector.

Mobile technologies are the main driver of digitalization trend all over the world. In Turkey, 5G is one of the hot topics in our agenda. We want to become one of the first countries to use 5G technology. We are willing to participate in global platforms and to contribute to national and international studies to get the new generation technologies into our country. In this regard, we have successfully concluded IMT-Advanced Authorization Tender in a very open and transparent way in Turkey at the end of August last year. This tender has been the biggest tender in the sector for the last ten years. Total cost is more than Euro 3.9 billion for the sale of total frequencies of 365.4 MHz. The operators have already started to provide service at the beginning of April this year enhancing further the value added mobile services and applications in Turkey.

One of the most significant investments in Turkey is FATİH project. "Movement of Enhancing Opportunities and Improving Technology": The aim of this project is to enable equal opportunities in education and improve technology in schools for the efficient use of ICT tools in the learning-teaching processes. The project proposes developing the lecture rooms with technical infrastructure. FATIH project has five main components. These are providing equipment and software, educational e-content, effective use of the ICT in teaching programmes and in-service training of the teachers. In the big picture, FATIH connects all national education network with its 1 million teachers, 42.000 school management, 16 million students and their parents. With this project, I believe that a significant part of the Tunis Agenda will be accomplished in Turkey, and we will be not one but many steps closer to an information society.

Ladies and Gentlemen,

Data usage increases exponentially in both mobile and fixed networks thanks to the new applications, products and services. Especially, Over-the-Top (OTT) services revolutionize the way of delivering ICT services. OTT services create added value, but on the other hand they affect the whole broadband ecosystem, in particular the network operators' revenues and their ability to finance network deployment. So, regulators should discuss Net Neutrality and evaluate pros and cons in this regard.

Before concluding, I would like to emphasize that World Summit on Information Society has created a very important platform for multistakeholder dialogue and we are proud to be the host of 2014 for Internet Governance Forum. WSIS also gave us another very important term which is "enhanced

cooperation". To this date, we have not found a way to move forward on that path. There is still confusion on what "enhanced cooperation" is. Working Group on Enhanced Cooperation under the Commission on Science and Technology for Development could not reach a consensus on 2013. As a result of WSIS+10 outcome, now a new working group is being established under CSTD. We wish success to this group and call all the parties to be open to new ideas. We wish that this time finding a common ground would not be that difficult.

I would like to wish you the best in the WSIS Forum 2016. Thank you very much.

DR VINCENZO SPIEZIA, SENIOR ECONOMIST, MEASUREMENT AND ANALYSIS OF THE DIGITAL ECONOMY, DIRECTORATE FOR SCIENCE, TECHNOLOGY AND INNOVATION, OECD

Madam Chairman,

Mr. Secretary General,

Honourable Ministers,

On behalf of the OECD, I would like to thank you for holding this high-level track of the 2016 WSIS Forum.

The world has seen significant advances in human development since the turn of the century. Despite these achievements, significant challenges remain ahead of us.

Shared prosperity and the fulfilment of our intergenerational responsibilities can only be achieved through collaborative partnership involving all countries and all stakeholders. The 2030 Agenda for Sustainable Development provides a useful universal framework to strengthen collective action towards common goals.

The OECD has contributed to shaping the 2030 Agenda. In 2015, OECD Ministers confirmed their commitment and welcomed an OECD Action Plan for the Sustainable Development Goals. According to this Action Plan, the OECD will:

- Support countries as they identify where they currently stand in relation to the SDGs, where they need to be, and propose sustainable pathways based on evidence;
- Reaffirm the OECD's role as a leading source of expertise, good practices and standards in economic, social and environmental areas of public policy that are relevant to the SDGs;
- Encourage a "race to the top" for better policies that can help deliver the SDGs, through the use of hallmark OECD approaches, such as peer reviews, statistical reporting, policy dialogue and soft law.

As part of this commitment, the OECD has been making a key contribution to the Partnership on Measuring ICT for Development, building on the OECD statistical framework and analytical expertise to measure progress along the WSIS Action lines.

The digital economy is a powerful catalyst for innovation, growth and social prosperity. It can serve our shared vision to promote more sustainable and inclusive growth focused on well-being and equality of opportunities, where people are empowered with education, skills and values, and enjoy trust and confidence.

On 21-23 June 2016, Ministers and stakeholders will gather in Cancún, Mexico, for an OECD *Ministerial Meeting on the Digital Economy: Innovation, Growth and Social Prosperity* to move the digital agenda forward. [I take the opportunity that Mr. Victor Lagunes is here with us today to thank Mexico for its generosity in hosting this meeting].

The *OECD Ministerial Meeting on the Digital Economy* will be a milestone towards the goals of the 2030 Agenda and the WSIS Action Lines. Mr. Chairman, Mr. Secretary General, Honourable Ministers, Distinguished Delegates, the OECD looks forward to your participation in this event.

What policy areas does the OECD regard as a priority for the international community?

OECD countries have identified four key policy areas.

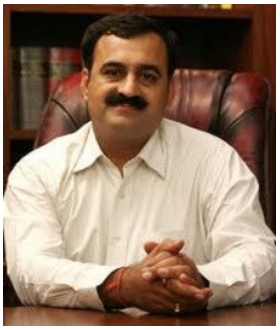
The first is *Internet openness*. Internet openness can allow countries to benefit from the digital economy as an enabler of innovation, international trade and social well-being. At the same time, Internet openness calls for policies to strengthen the protection of privacy, security, children online and intellectual property.

The second policy area is *global connectivity*. We need to further develop a policy framework to preserve the Internet as a global platform enabling new and innovative services over interconnected, high-speed networks, notably those associated with the Internet of Things.

Third, well-tailored *consumer protections* are essential for the further development of digital markets, to the benefit of consumers and businesses alike. It is urgent to address *digital security and privacy risks* as an economic and social risk at the highest level of leadership. Two recently revised OECD Recommendations in this area provide a sound basis for action.

Finally, governments, businesses, trade unions and academia need to address *new labour market challenges*, through policies to foster employment in new jobs enabled by digital technologies, to accompany workers along the transition to these new jobs, and to help to ensure job quality.

Greater use of digital technologies increases demand for *new skills*, which many people around the world do not seem to have. Actions are needed to help to increase the responsiveness of national skills development systems to changes in skills demand and to seize of new learning opportunities, such as massive online open course and open educational resources, created by digital technologies.



MR PAVAN DUGGAL, PRESIDENT OF CYBERLAWS.NET AND ADVOCATE FOR SUPREME COURT OF INDIA

Mr. Chairperson,

Excellencies,

Ladies and Gentlemen!

ITU, Thanks for giving us this opportunity.

Today in mid-2016, the world is going through an extremely complex period. The physical world challenges and complexities that the Governments of the world are facing, are being accompanied by huge, rapid adoption of the electronic ecosystem by the digital have-nots. Consequently, various new, legal and policy challenges and trends have started emerging, which have engaged the attention of the relevant stakeholders.

The first thing to note is that despite the rapid growth of the Internet, there is no single international global treaty on Cyberlaw. In this context, countries all over the world are trying to come up with their own national legal approaches to deal with cyberspace challenges. Consequently, countries have started

coming up with their own distinct, national legislations and legislative approaches to deal with cyberspace challenges that are intrinsically global in nature.

In addition, countries are not only engaging in bilateral arrangements to secure their cyberspace interests but are also increasingly pushing the envelope, for developing the norms of behaviour in cyberspace. Consequently, Cyberlaw as a paradigm is continuing to grow rapidly.

After the Snowden revelations, countries have yet to find out the fine golden balance that needs to be evolved between protection and preservation of freedom of speech and expression as also online liberties on the one hand, and the sovereign interests of interception, monitoring and blocking on the other hand.

Further, Cyber security has engaged the attention of the entire world community over the last one year and consequently, a new discipline of law is beginning to evolve, known as Cyber Security Law. Cyber Security Law can be defined as the new emerging legal discipline within the Cyberlaw umbrella, which deals with all the legal, policy and regulatory issues pertaining to cyber security, its protection, preservation, maintenance and continued updation.

Different countries have started to come up with legal frameworks to deal with cyber security and its protection and preservation. However, the advent of the Darknet has brought in, new challenges and aspects pertaining to protection and preservation of cyber security. Increased adoption of the Darknet, the anonymity that the Darknet provides to cyber criminals, and its increasing use for cyber criminal and cyber terrorist purposes, have further brought forward new legal challenges on how to regulate Darknet cyber criminal activities, by piercing the anonymity veil.

Cyber crime and cyber terrorism are constantly on the increase. In this context, the increased use of Bitcoins for cyber criminal activities has further propelled the stakeholders to look at ways of regulating legal challenges thrown up by technologies like Blockchain.

The recent attacks at Brussels have indicated the physical world tentacles of online, digital spread of cyber terror. The increased adoption of cyber radicalization in different parts of the world, has further complicated the existing scenario. The burning need of the hour today is that the world quickly needs new legal approaches to deal with regulating cyber terror and cyber radicalization.

Internet of Things promises to change the way, the connected world interacts. However, Internet of Things has brought forth, far more, new legal challenges in terms of cyber security and protection of privacy, than any one of us could have ever imagined earlier.

Further, very quickly nations need to realize that transnational challenges thrown up by cyberspace and the Internet, cannot be effectively dealt with by national legislations, given the intrinsic challenges posed by Internet jurisdiction and enforceability of law.

In the absence of a global Cyberlaw agreement, we find that different stakeholders are taking their own respective paths to address the various cyber legal challenges. There is immense work being done in distinct silos, with no interoperability amongst each other.

The urgent, crying need of the times is to identify the common, universally accepted principles of global concerns, which could then be accepted by a majority of nations. Numerous stakeholders believe that getting an international treaty in place, is going to be a very tall order.

However, a starting step in this direction could be provided, by a simple approach of collating common, minimum denominators in the form of commonly, accepted principles which could be enshrined in the form of an International Convention on Cyberlaw & Cybersecurity. That will go a long way in facilitating the growth of not just Cyberlaw jurisprudence, but also will help in giving clarity on the rules of the road and norms of behavior in cyberspace.

I would like to complement WSIS Forum for its remarkable contribution and its role in bringing forward the important aspects pertaining to activities in digital and mobile ecosystems. Together, we all have to contribute in making the world and cyberspace a far more secure place to live in. Cyberlaw and cyber legal frameworks have intrinsic role to play in this regard.

As time passes by, Cyberlaw is going to be the increasingly significant guide for state and non-state actors, in their conducts and acts in cyberspace.

2. THEME TWO: Knowledge Societies, Capacity Building and e-Learning

High-Level Track Facilitator (HLTF): Dr. Shailaja Fennell, Lecturer in Development Studies, Centre of Development Studies and Department of Land Economy, University of Cambridge, United Kingdom

High Level Speakers

1. **Mr Houlin Zhao,** Secretary-General, ITU – (DSG)
2. **Chairman: Ambassador Daniel A. Sepulveda**, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America
3. **High-Level Track Facilitator (HLTF): Dr. Shailaja Fennell**, Lecturer in Development Studies, Centre of Development Studies and Department of Land Economy, University of Cambridge, United Kingdom
4. **Mr Indrajit Banerjee**, Director, Knowledge Societies Division (KSD), Communication and Information Sector (CI), UNESCO
5. **Burundi** - S.E. Mr Nestor Bankumukunzi, Ministre, Ministère des Postes, des Technologies de l'Information, de la Communication et des Médias
6. **Cuba** - Prof. Mr Ernesto Rodriguez Hernandez, Director General de Informatica, Ministerio de Comunicaciones de Cuba
7. **Djibouti** – H.E. Mr Ali Hassan Bahdon, Minister, Ministry of Communication, responsible for Posts and Telecommunications
8. **Portugal** – H.E. Prof. Manuel Heitor, Minister, Ministry of Science, Technology and Higher Education
9. **The Former Yugoslav Republic of Macedonia** - H.E. Ms Marta Arsovska Tomovska, Minister, Ministry of Information Society and Administration
10. **Asia-Pacific Telecommunity (APT)** - Ms Areewan Haorangsi, Secretary General
11. **UNITAR** - Mr Alex Mejia, Senior Manager, Representing Head of Organization
12. **National Library of Latvia** - Mr Andris Vilks, Director

Introduction:

- The session on Knowledge Societies, Capacity Building and e-learning has clear linkages to three of the WSIS Action Lines (C3: Access to information and knowledge; C4: Capacity Building; C7: e-learning).
- It directly addresses the objectives of building inclusive societies by overcoming the digital divides between the Global North and Global South, and between rural and urban at the national level.

Fresh Priorities:

- The importance of working with youth, starting from the provision of ICT learning opportunities in primary and secondary schools and going through to provision of digital resources and data banks and tertiary and quaternary education sectors.
- The need to provide financial and technical support to the least developed countries, that suffer from lack of ICT infrastructure, such as submarine communication cables.
- The reduction of the digital divide by focusing directly on the national objectives of people-centred, social justice dimensions that must be realized as nations discuss the digitalization of societies.

Emerging Trends:

- The importance of international cooperation through sharing of knowledge and capacity building programmes and the reduction of cybercrime and espionage.
- Partnerships between the public and private sector are necessary for ensuring the delivery of technological capabilities in ICT by leading companies and organisations.
- The limited financial resources of least developed countries can be bolstered by sharing of good practice in ICT technology design and implementation within geographical regions.

Opportunities:

- The University sector, both academic and vocational training, is an important lever for international collaboration in the provision of new ICT technology training, through providing educational programmes and customized learning.
- National institutions of ICT excellence can become knowledge centres and should take the lead in developing collaborative mechanisms for sharing strategies for developing innovative e-services.
- Public administration can provide Open Data platforms that push for the objectives of accountability and transparency in both public and private sector delivery.

Key Challenges:

- To ensure that ICT provision evolves along with societal needs will require time and finance for the regular upgrading of ICT technologies in countries and the regular training of personnel in the ICT sector.
- To ensure that capacity building activities within a country and a region requires greater attention to coordination across specialist ICT institutions.
- To ensure that the objectives of Open Science and Open Data are achieved as this is crucial for inclusive and equitable access and use of the internet across developed and developing countries.

Link with the WSIS Action Lines and Sustainable Development Goals:

- The provision of ICT based on the objective of inclusive societies directly contributes to the ability of countries to achieve the Sustainable Development Goals.
- The vision of SDGs from the WSIS lens (as set out in the WSIS-SDG matrix) shows the mapping between the two sets of objectives, and we now need a set of purpose-specific indicators that allow us to measure the extent to which increasing ICT coverage and quality advances each SDG goal.

Case Studies

- Micro-learning model, where the learning outcomes of school students can be monitored through open data by the students, school and the public administration.

- The use of innovative teaching methods, such as ' a laptop for each child' to increase the availability of ICT technology within the education system.
- The trans-national library service model (Trans-European Network), provide technical and professional expertise that can be accessed by all local citizens, for a range of life choices.

Road Ahead:

- To work on more collaborative practices across nations, for increasing financing of ICT technologies, ensuring public access to digital data, and improving capacity building programmes.
- The setting up of a greater number of platforms: e-Government, e-Learning and other applications, that can provide specific interventions to reduce the digital divide and harness the aspirations of youth.

H.E. NESTOR BANKUMUKUNZI, MINISTER OF POSTS, TECHNOLOGIES OF INFORMATION, COMMUNICATIONS AND MEDIA, BURUNDI

Excellence Monsieur le Secrétaire General de l'UIT,
Excellences Mesdames et Messieurs les Ministres,
Mesdames et Messieurs les Représentants des Agences des Nations unies,
Mesdames et Messieurs les Membres des Délégations de la société civile,
Mesdames et Messieurs les Membres des Délégations du Secteur académique,
Distingués invités,
Mesdames et Messieurs,

Nos sociétés vivent désormais au rythme des Technologies de l'Information et de la communication. La transmission aisée des connaissances rendue possible par les technologies de l'information et de la

communication conduit au partage du savoir, de l'expertise, de l'innovation et impacte largement le développement socio-économique.

En effet, la société ne cesse d'innover dans la quasi-totalité des domaines pour faire face à certains défis. Le renforcement des capacités et l'apprentissage en ligne en sont des exemples assez éloquents.

Seulement voilà, la question qui se pose est de savoir si toutes les conditions sont réunies dans tous les pays du monde pour mettre effectivement les TIC au service de la vie. Le renforcement des capacités et l'apprentissage en ligne demeurent de véritables défis pour une bonne frange de la communauté mondiale

En Afrique, si les scientifiques travaillent jour et nuit pour développer davantage la technologie numérique, nombre d'obstacles persistent pour empêcher certains pays africains de profiter pleinement du numérique.

Les causes majeures de cette situation sont notamment liées à :

- L'insuffisance des infrastructures.
- La cherté des équipements.
- Le cout de connexion et la fracture numérique
- L'insuffisance de l'expertise technique
- Le manque d'énergie dans les milieux ruraux etc.

Malgré ces obstacles, la volonté politique déjà affichée par les gouvernements à développer le secteur des TIC s'accompagne des résultats plutôt prometteurs.

Au Burundi, un Plan National de développement des TIC a été adopté, déjà en 2011. Ce plan articulé autour de dix axes tient compte des impératifs d'harmonisation régionale et des meilleures pratiques internationales.

Cela a permis de se doter de bien d'infrastructures TIC large bande qui présage d'un lendemain prometteur même si des défis persistent.

A titre d'exemple, le Burundi s'est doté d'une dorsale nationale à fibre optique de plus de 1250Km. C'est avec ce réseau que le Burundi a initié, avec le soutien de la Banque Mondiale, un projet dit COMGOV qui a permis de connecté une cinquantaine d'institutions publiques et parapubliques en vue de promouvoir la gouvernance en ligne.

Dans le même ordre d'idées, un autre projet dit BERNET, « *Burundi* Educational Research *Network* » a été initié en vue de connecter différentes institutions universitaires.

L'Office National burundais des Télécommunications, ONATEL en sigle, est sur le point de réceptionner un réseau métropolitain de Bujumbura, une boucle d'environ 200Km qui va offrir une connexion large bande et les services connexes aux habitants, administrations et institutions publiques/privées de la ville de Bujumbura. Il s'agit d'un projet qui vient s'ajouter à bien d'autres pour accroitre le taux de connexion du Burundi. La deuxième phase de ce projet est déjà en cours de négociation pour connecter deux autres villes.

La libéralisation du secteur a permis aux investisseurs privés de construire un réseau à fibre optique de plus de 4000Km, à coté de plusieurs autres sociétés de télécommunications qui offrent des services de connexion.

En outre, toujours dans sa politique de vulgarisation des TIC dans les coins les plus reculés du pays, le Gouvernement du Burundi est en train d'implanter des télécentres communautaires polyvalents dans les zones dites défavorisées et les clubs TIC dans les écoles secondaires des mêmes zones, avec un accent particulier sur les filles.

Malgré toutes ces réalisations, l'insuffisance des infrastructures TIC au Burundi reste un défi. Le manque de moyens financiers suffisants pour faciliter l'accès facile des populations rurales aux TIC pose toujours problème.

Nous voudrions donc lancer un appel, aux représentants des organisations internationales présentes à cet événement, à continuer de soutenir les pays les moins avancés, afin qu'ils puissent bénéficier des opportunités qu'offrent les TIC, en matière développement multisectoriel de leurs pays.

Vive la coopération internationale

Vive la société de l'information

Je vous remercie de votre aimable attention.

PROF. MR ERNESTO RODRIGUEZ HERNANDEZ, DIRECTOR GENERAL OF INFORMATICS, MINISTRY OF COMMUNICATIONS, CUBA

Moderator: *Remains a concern the existence of digital divides between developed and developing countries and it is a fact that many developing countries do not have affordable access to information and communication technologies. From the position of Cuba as a developing country: How do you envisage the construction of the information society?*

Answer: It is impossible to conceive of the development of peoples outside of the information and communication technologies. However, to build a society of information and knowledge is essential a system that is conducive to justice, equity and social inclusion. In the world there are still unacceptable levels of poverty and inequality, so we must build a society of information focused on the person, inclusive and development-oriented.

The Cuban government is aware that are the fundamental problems of society, their economic, social and cultural challenges that must be at the heart of the strategy of using ICTs to achieve information society. The topic is complex, but we have the disposition to develop the computerization of the society with a proper conception of the use of these technologies, which aims to expand the use of ICT, to meet the growing needs for information and services, improve the welfare of the population, accelerate economic and social development, and publicize on the network the reasons of Cuba and our truth.

In this area our country has a program based on its development priorities and the necessary technological sovereignty to ensure the proper use of these technologies at the service of the national interest. The human capital formed by the Cuban revolution in this field is extensive and valuable, and is the main strength that we have to face todays and future challenges. Proof of this is the creation of the Union of Cuban Informatics, a social organization that recently concluded its process of constitution, and already counts among its members with thousands of professionals linked to ICT.

Despite the above, the economic, financial and technological blockade imposed by the US Government to our country hampers these efforts. The latest measures taken by the President of the Government of that country in relation to Cuba are positive, but not enough: the blockade continues in force and has dissuasive components and intimidating effects of extraterritorial scope. It is the most important obstacle to our economic development and the well-being of the Cuban people, and in particular for the development of ICTs in our country.

I want to ratify the will of the Cuban government to continue strengthening and massively developing the access and use of ICTs, in correspondence with our economic possibilities, always with a humanistic vision, in order to connect to knowledge and to participate in the concept of sharing and not excluding, as an imperative for the preservation of our cultural identities.

Moderator: *In various forums Cuba has expressed concerns about the risks stemming from the inadequate use of the cyberspace. What position does your country have on this issue?*

Answer: Our country reaffirms its willingness to move forward in a process of computerization to ensure the safe and ample use of the Internet in an inclusive way to support the development of the nation; while it rejects the increasingly evident signs of turning cyberspace into a conflict scenario, and the use of technological platforms for ideological subversion and espionage to governments and persons.

In this regard we affirm what was expressed by our President, when he said, and I quote: ***"Another issue of great concern for their potential to cause international conflict is the covert and illegal use by individuals, organizations and states of computer systems of other nations to attack third countries. Some governments have even expressed the possibility of responding to such attacks with conventional weapons."***

H.E. MR ALI HASSAN BAHDON, MINISTER OF COMMUNICATION, RESPONSABIBLE FOR POSTS AND TELECOMMUNICATIONS

Quelles sont vos stratégies pour construire une société du savoir à Djibouti ?

Nous avons mis en place une feuille de route spécifique au secteur des TICs dans le cadre du programme national « Djibouti 2035 ». Nous avons pour objectif la généralisation de l'accès aux TICs et l'émergence d'un Djibouti Digital à l'horizon 2020.

Pour ce faire, nous avons d'ores et déjà entamé la baisse des prix du haut débit avec des programmes d'accès spécifiques pour les jeunes, les zones rurales, les étudiants en particulier.

Nous avons également lancé un programme de renforcement de la Recherche et de l'Innovation par la création de pôles de concentration de compétences tels que les pépinières d'entreprise.

En 2014, nous avons lancé une l'expérience OLPC dans 11 écoles avec 30 classes de 1ère Année et au vu de son succès, le gouvernement a décidé de généraliser l'octroi des tablettes à tous les enfants de 1ère à la rentrée 2016.

Comment appréhendez-vous la problématique de la réduction du chômage des jeunes en particulier ?

Le secteur des télécoms est un vivier de croissance et d'emploi. Djibouti est en train de réorienter sa politique de formation afin de développer l'employabilité de sa population active.

Des mesures concrètes ont été prises pour encourager l'esprit d'entreprenariat des jeunes en particulier avec la mise en place d'une pépinière de startups gérée par le Ministère des Télécommunications en coordination avec la Chambre de Commerce, Djibouti Telecom et l'Organisme en charge de la Propriété Intellectuelle.

Comme je l'avais dis précédemment, nous cherchons à instaurer une meilleure concordance entre le milieu académique et le milieu professionnel en renforçant les synergies entre les différents acteurs au niveau national, en développant les formations en alternance.

A cet effet, nous comptons bientôt lancer une plateforme de E-Learning spécifique au secteur des TIC Djiboutien et de mettre en place l'organe qui sera chargé des Certifications de compétences TICs.

Nous avons également effectué un tour d'horizon des besoins spécifiques du marché djiboutien dans les métiers liés aux TICs et nous avons envoyé 100 jeunes suivre des formations spécialisées en Egypte.

H.E. PROF. MANUEL HEITOR, MINISTER OF SCIENCE, TECHNOLOGY AND HIGHER EDUCATION, PORTUGAL

Mr. Secretary General ITU,
Honorable Ministers; Deputy Ministers; Ambassadors
Distinguished speakers and representatives,
Ladies and Gentlemen,

Let me start by acknowledging the hard and collaborative work of the last decade of the World Summit of the Information Society (WSIS) and briefly address new challenges for the coming decade. We all live in times of increasing uncertainty, anxiety and terror, but also of new opportunities for open and knowledge driven societies.

The recent approval of COP 21 in Paris is challenging all of us towards the need to effectively increase **investments in knowledge production and diffusion and consider better dissemination strategies** across our nations and peoples and the information society is a critically relevant enabler for the **sustainable development** of our societies. It is evolving at unprecedently fast rates and it will continue to do so, particularly for those living in well established and rich zones. Nevertheless, despite significant progress and improvements to basic Internet services over the last years at a world level, we are still facing strong digital divides at different levels among countries, regardless of their stage of development, among rural and urban population, and among generations.

Joint efforts need further to be pursued to ensure **open digital platforms** and that the benefits of the Information Society can be enjoyed by everyone, improving the quality of life of vulnerable people and

strengthening capacity building. **Only through a knowledge-centered multi-stakeholder approach we can make it possible**.

Three main challenges should be considered, as follows:

1. **Research and new knowledge frontiers**: We face new ICTs challenges and emerging trends ahead, including new forms of scientific computing and data science, together with emerging cyber-physical systems (i.e., machine to machine and man to machine systems) and the need to foster digital repositories, which can only be addressed with **increasing investments in R&D and a revisited policy framework** to attract and retain qualified human resources in scientific and academic institutions. Strengthening science policies requires a pragmatic understanding of three I´s: Infrastructures, institutions and incentives, together with clear policies to train human resources and to develop digital repositories of knowledge bases.

Portugal is contributing to this overall effort through a revised "**Commitment for Science and Knowledge**", just approved at the Government level and including a new "**Policy for Open Science**".

2. **Competence building in digital skills**: We face new ICTs markets but the gap with ICT skills is increasing. This requires training young people and adults in a wide range of competences, requiring **a diversified and inclusive education systems at all levels**. In addition, the increased use of social networks combined with increasing human-machine interactions can only effectively help building knowledge-driven societies if qualified human resources understand the impact of technology on society, industry, organizations and businesses, and help adapting people's behavior and conducts towards a true open society.

Portugal is contributing to this overall effort through a revised "**Initiative on Digital Skills**", just approved at the Government level to train twenty thousand people until 2020. It considers strengthening non-university education to improve middle career developments and enlarge the access to higher education.

3. **International cooperation and knowledge for Development**: We face new challenges worldwide to establish mechanisms and practical instruments that foster the creation of networks of scientists and researchers for knowledge sharing and the promotion of social responsibility in emerging societies, as well to help building capacity in developing countries in Africa.

Portugal is developing a new "**Initiative on Knowledge for Development – IKfD**", based on a set of actions and measures to steer and broaden academic, scientific and technological cooperation with developing countries and regions, as well as to foster research and knowledge diffusion among Portuguese speaking countries, among other countries, in Africa. We invite other countries to bring together other initiatives and jointly enlarge the scope of our common approaches.

To conclude, it is of utmost importance to preserve the Internet as a single, open, people centered, multilingual, secure, reliable, robust and not fragmented network, supportive of social, cultural and sustainable development.

We are proud to participate in this extraordinary human and scientific journey where the development and social appropriation of the Internet lies.

Thank you.

H.E. MS MARTA ARSOVSKA TOMOVSKA, MINISTER OF INFORMATION SOCIETY AND ADMINISTRATION, THE FORMER YOUGOSLAV REPUBLIC OF MACEDONIA

Dear Mr. Houlin Zhao, ITU Secretary-General
Your excellences,
Ministers and other high representatives from member states,
Ladies and Gentlemen,

Please allow me to express my sincere gratitude for the given opportunity to participate as a high-level guest speaker at the World Summit of Information Society Forum 2016. In the same time, I am honored to have the privilege for sharing policy statements about the significant efforts of Republic of Macedonia in fostering the development of information society.

As a minister for ICT, but also for the public administration, and within the framework of the public administration reform, I am leading the process of building a knowledge-based public administration, as an enabler of effective, efficient, accountable and transparent administration. This is exactly one of the targets from the Goal 16 of the Sustainable Development Goals - building effective, accountable and transparent institutions at all levels. In this course, Republic of Macedonia is highly committed in undertaking series of activities to implement adequate learning management systems that will meet objectives of public sector institutions reform, as one of the government priority areas.

Providing trainings for administrative servants, as key agents of accepting and promoting institutional change, include managing training processes, starting from identifying needs, monitoring, but also reporting for the progress. That process means continuous innovation in implementing learning and training strategies, and it has been verified as one of the most crucial approaches of public administration reforms strategies.

Republic of Macedonia managed to enhance the access to information and knowledge on training methodologies and tools, and to facilitate the utilization of adult learning principles on instructional design approaches. I am very proud to state that Macedonia has introduced a system named “Micro-learning”, also called Leitner model of education, and it has been the first country in the region to deploy it on a nation-wide scale, i.e. in all public sector institutions.

Micro - learning means learning in small portions. It is based on so called “knowledge-cards”, that pop-up on the employee computer screen whenever their computer is idle. The cards are then shuffled and repeated based on algorithm that provides that the obtained information transfers from their temporary to their permanent memory. It has proved to be especially convenient when there is a new piece of regulation, or an amendment to existing regulation, so, for example, if an public servant provides permits based on particular regulation, he is immediately trained about the new rules.

The technique is quick, individually-oriented and ensures learning success. It is a real example of an innovative workplace learning solution, which in the same time is intuitive, smart and easy-to-use. It is very important, though, that it does not present a burden to the employees, that have the primarily goal to serve the citizens and business by providing administrative services, but also to undertake activities related to the Republic of Macedonia EU accession efforts. Although the solution is called “micro-learning”, it has been “macro-effective” in the building of capacities of our country to better serve our people and provide for sustainable economic growth.

I am convinced that all our contribution during this Forum will serve as a secure road and stabile platform for defining right mechanisms to map, analyze and coordinate necessary action lines that will act as accelerators of the sustainable development goals.

Thank you for your attention!

MS AREEWAN HAORANGSI, SECRETARY GENERAL OF ASIA-PACIFIC TELECOMMUNITY (APT)

Mr. Secretary General,
Honorable Ministers,
Distinguished speakers and representatives,
Ladies and Gentlemen,

Capacity Building (WSIS Action Line C.4) is one of the long lasting challenges for the global community. Thus, a lot of government initiatives and activities have been targeted to address the issue. Still, the challenges remain. What caused this phenomenon and what would be measures to address the matter?

Capacity building would be an everlasting issue to our society, so it was identified as an Action Line of WSIS. The Sustainable Development Goals 2030 also include this issue in the name of "Quality Education".

Progress or development always accompanies by disparity among the society members. As such, capacity building is a key tool for bridging the disparity gap. However, some hurdles exist and cause delay. I would like to highlight the following three hurdles in a country level, which are: (1) society keeps evolving which makes it hard to keep up with; (2) developing countries still lack expertise and relevant resources; and (3) long-term and sustainable approach would be required.

In terms of measures, I would like to underscore the role of each Government who is a core player to address the issue of capacity building. Government Administration should identify real needs of capacity building, set up national wise capacity building strategy and programme, and collaborate with relevant partners.

In this regards, the Asia-Pacific Telecommunity (APT), as a regional intergovernmental organization, has also been providing capacity building programme to our Members so government officials of our Members could contribute to their country the knowledge, information and expertise obtained from the programme. In recent years, the APT has also been providing capacity building programme to our Affiliate Members.

I would like to emphasize that the APT considers capacity building being very essential apart from our important works on promotion of telecommunication services and ICT infrastructure in the region, as well as coordination on regional position or regional views on major issues in global conferences.

I believe knowledge society could be eventually achieved by capacity building of the society members, so I would like to share what the APT has done with our capacity building programme.

Since 1980 the APT has offered capacity building programme to our members through Training, Study Visit and Expert Mission.

Each year, the APT offers around 25 training programmes based on the needs of our memberships, covering ICT technologies as well as policy and regulations. We have partnership with Training Institutions in the Asia-Pacific region, including those in China, India, Japan and Thailand. The partner training institutions offer high quality on-line and off-line training courses to our membership, so this enables us to cultivate around 250 ICT experts in a year. In addition, the APT has been enriching our training courses through collaboration with other International organizations and industry associations.

Study Visit, which is designed for learning best practice of other countries, provides sound understanding of the issues through not only training but also field study. Meanwhile, our Expert Mission is designed for dispatching APT experts to our member countries for a certain period of time to resolve the issues raised by our members.

Capacity building programme is one of our major work programmes which entails lot of budget. In year 2015, the budget for capacity building programme accounted for one third of the total work programme budget. I believe this well illustrates our devotion to promote capacity building in the region and to assist our members' progress towards the Knowledge Society.

MR ANDRIS VILKS, DIRECTOR, NATIONAL LIBRARY OF LATVIA

Your excellencies, distinguished guests,

Ladies and gentlemen,

It is my pleasure to address you today on behalf of both the National Library of Latvia and the Association of European Research Libraries or LIBER.

Libraries have been engaged in the WSIS process from the very beginning, and more recently they have been vocal about placing access to information at the heart of the 2030 Agenda for Sustainable Development. Libraries truly have proven to be key partners in efforts to achieve a number of the Sustainable Development Goals and World Summit on the Information Society goals across a number of Action lines. The close alignment between the WSIS process and the Sustainable Development Goals can only be commended, and we agree wholeheartedly that the potential of information and communications technologies can be harnessed even more effectively to achieve the Sustainable Development Goals. However we also share some of the concerns, expressed in the Outcome document of the high-level meeting of the General Assembly on the overall review of the implementation of the outcomes of the World Summit on the Information Society. It is indeed true that there are still significant digital divides which need to be addressed, but we believe that libraries are well positioned to reduce those divides.

The most significant contribution of libraries to achieving the WSIS and Sustainable Development Goals is the getting online of those 4 billion people on the planet who still do not have access to the internet. As safe, trusted, publicly funded institutions, staffed by qualified people who can offer support and training on technology, libraries provide an excellent avenue for achieving universal public access to the internet and ensuring that people can obtain the information they need through technology. In many places, free access to the internet has become the most sought-after library service, however libraries are doing much more than just getting people online – they are also helping people to acquire the skills needed to know when and what information is needed, where and how to obtain that information, how to evaluate it critically, how to organize it once it is found and how to use it in an ethical way. We should remind

ourselves that modern libraries emerged in the 19th century primarily as educational, not cultural, institutions, as means for citizens to acquire knowledge for self-improvement. This is still valid for modern libraries in the age of the knowledge society, only now libraries are helping to solve the problems of abundance, rather than scarcity.

In this capacity, libraries have also proven to be excellent partners for other stakeholders, helping them achieve greater traction for their e-services. Libraries all over the world are becoming the go-to places for the utilization of e-government services; sometimes public libraries have even been merged with municipal service points, often, sadly, to the detriment of the libraries themselves. It really is no wonder that, for example, when the Latvian government recently introduced new e-service for farmers, many of them flocked to Latvian libraries, seeking assistance. Many libraries have been at the forefront of developing and implementing innovative e-services, such as digital libraries, and it is not at all surprising that the National Library of Latvia has one the highest marks in the Latvian e-government index. Libraries also have a long-standing partnership with the IT sector, through collaboratively tackling such complex challenges as the long-term preservation of born-digital cultural heritage, as highlighted by the UNESCO Vancouver Declaration on Digitization and Preservation. It is deeply symbolic that the Latvian IT Cluster has chosen the new building of the National Library of Latvia, the Castle of Light, to host its IT demo centre, thus affirming the deep synergy between knowledge accumulation and knowledge creation.

Research libraries play a very special role in the context of the WSIS process. No more mere repositories of scientific information, research libraries have become an important cog in the ecosphere of modern science. Research libraries actively assist both students and researchers, helping them to improve their information literacy and digital skills, assisting with research data management and publishing, operating institutional open access and open data repositories, spearheading innovation in such areas as digital humanities, text and data mining, big data research and citizen science, as well as developing innovative means to evaluate research output. Obviously, in order to fulfil the updated mission of research libraries, librarians themselves have to acquire new skillsets, as paradigms of both ICT and science are indeed developing faster than skills and knowledge can be acquired.

To tackle those challenges, European research libraries have joined forces around the Association of European Research Libraries, LIBER – a trans-European network of research libraries. Founded in 1971, LIBER currently represents 402 research libraries in 41 countries, assisting them in the process of reinventing themselves. Current LIBER priorities are closely aligned with the WSIS goals for knowledge society, capacity building and e-learning, and putting a strong emphasis on the transformation of scholarly communication and re-skilling of library professionals. LIBER is positioning research libraries as enablers of open science and innovative research by tackling such issues as research data management, digital humanities, text and data mining, open access and research metrics. It is enabling librarians to be at the heart of innovative and open research environments, and developing a framework for new library professions, such as data librarians.

World Summit on the Information Society

I strongly believe that libraries have a unique and ever evolving place in our communities and I think they are and will be true cornerstones of the knowledge society. I therefore encourage you to acknowledge both internationally and on a national level the role libraries are already playing and can potentially play in implementing both the WSIS and Sustainable Development Goals and invite you to support them in reaching their full potential, including by embracing Global Connect Initiative principles to support libraries in providing public access to the internet.

Thank you for your attention.

3. THEME THREE: INCLUSIVENESS – ACCESS TO INFORMATION AND KNOWLEDGE FOR ALL

High-Level Track Facilitator (HLTF): Mr. Klaus Stoll, Executive Director, Global Knowledge Partnership, Germany

High level speakers:

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

1. **High-Level Track Facilitator (HLTF): Mr. Klaus Stoll,** Executive Director, Global Knowledge Partnership, Germany
2. **UN Action Line Facilitator: Mr Indrajit Banerjee**, Director, Knowledge Societies Division (KSD), Communication and Information Sector (CI), UNESCO
3. **Algeria** - H.E. Ms Houda Imane Faraoun, Ministère Algérien de la Poste et TIC
4. **Bangladesh** – H.E. Mrs Tarana Halim, State Minister, Ministry of Posts, Telecommunications and Information Technology
5. **Costa Rica** - H.E. Mrs Elayne Whyte, Ambassador and Permanent Representative of Costa Rica to the United Nations Office in Geneva
6. **Iran** - H.E. Mr Mahmoud Vaezi, Minister, Ministry of Information & Communication Technology
7. **African Civil Society on the Information Society (ACIS)** - Dr. Cisse Kane, President of the African Civil Society on the Information Society (ACSIS)

8. **25th Century Technology Limited** - Mr Kwaku Ofosu-Adarkwa, PhD**,** Chief Executive Officer
9. **Rwenzori Center for Research and Advocacy, Uganda** - Mr Jostas Mwebembezi, Head of Organization
10. **Health and Environment Program (HEP)** - Ms Madeleine Scherb, Head of Organization

After initial confusion all presenters seemed to appreciate the new interactive approach of the sessions. The session showed a wide array approached but there seemed to some common themes:

Connectivity is only as good as the content that is going with it.
ICT's are relevant and important to all SDGs without exception
Local empowerment, local content, local solutions
Awareness and capacity building at the basic Internet user level is a must.

One important take away from the session was that there is a positive outlook for local and regional development of ICT's and a belief that ICTs are one of the main tools to achieve the SDGs.

The moderator wants to thank their excellencies and the delegations for the understanding and co-operation.

1. Emerging trends

    a. Emphasis on connectivity for all
    b. Emphasis on local content
    c. New partnership models – developing skills as collaborative effort with North and South

2. Opportunities

Governance – engender trust
Secure human rights and social justice
Restructure cyberspace
Rules of Internet should be transparent
No excessive watching over Internet
World Wide Networks that include all
Fiber Optics

Remote countries – Niger, Mali
Reduce Costs
ITU can work as moderator for world problems (carbon emissions)
ITU can link developing countries with proper forum for problems – other member states
Create connected populations at all economic strata

3. Key Challenges

African continent suffering from lack of transparency
Corporate hegemony
Access for all/Universal Access
Low Income
Lack of political will for inclusion – in Africa and globally - lack of linguistic diversity
Lack of digital literacy
Lack of content from Africa
Inclusion is part of Tunis Agenda – Internet is too business oriented
Nuturing local content
Have private sector focus on local investment

4. Link with the WSIS Action Lines and Sustainable Development Goals (SDGs)

Links to SDG's
5 – women
9 – infrastructure
10 – inequality
16 – institutions
17 – global partnership

5. Case Examples

Bangladesh Vision 2021
Bangladesh Right to Information Act 2009
Bangladesh Union Digital Centers (4547 in Countries)

Bangledesh National Web Portal
Bangladesh – Post Offices are ePost Centers
Bangladesh – eHealth care. Medicine by mobile phone.
Bangladesh – 1000 women employed by ????
Costa Rica – CR Digital – operationalize goals i.e. universal access.
Costa Rica – Cover gaps in voice and digital services **by subsidizing services** to school, health care, comprehensive care, health care centers, comprehensive care, nutrition centers, telecenters, etc.
Costa Rica – National Telecommunications Development Fund – public/private initiative covering services and devices
Costa Rica - Public Sector – digital literacy/Private Sector – content
Costa Rica - Connected Home Initiative
Iran - More than doubled Internet subscribers. Goal to make broad band available to 80% of households. 18,500 villages provided with broadband with USO funds. Focus on rural areas
Health and Environment Progam (HEP)

6. Road ahead

   African Civil Society on the Information Society (ACIS) – African Summit to leverage funds from ICT's

SECOND SESSION :

High-Level Track Facilitator (HLTF): Mr. Pablo Hinojosa, Director, Strategic Engagement, APNIC, Australia

High level spreakers:

1. **Mr Houlin Zhao,** Secretary-General, ITU- (TSB)
2. **Chairman: Ambassador Daniel A. Sepulveda**, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America
3. **High-Level Track Facilitator (HLTF): Mr. Pablo Hinojosa**, Director, Strategic Engagement, APNIC, Australia

4. **Mr Indrajit Banerjee**, Director, Knowledge Societies Division (KSD), Communication and Information Sector (CI), UNESCO
5. **Nepal** - H.E. Mr Sherdhan Rai, Minister, Ministry of Information and Communication Technology (MoICT)
6. **Senegal** - H.E. Mr Yaya Abdoul Kane, Minister, Minister of Posts and Telecommunications
7. **Serbia** – H.E. Prof. Irini Reljin, Assistant Minister**,** Ministry of Trade, Tourism and Telecommunications
8. **Turkey –** H.E. Mr. Mustafa EROL, Deputy Undersecretary, Ministry of Justice of Turkey
9. **Nigeria** - Prof. Umar Danbatta, Executive Vice Chairman, Nigerian Communications Commission
10. **International Council for Science (ICSU)** - Ms Heide Hackmann, PhD., Executive Director
11. **ChunriChoupaal**-The Code To Change - Ms Iffat Gill, Head of Organization
12. **Swiss Engineering** - Ms Yvette Ramos**,** MSci.Eng. – MBA, President of Swiss Engineering Genève, President of the Committee, Swiss Engineering Romandie

UN Action Line Facilitator: Mr. Cedric Wachholz, Programme Specialist, WSIS Coordinator, UNESCO

Introduction

This was a panel that was rich in diversity. But all panelists had something in common: ideas with social and economic impact that are in place or forthcoming, to improve inclusive access to information and knowledge.

Vision

The panelists covered a wide range of related issues, for example: digital maturity and the security challenges to overcome; we will talk a lot about openness: open data and big data, even open science. We will talk about inclusion and stakeholder participation. Also we will learn about codes of conduct for engineers to help with digital inclusion.

Fresh Priorities

- Promote digital culture through training to improve basic digital skills.
- Develop e-government applications in the justice, education and health sectors.
- Protection of privacy.

- Accessibility and affordability of ICT services for persons with disabilities.

Emerging trends

- Support the growth of industry and the creation of new jobs through increasing digital technology outputs.
- Regulatory frameworks covering encryption.
- Training of magistrates, judges, police forces to fight against cybercrime.
- Open access to big data
- The concept of open science

Opportunities

- Creation of safe spaces online especially for women and children to overcome inclusion barriers.
- Enable different communication services for those who have visual, cognitive, learning and mobility disabilities.

Key Challenges

- Connectivity to all government schools, hospitals, public service offices, municipalities and public.
- Developing ICT infrastructure in land locked and geographically challenging places.
- Reduce the cost of economic transaction for small and medium enterprises for individuals and to promote innovation.
- Inclusion of underrepresented groups, especially women.

Link with the WSIS Action Lines and Sustainable Development Goals (SDGs)

- Rural connectivity plans supporting education, health, public service, employment generation.

Case Examples

- Rural telecommunication development funds in Nepal
- Universal service provisions in Nigeria, including digital awareness programs, digital appreciation, e-Health and e-accessibility.
- Digital maturity policy actions in Senegal.
- The organization of the international day for young women and the involvement of young women in ICTs in Senegal.
- Accessibility programs for people with disabilities in Serbia
- E-justice services in Turkey.
- The open data and the big data accord by the International Council for Science, the Inter-academy Partnership and the World Academy of Sciences.
- Code of conduct for engineering and ICTs by Swiss Engineering

Road ahead

The WSIS action lines and the WSIS+10 document have given good lines for us to follow the path of technological enhancement and digital inclusion.

H.E. MS HOUDA IMANE FARAOUN, MINISTER OF POST AND ICTS, ALGERIA

بسم الله الرّحمن الرّحيم

السّيد الأمين العامّ للاتّحاد الدّولي للاتّصالات،

السّيّدات و السّادة الوزراء،

السّيّدات و السّادة السّفراء،

السّيدات والسّادة الحضور الكرام،

يشهد العالم اليوم تحولا متسارعا و ذلك بفضل ادماج الأنترنت في الاقتصاد والحوكمة. إذ أنّ الأنترنت تلعب اليوم دورا رئيسيا يمس مختلف جوانب حياة الفرد، بما في ذلك الرّعاية الاجتماعيّة، والصّحة، والتّعليم، والثّقافة، وكذا قطاعات رئيسيّة مثل الإعلام والاتّصال والصّناعة والنّقل والمعاملات الماليّة.

بالفعل، أضحت شبكة الأنترنت بنيةً تحتيّة للمجتمع، تكتسي أهميّة حيويّة، تؤثّر بشكل عميق في نمط حياتنا و سلوكات أفراد مجتمعاتنا. فنحن اليوم، بفضل العولمة، كلّنا مواطنون في عالم يسيّر عبر الأنترنت، سواء كنّا من الأقلية الّتي تحظى بالنّفاذ الى الشّبكة أو من الأغلبية الّتي لم تحظى بذلك.

فمع أنّ شبكة الأنترنت كانت المساهم الرّئيسي في تطوّر ونموّ الاقتصاد العالميّ في العقد الماضي، ولازالت تحوي من القدرات ما من شأنه دفع المجتمعات، ومساعدة الحكومات على التّصدي للتحديّات الجديدة، إلّا أنّ العائدات الايجابيّة الموعودة للجميع، لم تتحقّق على نحو كاف. بل على العكس، نجد أنّ من تداعياتها المراقبة الجماعيّة، إساءة استخدام البيانات الشّخصية واستعمالها كوسيلة للسّيطرة الاجتماعيّة والسياسيّة، الإحتكار وتسليع المعرفة والمزايدة فيها، كما نلاحظ هيمنة بعض مورّدي الخدمات على الشّبكة، متجاهلين الضّرر الّذي يلحقونه بالإقتصاديّات الوطنيّة للدّول، إذ يحولون دون تحقيق عوائد على الاستثمارات المسخّرة لبسط البنى القاعديّة.

إنّ العديد من الخيارات التّقنية، مثل البنية التّكنولوجيّة، والّتي يفترض أن تكون محايدة، هي في واقع الأمر غالبا ما تعزّز مصالح غير تلك التي تخدم المجتمعات و الصّالح العام، إذ تكرّس المفارقات الاجتماعيّة والاقتصاديّة والثقافيّة والسّياسية.

إنّ الفرص المتاحة للكثيرين للاستفادة من الفوائد الحقيقيّة المرجوّة من الإنترنت، والإدراك التّام لإمكاناتها الهائلة، يتمّ إحباطها عن طريق التّحكم المتزايد في الشّبكة من قبل بعض المتعاملين و الفاعلين الرّئيسيّين الّذين يستخدمون نفوذهم لتوطيد الهيمنة وإقامة نظام عالميّ يؤسّس للتّحكم والاستغلال. فتحت ستار دعم الحرّيّات، تعزّز هيمنة وربحيّة الشّركات الكبرى على حساب المصلحة العامّة للمجتمعات، وتؤيّد مواقف بعض الجهات السّياسيّة على حساب الأهداف الكبرى لرقيّ الانسانيّة والتّنمية المستدامة.

إنّ آليّات الحوكمة العالميّة القائمة على شبكة الإنترنت تعاني من غياب الدّيمقراطية، و غياب الشّرعية والمسؤوليّة والشّفافية. كما تعاني من النّفوذ المفرط لبعض الشّركات، وقلّة فرص المشاركة الفّعليّة في البلدان النّامية، ولعلّ دول قارّتنا إفريقيا على رأسها. و هذا الوضع لا يمكن تداركه إلّا من خلال إدخال تغييرات جوهريّة على ترتيبات الحوكمة الحاليّة.

إن حوكمة الإنترنت يجب أن تقوم على مبدأ ضمان النّفاذ للجميع على الشّبكة. و هذا المبدأ لا يمكن أن يخدم حقوق الإنسان والعدالة الاجتماعيّة، إلّا اذا أدّى الى توزيع السّلطة، وكرّس سيادة الشّعوب و الدّول، مثلما تقرّه الأمم المتّحدة وتناضل من أجله الانسانيّة جمعاء. إنّ بناء إطار فعّال لتحقيق هذه الأهداف هو التّحدي الأكبر اليوم من حيث الحوكمة العالميّة للأنترنت.

على ضوء ما سبق، تبنّى بلدي الجزائر مبادئ ثابتة ينبغي لها أن تكون ركيزة لبروز حكامةٍ للأنترنت تضمن التّقدم في مجال حقوق الإنسان والعدالة الاجتماعيّة على الصّعيدين الوطني والعالمي، وإعادة هيكلة الفضاء الإفتراضيّ لنجعل منه المجال الدّيمقراطي الحقيقي الّذي تصبو إليه الانسانيّة قاطبة. و تتمثل هذه المبادئ فيما يلي:

كل شعوب العالم، بما في ذلك تلك الّتي لم تحظى بعدُ بالولوج الى فضاء الأنترنت، يجب أن تشارك في صياغة أطر حوكمة الشّبكة، عبر أنظمة شفّافة وديمقراطية وتشاركيّة.

حصر إستخدام شبكة الأنترنت في الأغراض السّلمية، مع تدوين هذا المبدأ في وثيقة ملزمة وقابلة للتّنفيذ، معترف بها من قبل كلّ الدّول.

اخضاع الإقتصاد ذو الصّلة بالأنترنت، مثل الفروع الأخرى من الاقتصاد العالمي، لجمع وتوزيع الإيرادات الضّريبية في جميع أنحاء العالم بعدل وإنصاف، مع الاعتراف بأنّ تركيز التّجارة الإلكترونيّة في دول الشّمال يضرّ بالإيرادات الضّريبية في دول الجنوب.

الحفاظ على شبكة الأنترنت كفضاء عمومي. حيث إن برز خلاف بين المصلحة العامة والمصالح الخاصة لبعض شركات الخدمات أو تكنولوجيّات الأنترنت، تعطى الأولويّة للمصلحة العامة في كلّ الحالات.

الإلتزام بحياد الأنترنت، حفاظا على التّنوع ومنعا للاحتكارات في المحتوى أو في تقديم الخدمات العامّة الأساسيّة.

تكريس خدمات الأنترنت الأساسيّة و الضّروريّة، مثل البريد الإلكتروني، ومنصّات الشّبكات الاجتماعيّة، ومحرّكات البحث على شبكة الأنترنت،كخدمة عموميّة متاحة للجميع.

تشجيع البنى التّحتية والمحتويات والتّطبيقات والخدمات المفتوحة وغير الهادفة للرّبح، وتمكينها من التّمويل العامّ وغيره من صناديق التّمويل المختلفة المخصّصة للتّنمية المستدامة.

كما وأنّنا نؤكّد على أن تضمن حوكمة الأنترنت سيادة مبادئ الدّيمقراطيّة والمساواة :

وضع أطر السّياسة العامّة لتنفيذ رقابة فعّالة حول حماية البيانات الرّقميّة الشخصيّة..

حوكمة الأنترنت على أساس الاعتراف بالملكيّة المشتركة لقدر كبير من المحتوى. لذا يجب أن تكون جميع طبقات هندسة الشّبكة تهدف إلى ضمان حريّة الاستعمال للجميع.

ضمان الحقّ في استخدام الأنترنت لكلّ شخص دون مراقبة واسعة النطاق. أيّ مراقبة تهدف لضمان الأمن العامّ ومكافحة الجريمة الإلكترونيّة، يجب أن تكون على أساس مقاصد واضحة ومعلنة، ووفقا لمبادئ مقبولة عالميّا تتناسب ومبادئ الرّقابة القضائيّة.

تمكين كل الدّول دون استثناء من الرّبط بشبكة الأنترنت. ولا يحقّ لأيّ دولة لديها إمكانيّة فصل دولة أخرى أن تقوم بذلك من جانب واحد.

وفي هذا السّياق، فإنّنا نعمل على استكمال الوصلة الأرضيّة من الألياف البصريّة الرّابطة للجزائر بالدّول المجاورة الّتي تجد صعوبة، نظرا لموقعها الجغرافيّ، في ربط شبكتها بالشّبكة العالميّة. أذكر الخطّ الرّابط للجزائر بالنّيجر، مالي،التّشاد ونيجيريا، والّذي نأمل أن يمتدّ أبعد من ذلك، في صميم قارّتنا. كما نحن بصدد انجاز وصلة بحريّة جديدة رابطة للجزائر بأوروبّا، لتوفير التّدفّق الكافي لتلبية حاجيات الدّول الإفريقيّة الّتي لم يلج مواطنوها بعد على الخطّ.

إنّ الآفاق الواسعة الّتي نصبو إليها في الجزائر اليوم في إطار السّياسة المسطّرة في برنامج فخامة رئيس الجمهوريّة، تضع الفرد في صلب انشغالات الحكومة، الّتي أولت عناية خاصّة لترقية ونشر استعمال تكنولوجيّات الإعلام و الاتصال من طرف الجميع و عبر كامل التّراب الوطنيّ.

ومن هنا انصبّت الجهود من جهة على تطوير شبكات الاتّصالات ذات التّدفق السّريع و فائق السّرعة، لاسيما في المناطق الرّيفية والنّائية. كما تمّ ربط جلّ المؤسّسات التّعليميّة والجامعيّة، وكذا المؤسّسات الصّحيّة. ومن جهة أخرى، يتمّ تطوير خدماتٍ عصريّة مثل الرّعاية الصّحيّة عن بعد والتّعليم الرّقمي وغيرها، بعد أن أُستكمل تعميم خدمات الحالة المدنيّة على الخطّ.

وفي الأخير، أوجّه جزيل الشّكر لكلّ من ساهم في تنظيم هذه القمّة، وكذا للوفود المشاركة.

H.E. MS ELAYNE WHITE, AMBASSADOR AND PERMANENT REPRESENTATIVE OF COSTA RICA TO THE UNITED NATIONS OFFICE IN GENEVA

Costa Rica has been distinguished by its peaceful and democratic heritage. As a country, we focus on education as the key factor to social and economic progress. Thanks to great visionaries we have positioned in the world as a nature-loving country, and respectful of human rights.

As a country, we still face major challenges that can only be overcome by the joint work of all of society's actors. One of these challenges is the reduction of social and economic gaps. In Costa Rica, there are two conflicting realities: population groups with ample opportunities to access housing, health, education, employment and security services, and on the other hand, families that are unable to meet their basic needs. These households suffer daily discrimination and inequality because they do not have the minimum conditions to have a dignified life.

Faced with this national reality, the Administration of President Luis Guillermo Solís Rivera, envisioned to achieve "a supportive and inclusive country that guarantees the welfare of present and future generations participating in the democratic process, and rely on transparent and efficient institutional actions."

To materialize this philosophy, three guiding and articulating pillars of state action were established: i) To promote economic growth and create quality jobs; ii) To combat poverty and reduce inequality; iii) and an open, transparent, efficient and anticorruption government.

Therefore, the Government of the Republic of Costa Rica is committed to implementing an ambitious national agenda to reduce social inequality.

Aware that digital technologies are tools that allow us to open more development opportunities, either to generate new businesses, improve public service delivery, strengthen the processes of training, education, citizen participation and health care, as well as to create new income sources, Costa Rica decided to include in its national agenda, concrete actions to ensure universal digital technologies as a tool for reducing poverty and social inequality.

Thus, from the Social Presidential Council, a body chaired by the Vice President of the Republic, Mrs. Ana Helena Chacón Echeverría, it is possible to make an institutional synergy between public entities that are responsible for looking after the vulnerable population, and those belonging to the telecommunications

sector, with the aim of articulating public efforts, that allow the establishment of necessary measures to ensure that the vulnerable population achieves the benefits deriving from the information and knowledge society.

Within this body, and as a result of the participatory and democratic work of more than 11 public institutions, “crdigit@l” was born as a proposal made from the telecommunications sector, to be integrated into the National Strategy for Poverty Reduction known as "Bridge to Development."

The “crdigit@l” Strategy responds to the principles of universal access, universal service and solidarity, and it constitutes the National Digital Solidarity Agenda, included in the National Development Plan (2015-2018) and the National Telecommunications Development Plan (2015-2021).

This national public policy contains programs aimed at closing the gap in access, connectivity and digital literacy. The expected results from the implementation of “crdigit@l” to 2018 are:

1. Reducing the access gap in 184 districts, where there is currently no coverage of voice and data services, and are not financially profitable.
2. Reducing the connectivity gap by subsidizing Internet services and equipment to schools, health care centers, comprehensive care and nutrition centers, elderly shelters, intelligent community centers or tele-centers and libraries, among others.
3. Providing free connectivity public spaces to Internet services in districts with a priority vulnerability condition.
4. Reducing the connectivity gap to households in poverty and extreme poverty, by subsidizing Internet services and a connectivity device.

This last result is targeted by the development of the “Connected Homes” Program.

This program is implemented through a strategic public - private partnership, in which the State defines the policy, identifies the families, and through the Universal Access Fund, known as the National Telecommunications Fund, subsidizes an Internet service and the acquisition of a connectivity device. Public entities complement this work by implementing digital literacy projects and productive content creation, while the private sector delivers the devices and applies the subsidy to the selected families.

We are proud to know that Costa Rica has decided to travel along a route which will pass on to everyone, without any distinction, a country that promotes access and use of the Internet as a tool to reduce poverty; generates social inclusion and employment; promotes citizen participation and reaps the benefits of the information and knowledge society.

For the Government of Costa Rica, it is an honor to receive, from the international community represented at the World Summit on the Information Society, the award for the "Connected Homes" project as the winner of the Access to Information and Knowledge category.

H.E. MR MAHMOUD VAEZI, MINISTER OF INFORMATION & COMMUNICATION TECHNOLOGY, IRAN

Mr. Chairman,

Honorable Ministers,

Excellencies,

Distinguished Delegates,

Ladies and Gentlemen,

I appreciate the efforts made by Mr. Houlin Zhao, the ITU Secretary General, and all other officials and individuals for their dedication to implement WSIS goals and objectives.

It is our firm belief that utilizing ICTs brings about economic prosperity, and is the main path toward achieving knowledge-based economies. Our policy is to provide the whole country with ICT facilities and infrastructures, emphasizing on tangible measures to ever reduce digital gap, provide fair access to information and services, and empower all Iranians progress and development.

Mr. Chairman,

Eighteen months ago, we authorized existing mobile licensed operators to offer 3G and 4G services. Today, 3G and 4G services are operational in 416 and 158 cities, respectively, and the rest of the cities shall be covered by next year.

More than 19 million users - including 60 percent of the population - use these services and the figure is considerably on the rise by activating roaming and Number Portability services. The number of active users of fixed Internet service is more than 9.5 million subscribers. Considering 19 million mobile internet users, we now have more than 28.5 internet subscribers in total, which show an increase of 5.7 folds as compared to two years ago. Moreover, the capacity of our international links has increased from 70 to

more than 600 Giga-bits-per-second today, and the capacity of our domestic IP network has also increased from 600 to 4000 Giga-bits-per-second in the past two years. Our objective is to provide 80 percent of households with high speed communications and promoting IP network to the capacity of 40 Tbps by the next year.

Mr. Chairman, Honorable Ministers,

Last year, more than 18,500 villages were provided with LTE technology using USO funds. And it is not limited to internet communications, but a range of different e-services, like E-health, E-learning, and E-government services are now provided to villages.

Considering what is already achieved, and our work-in-progress in ICT sector and their use in education, health, agriculture, industry and trade fields, Iran is now at the gateway of a significant transformation, which brings about outstanding opportunities for investment and international cooperation.

Excellencies, Distinguished Delegates,

The Islamic Republic of Iran encourages foreign investment to expand inland ICT facilities and services. We also welcome experiences and views of all stakeholders and attendees of this gathering on our way forward.

Thank you for your attention.

DR CISSE KANE, PRESIDENT, AFRICAN CIVIL SOCIETY ON THE INFORMATION SOCIETY (ACSIS), SENEGAL

Mr. President,

On behalf of Africa Civil Society on the information Society, I seize this opportunity to congratulate you and your team, Mr. Houlin Zhao Secretary General of the International Telecommunications Union, his team and all its partners of UNESCO, UNDP and UNCTAD, for organizing the WSIS FORUM 2016 in a very innovative format. I am grateful that the Forum was the occasion of high-level consultations and sessions to find funding solutions for the implementation of WSIS recommendations. I welcome the strong participation and the substantial contribution of Africa to the WSIS Forum 2016. The rich discussions during the WSIS FORUM 2016 have shown substantial progress made in terms of access to the open and inclusive information society. The fact remains that Africa still stumbles (more than other continents) on the question of financing the implementation of the WSIS recommendations. More than 10 years after the launch of the WSIS process, Africa remains the continent that has the least impact of the digital economy. Internet penetration rates remain disappointingly low (around 20% on average). High quality infrastructure, access to broadband, ICT costs, cybersecurity, multilingualism in cyberspace, local contents, human rights, data protection, electronic waste, digital sovereignty, technical capacities, multistakeholderism, etc., remain major challenges for Africa. The unique financing instrument, which was proposed, long lived. The African flourishing digital economy (with a growth potential of 75%) is very often in the hands of multinationals and shareholders that leave only crumbs for Africa.

The African continent has no concrete financing solution for access to the information knowledge society for sustainable development, and for using revenues generated by ICT/telecom sector as a levy for its development. African continent remains the lowest beneficiary of the income generated by ICT. This is all the more ironic that the ICT sector generates immense resources in Africa. The telecommunications company profitability rates are often even among the highest in the branches located in Africa. It is therefore imperative to identify ways and means to better channel these resources to finance access to the knowledge society in Africa. African countries committed themselves individually in ambitious programs of the digital economy development in our country. But these laudable efforts could usefully be complemented by a vision and African leadership to address digital issues in Africa. It will indeed be extremely difficult, even impossible that Africa resolve the issue of the implementation of the WSIS recommendations and digital challenges, if not a common vision and strategy.

For all these reasons, the African Civil Society on the Information Society (ACSIS) intends to organize in 2016 the PAN AFRICAN SUMMIT ON DIGITAL ECONOMY AND SUSTAINABLE GROWTH IN AFRICA. The Summit is aiming at identifying how to finance the real access to knowledge society in Africa through the resources of the digital economy and on how to use the digital economy as a levy for sustainable development in Africa. We were also reinforced in this conviction during the many meetings we have had with all the high-level African officials we met during the forum and who unanimously supported the idea of organizing this summit that will answer three major questions:

- How to make African countries benefit from resources generated by the ICT/telecom sector in Africa? What concrete financial mechanisms to put in place to get there? How to finance sustainable digital development in Africa?

- How to make Africa moving from a consumer status to a real and sustainable actor of the digital economy status?

- What are the priorities for digital resources generated by Africa to be used as leverage for the development of Africa?

The Summit is inspired by four major repositories:

- The United Nations Sustainable Development Goals
- The Addis Ababa Agenda of Action (2015)
- The African Union 2063 Agenda
- The WSIS recommendations, particularly the WSIS +10

The mobilization of financial resources from ICT for the development of Africa is a matter of justice and equity demanded by all international consultations. These resources will be used primarily to mass empowerment of African communities (technical, human and institutional) on critical Internet and ICT issues, strengthening ICT industry and job creation for the benefit of Africans. It is imperative that, as elsewhere, the resources from ICT/telecoms sector benefit first (and much more consistently than at present) to African and substantially be used in the growth of Africa. The Summit will result in concrete solutions for maximum capture of these resources, which will drive the development of Africa and the development of the African digital economy strategy in the Age of Sustainable Development Goals.
The Summit will be preceded by inclusive dialogue between Africans (governments, the private sector, international organizations, academia, ICT technical community, regional bodies and institutions, local authorities, parliamentarians and civil society and) and between Africans and their partners.

ACSIS calls for a strong mobilization and backing of all African governments and African people for the success of this Pan-African Summit that will lead to funding Nelson Mandela plan for the development of Africa (Mobilize Digital Africa for Africa development and growth) through the digital economy. We also

call on the United Nations, ITU, all WSIS forum organizer's all partners and friends of Africa including the private sector, financial institutions, academia, Internet and ICT technical community, international regional institutions and Civil Society to support the organization and the success of this summit. We remain convinced that Africa is able to meet the challenge of emergence and development, notably through resources generated by ICT/Telecoms in Africa.

MR KWAKU OFOSU-ADARKWA, PHD, CHIEF EXECUTIVE OFFICER OF 25TH CENTURY TECHNOLOGY LIMITED

Mr. Chairman;

The fact that the matter of the digital divide is discussed and continues to be discussed at all forums attended by multi-stakeholders, the WSIS platform inclusive, with interest in responsive governance, is indicative of the consciousness of multilateral bodies, governments, the private sector and the civil society, the world over, to facilitate the usage of ICT to improve upon citizen engagement, as well as services and information provision to citizens. It further indicates the global concern to upgrade the efficiency and effectiveness of public management and to substantially increase transparency in the public sector and citizen participation in governance – which processes build trust.

In recent years, digital technologies have spread rapidly around the world with the capacity, when effectively deployed, to boost economic growth, expand opportunities and improve service delivery. Notwithstanding their aggregate impact has fallen short and is unevenly distributed. And so, even as many developing economies are making high investments in ICT infrastructure backbone developments and also recording high penetration and use of mobile telephony, in terms of Digital Dividends -- that is to say the broader development benefits from using these technologies, -- developing economies lag behind.

What could account for this? And how can the gap be narrowed?

Going forward WSIS 2016, these questions should guide to shape global and national policies development to ensure that the benefits of ICTs usage to transform economies, particularly those of the developing economies are reaped.

Indeed, the 2015 edition of the ITUs '*Measuring the Information Society Report*', though records gains on the part of developing economies in some fronts, the same report painfully highlights how developing countries are still lagging developed countries in mass access to and use of new ICTs. Could it also be said that affordability to Internet could be a major course?

From the perspective of the World Development Report 2016, released by the World Bank in January, 2016, the point has further been emphasized that for digital technologies to benefit everyone everywhere, it is first necessary to close the remaining digital divide, especially in terms of Internet access. It stands therefore to reason that making the Internet universally accessible and affordable is an urgent development priority to make the remaining 60% of the world's people capable of participating in the digital economy.

To get the most out of the digital evolution, therefore, Governments, particularly those of developing economies should evolve alternative ICT collaborative models with partners from the developed and emerging economies such that it will promote the development of a vibrant ICT ecosystem with the active participation of the local private sector.

Among other initiatives, therefore, effort should particularly be made to develop a national ICT agenda and road map linked to socio-economic development priorities through the development of upstream and downstream ICT industries. This initiative should see the local private sectors purposefully nurtured to play key research and productive roles in the collaboration, and concurrently from the demand side, ICT adoption by small and medium-size businesses should also be encouraged by governments.

The fact remains that many developing economies, Ghana not an exception, have built ICT4D collaboration with developed and emerging economies as well as other global private service providers. These bodies are well positioned internationally in the competitive areas of production and manufacture of ICT hardware and software. Mindful also that the very production of these ICT goods and their increased use domestically help to achieve high economic growth, it was about time that a new model of ICT collaborative partnership was evolved that will focus on a relationships geared towards supporting local production of all ICT goods if indeed the world wants to give meaning to Digital Dividends

enhancement strategy. As a consequent to this, it is imperative that national ICT policies in the developing economies, in addition to supporting the scalling up of affordable access to broadband also vigorously support:

a) ICT Innovation for jobs and competitiveness across economy.
b) The improvement in Service Delivery
c) The establishment of Institutions and arrangements that will support local ICT research, innovation and growth.
d) Connectivity linked to Innovation and Transformation
e) Develop a skilled workforce aligned with the new industry requirement
f) Promote business incubation and entrepreneurship

The case of Ghana' Business Incubation & Skills Development Collaboration with the Kwame Nkrumah University of Science and Technology that is on record to have established 25 Innovation Start-Ups and a similar collaboration with the Ghana Technology University concentrating on Business Process Outsourcing Skills Development and Certification may be worth mentioning as steps in the right direction. But it needs to be noted however that these initiatives, mainly driven through donor-funding sources should be sustained to become institutionalized and an integral part of national ICT innovation policies so the local research and production levels can increase. This will aid ICT application and solutions development contingent to addressing local needs. The adoption of such a new partnership framework will help place less emphasis on exports of ICT goods and facilitate mass local production and uptake of ICTs for socio-economic transformation.

In conclusion, options for Collaboration and Partnerships with the private sector and indeed the academia holds the key to ensuring local production and innovation in Research and Development to help bring the benefits of Digital Dividends to developing economies. This new framework collaboration could happen through flexible arrangements with the private sector, development partners, public & private institution. The 25th Century Technology Limited in making this call stand ready to be part of this new order of "*nurturing collaboration*" of the private sector in developing economies. Thank you.

MS MADELEINE SCHERB, HEAD OF HEALTH AND ENVIRONEMENT PROGRAM (HEP)

Merci Madame la présidente,
Excellences,
Honorables ministres,
Chers participants,

J'aimerais tout d'abord féliciter Monsieur Houlin Zhao pour son accession au poste de Secrétaire général de l'Union Internationale des Télécommunications. Je suis fière de participer au sommet mondial sur la société de l'information comme à ses débuts en 2003.
Le Kenya, la Suisse, l'Afrique du Sud, le Lesotho, le Botswana, le Gabon, le Sénégal, l'Autriche, l'Allemagne et la Belgique, font partie de mon carnet de voyage. Cependant, sans internet je n'aurais probablement pas découvert ces pays.

Quand je vois toutes les possibilités de communication que nous avons ici en Suisse, je suis émerveillée du progrès et je pense à ma visite au Lesotho en 2000 lorsque j'étudiais à l'Université de Witswatersrand en Afrique du Sud. Je me rendais régulièrement à l'Institut français qui me facilitait la recherche en m'octroyant gratuitement l'accès à internet. C'est en consultant sur internet les pays voisins que m'est venue l'idée de visiter le Lesotho. J'avais trouvé comment m'y rendre et les modalités pour s'y rendre, mais j'avais voulu tout de même aller à l'ambassade pour en avoir la confirmation qu'il était possible d'y aller sans visa. En réponse, j'ai reçu la confirmation de l'ambassade que le Cameroun est membre du Commonwealth et, qu'en tant que Camerounaise, je pouvais aller au Lesotho, également membre du Commonwealth, sans visa. J'ai donc pris un car qui m'a déposé à la frontière après quelques heures de route. J'y suis descendu et me suis dirigée au poste de douane. Je me suis retrouvée face à une douanière à qui j'ai présenté mon passeport. Elle l'a feuilleté et m'a dit : Vous n'avez pas de visa. Pendant que je lui expliquais que j'avais appris que je n'avais pas besoin de visa pour venir au Lesotho, elle a haussé le ton en me demandant de payer 100 dollars pour le visa. Je lui ai tendu le billet de 100 dollars, dans l'attente de recevoir un reçu d'elle. Je lui ai demandé de me le remettre ou de me donner une quittance. Elle m'a dit d'avancer et qu'il n'y avait pas de reçu. Un témoin de la scène, une fois que j'étais de l'autre côté de la frontière donc à Maseru, la capitale du Lesotho, m'a rattrapé sur un pas décalé pour se désoler de cette situation. Pendant que nous cheminions ensemble, il a proposé d'être mon guide ce que j'ai accepté. J'ai

vu un marché brûlé, des gens revêtus de couvertures (tenues traditionnelles) dans le froid, j'ai aperçu l'Institut français, un café, puis j'ai demandé s'il y avait un cybercafé.

Mon guide m'a dit qu'il ne savait pas de quoi il s'agissait. Il ne connaissait pas internet et a voulu savoir ce que c'était. Il m'a parlé un peu de sa vie de Témoins de Jéhovah, de sa soeur et de son beau-frère. Je lui ai tout de suite raconté que mes parents étaient aussi croyants et pratiquaient la même religion.

Lorsque j'ai voulu le libérer pour trouver un hôtel, il s'est montré hospitalier en me proposant d'aller plutôt dans sa famille. Alors je lui ai fait confiance et l'ai accompagné chez sa soeur. C'est avec un accueil chaleureux qu'ellemême et son mari m'ont reçu, impressionnés de voir une jeune étrangère toute seule à Maseru. Ils savaient que les avions existaient puisqu'ils les voyaient dans le ciel. Par contre, ils n'avaient encore jamais vu leur intérieur et me questionnaient à ce sujet.

J'aimerais bien retourner au Lesotho pour voir si ces étrangers qui sont devenus des amis sont aujourd'hui connectées à internet et ont pu voir l'intérieur d'un avion de leurs propres yeux. Ils avaient promis de m'écrire, mais hélas je n'ai rien reçu. Si seulement ils avaient eu des adresses emails, ils auraient pu me contacter et je serais aujourd'hui connectée avec eux sur internet au lieu d'avoir perdu leur contact à jamais.

Vous comprenez donc mieux mon engagement et celui de la Health and Environment Program que je préside d'oeuvrer pour un meilleur accès des Africains à internet. Voilà l'aventure que j'ai voulue partager avec vous, je vous remercie de votre aimable attention.

H.E. MR YAYA ABDOUL KANE, MINISTER OF POSTS AND TELECOMMUNICATIONS, SENEGAL

Monsieur le Président ;
Mesdames, Messieurs les Ministres et Chefs de Délégations ;
Monsieur le Secrétaire Général de l'Union Internationale des Télécommunications (UIT) ;
Mesdames et Messieurs les participants ;

Permettez-moi, tout d'abord, de vous remercier au nom du peuple et du gouvernement de la République du Sénégal, de l'honneur que vous nous faites en nous invitant à nous exprimer devant cette auguste assemblée dans le cadre du format des déclarations politiques de haut niveau, à l'occasion du Forum 2016 du Sommet Mondial sur la Société de l'Information.

A l'évidence, la particularité de cette édition est qu'elle se tient suite à l'adoption, en septembre dernier par la communauté internationale, des Objectifs de Développement Durable - ODD.

Cela va sans dire que ces ODD constituent le prolongement des objectifs du millénaire pour le développement (OMD) et guideront dorénavant les politiques et programmes de développement au niveau international pour les quinze prochaines années.

En tant que moteur de développement, les Technologies de l'Information et de la Communication-TIC- ont incontestablement un rôle majeur à jouer dans l'atteinte de ces objectifs.

Mesdames et Messieurs,

Mon propos s'articulera autour de la problématique de l'inclusion numérique et de l'accès à l'information pour tous. Dans ce cadre, il s'agira pour nous de vous entretenir de l'action gouvernementale dans le processus d'appropriation des TIC par la population.

A ce propos, le Plan Sénégal Emergent (PSE), cadre de référence de la politique économique et sociale du Sénégal à l'horizon 2035, et parfaitement arrimé aux ODD, a défini le secteur des TIC comme un des fondements de l'émergence.

En effet, cette vision s'explique par le fait que ce secteur occupe une place dominante dans la croissance économique du Sénégal et contribue à hauteur de 7%, à la formation du PIB national.

Toutefois, cette vision se traduit par plusieurs réalisations impactant tous les domaines d'activités.

Au niveau national, bien qu'inégalement réparti, nous disposons d'un réseau de fibre optique, déployé aussi bien par les opérateurs de télécommunications que par l'Etat.

Avec un réseau de 1500 kms de fibre optique, **l'Intranet administratif**, un réseau de communication « voix et données » de l'Etat, a permis d'interconnecter 900 bâtiments administratifs.
Toujours, dans le cadre des infrastructures de télécommunications, nous disposons au Sénégal d'un réseau de télécommunications entièrement numérisé, faisant de notre pays un carrefour de transit Internet pour la sous-région, et de trois (3) câbles sous-marins en **fibre optique** permettant d'avoir une bande passante internationale de 25 Gigabits.

Mesdames et Messieurs,

Avec un taux de pénétration des services internet de 55% pour 3,6 millions d'utilisateurs, des efforts supplémentaires sont à accomplir pour parvenir au **Numérique pour Tous** au Sénégal.

Conformément a la ligne d'action numéro trois du SMSI « **l'accès à l'Information et au Savoir »,** nous avons entrepris le projet des Centres Multimédia Communautaires qui a permis l'installation de **37 Centres fonctionnels** dans les zones rurales et périurbaines défavorisées. Notre objectif à court terme est d'équiper tous les villages de plus de cinq cent (500) habitants.

Mesdames, Messieurs,

Dans le domaine de l'éducation, les premières bases ont été jetées avec l'équipement et l'interconnexion de toutes les structures centrales et déconcentrées.

Aussi, l'**Université virtuelle du Sénégal**, ouverte en octobre 2013, a permis à notre pays de révolutionner son système d'enseignement supérieur à travers son réseau d'espaces numériques ouverts (ENO) implanté sur tout le territoire national.

Par ailleurs, la problématique de l'équité et l'égalité du genre dans le Secteur des TIC est une question prépondérante de l'inclusion numérique. Le gouvernement du Sénégal travaille pour un environnement plus favorable à la promotion de la place des femmes dans les TIC. Il s'agit, entre autres, de:

- la mise en place du Plan d'Actions National de la Résolution 70 de l'UIT « Femmes et TIC ».
- l'organisation depuis 2012 de la Journée **« Filles et TIC ».**

Voilà pourquoi, en décembre 2015, au Civic Hall de New York, le Sénégal a remporté un des trois prix « GEM-TECH Awards 2015 », décernés conjointement par l'UIT et ONU-Femmes.

Au reste, en perspective de 2016 et au-delà, le Sénégal plaide donc pour la mise en place **« d'une Société de l'Information durable et inclusive où le Très Haut Débit** sera au service d'une Economie numérique pour tous et pour tous les usages dans un écosystème sécurisé et de confiance ».

Pour atteindre ces objectifs, notre pays a amorcé :

- l'arrivée de nouveaux Fournisseurs d'Accès Internet (FAI) ;
- l'élaboration d'un plan national haut débit ;
- la création d'un cloud gouvernemental;
- l'élaboration d'une stratégie de Cybersécurité et la création d'un CERT national;
- la mise en place d'un plan d'actions et d'un dispositif de protection des enfants en ligne.

Dans ce contexte, le Sénégal met en place **un Parc des Technologies Numériques (PTN)** dont l'objectif est de contribuer à la croissance économique du pays en soutenant l'industrie des TIC.

Mesdames, Messieurs,
Je ne saurai terminer sans réitérer ici que le Gouvernement du Sénégal, par ma voix, remercie l'Union Internationale des Télécommunications et l'ensemble de ses partenaires pour la parfaite organisation du Forum 2016 du SMSI.

Nos remerciements vont aussi à la Suisse pour la qualité de l'accueil et les conditions optimales de notre séjour.

Je souhaite plein succès au Forum 2016 du SMSI.
Je vous remercie de votre aimable attention.

PROF. UMAR DANBATTA, EXECUTIVE VICE CHAIRMAN, NIGERIAN COMMUNICATIONS COMMISSION, NIGERIA

1. Opening Statements - Explain what we mean by inclusiveness and link to the Strategic Plan

The topic "Inclusiveness – Access to Information and Knowledge for All" summarizes the NCC strategic vision 2015 - 2020.

- "To promote innovation, investment, competition and consumer empowerment in and on top of the communications platforms of today and the future – **maximizing the power of information and communications technology** to grow our economy, create jobs and enhance national competitiveness through deployment of broadband infrastructure to facilitate the rollout of broadband services that will hold out opportunities and higher network quality of service for all Nigerians".

- Our goals, as stated in the vision are – Grow our economy; Create Jobs and Enhance national competitiveness, all these are attainable through maximisation of the power of ICT. The power of ICT is in enabling access to information and knowledge for everyone.

- Our mission - **To support a market driven Communications industry and promote universal access** underlines the focus on inclusiveness.

- Considering that Nigeria is a developing nation, inclusiveness is evaluated in terms of locations (unserved communities that are far from the city centres), cultural (persons perception of the impact of ICT on their culture and way of life), economic (ability to use ICT in economic enterprise and create wealth), socio-economic status (poverty index, physically –challenged) etc

2. Agenda for Inclusiveness - Our strategic vision 2015 to 2020 to provide sustainable foundations for inclusive future growth, competitiveness and meet the nation's principal societal challenges is being driven by eight (8) pillars.
   To ensure delivery of enviable ICT services to Nigerians through our regulatory functions, we shall:
   - Facilitate Broadband Penetration
     - Facilitate and support availability of broadband services by promoting deployment of universally available fast and reliable network infrastructure that will stimulate seamless broadband penetration to drive technology innovations and overall productivity of the economy.
   - Promote ICT Innovation and Investment Opportunities
     - The strategy is to facilitate and support the deployment and use of broadband networks as a platform for economic growth, innovation, job creation and global competitiveness by fostering increased strategic support for technology start-ups and SMEs.
   - Facilitate Strategic Collaboration and Partnership
     - The strategy of the agenda is to foster avenue for synergy with Government, MDAs, communities and relevant local and international non-state actors to advance the use of ICT4D by facilitating and supporting the development, adoption and usage of technology innovations for improvements in Agriculture, Education, Healthcare and Security.

   - Improve Quality of Service
     - The strategy is to strengthen measures of quality of service (QoS) regulation, through improved oversight/internal controls and facilitation of active infrastructure sharing amongst telecommunications Operators in ways that will encourage seamless adoption of next generation technologies and remove all barriers for smooth operations

     - Optimize Usage and Benefits of Spectrum

- The strategy is to develop and implement flexible, market-oriented spectrum regulation policies that promote highly efficient use of spectrum in way that stimulate innovation, investment, job creation and increased consumer benefits.

3. Programmes and Projects that address inclusiveness
   The focus of our programmes are to increase connectedness, deepening penetration providing Nigerians with access to information and knowledge

➢ Enabling Environment for ICT growth and inclusiveness
- Our Open Access Model will drive deployment of broadband infrastructure and services;
- 2.3 GHZ was auctioned in 2014 for Wholesale Wireless Access Service (WWAS), 2.6GHz would be licensed in the first half of 2016 for Unified Access Service (UAS).
- We support innovations, inventions and research from tertiary institution in the country that are practical, locally realizable and have clear potential of developing the telecommunications industry.
- The Digital Bridge Institute (DBI) which has been recognized as an ITU center of excellence will provide Nigerians with the necessary knowledge and competencies in the field of ICT.

➢ Information and Communications Technology (ICT) Infrastructure
Through the Universal Service Provision Fund Nigeria has expanded its ICT infrastructure through the deployment of:

- Accelerated Mobile Phone Expansion (AMPE) projects
- Backbone Transmission Infrastructure (BTRAIN)
- University Inter Campus Connectivity (UNICC)

➢ Information and Communications Technology for Development (ICT4D)
- E-learning Projects (Digital Awareness Project (DAP); Advanced Digital Appreciation Programme for Tertiary Institutions (ADAPTI); School Knowledge Centre (SKC); Tertiary Institution Knowledge Centre (TiKC)
- E-accessibility Project (ICT and Assistive Technologies to institutions and schools catering for the needs of people living with disability.
- E-Health project

- E-Library Project (Information Knowledge Centre (IRC)
- Community Resource Centres (CRC)

4. Foundation for future growth
   - Inclusiveness requires understanding of the unserved and underserved population and communities
   - We have identified and established clusters of voice telephony and transport network gaps in the country. The Access Gap Cluster Portal is available through our USPF website: www.uspf.gov.ng
   - The result was the creation of two hundred and seven (207) ICT Gap Clusters of areas that are unserved or underserved that would enable us support the provision of access to about forty million Nigerians currently lacking access to ICT services.
   - Each Cluster has the requisite attributes – population estimates, size, major towns, main economic activities/ occupation, institutions, vegetation type etc.
   - The National Broadband Plan -…..

5. Conclusion
   - We still grapple with the challenges of digital divide, we are confronted with the digital poverty (Information poverty) issues. Digital Poverty, which is the lack of means with which to access ICTs, the lack of skills to use the ICTs, and inadequate information about the usefulness of ICTs, incorporates a demand component (the service cannot be afforded), a capability dimension (the skills to use the service are not available), and a supply component (the infrastructure to deliver the service is not in place).

   - Nigeria like most developing nations is not enjoying the full benefits of the ICT revolution due to inadequate telecommunication infrastructure, capacity to maintain existing infrastructure, policies for equitable public participation as producers and consumers of information and knowledge.

   - Sequel to the successful transition from one party to another party at the federal government level and the focus of the administration to diversify the economy using ICT, (which is not only an option considering the price of crude oil but also a mechanism to

create jobs), we at the Nigerian Communications Commission are determined to promote inclusive access to information and knowledge.

- We are committed to bridging the gap between the information rich and the information poor and to enable user-friendly and affordable access to ICT facilities and services for every Nigerian, regardless of the region of the country they reside. This will believe will help to drive socio-economic development in the country.

MS HEIDE HACKMANN, PHD, EXECUTIVE DIRECTOR OF INTERNATIONAL COUNCIL FOR SCIENCE (ICSU)

Mr Chaiman,

Ladies and Gentlemen,

The exponential growth, since the end of the 20th century, of the capacity of digital systems to acquire, store, analyse and instantaneously communicate data and information (at continuously reducing cost) has fuelled the potential for scientific discovery, making it possible for science to characterise and understand complex phenomena and to contribute solutions to global challenges in ways not possible before. The opportunities lie in exploiting big data (where enormous fluxes of data stream into computational devices from a diversity of sensors and sources), linked data (where semantic links between datasets have the potential to elicit deeper meanings), text and mining (which enables access to the whole historical record of scientific discovery), and the capacity of learning machines to undertake complex tasks.

But whilst the availability of big data is a reality, its openness is not. For science and society to maximise the potential benefits of the data revolution, and for developing countries to be equal partners in this endeavour, we need open access to data. It is a prerequisite for the effective, creative exploitation of big data. And more, it is a means of maintaining scientific rigour and of ensuring that scientific knowledge is a public, global good.

Open data, together with open access publishing, is the engine that drives open science. And open science is essential if we want science itself to contribute more immediately, more directly, and more effectively to solving the most pressing of contemporary societal challenges, to support the implementation of Agenda 2030, and to help drive a global transformation to sustainability.

But exploitation of the data revolution depends on developing the technical capacities of scientists and practitioners across all sectors. It also depends on the extent to which national systems of scientific priority-setting, funding and institutional research management respond – in a concerted way – to the challenge. Although many countries are responding, it is vital that developing and least developed countries, which have much to gain from the data revolution but which typically have poorly resourced national research systems, also engage with this imperative.

The "Open Data in a Big Data World" accord (which has been developed by four major international scientific organisations, including ICSU, the ISSC, IAP and TWAS), identifies the opportunities and challenges of the data revolution as an overarching interest for global science policy. It sets out 12 guiding principles for the practice of open data, outlining the responsibilities of all stakeholders – scientists, funders, publishers, politicians – in supporting it. The accord also addresses the boundaries of openness, concluding that open data should be the default position for publicly funded science, with limited exceptions.

ICSU and its partners represent more than 250 national and regional science academies and councils, scientific unions and associations, and a vast network of individual scientists working at the highest levels of scientific research, policy and education. With the publication of the Accord, this partnership speaks with one voice on the issue of open data, calling for global action and committing itself to work with governments and research funders to shape a global policy for open data and open science. Such action includes the establishment – under the leadership of ICSU's Committee on Data for Science and Technology – of a data science capacity initiative, with an initial focus on Africa, that is expected to result in the launch, by the end of this year, of an African Open Data / Open Science Platform: an initiative that matches current developments around Open Science in Europe and that we hope will set an example that scientific communities in other regions of the world can and will follow.

MS IFFAT GILL, HEAD OF CHUNRICHOUPAAL, THE CODE TO CHANGE

The ICT sector experiences high growth. It is estimated that in the EU alone, there will be close to a million unfilled positions by 2020. At the same time, the percentage of women is very low in the technology sector. Also, women have a higher attrition rate, which means they leave the sector more than men as they progress in their careers.

Bringing women on board increases the collective performance of teams. Diverse teams are more effective, perform better and bring new perspectives to solve problems. If we want truly inclusive and democratic societies, we need to start assessing how we treat our existing female workforce.

Research shows that women more often than men have characteristics that will let them succeed as managers, but unfortunately, what it takes to get a job in management is often not the same as what it takes do that job well. We often mistake confidence for competence. Unconscious bias plays a big role and we need to find a way to work around the biases that work against us.

So, we have teams with unfilled positions; teams that are not as effective as they could be, with ever increasing work loads. If inclusion is not considered, the stress levels and burn-out rates are likely to go up, making the situation even worse.

Of course in places where women are excluded socially, inclusion of women in the digital economy will increase their chances of economic empowerment and social inclusion. This will enable them to have a voice in their communities.

Inclusion is at the heart of both maintaining growth in the ICT field, as well as giving economic independence to groups that are currently excluded. Inclusion enables innovation. To enable innovative solutions, we need a cultural shift towards more inclusive attitudes.

I would like to know what you are doing in your organizations with regard to inclusion. What are you doing to retain the number of women who you are already working with? Sharing information (data) will help us all to do better.

Biggest challenges for inclusion for ICT4D and next steps:

We need access but access alone in not enough. Here are 4 challenges that I will highlight today:

1- The digital skills gap is a major barrier; and here it is important to align the skills with the needs and interests of local communities
2- The lack of safe spaces for access is a huge barrier for women
3- Online harassment of women is becoming a norm in the digital society
4- Inertia is one of the biggest challenges. People are reluctant to change
Yesterday, we held a session on Gender Equality and e-Skills Gap. I mentioned this to a WSIS delegate, a gentleman. He could not stop laughing, repeating 'gender equality.' I failed to see the humour. It is the attitude of men, which contributes to lack of inclusion.

The first step is that we acknowledge the problem. One of the ways we started addressing it was through our Work to Equality campaign. We shared everyday stories about biases in the workplace. We may even not be aware of some of these biases and gender stereotypes because it is so ingrained in our society. For example, the gender pay gap. Research shows that if women dominate a line of work, all of a sudden, the average salaries go down. This stems from the stereotype that men should earn more than women.

We need more practical solutions to address the digital skills gap. We started The Code to Change programme; a collaboration between non-profit groups, IT industry, the technologists community and academics. The Code to Change is designed to teach digital skills to women in order to succeed in the job market. We need more programmes like The Code to Change which targets existing talent that doesn't have the digital know-how. To solve the safe spaces issue, ChunriChoupaal is leveraging existing infrastructure like public libraries and community centres (public and private) for basic digital literacy training for women and girls in rural areas in the developing world.

It is time for us to reflect on our unconscious biases and stereotypes that contribute to lack of inclusion in the digital economy.

We need to start highlighting underrepresented role models who are around us. We need to enable underrepresented communities to include their voices. We need to continue working together with all stakeholders for digital inclusion. We need more involvement from the IT industry to give back to underprivileged and underrepresented local communities.

It is time for men to get on board in the fight for inclusion and equality. Gender equality is not a women's issue, it's an issue for the entire society.

MS YVETTE RAMOS, MSCI. ENG., MBA, PRESIDENT OF SWISS ENGENEERING GENEVE AND PRESIDENT OF SWISS ENGINEERING ROMANDIE

Distinguished dignitaries,
Ladies and gentlemen,

It is a great honour to address such an august gathering in the World City of Peace today. I wish to congratulate the International Telecommunication Union (ITU) for organizing for so many years now such a laudable Summit, the WSIS, to reflect on what has become practically inevitable in today's global economy, that is, **the emergence of the ICTs as key booster for inclusive development**.

I represent here today Engineers and Architects and am thankful to these NGOs, global and local, namely: the International Network of Women Engineers and Scientists (INWES), Ingénieurs Du Monde (IdM) and Swissengineering, the Swiss engineers and architects society with over 13'000 members in Switzerland.

Ladies and gentlemen, the turmoil that the world economy is going through for so many years now has not only caused policy makers across many countries to become very vigilant and adopt prudent measures that are in line with international norms and best practices.

It has also forced all stakeholders in the industry, private and public sector to define quick strategies to better develop and reinforce inclusive development of ICTs for all. Strengthening transparency and accountability, enhancing sound regulation, reinforcing international cooperation, combating money

laundering and terrorist financing, and promoting international tax information exchange, etc… are just a few of the measures that are increasingly being adopted in the finance arena.

We need more !

_ More actors to do the field work for all
_ More competencies and more education for all
_ More equality and justice for all
_ More concrete actions on the field to reduce poverty for all
_ More infrastructures in all sectors for all

Ladies and gentlemen, we are very honoured to try and empower the WSIS forum so to build a better future worldwide through the Engineering, Scientific and Architects societies, including men and women's participation in ICTs.

We deal everyday with complexity, and finance is just a mean to develop inclusion at all levels. We do know how to build complex projects, with time pressure, people constantly increasing needs for innovation, efficiency and effectiveness, infrastructure developments and overall political wills to progress in every sector of activity.

We want to achieve and help achieve the Sustainable Development Agenda towards 2030 with direct and simple approaches. We can link easily the WSIS and ITU action lines with the SDGs, so to act and accelerate change with positive impacts for all.

We just kicked-off a task team to work on **Codes of Conduct for Engineering in ICTs,** with due and mutual responsibility of engineers worldwide, as we believe this is a simple tool for quick strategies to help all stakeholders, from beneficiaries to funding agencies, policy makers and field operators, to efficiently implement winning and sustainable to inclusive development strategies and achieve the Transformation of Our World, for all, by 2030.

Thank you for your attention !

4. THEME FOUR: Bridging Digital Divides

High-Level Track Facilitator (HLTF): **Ms Chinmayi Arun**, Executive Director, Centre for Communication Governance at National Law University Delhi, India

Introduction

- Mr Houlin Zhao, Secretary-General, ITU (BDT)
- Chairman: Ambassador Daniel A. Sepulveda, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America
- High-Level Track Facilitator (HLTF): **)**: Ms. Chinmayi Arun, Executive Director, Centre for Communication Governance at National Law University Delhi, India
- UN Action Line Facilitator: UN Action Line Facilitator: Mr. Cosmas L. Zavazava Chief of Department, Project Support and Knowledge Management Telecommunication Development Bureau (BDT)

High Level Speakers

- H.E. Mr. Daniel A. Sepulveda, Ambassador, Deputy Assistant Secretary Bureau of Economic and Business Affairs, US Department of State, United States of America
- H.E. Dr. Debretsion Gebremichael Measho, Minister, Ministry of Communication and Information Technology, Ethiopia
- H.E. Pastor Ngoua N'Neme, Minister, Ministry of Digital Economy and Posts, Gabon
- H.E. Mr Yasuo Sakamoto, Vice-Minister for Policy Coordination, Ministry of Internal Affairs and Communications, Japan
- Mr Pablo Bello, Secretary General, Asociación Interamericana de Empresas de Telecomunicación (ASIET)
- Mr Alex Wong, Senior Director and Head, Future of the Internet Initiative, World Economic Forum
- Mr Louis Pouzin, Project Director, EUROLINC – France
- Dr. Jimson Olufuye, Chairman, Africa ICT Alliance

Vision

- The Digital Divide remains a critical issue – contributing factors include problems of infrastructure, affordability, skills and awareness and relevant content
- IThe economic gap between people on both sides of the digital divide is widening, while people with access to the internet prosper economically

Fresh Priorities

- Investment in the physical infrastructure necessary to bridge the digital divide
- Stable and transparent regulatory framework which does not add to the costs of internet infrastructure
- Utilizing recent innovations in ICTs to address the Digital Divide more effectively
- Human resources - working on the knowledge, education and skills of internet users so that they are able to take advantage of the potential of the internet
- Co-ordination globally and regionally to address this issue

Emerging trends

- Private sector experimentation like Google Loon, Facebook's Internet.org and Microsoft's whitespaces project are worth watching
- Recent innovation in technology, such as TV whitespace, solar-powered environments for high speed data sharing can be used to bridge the digital divide

Opportunities

- Experimentation with different ways to bridge the digital divide: public, private and public-private joint ventures
- Global and regional co-ordination to work out how best to leverage resources and to collaborate to address the issue
- Multi-stakeholder approach while creating strategy and policy
- Local language, relevant content that encourages users to come online and make full use of the internet
- Capacity-building to address the social, knowledge component of the digital divide

Key Challenges

- Investing in, and building, infrastructure that can reach physically remote areas and providing access to quality connections and devices to access that connection
- Reducing costs created by local regulation and taxes
- Creating coherent and neutral regulatory frameworks
- Human resource development and capacity-building

Case Examples

- Community centers that provide internet access in Ethiopian villages
- Public-private co-operation to build broadband infrastructure in Gabon
- Japan's collaboration with multiple countries:
    - Cambodia: solar powered environment that enables high speed data sharing in rural areas
    - Nepal: wireless Internet access to schools and medical clinics in mountainous regions
    - Indonesia and Philippines: wireless broadband systems that make use of the unused TV whitespace

Road ahead

- The World Economic Forum has produced an initiative called Internet for All – it has identified four factors around which work can be done to bridge the digital divide: infrastructure, affordability, skills and awareness and relevant content
- G7 has made a joint commitment to refocusing on connectivity
- The WSIS+10 outcome document contains a strong commitment to bridging the Digital Divide

SECOND SESSION :

High-Level Track Facilitator (HLTF): Dr. Greg Shannon, Ph.D., Chief Scientist for the CERT Division, Software Engineering Institute at Carnegie Mellon University, Past Chair of the IEEE Cybersecurity Initiative, USA

High level speakers:

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

1. **High-Level Track Facilitator (HLTF):** Dr. Greg Shannon, Ph.D., Chief Scientist for the CERT Division, Software Engineering Institute at Carnegie Mellon University, Past Chair of the IEEE Cybersecurity Initiative, USA
2. **WSIS Action Line Facilitator:** Mr Cosmas L. Zavazava Chief of Department, Project Support and Knowledge Management Telecommunication Development Bureau (BDT)
3. **Cyprus** (**Republic of)**- H.E. Mr Marios Demetriades, Minister of Transport, Communications and Works
4. **Mauritius** - H.E. Mr Etienne Sinatambou, Minister of Technology, Communication and Innovation
5. **Vietnam** - H.E. Mr PHAM Hong Hai, Deputy Minister of Ministry of Information and Communication
6. **Zambia** – on behalf of H.E. Mr Kapembwa Simbao, Minister, Ministry of Transport, Works, Supply and Communications, Mrs Margaret Kaemba
7. **UNESCWA** – Mr Haidar Fraihat, Ph.D., Director, Technology for Development Division (TDD)
8. **VimpelCom -** Mr Tomas Lamanauskas, Group Director Public Policy
9. **Microsoft, Affordable Access & Smart Financing, Microsoft 4Afrika Initiative** - Mr Frank McCosker, General Manager
10. **eWorldwide Group** – Dr Salma Abbasi, Chairman and CEO

A document produced last year was the "WSIS-SDG Matrix Linking WSIS Action Lines with Sustainable Development Goals." In that document, the word "access" occurs 257 times. Relevant content and effective use are essential for meaningful access. The digital divide concerns differences in access, content, and use. These differences are often unfortunate, unnecessary, and detrimental to society. Eliminating such digital gaps are essential to achieving the 2030 sustainable development goals as well as advancing all of the WSIS Action Lines. Though digital divides are varied and often wide, this session showed that digital divides in access, content, and use are narrowing due to innovations in technology, partnerships, public policies, and governance.

Vision

- Universal access for all, including remote communities and individuals with limited financial means

- Digital content and benefits for all
- Innovation in technology, partnerships, policy, and governance to enable society to bridge digital divides

Fresh Priorities

- Broadly developing the skills of user
- Educating mid- and upper-level government officials on ICT policy and governance
- Enable and amply private investment since the private sector is often 80% or more of the solution

Emerging trends

- Leverage existing infrastructure such as post offices and television broadcast spectrum
- National ICT ecosystems must be competitive yet stable enough for operators to earn reasonable profits
- Context-relevant public-private partnerships can be fast and efficient mechanisms to bridge digital divides
- Society is broadly recognizing the important role of ICTs for general sustainable economic development

Opportunities

- Use of universal funds bridge digital divides for communities and individual with limited financial means
- Memorandums of understanding between national regulatory agencies
- Optimizing the use of under utilized broadcast spectrum

Key Challenges

- Providing users with the skills they need to take advantage of access and content
- Cybersecurity since threats increase as ICT infrastructure and capabilities become ever more valuable to society
- Consumer protection in the digital eco-systems for newly connected communities and individuals

Case Examples

- 96% broadband access in Cyrus
- Use of post offices for community WiFI hot spots in Mauritius
- Use of universal service funds in Viet Nam and Zambia to provide access to remote communities and financially challenged users
- Use of underutilized TV broadband spectrum by Microsoft in Africa
- Training mid-level civil servants on ICT policy and governance in west asia
- Use of application-development competitions to empower communities as active ICT consumers (not passive) by VimpelCom

Road ahead

- Relevant content and effective use(rs) are the key challenges emerging as access issues are addressed
- Innovation is the solution to bridging digital divides AND the benefit of bridging those divides

THIRD SESSION :

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

1. **Mr Houlin Zhao**, Secretary-General, ITU (BR)
2. **Chairman: Ambassador Daniel A. Sepulveda**, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America
3. **High-Level Track Facilitator (HLTF)**: Dr. Cisse Kane, President, African Civil Society on the Information Society (ACSIS), Senegal
4. **WSIS Action Line Facilitator**: Mr. Kemal Huseinovic, Chief of the Infrastructure, Enabling Environment and E-Applications Department, ITU
5. **Guinea (Republic of)** - S.E. M Moustapha Mamy Diaby, Ministre, Ministère des Postes, Télécommunications et de l'Economie Numérique
7. **India**, National Internet Exchange of India, CEO & Joint Secretary, Department of Electronics & Information Technology, Mr Rajiv Bansal
8. **Internet Society (ISOC)** - Mr Raúl Echeberría, Vice President

Vision

Look at all means and all groups of people (including those who have not the opportunity to go to school) and identify specific solutions for them in order to get them on board
Complement digital inclusion with investment in local languages and cultures
Include people who have not been to school
Make people concerned about ICT
ICT as an enabler for development and wealth (education, training, and sensitization), not only for fun

Fresh Priorities

Not only follow business models and aspirations
Not only see people as a market but stick to their own needs and aspirations
Avoid gadgetisation
Promote appropriation of ICT through topic interesting populations

Emerging Trends

Software, interfaces and applications in local languages (India)
Networking on critical Internet issues (ISOC)
Culture and local contents

Opportunities

Africa with big potential of growth
The youth
Local languages and cultures as a new market for ICT and an opportunity to narrow digital gaps
Rural areas
Improving quality of service
Demography can lower costs like in India

H.E. Dr. Debretsion Gebremichael Measho, Minister, Ministry of Communication and Information Technology, Ethiopia

H.E. MR DEBRETSION GEBREMICHAEL MEASHO, MINISTER, MINISTRY OF COMMUNICATION AND INFORMATION TECHNOLOGY, ETHIOPIA

Mr. Chairman,

Honorable Ministries,

Heads of Delegation, partners,

Ladies and Gentlemen,

First I would like to express my appreciation to Secretary General of International Telecommunication Union, for extending invitation to our country to be part of this invaluable event. I also thank the organizers of this event. It is a great honor and privilege for me to be here today to deliver a policy statement on this WSIS Forum 2016 High Level Event on behalf of the Government of the Federal Democratic Republic of Ethiopia.

Excellencies,

Ladies and gentlemen!

The current set up, where globalization, connectivity, regulation and demographics are shaping the landscape, several countries are lagging behind in ICT infrastructure but most importantly in the use of ICT tools.

Bridging this digital divide gap and ensuring the optimal and innovative use of ICT tools will have a decisive bearing on whether or not the implementation of national development strategies is a success or a failure.

Excellencies,

Ladies and gentlemen,

The government of Ethiopia recognizes the importance of optimizing the use of ICT tools in a bid to reduce poverty. As a result, the country is one of those African countries that have successfully developed ICT programs that has emanated from its ICT policy and strategies. It is with this background that the government has taken various initiatives in the use of ICT in different sectors.

One such example is the Government's school-net program connecting all secondary and preparatory schools in Ethiopia and enabling pupils across the country to have access to quality education through ICT tools.

This is one illustration of how ICT tools can best be integrated into national poverty reduction strategies and be utilized for the purpose in advancing socio-economic development objectives.

In line with this and to improve access to ICT in the agricultural sector, specifically focusing on rural communities, Ethiopian government have been investing to realize the availability of access on lower level administrative structures. To this end, our objective of connecting all our villages to telecom service has reached 98%. This is primarily intended to enhance training for farmers in the use of enhanced agricultural inputs and provide them with timely information on markets for agricultural products.

Excellencies,

Ladies and Gentlemen,

While we feel that efforts in this regard are encouraging, the road towards ensuring adequate ICT access to all and in particular providing affordable access to ICT infrastructure and services to rural communities' remains a daunting challenge.

Only through the forging of strong partnerships between all the stakeholders, governments, the private sector, international agencies and the donor community, can these challenges be adequately surmounted.

Time and again, we have been deliberating about affordability and inclusiveness in view of narrowing the digital divide among countries and within a nation. Compared to other telecom/ICT targets, digital divide achievement has lagged way behind.

Against his backdrop, I feel that it is time to reflect on what is not working well for the poor people. The current situation should not be allowed to continue by doing business as usual. Achieving affordable and inclusive access and use of ICT will continue to be a moving target unless we rethink and generate special strategies understanding the short coming of the contemporary rules of the game. Government, private sector and civil society have to commit to curb the digital divide of the poor people. To this end, let's regularly measure the digital divide of the rural poor, monitor and assess frequently the challenges, the interventions, and the achievements made along this line.

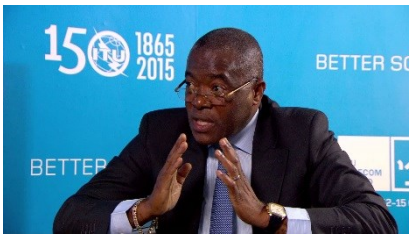
Excellencies,

Ladies and Gentlemen,

Before concluding, I would like to take this opportunity to once again reiterate Ethiopia's full commitment to the WSIS Agenda and chart a new path to consolidate our relationship with all stakeholders. I am quite confident that this Forum will provide a new drive to our future ICT developments. Finally, I would like to express our desire to explore together the endless possibilities and new opportunities of working together in a spirit of mutual trust, respect and selfless friendship.

I Thank You!

H.E. MR PASTOR NGOUA N'NME, MINISTER, MINISTRY OF DIGITAL ECONOMY AND POSTS, GABON



Monsieur le Secrétaire Général ;
Excellences Mesdames et Messieurs les Ministres et Chefs de délégations ;
Excellences Mesdames et Messieurs les Ambassadeurs et Chefs des Missions diplomatiques ;
Honorables délégués ;
Distingués invités ;
Mesdames et Messieurs.

C'est un réel plaisir et un honneur pour moi de prendre la parole en cette circonstance solennelle, aux noms de mon pays, le Gabon, de Son Excellence ALI BONGO ONDIMBA, Président de la République, Chef de l'Etat, du Gouvernement gabonais et au mien propre. C'est l'occasion ici de saluer toutes les délégations venues prendre part à cette importante rencontre, de remercier l'Union Internationale des Télécommunications (UIT) et, particulièrement, le Secrétaire Général pour les efforts qu'il déploie afin de promouvoir les objectifs de notre Organisation, notamment l'alignement du processus du SMSI sur les Objectifs du Développement Durable. Je voudrais également féliciter l'ensemble des parties prenantes pour leurs contributions.

Monsieur le Secrétaire Général,

De nos jours le numérique a pris une place de plus en plus grande qu'il convient de promouvoir et favoriser l'accès internet à tous. L'engagement du Gabon dans ce secteur témoigne de sa foi dans la capacité des TIC à changer la société et la vie des populations.
C'est pourquoi, le Gabon a fait des TIC un outil essentiel de sa marche vers le progrès et de sa transformation, et a fait de la lutte contre la fracture numérique une ligne de force de son action.

Ainsi, le Gabon, en ligne avec le plan d'action du SMSI, aborde la question de la lutte contre la fracture numérique sur trois axes stratégiques, à savoir :

- la mise en place d'un cadre réglementaire approprié ;
- la construction des infrastructures numériques sur l'ensemble du territoire ;
- le développement des services numériques et des applications innovantes pour faire du Gabon un pôle sous régional.

Le cadre réglementaire se matérialise par les lois sur la société de l'information et l'économie numérique, la cybercriminalité et la cybersécurité, sur la réglementation des communications électroniques, les transactions électroniques et la protection des données à caractère personnel.

Sur le plan des infrastructures, le Gabon a adhéré au câble ACE en vue d'accroitre sa connectivité internationale et déploie un réseau fibre optique de près de 6.000 Km à travers toute l'étendue du territoire national.
Deux des trois phases qui constituent cet immense chantier sont en cours d'exécution.

De plus, en collaboration avec l'Union Africaine des Télécommunication (UAT), le Gabon a procédé à la mise en œuvre d'un Point d'Échange Internet (GAB-IX) permettant principalement à plusieurs opérateurs de services Internet d'échanger du trafic entre leurs réseaux respectifs dans l'objectif d'optimiser les coûts de communication de la bande passante internationale et développer les contenus locaux (site web, etc).

Enfin, le passage prochain vers la Télévision Numérique de Terre (TNT) va permettre également d'offrir des perspectives pour une accessibilité des TIC pour tous.

Simultanément, les opérateurs privés contribuent à cette lutte contre la fracture numérique, notamment par le développement de leurs infrastructures réseaux qui a permis d'implémenter les technologies 3G/4G, avec pour conséquence la vulgarisation de l'internet mobile haut débit.

Sur le plan des services, le Gouvernement a pour ambition de promouvoir la transformation numérique du Gabon grâce au projet e-gouvernement constitué pour l'heure des volets suivants :

- le volet e-santé qui vise à mettre progressivement à la disposition du secteur de la santé un ensemble d'applications et d'outils de production, de transmission, de gestion et de partage d'informations numérisées (prescription électronique, dossier patient...), au bénéfice des pratiques médicales et médico-sociales ;
- le volet développement de l'entreprenariat numérique, notamment des jeunes grâce à la mise en œuvre d'incubateurs d'entreprises pour favoriser l'auto-emploi et doter le pays d'une masse critique d'experts ;
- le volet e-education afin d'apporter une nouvelle approche pédagogique dans la transmission de la connaissance ;
- le volet e-tax qui permet le déploiement d'une plate-forme sécurisée de télé-déclaration et de télépaiement des impôts ;
- le volet e-visa, qui est une plate-forme de dématérialisation de procédures d'acquisition de visas électroniques d'entrée au Gabon.

Monsieur le Secrétaire Général ;

Mesdames et Messieurs.

Au moment où la communauté internationale prépare le nouveau cadre de développement durable (ODD), le Gabon souhaite que l'UIT soit, non seulement en avant-garde de ce projet planétaire,

mais aussi et surtout consente d'accompagner tous les pays en développement de notre Organisation pour réduire la fracture numérique entre le Nord et le Sud.

Le Gouvernement gabonais reste engagé et mobilisé pour continuer à promouvoir ses principes directeurs et à assumer ses obligations afin de construire notre avenir commun, le bien-être de l'humanité.

Je vous remercie.

H.E. MR YASUO SAKAMOTO, VICE-MINISTER FOR POLICY COORDINATION, MINISTRY OF INTERNAL AFFAIRS AND COMMUNICATIONS

Excellencies,

Distinguished guests,

Ladies and gentleman,

On behalf of the Japanese government, I would like to express my sincere appreciation to the Secretary-General of ITU Mr. Houlin Zhao, and the members of the WSIS Secretariat and all stakeholders.

Last December, the Ten-year Review of WSIS was conducted, and the implementation of WSIS outcome has entered a new stage.

For this reason, I recognize this WSIS Forum is a very important meeting to kick off towards the goals which have not yet been achieved.

We have made significant achievements for the implementation of WSIS outcome. .

On the other hand, we have many other important challenges, such as bridging the digital divide and access to information. In addition, it will be necessary to take measures for new challenges, such as the

2030 Agenda. We should reaffirm that the common vision of a people-centered, inclusive and development-oriented Information Society will be difficult if we do not actively tackle the unsolved challenges in the last decade, under the new common understanding.

Today, I would like to comment on 3 important points.

The first point is the use of ICT innovation benefits.

We had various ICT innovations in the last decade, and further ICT innovation will be made much more than we expect in the coming decade, like developments in IoT, Big Data, AI and so on.

All stakeholders have the responsibility to consider how to utilize ICT innovation benefit for human prosperity including the promotion of open innovation, principles of technology neutrality.

The second point is the implementation of the multi-stakeholder approach. Unfortunately, we still cannot say that we have reached a common consensus.

However, in a situation where challenges are getting increasingly complex, the multi-stakeholder approach is the one and only solution to address difficult challenges in cooperation with governments, private sector, academia and civil society.

We would like to promote the multi-stakeholder approach and exchange our best practices among all in the future.

The third point is the free flow of information. It is necessary to achieve an environment where all people around the world can access any information easily at an early date.

When we think about a solution of global challenges, it will become more and more important that we should continue to vitalize the distribution of information with quality and quantity, both domestically and internationally.

It is important to reaffirm again “free flow of information” as the fundamental principle.

Last week, the G7 ICT Ministers' Meeting was held in Japan.

At that meeting, we have adopted a Charter for the Digitally Connected World and Declaration toward economic growth through ICT innovation and sustainable and inclusive progress by solving global challenges.

As a G7 chair, we expect such G7 activities will contribute in achieving WSIS goals.

We, the government of Japan, as one of the stakeholders, will continue to put forth our best possible efforts, together with all stakeholders, to the implementation of the WSIS outcomes.

MR PABLO BELLO, SECRETARY GENERAL OF ASOCIACION INTERAMERICANA DE EMPRESAS DE TELECOMUNICACION (ASIET)

¿Cuál es la situación de la región latinoamericana frente a la Brecha Digital?

América Latina ha vivido una transformación social, económica y tecnológica sin precedentes en los últimos 15 años. Hoy, gracias a las tecnologías móviles, prácticamente todos los hogares disponen de telefonía, algo que hace poco tiempo atrás era privilegio de unos pocos. Los usuarios conectados a Internet aumentan rápidamente, los anchos de banda se multiplican, los precios se reducen en términos reales, mientras los usos que le estamos dando a la conectividad son cada vez más complejos.

Sin embargo, a pesar de los innegables avances en la penetración de Internet y la significativa reducción de precios, todavía existen amplios sectores de la población que están desconectados**. Más de la mitad de los latinoamericanos no usan Internet**. Más del 60% de los hogares carece de alguna modalidad de acceso. Se mantienen además profundas diferencias entre los países de la región. Y al interior de cada uno de estos el acceso a Internet está altamente correlacionada con el ingreso y la ruralidad**. Esto no es aceptable. Mientras uno de cada dos latinoamericanos vive en el siglo 21, la otra mitad, los más pobres, sigue viviendo en el siglo 20. La brecha digital es la brecha de la desigualdad.** Tenemos que intensificar nuestros esfuerzos, todos, los gobiernos, los reguladores y las empresas, para cerrar la brecha digital en los próximos 10 años.

No es fácil enfrentar este desafío: se requieren grandes inversiones en infraestructura de telecomunicaciones, más de 400 mil millones de dólares en los próximos 7 años según nuestras estimaciones. Pero los ARPU son de los más bajos del mundo, menos de 10 USD al mes, los costos de desplegar las redes son cada vez mayores, las regulaciones imponen crecientes exigencias que se traducen en mayores costos, las asignaciones de espectro están todavía por debajo de lo habitual, los impuestos al sector aumentan día a día. A pesar de los menores precios, las restricciones de ingresos de las familias más pobres les imposibilita la contratación de Internet.

Es por ello que la superación de la restricción presupuestaria en la base de la pirámide requiere iniciativas que permitan mejorar la asequibilidad, al mismo tiempo que aseguren la sostenibilidad de un modelo de inversión que permita continuar desplegando infraestructura.

- ***¿Qué iniciativas pueden emprenderse para paliar esta situación?***

Están claras dos cosas: la primera, que tenemos el imperativo ético, moral, económico y social de cerrar la brecha digital, y que debemos hacerlo ahora. La segunda, que la tarea no es fácil.

El primer paso es entender las complejidades del desafío y lograr que las políticas públicas, todas, no solamente las sectoriales, sean consistentes con ello. Creemos **que la prioridad de las políticas públicas debe estar en los no conectados.** Muchas veces los intereses, -legítimos por supuesto-, de los que ya están conectados parecen ser más relevantes que los de los no conectados. Es un asunto de prioridades. **Si las regulaciones encarecen los costos de los servicios, los no conectados lo tendrán más difícil.**

Debemos trabajar en construir un entorno de confianza que permita a las empresas invertir en el largo plazo, con estabilidad y certidumbre. Disponer de un marco regulatorio convergente, que establezca principios con neutralidad tecnológica y que evite la competencia desleal de servicios sobre Internet es muy relevante. Facilitar el despliegue de infraestructuras de telecomunicaciones, al mínimo costo, es fundamental. Muchas veces las políticas públicas en América Latina van en el sentido opuesto. Es esencial entender que el aporte estratégico de las telecomunicaciones no está en la recaudación tributaria del sector, sino que en los procesos dinámicos, tanto sociales como económicos que se derivan de una sociedad conectada. Lamentablemente los encargados de las finanzas de nuestros países parecen no entenderlo así. Los impuestos sectoriales, las tasas regulatorias, los altísimos precio-base en las licitaciones de espectro radioeléctrico no contribuyen al cierre de la brecha digital, todo lo contrario. Esto último es particularmente relevante: la mayoría de los países prefiere una alta recaudación fiscal por la asignación del espectro, por sobre los objetivos de inversión y menores precios. Cuando se dice que en "América Latina las telecomunicaciones son caras", se olvida que el Estado es en buena medida responsable de ello.

Es esencial también **facilitar la máxima flexibilidad comercial para romper la restricción presupuestaria de las familias de menores ingresos**. Así como el prepago ha sido el gran responsable de la democratización de la telefonía móvil, necesitamos modelos innovadores para lograr lo mismo en el acceso a Internet. Muchas veces terminamos importando debates del primer mundo, donde el desafío de

la cerrar la brecha está prácticamente resuelto, que terminan imponiendo rigideces y de esa forma limitando el acceso de los más pobres. **Debemos también abaratar el precio de los terminales.** Los aranceles tienen mucho que ver allí, así como las medidas que favorezcan la internación de equipos de bajo costo. Trabajar con los fabricantes puede contribuir en esa dirección.

Todos tenemos acá una responsabilidad: las empresas de telecomunicaciones, en innovar y competir. Las empresas de Internet, en elevar la oferta de valor -y por ende la demanda- de estar conectado. Las responsables de las políticas públicas, priorizar aquellas que favorezcan el cierre de la brecha. Es esencial que este desafío lo enfrentemos entre todos, con liderazgo y sentido de urgencia. Esta debe ser nuestra prioridad número uno.

DR JIMSON OLUFUYE, CHAIRMAN OF AFRICA ICT ALLIANCE (AFICTA)

Your Excellencies,

Distinguished ladies and gentlemen.

It gives me a great pleasure to make the following contributions at the High Level Meeting of the WSIS Forum 2016. I'd like to begin by thanking all the UN agencies who
are actualizing the WSIS action lines, and also the ITU for its exemplary coordination role. I also thank all the WSIS Action Line facilitators for their steadfast work in this regard. Permit me also to congratulate all stakeholders, and the UN agencies, especially recognizing CSTD for the success of the 10 year review and the very excellent outcome document approved in New York last year.

From a-25year active experience in the ICT industry at the national, regional and global level, it has become obvious to me that when emerging economies do what is right, digital divides are reduced considerably. A case in point is the issue of teledensity in Nigeria with mere 0.05% penetration in 2001 compared to 106% today and that of Internet penetration of 0.001 in 2001 to 55% today. What was responsible for this transformative scenario? Major policy redirection incorporating good practices have been responsible.

Recently, 11 African countries agreed to streamline roaming and interconnection charges across East Africa in what is called Africa One Area Network, the result is increased connectivity and reduction in cost of doing business. Assuming all African regulators and telcos endorse this smart initiative, the result on the general cost of doing business will be unprecedented across Africa. Affordability as well articulated by stakeholders spurs connectivity and wider access by the under-reached and the goal of WSIS would very readily be realized.

Education for innovation, capacity development, skills development and boosting local economic resources are area of focus where the power of ICTs can be unleashed. We must also consider that capacity building to effectively use ICTs may go beyond the formal education and may require some remedial and special training, which may unleash many more contributors to the information society. Emerging economies especially those in Africa need to avail themselves of home grown and well articulated strategies to deliver on expectations. Not too long ago, a national education authority abolished all eLearning Centres in the country. What should have been done is to set operational standard, institute periodic reviews and monitoring to ensure greater goals are achieved.

I do not believe the reason for the existence of digital divide is anymore excusable. The WSIS Action lines have provided sound guide to overcoming this divide. Over the course of the next 10 years I would be glad to see emerging economies address this issue comprehensively through:

1. A multi-stakeholder approach (exemplified by ICANN and IGF) at strategy formulation, implementation and benefit assessment and realization. The newly composed M/S Cybersecurity Council in Nigeria is a step in the right direction

2. In-depth review of national e-Strategies earlier accomplished with embedded mechanism for implementation, follow-up, collation of metrics and sustainability.

3. Following 2 above, there should be active peer review engagements across subregions and regional economic blocks

4. International cooperation and collaboration to enrich 3 above among others other considerations for bridging the digital divides that face us, and which we must address include:

5. Innovative Citizen engagement initiatives – embracing all age groups and fully engaging women and girls, and men and boys
6. Institution of transparency and accountability in project implementation

7. Constant exploration of better and more cost effective alternatives through innovation

8. Expand ICT skills acquisition programmes and school curricula.

9. Create opportunity for universal access and reduce broadband cost through special tax breaks and incentives. In the word of African richest man Nigeria's Aliko Dangote on what states need to do. "They (States) can create jobs and give incentives to people to come and invest, they should assure people that they are not going to be slammed with various taxes which is what some of them do." (Aliko Dangote)

Finally, as Information Society advances and Internet of Things (IoT) phenomenon takes root, Artificial Intelligence (AI) must be accountable to humans, come what may to ensure there is no new divide between humans and machines. I spend my professional career, and my efforts to bring the voice of my continent and others from the developing countries into these global fora. I appreciate the opportunity to speak here today.

H.E. MR MARIOS DEMETRIADES, MINISTER OF TRANSPORT, COMMUNICATIONS AND WORKS, CYPRUS

Mr. Chairman,
Honorable Ministers,
Distinguished delegates,
Ladies and Gentlemen,

First, on behalf of the Government of the Republic of Cyprus, let me express our thanks and gratitude to the International Telecommunications Union for hosting the World Summit on Information Society Forum of 2016 in the beautiful city of Geneva.

We are now living in the digital age and we are heading rapidly towards a fully interconnected society. An era of the convergence of until recently different worlds and markets. The digital technologies are now integrated in our way of life and work and the acquisition of digital skills by everyone is not only one of the big goals, but a decisive bet of the society. The internet provides a platform for the creation of new possibilities and the big challenge is to use it as a tool to increase the efficiency of the economies, to upgrade the quality of the life of our citizens, to promote democracy and culture and to establish green technologies. Services are converging and are becoming accessible universally from any portal device either wired or wirelessly. Thus, the economic and social inequality with regard to access to, use of, or impact of information and communication technologies (ICT) should be avoided.

Broadband accessibility should not be a privilege but a right to every citizen. Concrete steps should be taken to overcome the digital divide by meeting the target of 100% coverage, taking into account the needs of the future for ultra high speed communications. At the same time, we must reduce the prices for Internet access to be affordable to everyone and create a secure flow of information and operation of networks. Furthermore, governments need to use ICT in their internal functioning to become more efficient and productive and also to provide services to the citizens and businesses.

These challenges are not ahead of us, they are with us and we need to face them urgently. The ITU needs to maintain its leadership in promoting the information society of the 21st century and bridging the digital divide.

The Republic of Cyprus could not remain inactive in this digital revolution. The use of ICT is high priority in the political agenda in Cyprus, as it is understood to play a key enabling role to promoting innovation and an inclusive society as well as achieving a smart and sustainable economy. The use of ICT in all vital sectors of the economy of Cyprus is of paramount importance to the development of Cyprus into a regional service center and the attraction of foreign investments. The electronic communications market in Cyprus is a market manifesting significant dynamism. Competition is intensifying both in the fixed and in the mobile markets.

However, it has been demonstrated that the primary barriers to broadband adoption, that can lead to a certain digital divide, may be classified as follows:

- lack of understanding of the benefits of broadband
- lack of skills or familiarity with information technologies, or confidence to use them
- affordability of connection and access fees.

Our coherent digital strategy for the Information Society is in line with the ITU's Strategic goals and global ICT targets and in line with the objectives and actions proposed in the Digital Agenda for Europe, one of the flagships of the strategy "Europe 2020".

In order to overcome the above barriers, among other objectives, measures and actions of the Digital Strategy have been prioritized in the National Action Plan 2015-17. This action Plan includes around 107 million euros, with the priorities to provide additional public electronic services, the development of digital entrepreneurship, the enhancing of digital literacy, the development of broadband infrastructure for high-speed even to rural and remote areas, aiming to increase broadband penetration and simultaneously to bridge digital divide.

Moreover, during the years, we have managed to utilise successfully our strategic location for telecommunication purposes, since we are located at the crossroads of Europe, Asia and Africa. We have developed an excellent satellite and submarine cable infrastructure, which is not only used to connect the Island with its neighboring countries and the rest of the world, but also to transfer traffic between continents. To further enhance our position we are constantly trying to upgrade and develop this infrastructure, to ensure that coverage and quality are optimized. A robust and reliable telecommunications framework is the key for the development of an international finance, trading and shipping centre.

For your information, Cyprus has a long history in the telecommunications sector, since 1871, that the first submarine telegraph cable was laid between Cyprus and Syria.

In closing, I would like to thank the ITU Secretary General and all WSIS stakeholders for all their dedication and efforts towards the WSIS process. We are very pleased to continue our support and we anticipate that this year's event will fascinate high attention and interest from all the stakeholders.

Thank you Mr. Chairman, and thank you all for your attention.

MS MARGARET KAEMBA, ON BEHALF OF H.E. MR KAPEMBWA SIMBAO, MINISTER, MINISTRY OF TRANSPORT, WORKS, SUPPLY AND COMMUNICATIONS, ZAMBIA

The Secretary General of the ITU, Mr. Houlin Zhao

The Deputy Secretary General of the ITU, Mr. Malcolm Johnson

The Honourable Chairperson of the Session

Excellencies/Honourable Ministers and your Delegations

Distinguished Ladies and Gentlemen

I am pleased to participate at this year's World Summit on the Information Society (WSIS) Forum. From the outset, allow me to congratulate the International Telecommunication Union (ITU) and all its partners for successfully organising this event. This year's Forum is particularly important as it provides a platform for sharing experiences on how countries are leveraging on ICTs towards meeting the Sustainable Development goals and targets.

Distinguished Delegates

Zambia is committed to leveraging on ICTs in the implementation of the Sustainable Development Goals. We believe Universal Access to ICTs is a fundamental strategy to achieving these objectives.

In the last few years, the Government of the Republic of Zambia has partnered with the private sector to roll out communications infrastructure to unserved and underserved areas especially targeting the rural

parts of the country. By the end of 2015, the country's mobile network coverage by population had increased to 92.8 percent from 90 percent in 2013. This followed the installation of 204 towers by the Government in unserved and underserved areas in 2014 and 2015. Zambia is a fairly large country with a landmass in extent of 752,000 sq. km and a population of about 16 million people.

Our aspiration is to attain 100 percent population coverage in the next two years following the conclusion of the second phase of the project which estimates to install an additional 469 GSM towers in the marginalised areas. Geographical coverage is likely to remain less than 100 percent on account of the physical characterisation of the country with some areas not inhabited.

Distinguished Ladies and Gentlemen

Investment in ICT infrastructure such as this, is expected to translate into positive development outcomes linked to the Sustainable Development Goals. For instance, increased access to ICTs provides opportunities for the poor to access financial services through digital financial services. It is estimated that 86 percent of the adults in Zambia do not own commercial bank accounts. This phenomenon excludes this proportion of individuals from traditional banking services provided by commercial banks.

On the other hand, mobile phone penetration in the country has grown exponentially in the last five years to reach 74.3 percent in 2015. Therefore, the country is leveraging on mobile money services to increase financial inclusion and ultimately address the poverty challenge.

As a case in point, the scope of mobile money services in Zambia does not only involve person to person money transfers but also includes micro credit facilities, payments of various bills and bulk payments by the Corporates and Government organisations. To facilitate further growth in this sub sector, the Central Bank, whose primary mandate is to regulate the financial services sector and the Zambia Information and Communications Technology Authority (ZICTA), responsible for the regulation of the ICT sector have signed a Memorandum of Understanding that facilitates cooperation on areas of common regulatory jurisdiction.

Distinguished Delegates

About 55 percent of our population in Zambia is rural based and relies on primary agriculture production for its livelihood. I am pleased to inform you that the Government through the Ministry of Agriculture is leveraging on ICTs to provide extension services and essential agricultural inputs to the small scale farmers. An electronic voucher system was also introduced by the Government of the Republic of Zambia in 2015 to mitigate the challenges previously associated with the Farmer input Support Programme

managed by the Ministry of Agriculture. This initiative is expected to positively contribute to the food security situation in the country and reduce hunger.

Distinguished Ladies and Gentlemen

Universal access to ICTs can only deliver results if users have the requisite skills to leverage on the services. For instance, despite a marginal improvement in the proportion of adults that know how to use the internet in Zambia from 4.8 percent reported in 2013 to 8.8 percent reported in 2015, this magnitude remains very small.

It is for this reason that the Government has made computer studies compulsory in all schools as part of the national curriculum. To support this initiative, the Government has also established computer labs in a total of 150 primary and secondary schools across the country. In 2016, the Government plans to supply computers to a total of 190 examination centres.

The Government has also supported tertiary learners to have access to ICTs by establishing computer laboratories in 50 colleges and connecting the three public universities to high speed broadband.

Distinguished Delegates

Zambia has also adopted targeted approaches to marginalised groups of society who include the physically challenged and women to enhance access to ICTs. Working together with civil society groups such as the Zambia Association of Persons Living with Disabilities, the Government has identified targeted approaches to ensuring universal access to ICTs.

At the same time, the Government has domesticated the ITU's girls in ICT programme to encourage girls to take up careers in ICT as well as women to take up influential positions in the ICT sector. Such initiatives address any challenges linked to inequality and access to ICTs. They also guarantee a uniform spread of economic and social opportunities. The Government has also domesticated the ITU Young ICT Innovators' initiative by introducing workshops for young ICT innovators and is currently in the process of introducing ICT Incubators in various parts of the country which will be accessible to young people in need of mentorship as well as relevant information for their projects.

Distinguished Delegates

In closing, allow me to also reiterate that efforts to achieve universal access to ICTs in Zambia have not been without challenges. Fixed internet penetration is less than 1 percent mainly on account of the exogenous costs incurred when accessing the services. In addition, access to ICT devices remains a major challenge as almost all of the devices are imported.

Further, as access and usage of ICTs improves, an emerging challenge of retaining the confidence and safety of users arises. In this regard, we reaffirm our determination to strengthen our cooperation with other countries and development partners for the implementation of WSIS decisions towards achieving the Millennium goals for sustainable development at the global level.

Thank you for your attention and I look forward to learning from other countries' experiences.

MR TOMAS LAMANAUSKAS, GROUP DIRECTOR FOR PUBLIC POLICY, VIMPELCOM

Mr. Chairman;

Mr. Secretary General;

Your Excellencies;

And Respected colleagues:

VimpelCom would like to thank ITU together with other UN agencies for bringing together the stakeholders involved in shaping the information society at this important event. As an international communications and technology company, we play our part by unlocking new opportunities for our 220 million customers as they navigate the digital world. Our vision is for our business to play a key role in the socio-economic success of the communities where we operate by providing high quality services, by behaving as a responsible corporate citizen, and by leveraging our technology to support sustainable development.

We believe mobile technology is the backbone of a digital society as wireless networks cover wide areas with greater efficiency than other technologies, particularly in developing countries. Our operations cover 10% of the world's population and in our markets we see 109 mobile subscriptions per 100 people; an increase of 16% in the past five years. But significant efforts are still needed to expand the reach of mobile internet, as in our markets two-thirds of the population remains unconnected, 10% more than global average. We therefore continue to invest in our networks, including the roll-out of 4G networks in a number of countries, to bring the benefits of the digital society and economy to everyone.

As we are all becoming increasingly aware, access to infrastructure is but one element of digitization. Phone-use is shifting away from calling and texting to the use of a range of applications; from reading the news and watching movies, to managing personal finances and healthcare, to accessing education and

finding jobs. VimpelCom is therefore moving beyond mere connectivity by transforming from a traditional network-centric telecommunications company to a consumer-centric digital service provider. By doing so, we are able to create real impact and directly contribute to Sustainable Development Goals (SDGs) - through our mobile financial services as well as healthcare, agriculture and education applications. The invaluable support of governments in the countries we operate along with the participation and collaboration of local communities is crucial to achieve this.

More specifically, we enable financial inclusion for over 30 million users in our countries, where 465 million people remain outside the financial system. We offer a full range of mobile financial services to meet the needs of our users both in extremely underbanked and more developed markets.

We also provide m-health services, such as applications for information on diagnosing and treating more common diseases in Kazakhstan or pre- and ante-natal care applications to mothers in Ukraine. In countries such as Russia and Armenia, we specifically focus on enabling persons with disabilities to benefit from digital opportunities through our applications and services.

In markets such as Bangladesh, VimpelCom offers farmers a number of successful mobile-enabled agriculture services through specialist call-centers and voice-based virtual agricultural marketplaces. In this way we directly contribute to food security as called for in Goal 2 of the SDGs.

Similarly, both Goal 5's ambition of achieving "gender equality and empowerment of all women and girls" and Goal 4's objective of "inclusive education" are supported by our mobile literacy initiatives, such as our programme for rural women in remote areas of Pakistan and, more broadly, by our efforts to spread mobile and digital technology as widely and inclusively as possible in the societies we work.

We believe that disrupting traditional business models is the only way to move the world closer to achieving the SDGs. Besides achieving development through our digital services, we embrace the responsibility to act as an engaged corporate citizen. To this end we developed the Make Your Mark programme, which aims to empower young people through increased access to education and through inspiring social entrepreneurship; particularly in the digital arena. Last year for example, we launched the Eurasia Mobile Challenge, a digital solution competition running across seven of our markets. We also support national digital entrepreneurship programmes, such as startup competitions in Algeria. These are examples of how large companies like VimpelCom can serve as a platform, enabling individuals and entrepreneurs to be active participants rather than passive beneficiaries of the digital world.

Many intractable problems can only be addressed with the combined resources, expertise, knowledge and drive of business, government and civil society acting together. The OECD has shown that approximately 77% of all developed world's total economic engagement with the developing countries is through private financial flows. To maximize the impact of this engagement, official development assistance should therefore best be used as an enabler and catalyst for private action.

Connectivity and mobile networks are key enablers of socio-economic development. However, for VimpelCom the value of our technologies and assets can be magnified when combined with the reach and creativity of partners with knowledge and commitment required to convert the development challenges into opportunities. This requires for everyone to work together and play their respective roles – in the spirit of collaboration as well as shared values and goals. Events like the WSIS Forum help us all come together around the joint objective – to maximize the value that digital technologies play in enabling and accelerating sustainable development. And we are proud to be a member of this community of likeminded partners helping unlock the benefits of the digital society for all.

MR FRANK MCCOSKER, GENERAL MANAGER OF MICROSOFT 4AFRIKA INITIATIVE,

Digitization, the Internet, and cloud computing are transforming our world at an ever accelerating pace. Professor Klaus Schwab, founder of the World Economic Forum, calls this acceleration the fourth industrial revolution. And, for those with access, the benefits are profound – more efficient manufacturing, transportation, healthcare, education, and government service delivery for instance. Access to the world's knowledge is only a click away, and big data and machine learning are accelerating breakthroughs in language translation, genetic research, and agricultural management to name just a few areas.

Despite these benefits, a significant portion of the world's population does not have access – not because the technology is unavailable, but because today's standard forms of deployment, underlying policy choices, and business models make creating access for these populations uneconomical. And, the rapid pace of the fourth industrial revolution has the potential to further exacerbate the well-known divides between developed and developing nations.

To solve this systemic problem, we need to think differently – we need to develop an integrated approach to policymaking that includes balanced policies that address both supply and demand, competition and appropriate regulation, fixed line, fiber backhaul, and wireless broadband technologies, and improving access to under-utilized spectrum. We also need to address the conditions that frustrate investment – lack of a stable regulatory regime, punitive taxation of communications infrastructure, and unreasonable restrictions on foreign investment.

Microsoft has always had an inclusive mission – first a PC on every desk and in every home at a time when even many businesses couldn't imagine why they would need computers, and now to empower every person and organization on the planet to achieve more. One of the ways we have worked towards realizing this vision is by investing in technology to increase the efficiency of wireless communications by dynamically sharing under-utilized spectrum. We started this effort with the bands used for television broadcasting – because those frequencies have unique propagation characteristics that allow them to carry data over long distances and penetrate obstacles at very low power – precisely the reasons the frequencies were chosen for television.

In almost every country in the world, there are many of these frequencies that are assigned to the television broadcasting service but not actually being used for it, either because there is not a market, or because using them would cause interference to other broadcasters. Our researchers identified ways to utilize these frequencies while protecting the broadcasters from harmful interference using geo-location databases. Other innovators have invested in innovative radio designs that can work with these databases to create new long-range-capable wireless networks at much lower cost than other technologies. But, these new products cannot be deployed without policymakers creating the necessary regulatory environment to permit their use. Today, only the U.S., Canada, UK, and Singapore have enacted the necessary regulation, but many countries are now in the process of exploring the technology.

Governments can also encourage accelerated investment by both stimulating demand for Internet access and cloud services, and removing fiscal obstacles. For example, moving government services online can stimulate demand for connections to access those services, and removing taxes on communications services can lower the direct cost to consumers – also stimulating demand.

Microsoft is committed to partnering with governments and other stakeholders to ensure that no-one is left behind.

As the Alliance for Affordable Internet stated in is recently released Affordability Report *"Government ministers and others must spearhead efforts to convene all actors and develop a clear, coherent plan for sequencing reforms and stimulating the investments needed to enable reduced costs and wider access. Donors and aid agencies must come to the party with financial and practical support."*

We have been operating in Africa for over 20 years. Our approach has always been focused on partnering and ensuring that the entire ecosystem is healthy. For every $1 in revenue to Microsoft, local partners

earned between $9 and $11, and over 146,000 jobs across the continent are linked to the Microsoft ecosystem.

When we launched 4Afrika we wanted to take an even more holistic approach – one that was focused on the long term – based on building world class skills, stimulating local innovation, and ensuring access. Our first project was Mawingu – which means cloud in Swahili.

The network is deployed in Nanyuki, a rural town in Kenya – right on the equator about 125 miles from Nairobi – with a population of about 30,000 people. This population is firmly within the world's poorest billion people – if a solution can work here, we think it has the potential to be a solution that can truly connect the rest of the world.

The network combines TV White spaces, Wi-Fi, and other unlicensed wireless technologies, to create broad coverage for the area. It uses a database to control access to the TV band frequencies – which can be changed dynamically if needed. This hybrid design allowed us to use the best and most cost-effective technology for each section of the network – ultimately connecting to a fiber network attached to national power infrastructure. Since most of the sites had no power, a solar solution was incorporated, including backup batteries, that powers the radios and devices.

That project now connects 8 locations, 5 schools, and the Laikipia government offices, the public library, Red Cross, and Burguret Dispensary Health Clinic, as well as the Tambuzi Farm and a Mawingu Solar Cyber café. We have an ongoing project to measure the impact of the connectivity on the lives of the people of Nanyuki but we've already seen direct impact in the lives of students that now have access to the Internet at school, and of those who regularly use the Solar Cyber café to seek jobs, research crop prices, and communicate with others around the world.

The Mawingu model is one based on partnering with local innovators to build and operate the network, and directly addressing local needs. This translates into tangible economic and social benefits. We've extended the model now to over 15 projects on 5 continents. For example:

In Botswana, project Kgolagano brings lifesaving, specialized medicine to women at local clinics.

In Ghana, SpectraEd delivers affordable campus-wide Internet and device financing to university students for the first time.

In Namibia, MyDigitalBridge connects three provincial areas across 9,000 square kilometers, and brings 28 schools online.

These projects have all been possible because of collaboration of government, local entrepreneurs, and financial institutions. Each of these projects uses TV White spaces and other wireless technologies and operate under special operating license in the absence of completed regulations for their use.

In closing, we've learned that it is possible to deliver very low cost connectivity with this approach, and that when connectivity is available, along with the right, locally relevant services, it can make a lasting and significant difference for the local community.

Thank you.

DR SALMA ABBASI, CHAIRPERSON AND CEO, EWORLDWIDE GROUP

Your excellences,

Ladies and gentlemen,

SVK, good morning and bonjour,

Let me begin by quickly thanking the ITU, particularly the WSIS team for organizing this excellent event, and giving a platform to me to share my thoughts again – God bless you!

There is no doubt that we are clearly now living in a borderless global digital society, where the simplest of transactions such as buying a bus ticket or booking an international flight now need to be conducted online.

This same digital space is also being shared by large global corporations and Banks conducting multimillion dollar transactions and by young people who are now forging new global personal relationships through social media, along with farmers in rural India and Bangladesh who are seeking market information for their crop prices.

However with growing pressure of financial constraints in these turbulent times, Governments across developed countries have accelerated a plethora of information and services now offered to their citizens online because of cost cutting measures.

Consequently, this digital space is now being intricately interwoven into every part of our daily lives. Therefore it is vital that we ensure that all groups from our society are adequately prepared and comfortable to adjust and adopt the new way of living in the digital society to prevent exclusion and isolation.

But research in Developed Countries (DC) demonstrates that the elderly and people with special needs are being left behind, broadening the digital divide. With the rapidly growing aging global population, we cannot afford to neglect any of these groups.

This phenomena is further exaggerated in Least Developed Countries (LDC), who are not only struggling to deal with the challenges of inclusion of the elderly and people with special needs, but also fighting to bridge the complex multi-dimensional 'digital divides' that exist across urban and rural spaces, gender literacy and digital literacy in large populations in their countries.

Unfortunately, despite having a variety of financial incentives such as Universal Service Funds (USF), special grants, and tax breaks to encourage private sector investment to provide services at the grass roots level, inclusion still fails. This is due to the lack of 'profitability' from the marginalised communities.

On a different note: I was very surprised to hear many speakers yesterday say **'that it is now time for action'?** What has been happening for the past 15 years with the MDGs? Surely we can't wait for another 15 years to get it right!

Therefore as an International business woman and a civil society activist, it is very clear to me that a mega-paradigm shift is urgently needed in the way governments approach multi-stakeholder partnerships, particularly with the private sector. Partnerships are the critical to help accelerate 'sustainable holistic' development and inclusion for all. We need to speak openly in the same language of MONEY!

I'm happy to see that some points are highlighted in the Sustainable Development Goal (SDG) 17.

But I think more drastic measures are required.

Along with creating enabling policies, regulations, legal frameworks, and developing comprehensive HRD plans, particularly looking at the demands from the entire ecosystem of the digital economy and cybersecurity that will create the much needed jobs for our Youths across all levels, with various capabilities, intellects and abilities.

BUT Governments also need to holistically take an active role to 'facilitate and incentivize' long term multi-sectorial collaborations with the private sector to make ICTs work for civil society and other stakeholders that are linked squarely with the populations at the grass roots. These types of partnerships will create localized demands from the grassroots that will reinforce the sustainability aspects, and subsequently transform lives

However, it is crucial to openly discuss the financial implications and expectations: short term, medium and long term. This will allow all parties to jointly create 'innovative holistic delivery partnership models' that will be practical and stand up to financial scrutiny to ensure they are viable and sustainable for the long run!

This must transcend changes in Government and assure stability. Contracts can't be revoked or cancelled at a whim.

It is only then will we be able to ensure holistic inclusion and mainstreaming of marginalized populations into the digital society, and engagement with the digital economy so that **no one is left behind** in either the DC or LDC - So that we can all have Peace, Progress and Prosperity – Thank you very much.

H.E. MR MOUSTAPHA MAMY DIABY, MINISTRE OF POSTS, TELECOMUNICATIONS AND DIGITAL ECONOMY, REPUBLIC OF GUINEA

Monsieur le Secrétaire Général de l'UIT,

Mesdames et Messieurs les Ministres,

Mesdames et Messieurs

Je voudrais remercier Monsieur le Secrétaire Général de l'Union International des Télécommunications pour m'avoir invité à prendre part à cet important évènement et me demandant de faire une déclaration de politique sur **la réduction de la fracture numérique**. Je voudrais également remercier les autorités de Genève pour toutes les commodités offertes pour le succès des réunions de l'UIT.

La disparité de l'accès aux technologies de l'information et de la communication, notamment à l'Internet recouvre parfois le clivage entre les pays riches et les pays pauvres, d'autre part entre les zones urbaines denses et les zones rurales. Elle existe également à l'intérieur des zones moyennement denses.

La fracture numérique concerne les inégalités dans l'usage et l'accès aux technologies de l'information et de la communication (TIC) comme les téléphones portables, l'ordinateur ou le réseau Internet.

D'une manière générale, le fossé numérique c'est l'inégalité face aux possibilités d'accéder et de contribuer à l'information, à la connaissance et aux réseaux, ainsi que de bénéficier des capacités majeures de développement offertes par les TIC. Il se traduit par une combinaison de facteurs socio-économiques plus vastes, en particulier l'insuffisance des infrastructures, le coût élevé de l'accès, l'absence de formation adéquate, le manque de création locale de contenus et la capacité inégale de tirer parti, aux niveaux économique et social, d'activités à forte intensité d'information.

L'existence et l'évolution d'une fracture numérique au sein d'une population peuvent être évaluées en tenant compte d'indicateurs tels que le nombre d'utilisateurs d'Internet, le nombre d'ordinateurs connectés (rapportés à la population). Cependant, ces indicateurs ne permettent pas, en eux-mêmes, de déterminer les usages des TIC par ces populations qui devraient accéder à la société de l'information.

Mesdames et Messieurs,

Dans le secteur des technologies de l'information et des communications (TIC) beaucoup restent à faire pour réduire la fracture numérique qui existe entre pays développés et pays en développement. L'accès à l'Internet haut débit est essentiel pour le développement, surtout dans les secteurs de l'éducation, de la santé et des affaires. Il permet l'amélioration de la qualité et du niveau de vie des populations et constitue un catalyseur dans le processus de la réalisation des Objectifs du Développement Durable(ODD).

Il existe également une fracture numérique liée au genre, aux personnes aux besoins particuliers dans l'accès aux outils de la société de l'information.

Un meilleur accès à l'Internet pour tous, comme convenu en 2005 lors du Sommet mondial sur la société de l'information (SMSI), passe par la coopération internationale et la mise en place de règlements internationaux pour protéger les utilisateurs d'Internet de la cybercriminalité, assurer la protection des données à caractère personnel et promouvoir les usages.

Mesdames et Messieurs,

Aujourd'hui, nous assistons à une bonne dynamique de développement des infrastructures, des applications et des usages dans le secteur des technologies de l'information et des communications (TIC), en raison notamment de l'utilisation accrue d'Internet, et de son rôle à la fois dans les services publics et dans le domaine des transactions privées.

Il est vrai que dans le domaine d'Internet, l'Afrique accuse un retard très important mais les tendances sont encourageantes à travers de grands projets de backbones structurants pouvant faciliter l'accès à l'Internet haut débit et l'interconnexion des pays, pour réduire les couts de transit. Cette opportunité favorise l'éclosion de nombreux nouveaux fournisseurs d'accès.

Mesdames et Messieurs,

La République de Guinée se dote de cadres légaux et règlementaires visant à sécuriser le cyberespace, protéger les données à caractère personnel et protéger les transactions électroniques. Nous avons également un projet ambitieux d'informatisation des écoles secondaires, professionnelles et supérieures pour améliorer la participation des jeunes comme acteur de développement.

Nous sommes convaincus qu'en plus des infrastructures, la sécurisation des transactions et l'assurance des usagers peuvent faire accroitre l'accès aux TIC et promouvoir les services innovants tels que le mobile money, le e-health, etc.

Je vous remercie.

H.E. MR LOUIS NAPOLEON CASAMBRE, UNDERSECRETARY, EXECUTIVE DIRECTOR, INFORMATION AND COMMUNICATIONS TECHNOLOGY OFFICE, PHILIPPINES

ITU Secretary General,
Your Excellencies,
Honorable Ministers and Ambassadors,
distinguished delegates and guests,

On behalf of the Information and Communications Technology Office of the Department of Science and Technology, we are truly grateful for the opportunity to be a part of this year's WSIS.

One of the important facets of an Information Society is the ability for people to access and share information. However, there are still some regions and areas around the world that have limited to no means of connectivity.

As many of you know, the Philippines is an archipelago composed of 7,107 islands. The challenges of ensuring that all of our citizens, from Batanes up in the north, to Jolo down in the south, will be able to reap the benefits of the digital world may look unsurmountable, but in the past six years, we, at the ICT Office, have been laying down the foundations for an Information Society.

A big challenge that we are facing is the Digital Divide, a term that refers to the gap between those who have and can access modern ICT and those who cannot. We cannot deny that a big number of regions in the Philippines are vulnerable to the consequences of the divide, preventing them from fully experiencing Inclusive Growth. In order to close the widening Digital Divide, our Office has looked into tackling it on three fronts: infrastructure improvement, individual and community skills development and government services delivery.

Building an Information Society means making sure that all of our citizens have the same access to ICT. By making ICT and the internet accessible to all Filipinos, regardless of their location and economic and social

status, we hope to open them up to opportunities that will allow them to experience the growth and development that the rest of the world is already experiencing.

Infrastructure improvement, through the National Connectivity Program, strives to provide the necessary infrastructure in order to give users internet connectivity. Among its projects are the Juan Konek Free Wi-Fi Internet Access in Public Places Project and the TV Whitespace (TVWS) Technologies Initiative.

Juan Konek aims to provide free Wi-Fi and internet connectivity to 1,462 class 1 to 6 municipalities, with a priority on class 3-6 municipalities across 44 key sites nationwide. These include public parks; plazas; libraries; schools; colleges; universities; rural health units and hospitals; public terminals such as airports, seaports, and train stations; and national and local government offices.

The project's implementation is divided into three tranches. To date, we've begun implementing the first tranche, with the Notice to Proceed signed this April 2016 and is expected to be completed by June this year. The second and third tranches are slated to be rolled out on the third and fourth quarters of this year, respectively. We are targeting the project's full completion by 2017.

Another program that addresses internet connectivity is the TV Whitespace Initiative, which aims to adopt and utilize unused frequencies allocated to TV services. The ultimate goal of the initiative is to bridge the business-case gaps encountered by traditional technologies and address the last-mile concern for rural areas that serve geographical challenges for connectivity.

The ICT Office has been looking into the feasibility of this initiative to connect the rural areas. A total of 16 pilot sites have been established in two Philippine provinces – 6 in Pulilan, Bulacan, which provided internet connectivity to 12 schools, public plazas and its municipal building; and 10 in Bohol, along with the current conduct of TVWS testing by a local telecom company.

In October 2015, the TVWS Initiative became the recipient of the 2015 P3 Impact Award from Concordia with the support of the US State Department and the University of Virginia's Darden School of Business. The project, which bested more than 50 other applicants, was a joint effort between the Bureau of Fisheries and Aquatic Resources of the Department of Agriculture, USAID ECOFISH and Microsoft. It saw the registration of over 13,000 fisherfolk across pilot municipalities. Additionally, free internet access was also extended to over 20,000 people through the schools and community centers that connected to TVWS under the partnership. With the success of the pilot sites, the ICT Office is continuing the full adoption of

this technology through the issuance of a Memorandum Circular with the National Telecommunications Commission on the use of TVWS Technologies to provide connectivity.

Providing internet connectivity is just the first step in building an Information Society. We have begun to lay down the foundations, and with it comes the need to strengthen them. This is where the skills development of our citizens and delivering government services to them come into play.

In our efforts to ensure that no one is left behind and that everyone experience inclusive growth, the ICT Office has implemented several programs to benefit countless Filipinos. The Tech4ED project, which stands for Technology for Education to gain Employment to train Entrepreneurs towards Economic Development, is a DOST-ICTO initiative that aims to harness ICT in the creation of an inclusive, integrated and equitable countryside. It also promotes grassroots development, creating opportunities for inclusive growth and poverty reduction.

Essentially, Tech4ED strives to educate and properly equip the communities residing in rural areas with the knowledge and capacity to use ICT in their daily lives. Communication, technology, government services, non-formal education, skills training, telehealth, job markets and business portals are just some of the many information available to citizens. Through Tech4ED centers operating across the nation, communities are not only provided with access to information, but they also learn the skills crucial to thrive in a digital world.

With 89 new Tech4ED centers established nationwide last 2015, along with the signing of 233 Memorandum of Understanding (MOUs) towards the establishment of Tech4ED in cities and municipalities across the nation, rural communities will now be able to gain access to (non-formal) education, skills training, English training, online libraries, ICT literacy, financial and entrepreneurship training materials and online government services.

Along with Tech4ED, the ICT Office also has the Rural Impact Sourcing Project (RIS), which promotes ICT-enabled jobs as a high value economic opportunity in rural communities that have access to the internet, focusing on advocating digital opportunities through online freelance work to untapped talent in the provinces. RIS workshops were conducted by the ICT Office from 2014 to 2015, spanning over 11 cities. This year, the ICT Office plans to conduct RIS workshops in 10 cities and provinces across the country.

Finally, the e-Government Master Plan (EGMP) is a blueprint for the integration of ICTs for the whole of government. Building on the proponents of the Philippine Digital Strategy (PDS) of 2011-2016, the EGMP strives for transformative e-Governance. Transformative e-Governance is essential to meet the nation's development objectives by enabling the achievement of good governance goals – including operational efficiency, transparency and accountability, enhanced citizen's engagement, and the effective delivery of public services.

The Integrated Government Philippines Project (iGovPhil) is one of the projects under EGMP, and is tasked to provide the necessary infrastructure and software needed for improved e-governance. This includes the creation and consolidation of data centers, layout of fiber optic networks that interconnect government offices and provide high-speed communication and sharing of tasks and data, and the development of online tools, services and applications for use by government agencies and citizens.

Among its components are the Regional Government Network (GovNet), Philippine e-Government Interoperatbility Framework (PeGIF), Government Web Hosting Service (GWHS), Government Cloud (GovCloud), Philippine National Public Key Infrastructure (PNPKI) and GovMail. These subprojects strive to streamline government processes and provide transparency for government-to-government, government-to-business and public transactions.

All these programs and projects implemented by the ICT Office are geared towards building and strengthening an Information Society that is responsive and adaptive to the changing demands of modern life. Closing the gap of the Digital Divide and fostering a digitally-inclusive and empowering ICT environment have been the priorities and will continue to be the priority of the ICT Office. We want to ensure that no Filipino will be left behind, and that each one will be empowered, inspired to make changes for themselves and for the country.

The Philippines may be a country whose regions are geographically separated, but we envision a country connected not only through roads and bridges, but also through digital connections. A country united, even if its citizens speak different languages and whose cultures are as diverse and as many as there are islands. A country linked together through the power of ICT, enabling the creation of an information society where there is a free exchange of knowledge. Where people are informed and empowered with limitless opportunities that will allow them to shape a better life.

Of course, cultivating this vision necessitates the combined efforts of both private and public sectors. Each has their own strengths and specialties, especially when it comes to policies and implementation. If these groups work together, public and private partnerships can do wonders in creating a healthy, competitive and safe ICT-enabled society.

Our dream may be modest, but with the foundations that we have laid down and the projects that we have developed, we hope to be able to build and strengthen an Information Society that we envision for the Philippines.

And with the help of events such as this year's WSIS Forum, the knowledge that each of us will share and take from this event will be instrumental towards ushering in a truly empowering, fully-connected Information Society.

Thank you very much and mabuhay!

MR RAJIV BANSAL, CEO & JOINT SECRETARY, DEPARTMENT OF ELECTRONICS & INFORMATION TECHNOLOGY, NATIONAL INTERNET EXCHANGE, GOVERNMENT OF INDIA

At the outset, let me thank you for the opportunity to speak at this panel. The issue of bridging the divides is not only an important one for Countries but has become a priority for them. There is no doubt that the WSIS Forum has an important role to play in furthering cause for bridging these digital divides. It gives me immense pleasure to note the UN Member States have agreed in the Outcome Document of the WSIS+l0 Review to renew the mandate of WSIS Forum for another ten years.

This is the first WSIS Forum under its renewed mandate. In the WSIS+10 Review Outcome Document, we have collectively acknowledged that as of 2015, 43% of the global population have internet access. Out of the connected only 41% women have access to the Internet. And 80 per cent of the Internet is accessible in only ten languages.

So roughly, we have around 3.0 billion connected Internet users whereas around 4.0 billion who are still unconnected. We have to work towards bridging the digital divide across, the developed and developing economies, gender, and most important language. We in India, under the able leadership of our Prime Minister and the Minister for Communication and Information Technology, have launched the "Digital India" Program. The Government of India has approved the 'Digital India' programme with the vision to transform India into a digitally empowered society and knowledge economy. The focus is to bring transformation to realize: "Digital India: Power to Empower".

While the Digital India Programme focuses on nine pillars, I would like to focus on four critical aspects which directly address the issue of bridging the Digital Divide.

Let me begin by our plan of providing 'Universal access to Internet'. Internet penetration in India has been growing and I may emphasize here that the growth has been extremely remarkable. While we look 20 years to add the first 100m internet users, the next 100m took 3 years, the next 100m internet users took 18 months and the last 100m took merely 1 year. With 400m internet users we are the second largest Internet in the world. We believe that of the next 1 billion internet users in the world, roughly half i.e. 500m will come from India. We have an ambition programme to contact 2, 00,000 village clusters by end of 2018. This will help make available high speed internet to vast rural population. We already have 2, 00,000 CSC in place which provide a variety of citizen centre services such as certificates, pensions and insurance. We have all ambitious NDLP which seeks to bridge the digital literacy divide over the next 5 years.

The second major initiative that I wish to focus on is what we call the JAM trinity. Under this initiative a unique digital identity has been given to 1000 million persons. Mobile penetration is also at 1000million and bank accounts have covered majority of House Holds. By combining the power of unique identity, mobile connectivity and bank accounts, we have rolled out one of the target programmes for Direct Transfer of Government Benefits and Subsidies. This has plugged leakages, ensured that benefits reach the targeted beneficiaries and led to financial savings. This unique programme of Minimum and Maximum Governance has been a resounding success.

The third area focus is the concept of Participatory Governance. With the involvement of all stakeholders while leveraging the power of digital technologies to empower citizens. The government has launched the 'MYGOV platform which provides 2-way communication between the Government and Citizens. The

power of social media platform such as SMS Twitter, Facebook, E-mail are all being utilized for this purpose.

The fourth and last area that I would like to dwell upon is the issue of availability of content in local languages. India is a multilingual country and unless the content and services are delivered in local languages, the growth that we desire will not happen. We have a programme called e-school bag in which school books are available in digital format. We have launched IDN in 12 languages and with the support of ICANN are having the same in remaining 10 languages. A number of organizations both in Government and Non-Government sector are working on these aspects.

With these words, I wish to thank you for giving this opportunity to share my thoughts. We are taken to learn from the best practices globally and believe that WSIS is one such platform where we can do so.

Thank You.

MR RAUL ECHEBERRIA, VICE-PRESIDENTOF INTERNETY SOCIETY (ISOC)

ITU Secretary General,
Your Excellencies,
Honorable Ministers and Ambassadors,
Distinguished delegates and guests,

The Internet Society was founded by the Internet's pioneers, and evolved from a belief that ‘a society would emerge from the idea that is the Internet.' These pioneers saw connectivity as an intrinsic part of the future, and like most pioneers, they were driven by curiosity and to push boundaries.

These pioneers formed a network of experts that began to expand around the globe. They connected more and more physical networks, and more and more people together over time. They formed a collective community that trained each other, built more networks, and connected even more people. Their history is a history of collaborative pioneering, pushed forward by a community that saw challenges

as an opportunity for innovation, and where the goal of connectivity was equally its greatest tool for its success. In those days, the Internet could still be mapped by pen and paper, and the benefits of each new connection with all of its knowledge, creativity and ambition, was clearly visible to the community as a whole. For those participating, the benefits were clear: connectivity is more than moving a packet from point A to point B - it is a tool to empower and enable those who use it.

That collaborative spirit is alive today. And, following the WSIS +10 Review, and the new Agenda for Sustainable Development, it is this spirit of empowerment and what the Internet can enable that we call upon the Global community to keep close to heart. Connectivity adds value to the whole, but connectivity alone is not the goal - it is a means to other ends. This is why the Internet Society's contribution to the Sustainable Development Summit emphasized the enabling capacity of the Internet as a tool to drive and empower the Sustainable Development Agenda as a whole.

To fully realize the Internet's potential we also need to build human capacity to enable people to shift from being users to creators, and for creators to become innovators. Companies, governments, or NGOs alone will never achieve sustainable development – it can only be done through a collective effort - by building communities - that empower people and by giving them access to information, markets, healthcare, and opportunities to make their needs and ambitions heard.

As we engage with communities across the world to promote and improve the open standards and infrastructure that underpin the spread of the Internet, we recognize that the success of the Internet is inherently linked to building the capacity of those it connects. Part of this capacity building is intrinsically linked to the Internet itself, of its open access and global reach, but equally in the ability of its users to use and build on the open platform that is the Internet.

Multistakeholder approaches are the way forward...

We are all different, but we share a collaborative desire to exchange information, and a belief that the WSIS Forum can support our common goals. This Forum - the first Forum after the Sustainable Development Conference - is uniquely important. We have an opportunity to share our different needs and solutions, our lessons learnt, and to put our minds together to build and shape an Information Society we all can relate to and participate in - one that can help promote sustainable development for the benefit of all. To do this - we must include all the stakeholders who use, innovate and create on the Internet. We must strengthen the capacity in countries that need it, we must hear the voices of the youth, and we must bridge the gender gap in shaping technology for all.

As we take new steps to realize the global Information Society and to realize the vision behind the sustainable development goals, we must also build on our experiences of the past ten years, and strengthen the multi-stakeholder approach that has brought us this far. We heard this message in New York. The message that we must increase our collective efforts to address the challenges ahead, and for

the future Internet to be shaped by a community of stakeholders - not by borders. If we are to harness the Internet's full potential to support our efforts for sustainable development, we must ensure that its governance reflects its global nature by being open, distributed, interconnected and transnational. The multistakeholder approach is more than a possible alternative - it is the Internet's DNA.

The call for continued strengthening of the multi-stakeholder approach has been echoed and affirmed across conferences, by governments, and by the people who use it. We heard it during the WSIS +10 Review and we saw the mandate of the Internet Governance Forum (IGF) extended. We see it in the preparations for the OECD Ministerial on the Digital Economy this June. And, most recently, we heard it at the G7 meeting in Japan last week: the multistakeholder approach is the way forward for a sustainable Internet - from development to security - it takes a collective approach.

As a community we must not just talk about what we can do. We need to take action. When we talk about strengthening the multi-stakeholder approach, we are not talking about a new super regime, or a single model that fits all. We are talking about an approach that emphasizes core attributes of inclusiveness, transparency, collective responsibility, effective decision making, and a distributed and interoperable governance system. Attributes that all entities, whether private or public, need to adopt to ensure effective governance of the Internet.

We call on all stakeholders to accept the responsibility we share in ensuring that the Internet continues to be a force for human development and empowerment. The Internet Society and our chapters, present in all regions of the world, have worked to promote the Internet Everywhere since our inception. We know what it takes, and we know that it requires the input of all to enable the Internet's full potential.

5. THEME FIVE : Enabling Environment

High-Level Track Facilitator (HLTF) - **Ms. Anriette Esterhuysen,** Executive director of the Association for Progressive Communications

APC, South Africa

High level speakers:

1. **Mr Houlin Zhao,** Secretary-General, ITU
   (BR)
2. **Chairman: Ambassador Daniel A. Sepulveda**, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America
3. **High-Level Track Facilitator (HLTF)** - **Ms. Anriette Esterhuysen,** Executive director of the Association for Progressive Communications , APC, South Africa
4. WSIS Action Line Facilitator: **Mr. Kemal Huseinovic**, Chief of the Infrastructure, Enabling Environment and E-Applications Department, ITU
5. **Côte d'Ivoire (Republic of)** - H.E. Mr Bruno Nabagné Koné, Ministre de la Poste et des Technologies de l'Information et de la Communication, Porte-parole du Gouvernement
6. **Maldives** - H.E. Umar Naseer, Minister of Home Affairs
7. **Qatar** – H.E. Mr Khalid Al-Hashimi, Assistant Undersecretary of Minister of Transport
8. **South Africa** - H. E. Prof Hlengiwe Mkhize, Deputy Minister, Ministry of Telecommunications and Postal Services
9. **Zimbabwe** - H. E Dr Win B. J. Mlambo, Deputy Minister, Ministry of Information Communication Technology, Postal and Courier Services
10. **Singapore**, Mr Keng Thai Leong, Deputy Chief Executive, Infocomm Development Authority (IDA)
11. **African Telecommunications Union**, Mr Abdoulkarim Soumaila, Secretary General -
12. **Nokia**, Mr Marc Vancoppenolle, Global Head of Nokia Government Relations

All action lines are not equal. Enabling environment is cross cutting. It is focused on the overall context of the vision, policy, regulation, and human and social development that enables addressing access and achieving an inclusive information society. It is the action line that underpins the sustainable

implementation of all other action lines.

KEY POINTS

Achieving an enabling environment needs to be approached with a view to integration with the Sustainable Development Goals (SDGs).

The starting point is having a clear vision of the power of information and communications as a driver for economic and social development at national level, held by different parts of government and developed with input from other stakeholders.

It requires an integrated approach applied in policy and in regulation. An enabling environment In essence, it requires a broader framework for which involves the free flow of information and human capacity development.

To create a true people centered, inclusive information society, that respects human rights and furthers human rights all stakeholders must work together.

Coordination and collaboration and integration is vital - not only important at the stakeholder level but also between the different government units and departments.

There is a need to prioritize improving citizens' living conditions, bolstering wealth, creating value for countries because ICTs not a goal but a tool for development.

An enabling environment for sustainable ICT use requires investment in broader social, human, and economic development, on a sustainable basis.

There is a need to create attractive and predictable business environments through policies, regulations and legislations, while also taking into consideration existing government policies and institutional environment in developing countries.

Important to focus on human resources to improve digital skills and ensure the entire value chain has the capacity to use ICTs. Focus on key populations who are usually left out of the equation: women, senior citizens, young people.

Use national Internet Governance Forums (IGFs) as a springboard for awareness raising on SDGs. The WSIS documents are a rich resource on information related to SDGs.

While access still unequal most countries do have enough access. There is a need to focus on community access and public access.

There is a need for an integrated approach to creating an enabling environment. An approach that does not only focuses on infrastructure and market regulation but also at other policies, both on the demand side and the supply side.

Put more emphasis on implementation and application. An enabling environment that only focuses on opportunity but that does not actually analyse where there are measures or regulatory contexts are successful or not is not going to be a enabling environment. There is a need to learn from each other – peer to peer to learning form a country level to stakeholder level.

SECOND SESSION :

High-Level Track Facilitator (HLTF) : Mr Frank McCosker, General Manager, Affordable Access & Smart Financing, Microsoft

High level speakers:

- **Mr Houlin Zhao,** Secretary-General, ITU- (BDT)
- **Chairman: Ambassador Daniel A. Sepulveda**, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America
    1. **High-Level Track Facilitator (HLTF) : Mr Frank McCoske**r, General Manager, Affordable Access & Smart Financing, Microsoft
    2. WSIS Action Line Facilitator: Mr Cosmas L. Zavazava Chief of Department, Project Support and Knowledge Management Telecommunication Development Bureau (BDT)
    3. Mali - **H.E. Dr Choguel Kokalla Maïga, Ministre,** Ministère de l'Economie numérique, de l'Information et de la Communication

4. **Mexico** – Mrs Adriana Sofía Labardini Inzunza, Commissioner, Federal Telecommunications Institute
5. **Egypt** – Dr. Abeer Shakweer PhD, Minister's Advisor for social responsibility, Ministry of Communications and Information Technology
6. **Center for Democracy & Technology -** Mr Matthew Shears, Director, Global Internet Policy and Human Rights
7. **Somali Youth Development Foundation (SYDF) -** Mr Abdullahi Mohamed, Head of Organization
8. **Association for Progressive Communications (APC) -** Mrs Anriette Esterhuysen, Executive Director
9. **African Network Information Center and Carnegie Mellon University -** Ms Aminata Garba, Director of AFRINIC & Assistant Professor at CMU

MALI-

Establishing a legal environment – personal data protection and establishment of the DP Agency and law on Cryptology in 2015

Enabling laws for electronic transactions

Mexico-

Created in 2013. 2 years removing barriers, mandating access to networks to incumbent.

Prices have decreased by 30% in last 5 years, in mobile 18% in last 2.5 years.

More Spectrum for broadcasting and policy for more efficient use of spectrum. Non-profit licenses for indigenous communities.

Award winner for tool to compare rates. Access policies for operators –

More choices enabling more people.

Egypt

2 revolutions since 2011

ICT initiatives 1 Infrastructure National BB plan incl underserved areas to 90% by 2021 – key issue network availability

Technology parks across the country 7 – 2 already implemented away from the capital

Presidential imitative for cloud computing, data analytics

New laws working on – access to information awaiting parliament

ICT for Social strategy – empowerment for disabilities

Center for Democracy

up a level big picture

WB report – on analog complements

Important regarding: we are not realising full digital dividend because of enabling environments

Concentrations of power will occur if enabling environments do exist

Human – 2013 the buisness case for women empowerment – access to equitable and safe employment, access to training, freedom from violence, social protection and child care

APC

Governments need to trust citizens and civil society

Freedom of expression- protection

AFRINIC

IoT – WW hot topic – Energy infrastructure- to enable ICT

Rural Areas – design of policies

Specific challenges – spectrum, sim cards, data

H.E. MR BRUNO NABAGNE KONE, MINISTER OF POSTS, INFORMATION TECHNOLOGY AND COMMUNICATION, COTE D'IVOIRE

Mesdames et Messieurs,

Je dois dire que les mesures prises en Côte d' Ivoire sont en parfaite cohérence avec l'ambition de SEM Alassane OUATTARA, Président de la République, de faire de la Côte d'Ivoire un Pays émergent à l'horizon 2020. Sur cette base, le Gouvernement ivoirien a décidé de faire de ces technologies un axe majeur du développement économique et social de notre pays.

Aussi, dès 2011, nous avons affiché notre ambition de mettre en place les fondations en vue de bâtir une Economie Numérique inclusive, porteuse de valeurs et de savoir, tout cela à travers;

1ère**ment**, une réglementation en adéquation avec les enjeux de développement de notre Pays (dynamisante et qui donne confiance) ; Entre autres, un nouveau cadre juridique et institutionnel plus performant du secteur a été mis en place avec l'adoption d'une nouvelle Loi, portant code des télécommunications/TIC.

Ce cadre, au bénéfice de l'ensemble des acteurs de l'écosystème, inclut également une loi sur les transactions électroniques, mieux adaptée à la convergence des technologies et à l'évolution du secteur.

Le développement soutenu d'un écosystème numérique exige un environnement sécurisé, qui donne pleine confiance aux acteurs, en particulier aux consommateurs.

Ainsi, d'importants chantiers, susceptibles d'améliorer sensiblement, l'environnement réglementaire en vigueur dans notre pays ont étés ouverts. On peut citer, entres autres :

- En 2012, l'identification de l'ensemble des abonnés aux services de téléphonie et à l'internet ;

- En 2013, le vote et la promulgation de la Loi sur la cybersecurité ainsi que de la Loi sur la Protection des Données à caractère Personnel ;

Au-delà, nous avons mis en place ou renforcé la présence sur le terrain de structures appelées à apporter une réponse opérationnelle aux problèmes de sécurité sur les réseaux et systèmes. Il s'agit notamment du

- CI-CERT (CERT national Ivoirien) ;
- de la Plateforme de Lutte Contre la Cybercriminalité ;
- de la désignation d'une Autorité de Protection des données à caractère personnel ;
- de la désignation d'une Autorité de certification des transactions électroniques ;
- de l'adoption de textes spécifiques sur la cryptologie et la signature électronique, etc. ;

2ment, une offre abondante en réseaux large bande avec le début du maillage du pays en FO, accroissement de la connectivité internationale en passant de 1 à 3 câbles sous-marins, lancement de la 3G et récemment de la 4G dans le cadre de licences globales);

3ment, la généralisation de l'accès (réduction des coûts des équipements et de la connectivité, réduction de la fiscalité, facilités de paiement, projet 1 citoyen 1 ordinateur, la construction et équipement de 5000 cybercentres);

4ment, l'émergence et le développement de nouvelles activités créatrices de richesses et génératrices d'emplois, l'incitation à une production plus forte de contenus locaux au profit des populations ;

5ment, un plan ambitieux de formation et de développement d'une expertise nationale en matière de TIC illustré par l'introduction de l'enseignement des TIC dès l'école primaire, l'équipement des lycées et collèges en salles multimédia, etc., la création de l'ESATIC, école d'excellence en matière de TIC.

Nous pouvons noter que l'écosystème ivoirien des TIC a fait de réels progrès ces dernières années. A titre d'illustration je m'arrêterai sur quelques résultats produits sur la période de 2012 à 2015 :

- l'accès à l'usage d'un téléphone fait désormais partie du quotidien des populations ; les abonnements aux services de télécommunications mobiles sont passés de 16 millions en fin 2011 à 25 millions en 2015 (couverture de 100% de la population) ;
- l'accès internet enregistre plus de 8 millions d'abonnements en fin 2015, alors que ce nombre n'excédait pas 200 mille en fin 2011. Cette croissance forte a été rendue possible par les services de mobilité et notamment par le lancement en 2013 de la 3G ;
- Le succès du Mobile Money, qui apporte une réponse efficace au très faible taux de bancarisation dans nos pays (environ 10%). Cette activité continue de croitre de façon exponentielle avec aujourd'hui 8 millions d'utilisateurs et un volume journalier de transactions d'environ 23 millions d'euros (28 millions de dollars) par jour ;

- Nous pouvons également mentionner l'éclosion de nouveaux métiers générateurs de valeurs et d'emplois, tels que les métiers liés aux transactions électroniques (e-commerce, Mobile Banking, etc.), l'infogérance, les centres d'appels, la production d'applicatifs informatiques, la production audiovisuelle, la sécurité informatique, etc. ;
- Le secteur de la téléphonie et de l'internet à lui seul contribue désormais à hauteur de 7% au PIB du pays.

Il convient de noter que nous avons récemment procédé au renouvellement des licences (à présent globales) des acteurs dans un climat de confiance. Concomitamment, nous en avons profité pour assainir le marché qui est consolidé autour de 4 operateurs (au lieu de 9 auparavant).

S'agissant des perspectives au cours des années 2016/2020, notre marche sera balisée par les objectifs opérationnels suivants :

- assurer une couverture de près de 100% de la population ivoirienne en services de téléphonie ;
- porter le taux de couverture data/internet à plus de 90% de la population;
- porter le taux de pénétration de l'accès haut débit à près de 50 %;
- fournir en ligne aux citoyens Ivoiriens, à travers le programme de gouvernance électronique de l'Etat (eGouv), environ 300 services informationnels et plus d'une centaine de services transactionnels;
- créer au moins 150.000 emplois nouveaux (directs et indirects) dans le secteur

Par ailleurs, nous nous sommes fixés les objectifs stratégiques suivants :

- mettre en œuvre **l'identifiant unique** pour l'ensemble des citoyens ;
- Dématérialiser l'ensemble des processus de l'administration afin d'aboutir au « Zéro papier » et au fait que l'administration n'ait plus à exiger du citoyen les documents qu'elle produit et qu'elle détient) ;
- instituer des mécanismes d'incitation des jeunes à l'innovation et d'encadrement de projets innovants dans le secteur ; dans ce cadre nous venons de lancer une fondation dénommée « Jeunesse Numérique » portée et financée par des acteurs publics et privés, nationaux et internationaux.

L'ensemble de cette politique et des actions à mener dans le secteur à partir de 2016, seront encadrées par une **loi d'orientation générale sur les TIC et le développement de l'économie numérique**.

En résumé, notre ambition ultime est d'appliquer une politique de développement du secteur du numérique cohérente et inclusive, créatrice de valeur et d'emplois au profit de notre jeunesse et qui débouche sur une société qui améliore les conditions de vie de la population par la connaissance et le savoir.

Je vous remercie pour votre bienveillante attention.

H.E. MR UMAR NASEER, MINISTER OF HOME AFFAIRS, MALDIVES

Your Excellency the Chairman,

Distinguished Delegates,

Ladies and Gentlemen

It is a privilege for me to have this opportunity to address at this World Summit on Information Society Forum 2016 being held here in this convention city of Geneva.

May I use this opportunity to express my sincere gratitude and appreciation to His Excellency Mr. Houlin Zhao the Secretary-General of the ITU for hosting this important Forum. I also wish to extend my appreciation to the leadership of ITU, UNESCO, UNDP and UNCTAD for jointly organizing this event. Allow me also to congratulate Ambassador Daniel A. Sepulveda, the Chairman of this Forum.

The significant participation of the countries, and at such distinguished level, is a clear evidence of the increasing importance that countries place on building an Information Society. We consider the WSIS Forum to be a major step in the process towards achieving the Sustainable Development Goals (SDGs) as laid out by the United Nations. It is also a clear indication that we are committed to turning our collective vision of a global Information Society into a reality.

Mr. Chairman, Distinguished Participants

We, in the Republic of Maldives, have addressed the subject of Information Communication Technology (ICT) with much attention and care. Our progress to date has been encouraging.

Maldives is a small developing country with a diverse geography. And the challenges we face are enormous. Small population, widely scattered tiny islands, and limited natural resources are just some of those. But despite these challenges, the Government of Maldives is determined to transform the Maldives into knowledge based Information Society.

In doing so however, we believe that the government should play a facilitating role, by creating the right environment, rather than getting directly involved in the operations and service delivery. As such we have been formulating policies which are being implemented by service providers and sector players. When an enabling environment is present, the industry can successfully work together in reaping the benefits to the citizens.

Now the question is, what are the ingredients for an enabling environment? Of course there is no one-size-fits-all. Each country is different and they all have different and unique challenges. From the perspective of small country, let me share the experience of Maldives. We believe that the for a healthy information society to flourish, some of the key enablers are:

1. Affordable Access and infrastructure
2. Applications and content
3. Awareness and confidence with security.

Considering these factors, we have embarked on our National Broadband Policy in 2014, listing 5 main policy lines. To take forward the policy items on access infrastructure, the government's strategy is to facilitate the building of infrastructure and access by having a conducive regulatory environment for service providers to operate in healthy competition. Coupled with this, the service providers are given incentives such as easy access to spectrum, tax breaks and low licence fees.

For the policy actions on applications and content, our strategy is to work with content and application developers to create more enabling contents.

Mr. Chairman

An Information Society is not complete without the citizens making good use of the access and applications. Hence we place great importance on creating awareness and building user confidence in the information services. When all our needs and deeds are done through information technology, security and consumer protection cannot be overlooked. We therefore take information security very seriously. Furthermore, we take utmost care in protecting the critical infarstrure to serve the country against any threats. Policy lines were also formulated considering these aspects of consumer awareness and security.

We believe these policies can help Maldives gear up towards a modern Information Society.

Mr. Chairman

The results of our policies and strategies are very positive. If I may start from a little earlier period, we issued a policy for fixed line voice telephony and by the turn of the millennium, we have very successfully provided universal voice access, connecting all parts of the country. Later, in the next decade we rolled out mobile telephony to all islands of the Maldives. On mobile telephony we now have over 200% penetration, making us one of the highest mobile penetrated countries in the word.

More recently, our national broadband policy is also being very successfully implemented. On the first policy line where we aimed at providing basic broadband services to all parts of the country, we have achieved this objective with two years. Again, Maldives would perhaps be amongst the few developing countries which have been able to provide basic broadband services universally.

Mr. Chairman, Distinguished Participants

All our nations, big or small, developed or developing, will always have our share of challenges to overcome. I have no doubt that this Forum will play a crucial role in translating the challenges we are facing, into opportunities. Let us all work together to achieve the goals of WSIS to build an all-inclusive people-centric Information Society, Information Society where everyone can create, access, utilize and share information.

Thank you

H.E. MR KHALID AL-HASHIMI, ASSISTANT UNDERSECRETARY OF MINISTER OF TRANSPORT, QATAR

أصحاب المعالي والسعادة، والممثلين الدائمين الكرام،،

السيدات والسادة،،

الحضور الكرام،،

السلام عليكم ورحمة الله وبركاته

مضت أكثر من عشر سنوات على اعتماد الرؤية المشتركة للقمة العالمية لمجتمع المعلومات التي تهدف بشكل أساسي إلى تنمية الانسان والمجتمع من خلال تعزيز استخدام التكنولوجيا من أجل حياة بشرية لا مكان فيها للفجوات الرقمية في مجتمعاتنا، وإن حضورنا أمامكم اليوم يؤكد التزام دولة قطر بالعمل المستمر والجاد بُغية تحقيق الغايات القيّمة لمؤتمر القمة العالمية لمجتمع المعلومات، على النحو المنصوص عليه في قمة جنيف عام 2003 وقمة تونس عام 2005.

الحضور الكرام،،

لقد مكنت التغيرات والتطورات في تكنولوجيا المعلومات والاتصالات الأفراد في البلدان النامية والمتقدمة على حدٍ سواء من انتاج المعلومات والمعرفة، والنفاذ إليها، والاستفادة منها، وتبادلها بما يساعدهم في تحقيق كامل إمكاناتهم وطاقاتهم. كما حفزّت الحكومات على بناء اقتصاداتٍ مستدامة تمكن الشركات من الابتكار والنمو والازدهار، وبالتالي توفير حياة أفضل لجميع المواطنين.

وتولي دولة قطر بقيادتها الرشيدة أهمية خاصة لقطاع تكنولوجيا المعلومات والاتصالات منذ وقتٍ طويل، وتعتبره قطاعًا حيويا وجوهريًا في تحويل البلاد إلى مجتمع معلوماتي لتحقيق الرخاء والرفاهية على المستويين الاجتماعي والاقتصادي. وقد وضعت الدولة قبل عشر سنوات مضت برامج لتكنولوجيا المعلومات والاتصالات بما يتفق مع خطة عمل القمة العالمية لمجتمع المعلومات.

فقامت دولة قطر بفتح سوق الاتصالات واستثمرت فيه بقوة لبناء وتأمين بنية تحتية عالمية المستوى تتمتع بالقدرة والكفاءة والاستدامة بما يميزها في هذا المجال بين مختلف دول المنطقة. ولدينا تغطية بتكنولوجيا

الجيل الرابع في مختلف انحاء البلاد وشبكة ألياف ضوئية عالية السرعة تربط أكثر من 85 بالمائة من المنازل في قطر، كما قارب استخدام الإنترنت بين الأسر والأفراد المعدلات العالمية. واستطاعت دولة قطر ان تحقق مرتبة متقدمة على مستوى الوطن العربي في مؤشر الجاهزية الشبكية بالتقرير العالمي لتكنولوجيا المعلومات الذي أصدره المنتدى الاقتصادي العالمي أواخر أبريل الماضي.

واستشرافا للمستقبل فقد أطلقت دولة قطر عدة استراتيجيات وطنية كبرى وقطعت أشواطا كبيرة في تنفيذها لوضع بنى تحتية سريعة وعالية الجودة وشبكات آمنة، بالإضافة إلى توفير خدمات حكومية إلكترونية لكل من يعيش ويعمل على أرضها. وفي العام 2014 تم إطلاق استراتيجية حكومة قطر الرقمية 2020 التي وضعت البلاد على المسار الصحيح في تحقيق هدفها بإتاحة جميع الخدمات الحكومية الرئيسية عبر الإنترنت بحلول عام 2020، وخلال عامين من إطلاق هذه الاستراتيجية بلغ إجمالي عدد الخدمات الحكومية المقدمة عبر الإنترنت أكثر من 700 خدمة، ونعمل على الوصول إلى 1000 خدمة بنهاية عام 2016. وهذا حسن كثيرا من نوعية الخدمات الحكومية المقدمة للجمهور بشكل كبير.

كما استطاعت الخطة الوطنية للبرودباند أن تحقق تقدمًا مهمًا في مسيرة البلاد للتحول إلى دولة رائدة في استخدام تكنولوجيا المعلومات والاتصالات من خلال تنفيذ الكثير من مشروعات البنية التحتية والرقمية والتي عززت من حضورها الرقمي.

ولضمان استفادة كافة شرائح المجتمع القطري من الإمكانيات الهائلة للتكنولوجيا أطلقت دولة قطر برامج للشمولية الرقمية، وقطعت بها خطوات متقدمة، حيث ساعدت استراتيجية "الدمج من خلال التكنولوجيا" ذوي الإعاقة على استخدام التكنولوجيا والمشاركة بفاعلية في جميع مناحي الحياة بالمجتمع القطري بدء من توفير فرص أكبر للتعلم والارتقاء بمؤهلاتهم العلمية ومن ثم اتاحة فرص حقيقية لهم للعمل. وهذه الاستراتيجية أطلقها مركز التكنولوجيا المساعدة قطر "مدى" وهي مؤسسة غير ربحية متخصصة في ربط الأفراد ذوي الإعاقة السمعية، والبصرية، والجسدية بالتكنولوجيا.

كما يعمل برنامج " التواصل الأفضل" المخصص للعمال على توفير أدوات تكنولوجيا المعلومات، والاتصالات، والاتصال بالإنترنت في محل إقامتهم، وذلك حرصا على تعزيز المهارات الرقمية الأساسية لديهم على النحو الذي يمكنهم من التعرف على حقوقهم والخدمات المقدمة لهم والتواصل مع الأهل والأصدقاء وبالتالي مشاركتهم بفعالية في صناعة المشهد الرقمي في قطر.

وإدراكا لأهمية الابتكار في صناعة اقتصادات المستقبل، وأن الشباب هم من سيقودون مسيرة قطر نحو المستقبل، أطلقت دولة قطر مركز حاضنات الأعمال الرقمية لتزويد شبابها بمهارات القرن الحادي والعشرين

ومدهم بالتقنيات المتقدمة كالحوسبة السحابية، والبيانات الضخمة، ومهارات التشفير ومنصات الإعلام. ويواصل المركز نشاطه كمنصة لانطلاق أصحاب الأفكار المبتكرة والمشروعات الناشئة ومساعدتهم على ترجمة أفكارهم الإبداعية إلى نماذج أعمالٍ ناجحة.

ويكتمل مشهد النمو الاقتصادي المتنوع والابداعي من خلال جهود زيادة مساهمة قطاع تكنولوجيا المعلومات والاتصالات والمواصلات في الناتج المحلى الإجمالي وتشجيع الابتكار. ولهذا، فإن أحد أولويات دولة قطر للمضي قدما هو خلق بيئة أكثر تحفيزا للابتكار لتصبح رائدة في الاقتصاد الرقمي الابتكاري. وبدأ العمل على إنشاء مختبر الابتكار الذكي الذي سيصبح المحرك لتطوير الابتكارات، بما فيها تلك الابتكارات الجذرية المؤدية إلى خلق توازنات جديدة، فضلاً على مساهمته في تطوير قاعدة المهارات على المدى البعيد لضمان توفير الخدمات.

ولتحقيق الاستدامة على مختلف المستويات، فقد وضعت دولة قطر أمن المعلومات وحماية البنية المعلوماتية على قمة أولويات الحكومة. وتهدف الاستراتيجية الوطنية للأمن السيبراني إلى حماية البنية التحتية للمعلومات الحيوية الوطنية وتوفر إطارا تنظيميا وقانونيا لتعزيز سلامة وحيوية الفضاء الإلكتروني وسرعة الاستجابة للحوادث والهجمات الإلكترونية، وحلها، والتعافي منها. فبالإضافة إلى تأمين البنية التحتية، فإننا ملتزمون كذلك بجهود سلامة مستخدمي شبكة الإنترنت في البلاد وخاصة الأطفال.

إن هذه المجموعة الواسعة من المبادرات والمصاحبة لجهود حكومية كبيرة تحث الخطى على الطريق الصحيح لتحقيق الهدف الأسمى والمتمثل في بناء مجتمع ذكي مستدام وحيوي، يرتقي بمستوى الحياة في قطر من خلال الاستخدام الأمثل للتكنولوجيا والابتكار، ودولة قطر في وضع جيد يؤهلها لأن تخطو خطوات واثقة نحو تحقيق ذلك الهدف.

ولأن للشراكات بين القطَّاعين العام والخاص أهمية جوهرية في إيجاد المجتمع الذكي، قامت الدولة ببناء شراكات مع أهم الشركات والمؤسسات التكنولوجية والمؤسسات البحثية والأكاديمية للوصول إلى بنية تحتية ذكية. ويجري الآن العمل على ترجمة هذه الشراكات إلى نتائج ملموسة على أرض الواقع، مثل تطوير نظام شبكة للسكك الحديدية تعتمد على أحدث التقنيات في العالم، بالإضافة إلى استخدام أحدث أنواع التكنولوجيا في عملية إنشاء وتشغيل ميناء حمد، الذي سيصبح بوابة قطر الاقتصادية نحو العالم، والعمل على تطوير نظام ذكي للمواصلات والحافلات، كما قمنا قبيل أيام ببدء مرحلة اختبار لبرنامج التحول إلى "مطار ذكي" في مطار حمد الدولي وذلك من خلال دمج أفضل التقنيات في هذا المجال التي من شأنها أن توفر للمسافرين تحكماً واستقلالية أكثر خلال رحلتهم وتخدم مسار خططنا الطموحة.

كما تضمنت مبادرة المدن الذكية أيضاً مشروعين كبيرين للتطوير في المجالين السكني والتجاري، وهما مشروع مدينة لوسيل، وهي مدينة ذكية متكاملة بالكامل ومن المقرر أن تستوعب 200.000 نسمة، ومشروع مشيرب، وهو أول مشروع على مستوى العالم لإعادة إحياء وسط مدينة مستدام بشكل كامل.

كما يتم العمل حاليا على وضع الخطط العملية لتأسيس "منطقة حرة لصناعة تكنولوجيا الاتصالات" وحث الشركات الصغيرة والمتوسطة المحلية والأجنبية للعمل على توفير حلول متكاملة تلبي احتياجات دولة قطر باستخدام تكنولوجيا تحليل البيانات الضخمة، واستخدامات انترنت الأشياء في الصناعات الكبرى، والذكاء الصناعي وغيره من التكنولوجية الحديثة التي توفر حلولا سريعة وجوهرية لتطوير قطاعات كالصحة والتعليم والمواصلات والطاقة المتجددة وقطاع الخدمات المصرفية والسياحية وغيرهم بما يتيح تجربة جديدة كليًا للمستخدمين، وخدماتٍ مبتكرة في مختلف القطاعات.

وتعمل دولة قطر بكل طاقاتها في التحول من اقتصادٍ يعتمد على الموارد الطبيعية إلى الاقتصاد القائم على المعرفة والذي ستجني ثماره الأجيال القادمة.

السيدات والسادة،،،

أود التأكيد مرة أخرى على التزام دولة قطر ودعمها الكامل لأهداف القمة العالمية لمجتمع المعلومات، راجياً أن تتكلّل جهودكم بالنجاح.

والسلام عليكم ورحمة الله وبركاته

H.E. DR WIN B. J. MLAMBO, DEPUTY MINISTER, MINISTRY OF INFORMATION COMMUNICATION TECHNOLOGY, POSTAL AND COURIER SERVICES, ZIMBABWE

1. Background

A re-harsh of previous events and facts related to supporting the implementation of Sustainable Development Goals (SDGs) may assist us to remain rigidly focused on the topic in this discourse.

(a) At the end of September 2015, the United Nations announced the set-up of 17 Sustainable Development Goals (SDGs) with 169 targets post its 2015 Sustainable Development Agenda which will guide development until the year 2030.

(b) ICTs will be one of the top enablers to play a pivotal role in the implementation of the development Policy to meet the SDGs by 2030.

(c) All three pillars of sustainable development - economic development, social inclusion and environmental protection, require ICTs as key catalysts making ICTs absolutely crucial for the achievement of the SDGs.

(d) The WSIS Forum builds upon the outcomes of the UN General Assembly Overall Review of the implementation of the WSIS outcomes (United Nations General Assembly (UNGA) Resolution 70/125), which recognized the necessity of holding the WSIS Forum on an annual basis and calling for close alignment between WSIS and the SDG processes.

(e) The WSIS Forum will remain a platform for debating the role of ICTs in the implementation of the SDGs to meet the various targets, cognizant of the global mechanism for follow-up and review of the implementation of the 2030 Agenda for Sustainable Development (UNGA Resolution A/70/1).

(f) The WSIS - SDG Matrix developed by UN WSIS Action Line Facilitators will serve as the roadmap to analyze and coordinate the implementation of WSIS Action Lines with ICTs being a means to accelerate development towards meeting the SDGs.

2. Zimbabwe's Development Priorities

In supporting the implementation of the **16+ WSIS Action Lines** and the whole WSIS Action Plan, effective participation of the government and all stakeholders in transforming Zimbabwe into an Information Society is vital because of the proven positive correlation between **the levels of ICT access and use** and

that of economic development of a country. High ICT access and use is linked to the increased extent to which people can use the Internet to achieve the SDGs. Research by the World Bank suggests that a 10 % increase in broadband penetration could boost GDP by 1.38 % in low- and middle-income countries.
It is not enough, however, to **place ICTs onto the Development Agenda** without also **addressing other critical elements of the development equation**. A nation's **regulatory environment** in particular has a profound impact on ICT utilization and ICT industry growth. There is need for **periodic and active engagement between policymakers and ICT users and the regulator** on a range of ICT policy issues that affect users and the industry, including such issues as property rights, international trade and investment, competition, publicly funded research, online security and privacy, technology standards, e-Government, education and digital literacy, ICT skills development, affordable financing, incentives for private-sector ICT investment, and telecommunication infrastructure and access. Below are the major priority areas being currently worked on in Zimbabwe.

(a) Government's Full Support of the Role of ICTs

In its Blueprint Document, the **Zimbabwe Agenda for Sustainable Socio-Economic Transformation (ZimASSET)**, which was drafted to guide the socio-economic transformation of the country, the over-arching role of ICTs over all other sectors was sufficiently acknowledged. The ICT sector is the only one that appears in all the four clusters of the document.

(b) An **Inter-Ministerial Task Team**

This is chaired by the Ministry of Foreign Affairs and meets regularly to specifically oversee the Implementation of development projects undertaken to meet the targets of SDGs. The team is meant to provide the mechanism for coordination of the implementation of WSIS outcomes and a platform for brainstorming and consensus on emerging trends in the area of Information Society.

(c) **Availability of a highly skilled and literate workforce**

Zimbabwe has the highest literacy rate in Africa of 90.7% as of 2013 making it easy for the Government to raise ICT awareness, undertake capacity building and the uptake of ICT products and services by the citizens. The President of Zimbabwe launched the Presidential Computerization programme, where he donated computers to many schools across the country. As a result, ICT and computer skills are offered from academic to tertiary institutions in the country.

(d) **Diversified experience**

Zimbabweans are involved in virtually all areas of ICTs from telecommunications, programming, software engineering, Internet service provision among others.

(e) **Regulatory environment**

Zimbabwe embraces technology at the highest level with the Government having **put in place policies and legislation to promote the access**, use and learning of ICTs. ICT statistics from the Regulator indicate that as of the 4th Quarter of 2015, the country's **Internet Penetration Rate** increased by 1.5% from the record of the previous Quarter to reach 48.1%. At the same time, **Mobile Internet and Data Utilization** increased by 27.4% from the record of the previous Quarter to reach 1,208,379GB and the **Mobile Penetration Rate for Active Subscribers** increased by 1.3% from the record of the previous Quarter to reach 95.4%.

(f) **Regulatory framework**

The Ministry **re-visits the country's regulatory environment** and actively engages with ICT users and industry on a wide range of ICT policy issues that affect users and industry in local Meetings, Conferences or Forums, such as the **ICT4D Policy Dialogue Platform**, **E-Tech Africa Conference and Exhibition**, and since June 2015, the **Zimbabwe Internet Governance Forum (ZIGF)**, to mention but a few.

(g) **Access to regional and world markets**

Zimbabwe's **membership in regional trading bodies** such as COMESA, SADC and African Union provides potential investors with a large potential market for their products and services. These traditional markets are extended through the technological reach of the *electronic market* within the region and indeed globally.

(h) **Well-developed infrastructure**

Zimbabwe has rapidly become a **regional and international communication hub** and is linked by high capacity optic fibre optic links with Mozambique, South Africa, Botswana and Zambia. This has

allowed *redundancy* and improves the *reliability of communication systems* throughout Zimbabwe and the region. As an African destination for investing in ICT, Zimbabwe has functional utility infrastructure. Also, virtually all cities in Zimbabwe are safe and have operational and reliable public transportation.

3. Zimbabwe's Successes

Zimbabwe has placed ICT development at the heart of industrial re-vitalization and transformation. Strategic partnerships are being sought to implement projects that uplift ICT development, utilization and penetration to a higher level. The resultant programmes and projects will enable affordable access to ICTs for the betterment of the Zimbabwean citizenry. Below are the major success areas that Zimbabwe is currently implementing.

(a) ICT Technology Park

Zimbabwe intends to establish an ICT Techno Park. It will be the first and largest ICT Techno Park in the country occupying an area of about 45 acres and employing hundreds of professionals. The units in the Techno park will include domestic firms, joint ventures and subsidiaries of foreign companies engaged in a wide variety of ICT activities, which include software development, smart card technology, enterprise resource planning, IT enabled services and manufacturing of ICT gadgets and components.

(b) Broadband for all

Zimbabwe embarked on a broadband connectivity project in 2009. The project called for the laying of optical fibre interconnecting major cities, towns and neighboring countries. The broadband projection is 100GB by 2018. Major trunk routes are almost all completed and there is further need for development that covers outlying areas and draws fibre optic to the home. Currently there is scant statistics on households that have fibre optic to the home.

(c) Mobile Virtual Network Operators (MVNOs)

There is a deliberate promotion of the establishment of MVNOs in order to use excess broadband capacity in the country, which will be accessed at wholesale rates and create positive investor opportunities that can utilize redundancy in ICT resources.

(d) E-Education

Zimbabwe has a very strong and effective education system. The Government of Zimbabwe introduced E-learning to leap-frog into the Information Society through achieving E-literacy for both students and teachers. To this end, Computer Labs were introduced in some schools in all provinces in the country. The provision of Computer Labs led to student-centered learning through interactive computer lessons while teachers become mentors rather than content experts, through the E-learning platform. The project therefore seeks to:

(i) Make computers accessible to every child in every school;
(ii) Develop e-skills with particular emphasis on e-learning as a delivery tool; and
(iii) Introduce ICT curricula in all the institutions of education.

This undoubtedly has a huge potential market for the supply of ICT gadgets (hardware and software), application development and content development for investors.

(e) E-Nhava

This is a cutting edge integrated resources portal that has been developed by the Zimbabwe Academic and Research Network (ZARNet). It is set to revolutionize not only learning and currency but the order of doing business. E-Nhava will be a premium platform for trainers to upload relevant content beneficial to leaners in their studies. Students have a choice to buy or rent a book, a chapter, or even video lessons for tutorship and mentorship.

(f) E-Government

The Government of Zimbabwe has embarked on the ZimConnect programme, an E-Government initiative that seeks to automate Government information and services via the Internet. By availing the services via the Internet Government seeks to extend its reach beyond traditional channels and office hours as well as provide cost efficient services across all sectors. Various E-Government flagship

projects have been developed, for example a digital Deeds and Companies Registry and digital Central Vehicle Registry. Once the flagship projects are launched, more Government systems will be developed and incorporated into the e-Government programme.

(g) Community Information Centres (CICs)

Information is a key contributor to the development of individuals and communities, hence the need to set up CICs in rural communities so as to avail access to information and ICT services to communities. These Centres are intended to incubate *innovation*, *entrepreneurship*, *stimulate growth* and *job creation* as well serve as *electronic libraries* where people from remotely located areas can look for information pertaining to farming, education and health care, to mention but a few. CICs are targeted to be one stop ICT access points. They will also serve as E-Government access points. The plan is to have one CIC per each district throughout Zimbabwe to decentralize service provision.

(h) Other Initiatives Implementing SDGs and Action Lines

In order to address SDG 5 and 10 on Gender Equality and Reduced Inequalities, the Ministry of ICT, Postal and Courier Services runs Road Shows called Girls in ICTs in order to raise awareness and interest of ICT to the girl child and women in general. The ministry is also in the process of setting up a Young Innovator's Fund in order to promote innovation, Research and Development for commercialization, Intellectual Property, while including the young in the participation of the economy. The revised ICT policy creates the correct legal framework to include access to ICT services by physically challenged persons to participate in the economy through the use of customized computer hardware and assistive software.

As partly mentioned in paragraph 2(h) above, a number of Network Operators are collectively laying fibre optic throughout the country, creating redundancy loops within the country and links to the undersea cables to the Indian Ocean. This will facilitate access to international bandwidth in order to harmonize the information access and transmit speeds with the international benchmarks, including broadband development. A high performance computer systems is being set up to which tertiary institutions will connect. In the meantime, by year-end, all 9 000 primary and secondary schools will have been connected to internet through our National Research and Education Network (NREN) called ZARNet.

4. **Summary Success Indicators**

A summary of statistics which are indicative of the success of strategies undertaken to transform Zimbabwe into an Information Society are given below;

a) Mobile Penetration Rate for Active Subscribers increased by 1.3% from the record of the previous Quarter to reach 95.4%;
b) Fixed Tele-density increased by 0.1% to reach 2.6%;
c) Internet Penetration Rate increased by 1.5% from the record of the previous Quarter to reach 48.1%;
d) Mobile Internet and Data Utilization increased by 27.4% from the record of the previous Quarter to reach 1,208,379 GB;
e) The Total Value of Transactions on Mobile Money Platforms increased by 16.3% from the record of the previous Quarter to reach USD533,067,245 while the Number of Mobile Money Subscribers increased by 9.9% from the record of the previous Quarter to reach 7.3 million subscriptions.

5. Zimbabwe's Future Challenges

(a) Zimbabwe first challenge is the *'unfinished businesses'* of work towards meeting the following **11** WSIS Targets from the pre-2015 era.

(i) To connect all villages with ICTs and establish community access points **(Target 1)**;
(ii) To connect all secondary schools and primary schools with ICTs **(Target 2)**;
(iii) To connect all scientific and research Centres with ICTs **(Target 3)**;
(iv) To connect all public libraries, museums and post offices with ICTs **(Target 4)**;
(v) To connect all health Centres and hospitals with ICTs **(Target 5)**;
(vi) To connect all central government departments and establish websites **(Target 6)**;
(vii) To adapt all primary and secondary school curricula to meet the challenges of the information society, taking into account national circumstances **(Target 7)**;
(viii) To ensure that all of the world's population have access to television and radio services **(Target 8)**;

(ix) To encourage the development of content and put in place technical conditions in order to facilitate the presence and use of all world languages on the Internet **(Target 9)**;

(x) To ensure that more than half the world's inhabitants have access to ICTs within their reach and make sure of them **(Target 10)**; and

(xi) ICTs and businesses **(Target 11)**.

(b) As we have already seen, at the end of September 2015, the United Nations placed 17 **Sustainable Development Goals (SDGs)** with **169 targets** at the heart of its Post-2015 Sustainable Development Agenda, which will guide development until 2030. The number of targets has now increased from **11 to 169** and would pose an even bigger challenge in the **post-2015 era** to Zimbabwe than during the **pre-2015 era**.

(c) One other limiting factor continues to be the **country's risk perception**, built on an erroneous and unfortunate international discord over our redressing of colonial imbalances against resolute determination at home. The resultant negative perception about Zimbabwe as an investment destination has made **funding for all players quite a challenge**, as the politics at home and abroad has conspired to command attention that ought to be directed to development initiatives such as the **Sustainable Development Goals (SDGs)**. There is need for the international community to understand Zimbabwe's Land Reform in the correct and positive context and that Zimbabwe remains one of the best investment destination ever.

6. Conclusion

The story of ICT innovation over the past three decades has been a story of empowerment and growth. ICTs have brought new opportunities to people of all ages and in all countries, enabling them to achieve more in less time and to discover new ways of communicating and relaxing. The use of ICTs has fueled astounding productivity and economic growth and has truly transformed the way people work, learn and socialize. To date, however, the benefits of ICTs have not been spread as equally as one would have hoped. This has led some to question whether ICTs have a meaningful role to play in bridging the digital divide between developed and developing countries. While it is unrealistic to believe that ICTs alone can provide the solution that will solve the challenges facing the international development community, we firmly believe that ICTs hold tremendous untapped potential as an enabler for development.

We also recognize that addressing the needs of underserved populations, usually with Universal Service Funds managed by Postal and Telecommunications Regulatory Authorities, will require commitment and determination by both the public and private sectors. We are convinced that by working together, Governments, industry and the populations they serve can create new opportunities and leverage the power of ICTs to help people everywhere realize their full potential. Systematic application and innovative use of ICTs plays an important role at advancing the objectives of the country's National Trade Policy. Service delivery by both the Public and Private Sectors can be enhanced through use of ICTs in areas such as customs clearance, online trading (e-commerce) and general communications. In this regard, the current efforts by Government at coordinating and rationalizing investment in ICT facilities are expected to help improve trade.

(a) The country's National ICT Policy ensures that it meets its objectives and reap the full benefits of convergence, with the ultimate aim of bridging the digital divide and ensuring digital inclusion. Its focus is to ensure that Zimbabwe's competitiveness globally is strengthened, that the country achieves Universal Service and Access to infrastructure and services by all Zimbabweans, that the ICT Sector is transformed to ensure diverse ownership and management, ensures the development and dissemination of local content, addresses competition related issues, build the required skills and build an effective sector Regulator.

(b) The list of issues identified is not necessarily exhaustive. The number of projects that have to be undertaken is immense and surely the government cannot bankroll them on its own. The government is open to partners interested in win-win partnership to roll-out these projects for the development of the ICT sector in Zimbabwe.

MR KENG THAI LEONG, DEPUTY CHIEF EXECUTIVE, INFOCOMM DEVELOPMENT AUTHORITY (IDA), SINGAPORE

Mr Chairman,
Mr Secretary-General,
Honorable Ministers,
Excellencies,
Ladies and Gentlemen,

Strong support for WSIS

Last year in New York, the United Nations General Assembly reaffirmed its common desire and commitment to the vision of the World Summit on the Information Society (WSIS) to build a people-centered, inclusive and development-oriented information society. In addition, it also recognised the need for a multi-stakeholder framework to continue to work together to implement the World Summit vision beyond 2015.

Complementing the work is the Internet Governance Forum (IGF) and it is heartening to see keen support for this platform as well. Singapore believes that the IGF ensures that pertinent issues on the Internet will continue to be discussed and acted upon. However, the challenges ahead require extensive cooperation amongst all stakeholders. That is why we are here today, as firm supporters of WSIS, a beacon of light that focuses on development, connectivity and bridging the digital divide. Together, we journey to construct a better future for our citizens, our people and our businesses.

ICT as a key enabler

The WSIS Forum is a truly global platform that will advance the agenda on implementing the Sustainable Development Goals. The global community has made tremendous strides to where we are today. According to the International Telecommunication Union, there were 3.2 billion internet users in 2015. In 2000, it was 400 million. The numbers have increased exponentially but more can be done to close the gap so that everyone has access to information and communication technologies.

The latest autonomous vehicles, the Internet of Things, gadgets and 5G may get us very excited about what is to come, but we must not forget that technology is but an enabler. Our key priority should always remain, first and foremost, on addressing the challenges and needs of our people and citizens. With this renewed mandate, we must take advantage of the momentum, reach out and work together with the ITU and to plot the way for stakeholders to take action and to promote digital inclusion. Innovation is the

future and ICT is a key enabler. Together, they are powerful tools that can be harnessed to improve the lives of our people and businesses. That is the key focus of Singapore's Smart Nation Vision.

Smart Nation

We act to ensure that Singapore is well-positioned for the future. Like many other nations, Singapore faces similar challenges such as an ageing population placing stresses on to our healthcare systems, increased urban density and with associated transport and mobility issues. Singapore is a small island state with no natural resources. We are also concerned on our ability to use our water and energy resources in a sustainable manner. In response, Singapore sees the need to be forward-looking, creative in our use of technology, and to put in place sensible policies and regulatory frameworks that will see us through our journey towards a Smart Nation.

ICT can be a key enabler in providing urban solutions for our citizens, especially in transportation, local government and housing. Providing city planners with information to make better decisions and anticipate issues before they occur. We also recognise that we are unable to journey alone. In Jurong Lake District, a residential area in western Singapore, IDA leads industry efforts in building up our vision for Smart Nation by bringing in tech companies to come and pilot and trial cutting-edge technology and solutions there. In this 360ha site, we are experimenting with driverless buggies and smart queue monitoring systems, bridging the last mile and helping transport companies to better allocate resources to meet demand.

Our Smart Nation vision is a whole-of-nation approach that brings together our universities, medical facilities, research and development investments, tech start-ups and investment capital working together with the government to use ICT technology holistically to bring about better lives. We look to encourage a culture of experimentation and building, and work with citizens and companies, who are our co-creators in this journey.

Regulatory Approach

Our Smart Nation vision reflects how the Infocomm Development Authority of Singapore (IDA) as a regulatory body works with the industry in developing the areas that we have identified to be important for Singapore. Singapore's small ICT market size provides IDA with latitude to intervene, experiment and achieve better outcomes. Small in size also means quicker policy adjustments can be made, or fine-tuned, where warranted. This is akin to a "laboratory" approach.

While we believe in the efficacy of the market, a more developmental stance is adopted when the market is not moving quickly enough, or by its own, will not achieve the outcome in a timely manner. IDA will step in to address these market failures and incentivize the outcomes we want to see. An example is the roll-out of Singapore's Next Generation Nationwide Broadband Network (NGNBN). We saw the need for a low

cost, pervasive and ultra-high speed broadband network, which will be a key enabler for an Infocomm-enabled future and a key economic competitive advantage for Singapore. Our industry was keen but if left to their own devices, our operators were unlikely to undertake the costly infrastructure upgrade that would achieve this outcome. Through a balanced approach of government co-funding support and regulatory requirements, IDA facilitated the roll-out of the NGNBN. After 10 years, we have 20 retail providers offering a competitive residential and non-residential services with price packages starting from US$30 for 1Gbps.

Looking at the big picture of things helps in identifying areas where we want to develop further. We draw up short and medium term Infocomm policies to create a conducive Infocomm environment that is both pro-consumer and pro-business. For example, the Infocomm Media 2025 was drawn up to guide our vision of a Singapore in 2025 where Infocomm enables a better quality of life for our people through world-class connectivity, compelling local content, and technologies to make everyday lives smoother and more convenient.

Singapore's ICT environment

11 The merger of our telecom and media regulatory bodies was undertaken recently in April 2016. IDA and the Media Development Authority will be restructured to form the Infocomm Media Development Authority of Singapore (IMDA). With this merger, Singapore hopes to create a dynamic environment that will allow these two interconnecting spheres of media and telecom to thrive.

12 Consumers will also benefit from our decision to allow a fourth Telco into our mobile network market. Whilst Singapore is a small market, we are of the view that there is still scope for greater competition and service innovation. Globally, IDA observed that in overseas markets, new service offerings such as unlimited talk time or data bundles were introduced following the entry of a new operator.

Conclusion

We stand poised at the cross roads of our time, with the ability to create the right environment to enable and spur our citizens' dreams, aspirations and hopes, for their future and the future of their children. Information society, the Internet and all its applications, makes this an exciting time to be a connected citizen of the world. Let us band together and take the time to learn from each other as we push forward, collaborate and co-create with the private sector, civil society and international organizations, to make the next decade count and achieve digital inclusion for all.

MR ABDOULKARIM SOUMAILA, SECRETARY GENERAL OF THE AFRICAN TELECOMMUNICATIONS UNION

The African Telecommunications Union (ATU) as the specialised institution of the African Union in the area of telecommunications has a responsibility to provide a forum for all its stakeholders involved in ICT to formulate effective policies and strategies aimed at developing sustainable information infrastructure and services. In addition, the Union represents the interests of its members at global decision-making conferences and promotes initiatives aimed at integrating regional markets, attracting investment into ICT infrastructure, and building institutional and human capacity.

The ATU Strategic Plan 2015 to 2018, established by the 2014 ATU Plenipotentiary Conference, places enabling environment as one of the five pillars or rather focus areas of ATU for the stated period. The placement of enabling environment as one of the five focus areas for the current ATU strategic plan is in recognition of various factors, notably:

- That creating and sustaining an ICT enabling environment is the primary duty of governments as well as the inter-governmental organizations in the area of ICTs. Enabling environments foster optimum investments in terms of scale and costs which guarantees fair user tariffs hence maximum utilization arising from optimised competition;
- That while significant progress has been made in creating enabling environments in some countries, there are, however, a number of countries whose environments can be classified as not enabling and in some cases even prohibitive for the development and sustainability of meaningful ICTs;
- That the not so good environments have the overall effect of rendering Africa as a whole not having an enabling environment. Hence the resolve of the ATU Conference of Plenipotentiaries of 2014, to collectively improve the African ICT environments together via the ATU platform.

In order to achieve the objective of enabling environment, the strategic plans provides for four strategies as follows:

1. Enabling ICT policies and regulatory frameworks
2. Bridging the digital divide in Africa
3. Promoting prudent spectrum management

Unsurprisingly, bridging the digital divide in Africa is one of the four adopted strategies for achieving the objective of enabling environment. In this context, bridging the divide in the African region implies two

general aspects; (1) the divide in terms of connectivity platforms which is “access divide”, and (2) divide in terms of usage which is “application divide”, as outlined below:

- Access divide still remains a more crucial divide because Africa still has areas which are not covered by any terrestrial ICT signal. While access divide to voice connectivity is diminishing as very few areas still remain to have access to voice signal, the access divide for broadband is far more severe. Much of rural Africa is yet to have access to broadband signal. The ITU estimates that only about 20% of individuals in Africa use the internet.
- Application usage is yet another divide for which ATU is striving to address via the “Content and Applications” pillar of its current strategic plan as well as “Innovation and Talent Development”. Through these pillars, it is hoped that an environment will be created whereby appropriate content and applications are developed with emphasis on local applicability to ensure their mass uptake by the local communities.

MR MARC VANCOPPENOLLE, GLOBAL HEAD OF NOKIA GOVERNMENT RELATIONS

In the connected world, there is a renewed opportunity to enhance the way people live and work each day – to make the world more productive, prosperous, efficient, safe, healthy, and smart. For example, cities can become more sustainable, autonomous driving can save lives and reduce emissions, remote health care can improve well-being and reduce costs.

Bringing the benefits of a connected world to life to more people requires as foundation a broadband connectivity everywhere. However 4.2 billion people on our planet still lack broadband connectivity today. Especially emerging economies - where less than one in ten people are connected - face a so called multi-dimensional connectivity shortage in access and backhaul networks, in terrestrial backbones, and in international connectivity.

An investment conducive environment is a first condition for moving to an ubiquitous broadband connectivity. Policy makers should focus on creating such an investment-conducive environment, with transparent predictable policies and elimination of unnecessary burdens for private investors. Moreover, policy makers can foster the reduction of network deployment costs through fiscal incentives or network infrastructure sharing in areas where duplicating infrastructure would not ensure the appropriate return on investment. To connect under-served or un-served areas, we also encourage governments to look for new investing models, such as public-private partnerships (PPP). Finally allocation of more radiofrequency spectrum for commercial purposes and making the best use of digital dividends bands for ubiquitous broadband wireless services should be encouraged.

But a good supply of broadband connectivity is not enough. Particular attention needs to be given to stimulating demand. The barriers that block easy and fast adoption of high-speed broadband use cases need to be broken. Therefore, Governments should not only focus on ICT policy, but also on policies in other sectors to ensure that digitalization is enabled and not constrained by outdated regulation. Those who move fast will gain a first-mover advantage in accelerating growth via ICT enabled use-cases bringing the connected world to life.

MS ADRIANA SOFIA LABARDINI INZUNZA, COMMISSIONER, FEDERAL TELECOMMUNICATIONS INSTITUTE, MEXICO

La Agenda 2030 para el desarrollo de las Naciones Unidas reconoció que "la expansión de las tecnologías de la información y las comunicaciones y la interconexión mundial brinda grandes posibilidades para acelerar el progreso humano, superar la brecha digital y desarrollar las sociedades del conocimiento". De acuerdo con el Informe sobre Medición de la Sociedad de la Información de la Unión Internacional de Telecomunicaciones, en los diez años transcurridos desde la Cumbre Mundial sobre la Sociedad de la Información (CMSI) del 2005, el acceso y la utilización de las TIC han aumentado considerablemente, principalmente en lo referente a los servicios de telefonía móvil e Internet. La proporción de la población mundial cubierta por las redes móviles es ahora de más del 95%. El número de usuarios de Internet también ha crecido rápidamente, y actualmente se estima en más del 40% de la población mundial.

Aún queda mucho trabajo por hacer, motivo por el cual el Objetivo 9c de Desarrollo Sustentable, reconoce la importancia de "aumentar de forma significativa el acceso a la tecnología de la información y las comunicaciones y esforzarse por facilitar el acceso universal y asequible a Internet en los países menos adelantados a más tardar en 2020". Por ejemplo, en México, la ENDUTIH 2015[1] reveló que 55.7 millones de personas son usuarios de una computadora y 62.4 millones utilizan Internet en México. Al considerar el uso de las TIC por género, los resultados mostraron una participación equitativa entre mujeres y hombres: 49.2 y 50.8 por ciento en el uso de computadora, y de 49.4 y 50.6 por ciento en el uso de Internet, respectivamente. En adición a lo anterior, existen 107,1 millones de suscriptores de telefonía móvil, lo que equivale a una penetración de 88 suscripciones por cada 100 habitantes.

Las suscripciones de banda ancha fija, que tuvieron al tercer trimestre de 2015 un crecimiento del 5.5% con respecto del mismo trimestre de 2014, con lo que llegaron a 14.3 millones de suscripciones Respecto a banda

[1] http://www.inegi.org.mx/saladeprensa/boletines/2016/especiales/especiales2016_03_01.pdf

ancha móvil, en el mismo periodo, se alcanzaron 57.5 millones de suscripciones, es decir, 48 suscripciones por cada 100 habitantes[2], lo que representa un crecimiento de 4.78% respecto del segundo trimestre del mismo año.

Asimismo, la Resolución de la Asamblea General de Naciones Unidas sobre el examen general de la aplicación de los resultados de la Cumbre Mundial sobre la Sociedad de la Información reconoció que ciertas políticas han contribuido sustancialmente a la superación de las brechas digitales y al valor de las tecnologías de la información y las comunicaciones para el desarrollo sustentable, y afirmó el compromiso de seguir identificando y aplicando las nuevas y mejores prácticas para el establecimiento y funcionamiento de políticas públicas y estructuras de educación, innovación e inversión para las tecnologías de la información y las comunicaciones.

En el caso de México, y aunado a la Estrategia Digital Nacional y programas ambiciosos de conectividad de la Secretaría de Comunicaciones y Transportes, en 2013, como resultado de la Reforma Constitucional en materia de telecomunicaciones, radiodifusión y competencia económica, se creó el Instituto Federal de Telecomunicaciones, como órgano autónomo constitucional, el cual tiene el mandato de fungir como regulador de telecomunicaciones y radiodifusión, y fungir como autoridad en materia de competencia económica en estos sectores, siendo ésta una decisión fundamental para coadyuvar con el logro de los Objetivos de Desarrollo Sustentable y maximizar el bienestar social de los mexicanos.

Los primeros 180 días posteriores a la creación del IFT fueron clave para el lanzamiento de múltiples acciones para remover barreras a la competencia a través de regulación asimétrica a los agentes económicos preponderantes; licitaciones de espectro, acciones de empoderamiento de usuarios, portabilidad numérica, autorización de concentraciones que trajeron consigo inversión cuantiosa, y generar mayor certidumbre jurídica, habilitar a más prestadores de estos servicios públicos tanto de naturaleza comercial, como social y pública.

Todo ello ha resultado en una disminución de los precios de los servicios de telefonía y banda ancha en 2014 y 2015. En efecto, en el IFT hemos realizado diversos análisis en los que se observa que mientras los precios promedio de la canasta de bienes y servicios que consumen los hogares mexicanos aumentan, los precios promedio de los servicios de comunicaciones van a la baja, en el tercer trimestre del 2015 se observaron precios 30% más baratos que hace cinco años, con esto se ha contribuido sustancialmente con los niveles de asequibilidad como está señalado en el objetivo 9c. Otras de las acciones emprendidas fue la licitación para nuevas cadenas de televisión, proceso que tuvo como resultado una nueva cadena nacional de TV abierta, cuando solamente había dos empresas privadas de radiodifusión comercial.

[2] Fuente: Datos del Instituto Federal de Telecomunicaciones.

Asimismo, para el tercer trimestre de 2015 la inversión extranjera directa (IED) tuvo una entrada neta de 6.4 millones de dólares estadounidenses, posicionando a los sectores de Telecomunicaciones y Radiodifusión en el segundo lugar en términos de los sectores económicos que más IED han generado a lo largo del año 2015, como reflejo de ajustes en el mercado de telefonía móvil.

Aunado a lo anterior, el Instituto impulsó servicios de telecomunicaciones, radiodifusión y televisión prestados por y para comunidades indígenas. Esto, a través de, por ejemplo, del otorgamiento de una concesión para usar en forma experimental bandas de frecuencias del espectro radioeléctrico, en la región 7 Golfo y Sur y con la Consulta Indígena sobre los Lineamientos para el Otorgamiento de Concesiones de uso Social. En materia de género también se han creado algunos avances como el Foro realizado éste año en conmemoración del el Día Mundial de las Niñas en las TICS.

En la actualidad continuamos trabajando en conjunto con los diversos actores nacionales para alcanzar el mandato establecido en la Constitución de los Estados Unidos Mexicanos de garantizar el derecho de acceso a las tecnologías de la información y comunicación, así como a los servicios de radiodifusión y telecomunicaciones, incluyendo la banda ancha e internet.

A nivel internacional el resultado de esta labor se puede observar en el Informe sobre Medición de la Sociedad de la Información de la Unión Internacional de Telecomunicaciones, en donde se ofrece una visión global de los últimos avances en las tecnologías de la información y las comunicaciones (TIC's), sobre la base de datos comparables y metodologías acordadas a nivel internacional. En dicho Informe se observa que entre 2010 y 2015 los países de la región de las Américas han experimentado algunas de las fluctuaciones ascendentes y descendentes más importantes en la clasificación mundial del Índice de Desarrollo de las TIC (IDT), y que, en el caso especial de México, el país está considerado dentro del grupo de países en desarrollo, ocupando el lugar 21 a nivel regional, con un IDT de 4.68.

En 2016, el IFT replanteó sus objetivos institucionales con el fin de contar con un marco que le permita contribuir en mayor medida a los objetivos nacionales y con ello a los globales, de tal manera de que como institución contribuya con el desarrollo eficiente de los sectores regulados, mejorando con ello la calidad de vida y las oportunidades de desarrollo para los mexicanos, a través de la apropiación de las TIC, y los servicios de telecomunicaciones y radiodifusión.

Nuestros cuatro objetivos institucionales son:

1. Promover e impulsar que los usuarios y las audiencias tengan mejores opciones de servicios públicos a precios asequibles, a través del impulso de la competencia y libre concurrencia de los sectores regulados.
2. Promover e impulsar condiciones para el acceso universal a las tecnologías y servicios de las telecomunicaciones y radiodifusión con el objeto de maximizar el bienestar social.
3. Garantizar que la prestación de los servicios de las telecomunicaciones y la radiodifusión que recibe la población sea acorde con los niveles de calidad bajo parámetros internacionales.
4. Fomentar el respeto a los derechos de los usuarios y de las audiencias en los servicios de las telecomunicaciones y la radiodifusión.

Conforme a lo mencionado en el párrafo 29 de la Resolución de la Asamblea General sobre examen general de la aplicación de los resultados de la Cumbre Mundial sobre la Sociedad de la Información, el fomento de la competencia, la creación de sistemas jurídicos y reglamentarios transparentes, previsibles, independientes y no discriminatorios, el pago proporcional de impuestos y derechos de licencia, el acceso a la financiación, la facilitación de las alianzas entre el sector público y el sector privado, la cooperación entre múltiples interesados, las estrategias nacionales y regionales en materia de banda ancha, la asignación eficiente del espectro de frecuencia radiofónica, los modelos de participación en la infraestructura, los enfoques basados en la comunidad y las instalaciones de acceso público han facilitado en muchos países la consecución de grandes beneficios en lo que respecta a la conectividad y el desarrollo sustentable. Por ello, conscientes de la necesidad de continuar en esta dinámica, el IFT incluyó en su agenda de trabajo para 2016, proyectos que seguirán las siguientes líneas estratégicas.

Fomentar el desarrollo de la competencia y libre concurrencia, algunos proyectos dentro de ésta línea estratégica son Criterios para definir Mercados y evaluar Condiciones de Competencia Efectiva y la elaboración de una Guía de Notificación de Concentraciones;

1. **Fomentar la entrada de nuevos competidores y la pluralidad;** algunos proyectos dentro de ésta línea estratégica son Oferta de Referencia de Compartición de Infraestructura de Radiodifusión y Licitación IFT-5. 10 MHz en la Banda 440-450 MHz;
2. **Administrar y fomentar el uso eficiente del espectro radioeléctrico;** algunos proyectos dentro de ésta línea estratégica son los Lineamientos Generales para la Autorización de Arrendamiento de Espectro Radioeléctrico, Licitación IFT-3. 80 MHz en la Banda AWS, Esquemas de Reorganización de la Banda de 824-849/869-894 MHz y Metodologías de Medición que Permitan la Cuantificación de las Métricas de Eficiencia Espectral;

3. **Impulsar la cobertura de los servicios de telecomunicaciones;** algunos proyectos dentro de ésta línea estratégica son los Lineamientos para el Despliegue de Infraestructura de las TyR y el Programa de Difusión y Acercamiento para el Otorgamiento de Nuevas Concesiones Públicas y Sociales;
4. **Fomentar el desarrollo y uso eficiente de la infraestructura**; algunos proyectos dentro de ésta línea estratégica son los Lineamientos para el despliegue de Infraestructura y Operación de la Red Troncal y Lineamientos para la conformación del Sistema Nacional de Información de Infraestructura (SNII).
5. **Garantizar el cumplimiento de los niveles de calidad en la prestación de los servicios de telecomunicaciones;** Lineamientos que fijan los Índices y Parámetros de calidad a los que deberán sujetarse los Prestadores del Servicio Móvil, fijo y los prestadores de Radiodifusión. Así como la emisión de la DT IFT-007-2016 que dará certeza jurídica a todos los involucrados y respuesta a las frecuentes demandas sociales al respecto; brindará un marco de referencia con relación a las radiaciones no ionizantes emitidas por estaciones de radiocomunicaciones que presten servicios de las TyR;
6. **Fomentar la protección a los usuarios;** algunos proyectos dentro de ésta línea son las Disposiciones para que los Operadores Publiquen Información Transparente, Comparable, Adecuada y Actualizada y Lineamientos y Políticas en Materia de Accesibilidad para Usuarios con Discapacidad
7. **Empoderar a los usuarios y audiencias con información y educación:** Dentro de ésta línea estratégica su busca crear un sistema de accesibilidad e información oportuna y clara para el usuario, por lo que se plantean proyectos como la etapa 2 del Sistema "Soy Usuario", el simulador de Consumo para los usuarios de los Servicios de Telecomunicaciones y el sistema Integral de Información para el Usuario así como programas de alfabetización de las audiencias.

Con todo ello, consideramos que como institución estamos alineados con la Agenda 2030 y comprometidos a generar un entorno habilitador para fomentar el acceso, uso y adopción de las tecnologías de la información y comunicaciones de cara al desarrollo sustentable.

DR ABEER SHAKWEER PHD, MINISTER'S ADVISOR FOR SOCIAL RESPONSIBILITY, MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY, EGYPT

Mr. Secretary-General,
Excellencies,
distinguished delegates,
ladies and gentlemen;

It is my honor and pleasure to speak to you at this important event, which brings together different stakeholders to share experiences, knowledge and best practice; discuss common challenges, and work together towards building the information society and contribute to the achievement of the Sustainable Development goals.

The ICT sector in Egypt has witnessed a significant growth and is playing a pivotal role in the social and economic growth of the country, as well as its political movement.

Egypt has embarked on a national ICT strategy to transform the country into a knowledge society. Within the framework of this strategy, Egypt pays particular attention to creating an enabling environment through the implementation of a number of important initiatives including: the national broadband initiative; the two presidential initiatives for electronics design and manufacturing; and technological education; the technology parks development, improving the legislative environment, the ICT for Social Responsibility and the ICT for empowering Persons with Disabilities (PwDs).

Egypt's broadband plan was launched as one of the main pillars to support the nation towards building an enabling environment; a knowledge economy and the information Society. It aims at the diffusion of Broadband services in Egypt including underserved areas through increasing households' fixed Broadband coverage and fixed Broadband households penetration.

The President of Egypt launched two important initiatives, the first is "The Electronics Design and Manufacturing initiative", which aims to support and encourage the electronics sector to establish innovative enterprises; attracting Egyptian expatriates of varying calibers in this industry; and attracting electronics manufacturers to establish giant industrial zones. Therefore, increase the financial returns of the sector and create job opportunities.
The second initiative is the "Technological Education" aiming at developing a new generation of educated and technology- savvy workforce through building the capacities of 5000 universities' graduates each year and 11000 through blended education. This initiative will focus on important areas required for the future job market including data analytics, artificial intelligence, cloud computing. This initiative will be implemented in cooperation with international universities and institutions.

One of the leading developmental national projects that MCIT is implementing is the expansion of technological parks nationwide. It is planned to develop seven technology parks outside the capital, of which two are already being implemented. The parks will host all ICT related activities and services, including IT and outsourcing services, IT designing and programming; electronics assembly industries, training and education centers; IT development zones, innovation and entrepreneurship centers; public services which include a government services center. This will lead to enhancing skills and capabilities of employees; university and technical education institutes graduates. It is also expected that such parks will attract investors through competitive operating costs and stimulating work environment.

Since legislation is a major element in establishing an enabling environment, Egypt is amending existing laws such as the Telecommunications law. In addition, new ones concerned with access to information, cyber security, and e-commerce are being developed. Moreover, and in order to speeding up the broadband networks rollout, a unified license regime will be implemented allowing all operators to provide all telecommunications services (Fixed/mobile/data).

In order to empower the marginalized groups, MCIT developed the ICT4Social Responsibility plan, which is focusing on empowering the marginalized groups through ICTs. This plan is the first of its kind to be developed for the whole ICT sector including the government, private sector and civil society. It aims at directing, harmonizing, and integrating the efforts of all stakeholders of the ICT sector towards the society. Through the implementation of this plan, many inclusive social centers were developed at slum and remote areas. Such centers provide access to ICT tools and provide inhabitants of those areas with free of charge ICT, entrepreneurship, and innovation training through multinational companies. Other projects concerned with the technological development of societal schools and orphanages were implemented, and capacity building programs for youth and children at such institutions were provided. Other awareness raising campaigns on heath, energy savings and other important issues were launched as part of this plan.

The ministry has a special focus on the empowerment and inclusion of PwDs. Many programs are being implemented to enhance the technological accessibility of inclusive and special education schools; and centers for PwDs at all public universities. Other programs concerned with the capacity building and employment of PwDs are taking place. In addition, the ministry is actively working on mobilizing innovators, developers, and the ICT society as a whole to develop assistive technologies, which support the Arabic language to ease the lives of PwDs not only in Egypt but also across the Arab region.

Egypt is also employing ICT to enhance the government's internal operations efficiency through e-government. This will enhance transparency, improve efficiency and productivity, which will lead to

effective service delivery. In addition, the ministry is re-establishing post offices across the country as “Citizens’ Service Offices”, where many of government’s services can be provided.

At the end, I want to emphasis that technology alone is not going to make our world a better place, but people behind the technology will.

Also, I would like to sincerely thank everyone who contributed to the organization and success of this event.

Thank you for your attention.

MR MATTHEW SHEARS, DIRECTOR, GLOBAL INTENRET POLICY AND HUMAN RIGHTS, CENTRE FOR DEMOCRACY & TECHNOLOGY

In early 2016 the World Bank released its World Development Report 2016: Digital Dividends which states that “For digital technologies to benefit everyone everywhere requires closing the remaining digital divide, especially in internet access. But greater digital adoption will not be enough. To get the most out of the digital revolution, countries also need to work on the “analog complements”—by strengthening regulations that ensure competition among businesses, by adapting workers’ skills to the demands of the new economy, and by ensuring that institutions are accountable.” The report notes that these analog complements should sound familiar “because they are the foundation of economic development.”

Not only does the World Bank state that the digital dividends will not be realized without these analog complements but it also suggests that without them there are significant risks including “excessive concentration of market power and rise of monopolies, inhibiting future innovation” the spectre of skills shortages leading to “greater inequality, rather than greater efficiency” and unaccountable governments which will lead to “greater control, rather than greater empowerment and inclusion.”

In other words “a favorable business climate, strong human capital, and good governance” are essential to both fully realizing the digital dividend and well as mitigating forces that could undermine it.

These are critical findings when we consider the role of enabling environments in the context of ICTS and the SDGs. The World Bank report has, effectively, highlighted how important an enabling environment is; after-all regulation, skills and good governance are central to any discussion of enabling environments. The report reinforces the importance of underpinning the digital economy with sound and non-digital building blocks.

To broadly extrapolate from the World Banks findings we can reasonably assume that if we wish to more fully realize the digital dividend then we need to focus on enabling environments as much as we do the provision of ICTs, and, if we wish to ensure that we continue to realize the digital dividend we need to put in place enabling environments to prevent concentrations of power and excessive governmental controls. Putting in place an enabling environment is essential not only to realizing digital dividends but also to economic development more broadly and therefore to realizing the SDGs. Without them we may be prolonging and possibly exacerbating divides and inequality.

Yet what we casually call the “enabling environment” is far more complex than just regulation, skills and governance. What characterizes an enabling environment? It is an environment that is, among others, stable, predictable, safe, accountable, inclusive and empowering, an environment that encourages and enables growth and development. These characteristics are true whether we are talking about human development or economic development.

And therein lies one of the challenges in implementing enabling environments. The human dimension of an enabling environment often appears as if it is an afterthought. Or it's captured by terms such as "digital literacy" or "capacity building" or some similar expression suggesting that human development will occur with IT training. The entirety of para 29 on the enabling environment in the 2015 WSIS Resolution refers largely to technological and regulatory dimensions of an enabling environment; references to the human dimension of enabling environments are found but briefly in the sections on gender issues and human rights.

Fortunately the WSIS Resolution includes the oft quoted text from the WSIS Geneva Principles which calls on stakeholders “to build a people-centred, inclusive and development-oriented information society, where everyone can create, access, utilize and share information and knowledge, enabling individuals, communities and peoples to achieve their full potential in promoting their sustainable development and improving their quality of life, premised on the purposes and principles of the Charter of the United Nations, and respecting fully and upholding the Universal Declaration of Human Rights.”

This paragraph speaks volumes. It recognizes that the purpose of an enabling environment is to empower individuals and communities so that they can realize their full potential. Putting in place regulation that facilitates market entry, investment certainty and competition, among others, is critical so that businesses can thrive, but also, and most importantly, so that the individual and therefore society and economy can thrive.

The paragraph also recognizes that the realization of human rights is central to an enabling environment and to empowerment. Special Rapporteur Frank La Rue noted in his report on the Promotion and Protection of the Right to Freedom of Opinion and Expression that "by vastly expanding the capacity of individuals to enjoy their right to freedom of opinion and expression, which is an "enabler" of other human rights, the Internet boosts economic, social and political development, and contributes to the progress of humankind as a whole."

Individuals are also empowered through education, healthcare and a safe and inclusive society. The 2014 report entitled "The Business Case for Women's Economic Empowerment: An Integrated Approach" by the International Center for Research on Women (ICRW) characterizes "sustainable and impactful economic empowerment" for women as comprising the following: "access to equitable and safe employment; education and training; access to and control over economic resources and opportunities; a voice in society and policy influence; freedom from the risk of violence; freedom of movement; access to and control over health and family formation; and, social protection and childcare." These are the building blocks of society and economy.

This is the human dimension of an enabling environment that we often forget. The phrases "digital literacy" and "capacity building" don't capture the challenge and the opportunity that the human dimension of an enabling environment encompasses. Yet this dimension is foundational to creating the economic and social development needed to be able to meet the SDG targets.

Effectively, we need to put in place enabling environments that are people-centred and inclusive and designed to enable individuals and communities to achieve their full potential to ensure that we don't, in the words of the UN Secretary General, leave anyone behind.

Thank you.

MS ANRIETTE ESTERHUYSEN, EXECUTIVE DIRECTOR OF THE ASSOCIATION FOR PROGRESSIVE COMMUNICATIONS, APC, SOUTH AFRICA

The WSIS+10 review process culminated in December 2015 with a renewed commitment to the WSIS vision as essential to achieve the 2030 Agenda for Sustainable Development. We are in a new phase of the WSIS process and it is a unique opportunity to focus on the interaction between technology and the various aspects of development, recognising that technology alone cannot resolve development challenges and that the information society is primarily a matter of human development.

The Outcome Document of the High-Level Meeting of the UNGA on the Overall Review of the Implementation of the WSIS Outcomes points out that there is still a need to strengthen enabling policy environments to "improve affordability, access, education, capacity building, multilingualism, cultural preservation, investment and appropriate financing." It acknowledges that "a gender divide exists as part of the digital divides," and underscores the need to "ensure the full participation of women in the information society."

We see all those aspects in line with the vision of our Association for Progressive Communications network, which comprises dozens of organisations and individuals, mostly in the global South, who work for all people to "have easy and affordable access to a free and open internet to improve their lives and create a more just world," and to ensure that everyone can create, access, use and share information to fully promote sustainable development and improve their quality of life.

However, there are some key persistent challenges that must be overcome to create and strengthen conducive enabling environments so that all people, worldwide, are able to use ICTs to their advantage. They include, among others:

- *Ensuring continued extension of access for all to ICTs.*

- *Maintenance of the openness and multistakeholder character of ICTs and of internet standards, development and governance.*
- *Protecting and reinforcing human rights online, including women's rights in particular.*
- *Reaching consensus on how to govern and regulate the internet and internet-related activity.*

For decades, our research and our partnerships with local communities working towards an enabling environment have highlighted several key points that should be considered when supporting policy and initiatives that aim to end digital exclusion.

First, disaggregate the digital divide. Make access inequalities more visible by disaggregating them by disadvantaged groups – particularly women, the poor, rural populations and the less abled.

Mobile alone is not enough. Expansion of mobile broadband by itself will not meet the connectivity needs of "the rest". It is necessary to improve the affordability and coverage of both fixed and mobile services, along with the technical and human capacity to ensure reliability, the ability to deploy low-cost locally owned networks, and the ability to use the applications and content effectively.

It's about cost. High internet access costs, due to lack of competitive open markets, continue to be among the biggest factors stopping the rest from getting connected. The main reason the internet is still poorly dispersed and unaffordable for many is the poor distribution of basic telecommunications infrastructure and limited access to radio spectrum.

Raise the bar. Implementing policies to connect the unconnected will also vastly improve the connectivity of those who are already connected but are constrained in their use of the internet by slow speeds, high costs or other barriers, including limited access to content based on zero-rating strategies.

Focusing on infrastructure alone is not the solution. Increased access to infrastructure should be coupled with efforts to address political, economic, social and cultural barriers that prevent people from fully accessing the internet.

Enhance public space. Public access facilities are also an important means of addressing the connectivity needs of the rest, but there is limited investment in libraries, telecentres and multi-purpose community centres.

Policy is interdependent. Indirect factors also limit access to the internet, including limited energy supply, lack of basic ICT literacy, insufficient applications and content of local relevance, and high import duties or other taxes on ICT services.

Make a plan. Comprehensive and up-to-date national broadband strategies must address policy barriers, promote infrastructure sharing, focus on human development, and promote bottom-up approaches to solving connectivity problems.

Restricted and filtered access is not real access. Real access should be free of censorship, surveillance, harassment, and any other form of violation of human rights.

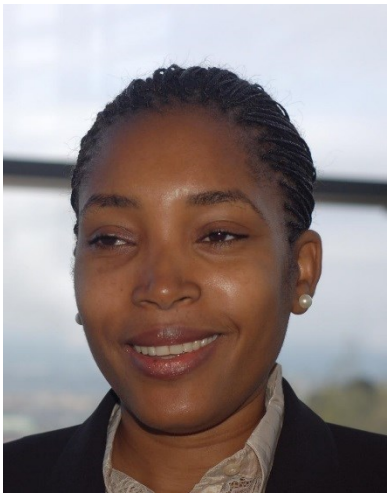
And finally, set goals. Clear targets and monitoring ensure that the effectiveness of policies can be measured.

Additionally, we believe that transparent and accountable institutions and citizen participation are critical to achieving the WSIS vision which states that ICTs should be used as an important tool for good governance. It is essential for all stakeholders to renew their commitment to the use of ICTs for good governance at national, regional and global levels in this new phase of WSIS and to effectively integrate the WSIS principle of multistakeholder participation not just into internet policy making, but into all policy making. In this regard, civil society has a key role to play in protecting the interests of marginalised and disadvantaged groups, and incorporating rights-based and development-oriented approaches into internet policy matters. Civil society, particularly from the global South, therefore needs to be given a greater voice and influence at the global, regional and national level. The internet belongs to no one; everyone can use it, and everyone can improve it. That also applies to its governance.

As the former UN Special Rapporteur on the promotion and protection of the right to freedom of opinion and expression, Frank La Rue, has observed, “the internet is one of the most powerful instruments of the 21st century for increasing

transparency in the conduct of the powerful, access to information, and for facilitating active citizen participation in building democratic societies."

MS AMINATA GARBA, DIRECTOR OF AFRINIC (AFRICAN NETWORK INFORMATION CENTER) AND ASSISTANT PROFESSOR AT CANERGIE MELLON UNVERSITY



Introduction

Developing countries, especially rural regions, have been slow to develop and use the Internet. Some of the barriers are the cost of deploying infrastructure, the cost of spectrum, the cost and scarcity of energy, the cost of access (smart) devices, the cost and quality of Internet connectivity, low literacy rates, and data protection and integrity. Creating an enabling environment involves developing infrastructure and adopting innovative technologies, policies, and services. This requires united and concurrent actions from key stakeholders, including:

1. Development of scalable, high capacity infrastructure (broadband and energy) by government and the private sector;
2. Development of government policies, regulations and services;
3. Development of innovative technologies, services, service delivery, and billing solutions by the private sector;
4. Manufacture of smart, high-performance, low-cost, low-energy devices and equipment;
5. Research, and innovation by academia;
6. Capacity building by governmental and non-governmental organizations;
7. Consumer involvement to insure, via their advocacy or opposition, that they are fairly represented by regulators and government. Consumers also play a central role in markets through their choice of services and providers.

The rest of this statement considers additional challenges which are specific to enabling successful development of the Internet of Things (IoT). It is expected that billions of devices will have embedded wireless connections and will be connected to the Internet. This proliferation of connected devices increases the demand on available resources and impacts network deployment techniques. To create an enabling environment for development of the IoT, existing policies which were initially designed for traditional human communications should be revisited and adapted to machine-to-machine (M2M) communications. Selected policy questions and discussions follow.

Spectrum and Address Demands

The Internet of Things is creating increased demand for usable spectrum due to the increase in the number of communicating devices. As spectrum is a finite and expensive resource, it is important to develop and adopt mechanisms that permit greater spectral efficiency. Current proposals for improving spectrum utilization include dynamic spectrum allocation and access, cognitive radios, ultra wideband techniques, and white space sharing.

The explosion in connected devices demands new Internet Protocol addresses at the same time that IPv4 resources are depleting worldwide. Increased efforts to enact IPv6 deployment policies and build capacity for the transition into IPv6 are necessary.

SIM Cards

Much of the world depends on mobile wireless technologies for connection to the Internet. A specific goal of the 5G standards currently under development is to better enable machine-to-machine communications. With an increase in the number of connected devices, new numbering structures and SIM card identification structures may be required. For instance, if different policies such as data privacy or quality of service apply to humans and machines, do they need a different method of identification?

Most countries have SIM card registration policies, but should these same policies apply to machine SIM cards? For instance, if a machine should be registered at all, do you register the user, the owner, or the machine itself?

Privacy and Security

Who is liable when a machine impacts the security and integrity of a network or exhibits undesirable behaviour? Device manufacturers, application developers, device owners, device users, and network operators may all have a role in determining how devices function, or malfunction.

Who is responsible for the amount, reliability, and cost of communication data that must be processed and stored? Who owns the data, and who has a right to use it? What happens to data collected by or about machines, particularly if that data can be used to infringe on the privacy of individuals? How can personal privacy be maintained while encouraging innovation in M2M deployment, data collection, and data analysis and use?

While maintaining privacy is important, open data policies can enable the use of privacy-neutral data for applications such as government transparency, new services, or evaluating service effectiveness. Open data has been identified as an important tool for combating government corruption and evaluating the efficiency and effectiveness of social programs.

Policy, Regulation, and Standards

The Open Internet and net neutrality have been topics of vibrant policy debate, particularly in developed countries. Net neutrality has not attracted much attention from policy makers in developing countries, however. With the development of IoT and M2M communications, more capacity will be required. What policies can be defined to enable development of the IoT while balancing the needs of carriers, service providers, and consumers? Is net neutrality an issue or threat to current telecommunication markets, particularly in developing countries? What are the impacts of net neutrality on competitive markets? Should network neutrality apply equally for machine and human communications?

Number portability was identified as a form of vendor lock-in and an impediment to competition in oligopoly markets. To the benefit of the consumer, many regulators require number portability. Similar issues exist for IoT networks, along with the potential challenge of having to physically change the SIM card on perhaps thousands of M2M devices in order to switch service providers. Should a universal SIM card, or electronic SIM or other user identification method be used to permit number portability? Is machine number portability critical for some IoT applications? Can the machine number be ported to a different service provider while the owner or user is on a different network? Is a different billing model appropriate for machine-to-machine communications, or the practice of assessing universal service fees?

Several countries regulate the terms of carrier roaming policies within the country. Should this mandate be applied equally to machine communications? Are different policies appropriate for machine communications than for human communications? How should international roaming be addressed, or roaming if on an MVNO network?

The IoT will include a wide variety of technologies, applications, and devices. No single standard will cover all types of devices. Even within device classes, there are many competing standards, new standards in

development, and no dominant standard. What is the role of the regulator versus the role of the market in insuring devices are interoperable? How will the proliferation of devices and new spectrum sharing techniques affect device compatibility and interference with primary, co-primary, and secondary spectrum rights-holders? Who pays the cost of investigation and enforcement?

Emergency calling capability is mandated in policies worldwide. Should emergency calls be required, or even allowed, for machine communications? How would they be differentiated from human emergency calls?

Life Cycle

How should machine resources be managed throughout its life? For instance, should there be regulations which address “cradle-to-grave” management of devices which contain materials which are harmful for the environment? For some applications, such as in the electric grid, devices may have a lifespan of twenty years or more. Should these devices continue to be permitted in critical public infrastructure when they are no longer capable of meeting modern security standards or operational capabilities? Who is responsible if a device is compromised, the manufacturer, the service provider or the user?

6. THEME SIX: ICT Applications and Services

High-Level Track Facilitator (HLTF): Ms Elizabeth Thomas-Raynaud, Senior Policy Executive and Director, International Chamber of Commerce, Digital Economy and BASIS

High level speakers:

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

3. **High-Level Track Facilitator (HLTF): Ms Elizabeth Thomas-Raynaud**, Senior Policy Executive and Director, International Chamber of Commerce, Digital Economy and BASIS
4. **WSIS Action Line Facilitator**: Ms. Marion Barthelemy, Acting Director, Division for Public Administration and Development Management (DPADM), United Nations Department of Economic and Social Affairs (UNDESA),
5. **Argentina** – H.E. Mrs María Inés Baqué, Secretary of Public Managment and Innovation, Ministry of Modernization
6. **Oman** - **Dr. Salim Al Ruzaiqi,** CEO, Information Technology Authority
7. **Albania** – H.E. Mrs Filloreta Kodra, Ambassador, Permanent Representative of Albania to UNOG
8. **University of Oxford** – Prof Xiaolan Fu, Director of Technology and Management Centre for Development
9. **Thailand** – **Mrs Arada Fuangtong**, Chief of Digital Group, Office of Digital Commerce Department of International Trade Promotion
10. **Accenture** - Mr Justin Keeble, Managing Director
11. **Systemics -PAB LTD** – Ms Malgorzata Olszewska, Director, Regulatory and Government Develpment

H.E. MS MARIA INES BAQUE, SECRETARY OF PUBLIC MANAGEMENT AND INNOVATION, MINISTRY OF MODERNIZATION, ARGENTINA

Excellencies,
distinguished guests,
ladies and gentlemen,

On behalf of the Government of Argentina, I would like to thank the ITU, UNESCO, UNDP and UNCTAD for hosting us to this remarkable event.

In Argentina, the Ministry of Modernization was created to design, propose and coordinate transformation policies and to develop technologies applied to the Government. We have the mission to define strategies and standards on ICT-based public service delivery for everyone in Argentina.

Our ultimate goal is to build a Government that serves each of its citizens.
The task the Ministry of Modernization is carrying out is completely aligned with the Seventh WSIS Action Line*:* that the usage of ICTs should seek to create benefits in all aspects of our daily life. In the E-Government sector, key challenges arise, specifically in how to improve the relationship between the Government and citizens through ICT-enabled services.

With all this in mind, on March 2nd of the current year, the President announced the Argentinean Government Modernization Plan. With this Plan, the Argentinean Government is trying to implement ICTs- Based Services to benefit the general public in every aspect of its relation with it. We are taking the Government of Argentina to the 21st Century.

This Plan is based on five Working Pillar, which are centered on improving end-user experience with public service delivery through the implementation of technologies. These five Working Pillars are:

● The Technology and Digital Government Working Pillar to reinforce and incorporate technological infrastructure and networks aiming to facilitate the interaction between citizens and government

agencies. It also seeks to move towards a paperless administration, where systems of different agencies interact autonomously.

● The Human Resources Development Working Pillar, through which talent management goes hand in hand with organizational improvement. We intend to facilitate personnel training by implementing new technologies and processes. Our mission here is to achieve public sector professionalization.

● The Results-based Management and Public Commitments Working Pillar, which seeks to institutionalize every public sector process to clearly define priorities in decision-making, process-evaluation and resource allocation. These are essential points for a socially efficient Government. Now, the public administration will be results-based and quality-based; flexible in the means to pursue its goals but strict in their achievement; transparent and accountable for each of its actions.

● The Open Government and Public Innovation Working Pillar seeks to promote wide community participation in the design, evaluation and control of government action. Through ICTs, citizens will be key actors in the building of the 21st century Government.

● And, finally the Digital Country Strategy Working Pillar is a transversal axis to the previous four, aimed at creating partnerships with the lower governments, intending to strengthen existing relationships. The goal here is to work within a framework for exchange and mutual cooperation that facilitates joint development of administrations, existing experiences and best practices throughout the whole country.

Excellencies, ladies and gentlemen, Argentina reaffirms its commitment to continue building the government of the 21st century, today. We look forward to discuss, debate and exchange of ideas during this week. Our goal is to be an active contributor and a positive collaborator with stakeholders and members of the international community as we build together the Information Society.

H.E. MS FILLORETA KODRA, AMBASSADOR, PERMANENT REPRESENTATIVE OF ALBANIA TO THE UNOG, ALBANIA

Dear Excellent, Mr Houlin Zhao, (Secretary-General, ITU)

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

Dear Excellent, Ambassadors

Dear participants,

I would like to take the opportunity, in the framework of the world summit on the Information Society Forum 2016 to present an overview of the situation and the steps being taken by the Albanian government, towards the development of an ICT Applications and Services.

Information and Communication Technologies (ICT) play a specific role in the development of a competitive economy based on knowledge and innovation. The development of ICT Applications and Services is a crucial element in the provision of healthcare services, education, government, business and trade to achieve sustainable economic and social growth.

The program views the ICT and e-services development as closely related to the economic and social development of the country. The government program has determined that the government will work on three main directions by setting out measurable objectives:

- First, in adding and promoting electronic services for citizens, businesses and administration. Increase of transparency and improvement of public administration services according to the Open Government Partnership initiative will remain a priority.
- Second, in using the ICT for the purposes of education in order to transcend the digital gap and to empower the youth. Policies will be oriented toward the improvement and expansion of human capacities in order to increase the number of consumers and to promote the

development of e-service providers. Thus, the creation of youth jobs who can be employed in the Albanian and regional market and beyond that, will be encouraged.

- Third, in consolidating the digital infrastructure in the whole territory of the Republic of Albania, by strictly respecting the European principles of free and honest competition.

In recent years Albania has made considerable progress in developing ICT Applications and providing ICT services to subscribers of these networks. In this context the investments which amount to 345,595,726 ALL are focused on electronic systems integration within Interoperability Platform (Government Gateway) and the publishing of new online services in the governmental portal, e-albania.al. Up to now 37 institutions are connected to the governmental interoperability platform and exchange data in real time and by the end of 2016 it is expected that this number will be increased up to 42 institutions. This connection enables communication and data exchange between different institutions by creating the possibility of providing more electronic services for citizens, businesses and the government employees itself.

During December 2015 a new project "for adding 209 new e-services for 18 institutions in the e-Albania portal, according to the agreement made with the beneficiary institutions (Phase 1)" has started. The project, which amounts to 364 320 000 ALL is expected to be completed after 18 months. It aims to reduce the time for citizens and businesses in receiving the governmental services by reducing the manual work with papers (paperless) for all the involved institutions.

ICT are seen as a tool that changes the everyday life, transforms the work organization, changes the existing markets by creating new opportunities and businesses, changes participation, cooperation and interaction models with the Public Administration, for an open and transparent governance.

Over the past decade, millions of people around the world have installed broadband in their families, allowing them to download the information and use of sophisticated digital services. Access to Internet broadband is an essential component and families without access to this service are in danger of becoming marginalized by society and economic opportunity. The broadband access has grown in both its segments: from fixed and mobile networks.

During 2015, the electronic communications market has increased in terms of the use of mobile networks services and broadband Internet access. With the liberalization of the telecommunications market and

after the privatization of the state owned companies, the development of ICT infrastructure was seen as closely related to private investments and stimulation of policies for private investments.

During the period of 2008-2015, a series of laws were drafted and adopted. The Albanian government has approved a number of laws and strategic documents, especially the:

- Law "On Electronic Communications";
- Law "On Electronic Signature"
- Law "On electronic document",
- Legislation "cybercrime",
- Digital Agenda of Albania 2015-2020,
- National Plan for the Development of Broadband,
- National Strategy for ICT development in Albania,

The Albanian legislation in force related to the electronic communications, information society and press, intends to:

- Eliminate the obstacles for the efficient functioning of the internal market in the networks and services of electronic communications;
- Promote competition in the internal market;
- Protect the consumer, etc...

Currently, there is a rich legal framework that directly and indirectly regulates ICT and information society. However, the amendment and improvement of ICT, e-governance and information society legislation is necessary in order to respond to the dynamic development of this field and the establishment of a single digital market integrated with that of the EU and beyond;

In the framework of the implementation of the Broadband National Plan 2013-2020, a few activities intending to fulfill the set objectives related to the regulatory and technical issues have been undertaken. These activities include the public consultations by AEPC related to the spectrum issue, the national conference on the broadband development by emphasizing the close public-private cooperation and the need for investments, the establishment of the Regional Development Fund to support the projects of rural and regional infrastructure development, ICT, e-governance, e-learning, etc...

To conclude, I can say that ICT Applications and Services are the future and a big challenge is awaiting us. Let's all get down to work to enable ICT to support sustainable development of our economy.

Albania Government is ready to be part of any initiative which requires coordination with Region and ITU as the leader of these processes.

Wishing this Forum success and thanks for the excellent organization.

Thank you for your attention.

PROF. XIAOLAN FU, DIRECTOR OF TECHNOLOGY AND MANAGEMENT CENTER FOR DEVELOPMENT, UNIVERISTY OF OXFORD

I am honoured to have this opportunity to share with you my thoughts on why information and communication technology is essential for the achievement of the sustainable development goals. In particular, in my capacity as a member of the 10-Member Group to the UN TFM and leader of the online platform working group, I would like to share with you what the new online platform of UN's Technology Facilitation Mechanism will serve in bridging the knowledge gap, develop local capabilities, and facilitate partnership and knowledge co-production.

Last year the global community agreed on a transformational SDG agenda. Technology and local capability development have been identified as a critical measure for the implementation.

However, a major challenge that facing many developing countries is the lack of necessary technologies that are needed to achieve the SDGs. My research in Africa suggested that innovations in Africa are mostly incremental and low income countries are lack of the financial and human resources to produce major innovation that are needed for structural change and upgrading. Therefore, technology transfer from more advanced countries (in both North and South) and technology diffusion from leaders to the followers will serve as a major driver of technical progress worldwide.

Overcoming the financial, geographical and information barriers, making new and existing technologies available to those who need them has become a critical step. In this regard, ICT has provided a powerful tool to facilitate technology diffusion at an unprecedented speed, an unprecedented penetration width, and a much lower level of cost, to communities and users who previously cannot afford to buy or are too remote to access these technologies.

My research in Africa found that internet and mobile phone have become a major channel for many African firms, especially the SMEs, to search for new, suitable technology. An action research that I participated in India finds that mobile-phone technology enhanced extension services delivery are much faster, on time, easy to access, and enabled significantly more frequent usage of the extension services and greater experiences and aspiration for new technology among the poor farmers in the remote mountainous Indian region.

In recognition of the important role that ICT can play in facilitating and accelerating technology transfer, the United Nations Member States have agreed the development of an online platform, as mandated in the SDGs, the 2030 Agenda for Sustainable Development and the Addis Ababa Action Agenda for Financing for Development. The online platform will "*serve as a gateway for information on existing science, technology and innovation initiatives*", "*facilitate access to information and knowledge, as well as best practices and lessons learned,*" and "*facilitate the dissemination of relevant open access scientific publications generated worldwide*". The online platform will function as an integral part of the broader Technology Facilitation Mechanism. We are now in the process of commission an independent assessment. Ideas and participation of all of you are truly needed in the process of development and later scale-up of the online platform.

To sum up, ICT is an important engine for the achievement of SDGs. It is a facilitator and an accelerator. To enable ICT to play this role, we need infrastructure like the online platform, global partnership in developing knowledge and the infrastructure, and changes in regulations like open science.

MS ARADA FUANGTONG, CHIEF OF DIGITAL GROUP, OFFICE OF DIGITAL COMMERCE DEPARTMENT OF INTERNATIONAL TRADE PROMOTION, THAILAND

First of all, please allow me to give you a brief summary of Thailand's current economy situation. Thailand's economy has been depending on export for years. Around 60-70% of our GDP relies on Export value. However, Thailand's current international trade situation is not growing as much as in the past. In 2015, the value of Thai export is worth 214 billion US dollars .The first quarter of this year Thailand sees only a 1 % increase of exports compared to last year during the same period.

Therefore, Thai Government needs to find new strategies to help increasing export and to sustain economy development. And one of the top priorities is to develop the Digital Economy. That's why the applications and services of ICT have played an important part in developing Thailand's economy.

If you look at any statistics regarding trade any where in the world, it's going towards the same direction which is towards the online sphere. And I'm sure as everyone knows, internet is definitely the core infrastructure allowing online trade to happen. According to the World Bank's statistics, internet penetration in Thailand is at the rate of 42.7 %by 2016. If compared with 5 years ago in 2011 at 23.67%, one can see that the internet penetration in Thailand almost doubled .The prevalence of the internet led to the uprising of the e-commerce trend in the region making Thailand enter the age of digital commerce .

Let me put it in this way, the majority of Thai people are now experiencing the Lite version of how people in the west buy things online. What I mean is that e-commerce transactions in Thailand are mostly being done over the counter in banks, convenience stores, ATMs or even Cash-On-Delivery .Many transactions are as a result of Facebook Fan pages and Instagram accounts .It's good in a way that people now have access to see goods and services they never knew what exists before and also where to buy them, a good sign of the path towards the information society.

Although the minority of the online shoppers makes transactions through secured e-payment methods, we see this trend is growing considerably. Mainly it is because the entrants of startups bringing in

innovation to serve the Thai e-commerce market .Players such as Lazada, Booking.com, airline websites are the trend leaders enabling the online payment method as options to consumers .Suffice to say currently, e-commerce transactions in Thailand is worth up to about 57.3 billion US dollars, where B2C transaction of 11.5 billion US dollars.

The Department of International Trade Promotion)DITP (understands the dynamic and the shift of trade . As a result, we are working closely with the communities to integrate ICT to support the international trade .The DITP's services are by and large include the use of ICT to ensure that the services provided are made available for the public and easy to use .

The most common gateway to connect with Thai communities is hosting websites .Currently the DITP is supervising 17 websites targeting different segments .The second most common gateway is to communicate with stakeholders through mobile applications, currently there are 5 mobile applications under the DITP. Many E-Services are created to serve SMEs e.g.

- online trading website such as Thaitrade.com
- International trade insight information mobile application such DITP Connect
- trade mission online registration form
- exhibitor online application form embedded with the e-payment system
- e-learning platform for SMEs who want to export.

The main obstacle that prevents Thai SMEs from utilizing ICT is the lack of knowledge they have on ICT in general, and in particular, the lack of knowledge on online trading. It has been difficult to share this knowledge with communities from remote rural areas who could benefit from using ICT. Unfortunately this type of knowledge sharing usually occurs from knowing how to make use of ICT in the first place. So it's a chicken and egg situation. The only way to really overcome this is to physically meet with these communities. This is achieved by empowering our local branch offices to arrange meetings with local communities and holding seminars and work shops to communicate the benefits of ICT.

Although Thai SMEs do possess an entreprenurial spirit to get their businesses going, they lack the enthuiasm to push their online presence to a wider customer base. Many Thai SMEs only think about doing business in the traditional way, meaning they often don't look to expand their marketing beyond they local communities. This leads them to miss the opportunities that are available to them by using ICT. We have tried to overcome this lack of enthusiasm by inspiration building, through presentations of success stories. Especially when they hear from businesses that started in a similar way to them, but have gone on to be very successful and have made an impact on the wider community. We can also run

competitions with prizes to incentivise these SMEs. Although this carrot approach may not be as effective as the inspiration building method, but it is true to say that such approach does make a contribution to the more enthusiastic SMEs in using ICT to generate income.

Another problem of Thai SMEs is the culture of being lack of responsiveness. They do not set the online responses as their top priorities. And that can cause you out of business nowadays. We push them through many ways of alert and notifications to solve the problem.

Language barrier is always the obstacle of how Thai people can get hold of new knowledge. Since the ICT stuffs are always come and go real fast, you need to keep yourself up to date. Unfortunately, new knowledge and information are mostly available in English not in Thai. New generation people who are fluent of both ICT and English are the real good source of sharing new knowledge in Thai community.

Finally there are still large areas of Thailand that are not serviced by fast, reliable internet connections. Rural parts of Thailand do not yet have the infrastructure to supply wired/cabled internet. These communities then need to rely on wireless mobile internet (3G 4G). Mobile connections cannot be guaranteed and they are often not cost effective when trying to run an online business. This issue can be resolved by lowering the cost of mobile data and with the government continuing to rollout high speed internet across the country.

All in all, Thailand still have a lot of obstacles to overcome in order to help Thai SMEs to utilize ICT to generate income. We are trying our best to keep educating our people and we hope we could resolve those problems in the near future.

MS MALGORZATA OLSZEWSKA, DIRECTOR, REGULATORY AND GOVERNMENT DEVELOPMENT, MMI PROCONNECT

Excellencies,

Ladies and Gentlemen,

Dear colleagues,

What is the impact of networks' quality on the economy growth ?

Secretary General HZ said in Busan 2014 that our common goal is: "Better Telecommunications/ICTs, A better life for all". Now everyone in this room is convinced that more and more sensitive services like education, e-health, mobile payments and banking, data storage, home working, or access to public institutions (local authorities, tax offices, etc) rely on the performance of telecomunication networks.

Instantaneous (immidiate) communication across great distances led not only to **the ultimate collapse** (ostateczny zanik) of distance but also **enabled the management of large-scale, far-flung (rozwinięty) systems** without which the modern corporations cannot operate. Therefore the quality of network, its **reliability and seamless availability** are crucial. If you can't access networks whenever you need them, they might as well not exist.

Information delivery networks are the new economy. The industrial economy has been replaced by the information economy where economy growth depends on the operation of information networks. In a competitive market the speed, price, capacity, quality and choice of network services should show constant improvement.

Key effects of new, high quality networks:

- Increasing Speed at which Information is Transmitted and Utilized
- Decentralization of Economic and Creative Activity

In other words wireless distribution of digital information to hand-held computing devices empowers the user to get instantly whatever information he or she wants in the place where it may be most productively consumed.

Hence, networks' quality will decide about speed of economy growth, country competitiveness and attractiveness for investments. It is worth to add that ITU has very important role to create international global standards in the matter QoS, let me only mentioned about work of ITU-T Study Group 12.

Summing up the role of network and their high quality:

- Promoting Economic Growth and National Leadership
- Guaranteeing the Network Compact between those who provide the pathways and those who use them
- Enabling the Public Purpose Benefits of Networks

2) What is the role of the Regulators and operators to ensure high standard of services for customers?

Member States and NRAs must periodically evaluate and adapt best regulatory practices also when we think about qality of services. For example Regulators in EU working now also to ensure a common measurement platform for measuring the quality of Internet access services, what is also important if we want to build digital economy in Europe and new european single market. But the mail goal is to, based in European Regulatory Framework is:

- Provide transparent quality information to end users
- But also provide transparent quality information to Regulators.

Let me present polish experience in this field:

In December 2015 the President of the Office of Electronic Communications (UKE) ordered to conduct the research in service quality of the four telecommunications providers. The research was carried out by an independent entity, the company Systemics PAB Ltd.
The following entities participated in the comparative research of indicator values:

- Orange Polska S.A.
- P4 sp. z o.o.
- Polkomtel sp. z o.o.
- T-Mobile Polska S.A.

The research included the voice services and Internet access of all currently available technologies i.e. GSM (2G), UMTS (3G) and LTE (4G). The total length of the measured routes amounted over 20150 km. The tested object was always the best technology that has been made available by a provider in a given area.

From the user's perspective, the most important parameter of data transmission service is the speed of data download from the Internet and existing delays during transmission, while in reality there are more important parameters that must be taken into account when assessing the quality of connection; for example it is worth paying attention to indicators of degradation of the video image or connection time with a Web page, which interest us.

Thereafter, the report of UKE President has been prepared in a way that allows users to understand the results of research in a better manner as well as prevents the user from unfair competition or deception. The research is intended to serve also as the support for undertakings in providing the best services.

Finally let me mentioned, that from perspective of user it is also important Roaming quality (both outbound and inbound) is crucial for business both directly and indirectly (e.g. poor quality of roaming decreases operators' profits which translates in less taxes paid to government, but in case of inbound roaming it also decreases business attractiveness of the country which has much bigger impact on economy) To conclude I think that only measuring roaming quality on regular basis and monitoring it constantly gives possibility for instant reactions to a problem before it grows and affects a bigger number of subscribers.

7. THEME SEVEN : WSIS Action Lines and the 2030 Agenda; Financing for Development and Role of ICT

High-Level Track Facilitator (HLTF): Mr. Nigel Hickson, VP, UN and IGO Engagement; Geneva; ICANN

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

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

High Level speakers:

1. Georgia –H.E. Mr David Khutsishvili Deputy Minister, Ministry of Economy and Sustainable Development
2. Paraguay - S.E. Ing. David Ocampos, Ministro, Secretaría Nacional de Tecnologías de la Información y Comunicación (SENATICs)
3. State of Palestine - H.E. Dr. Allam Mousa, Minister, Ministry of Telecommunications and Information Technology
4. Sudan - H.E. Dr Tahani Abdalla Attia, Minister, Ministry of Communications & Information Technology
5. Uruguay - H.E. Mr Ricardo González Arenas, Ambassador, Permanent Representative of Uruguay to UN in Geneva
6. Just Net Coalition, Mr Norbert Bollow, Co-Convenor
7. European Commission MEDICI Framework of Cooperation, Prof. Alfredo M. Ronchi, Secretary General

Introduction

This was a geographically diverse panel, which, nevertheless, agreed upon some key messages concerning the development of ICTS in developing countries and the typical drivers that could enhance take-up; and hence influence implementation of some of the key SDGs (for example concerning education). It was also noted how important public service delivery was (a driver in its own right) as well as needs for appropriate governance frameworks.

Vision

There was a collective vision as to how the enhanced use of ICTS within (typically) a developing country could both help reduce the digital divide and help implement the SDGs. Was noted that this was somewhat of a virtuous circle, but one, which was fragile in nature.

Fresh Priorities

While there were no radically new priorities identified there was a real sense on the opportunities developing countries had to rapidly embrace Internet deployment; as long as they did so on an appropriate and constructive manner. No one should be left behind was a key message that came across.

In terms of implementing the vision above, was also noted the key role developed economies had to help their neighbors.

Emerging trends

There were a number of key trends identified not least the benefits of using public service delivery as a driver for take-up of ICTS in general; the key requirement for educating the young on the Internet (the good and the bad) and also how transparency in policy and legislative changes was key. We also discussed the need for governance frameworks that were democratic and inclusive.

Was clearly articulated that work within countries on developing ICTs would have a positive, and symbionic relationship with implementing the SDGs nationally.

Opportunities

The opportunities were manifest; not least enhanced economic conditions trade and enhanced social opportunities for citizens; as well as enhanced delivery of public services.

Key Challenges

All the speakers identified that there were challenges in their own environments. These included lack of skills; need to implement complex legislation; inconsistent policy frameworks; monopolies and bad actors (especially on cyber-security).

Link with the WSIS Action Lines and Sustainable Development Goals (SDGs)

There were clear links to the WSIS Actions Lines but also to specific SDGs such as those concerning education; access; healthcare and poverty reductions.

Case Examples

- The rapid and successful deployment of fast broadband and mobile connectivity in Georgia;
- The rapid take up of public services through mobile platforms in Paraguay;
- The development of public services and promotion of development of relevant local content in the State of Palestine; giving a key reason for access take-up;
- The creative work done in the Sudan to enhance the citizen experience;
- The significant poverty reduction in Uruguay through ICT adoption;
- The need for attention to be paid to commercial monopolies and their potential effect on local providers;
- The need for ICT sector to be inclusive and transparent

Road ahead

The WSIS Forum and related initiatives (for example that by UNCTAD) are key to providing countries with practical help and assistance.

SECOND SESSION :

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

High level speakers:

- **Mr Houlin Zhao,** Secretary-General, ITU- (TSB)

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

1. **High-Level Track Facilitator (HLTF): Ms Iffat Gill,** Head of Organization The Code To Change**,** ChunriChoupaal
2. **WSIS Action Line Facilitator: Ms Doreen Bogdan**, Chief of Strategic Planning and Membership Department, ITU
3. **Azerbaijan** - H.E. Mr Elmir Velizadeh, Deputy Minister, Ministry of Communications and High Technologies of the Republic of Azerbaijan
4. **Namibia** - H.E. Mr Tweya Tjekero, Minister of Information and Communication Technology
5. **Brazil –** H.E. Mr Maximiliano Salvadori Martinhão, Secretary of Telecommunications, Ministry of Communications of the Federative Republic of Brazil
6. **Argentina** – Mrs Clarisa Lifsic**,** Secretary of Investment Promotion, Ministry of communications, Argentina
7. **Portugal** – Mr Manuel Costa Cabral, CEPT/ Co-President
8. **Tunisia** – Dr Hafedh Ghaddab, chargé de la coopération internationale et des relations externes, Ministère des Technologies de la communication et de l'économie numérique
9. **Union Nationale des Travailleurs Démocrates** - Mr Mouhamadou Bamba KA, Head of Organization

Introduction and summary:

Session fourteen had the pleasure to get started ahead of time and was considered to be one of the 'most interactive sessions.' The speakers were contacted ahead of time for the session and the questions personally and this contributed greatly to the openness of the panelists to take questions, some of which were new, and not pre-submitted. Most of our panelists were mindful of the time slots and this allowed us to further the debate and get new perspectives from the High Level panelists.

The input from the WSIS Action Line facilitator and the WSIS Forum 2016 chairman were most helpful in moving the discussion forward. Panelists from the government were more open to share ideas and perspectives when some of their past accomplishments were highlighted. Overall, it was a truly engaging and fruitful discussion on Financing for Development and the Role of ICTs.

Vision

- Knowledge is powerful catalyst for uptake of ICTs and it is the key to uplift underserved communities from poverty.

- Low up-take of broadband is a big challenge for leveraging
- Training of skilled labour for achieving the SDGs
- Developed countries need to support developing countries to reach their goals of implementing an financing ICTs for development.
- Inclusion of underrepresented groups especially women is at the heart of implementing financing ICTs for development

Fresh Priorities

- Making knowledge and its availability at the heard of financing ICTs for development for improving lives.
- Low up-take of broadband (Access) and its implications on the implementation strategies
- Digital schools for inclusion of next generation of leaders
- Importance of supporting SMEs an start-ups by governments
- Role of international best practices to accelerate
- High costs of connectivity that contribute to low uptake of broadband

Emerging trends

- The role of ICTs as a tool for nurturing development to meet the goals of WSIS Action Lines and the 2030 Agenda.
- The role of platforms like WSIS Forum and Internet Governance Forum in the implementation of inclusive strategies for ICT for development.

Opportunities

- Sharing knowledge and learning from best practices in both developed and developing countries
- Supporting developed countries to ensure ICT for All.
- Following progress of countries that are involved in WSIS forums and Internet Governance Forum and looking at the progress and impact of such processes.
- Facilitating development of least developed countries through ICTs such as broadband and public access

Key Challenges

- Broadband uptake due to high costs

- Digital divide and certain divides within divides like gender divide
- Access to knowledge for access ICTs for development
- Training needs for skilled labour and aligning them to the needs of local communities.

Case Examples

- Tunisia 2.0 and digital schools for children in Tunisia
- Financing of SMEs and star-ups in Azerbaijan
- Positive impact of hosting IGF Baku, by Azerbaijan and its impact on shaping and implementing policies for ICT for development
- National strategic plan of Tunisia to implement ICTs for development
- New ministry of communication in Argentina to implement strategies to use ICTs as a tool for development.

Road ahead

- Ministerial meeting in Mexico on progress on WSIS 2030 agenda and WSIS Action Lines. Meeting priorities:
    - ICT 4 ALL
    - Inclusion of all groups and underrepresented communities.
    - Regional and global cooperation to enable access for all.
    - ICTs as a tool for implementing development
    - Helping train skilled labour to make use of the ICTs to improve lives and alleviate poverty

H.E. MR DAVID KHUTSISHVILI, DEPUTY MINISTER, MINISTRY OF ECONOMY AND SUSTAINABLE DEVELOPMENT, GEORGIA

Dear Secretary-General,

Your Excellencies,

Ladies and gentlemen!

On behalf of the Ministry of Economy and Sustainable Development of Georgia, allow me to extend my sincere compliments for the invitation to take part in the WSIS Forum 2016, which is a global multi stakeholder platform for coordinating and facilitating the implementation of the WSIS Outcomes, it's a great pleasure and honor to be here.

Let me thank Mr. Secretary General Houlin Zhao for hosting this High-Level Event.

This Forum is a good opportunity to discuss tremendous role of ICTs to accelerate progress and reach 17 Sustainable Development Goals by 2030. In this process the cooperation among the governments, private sector, civil society, academia and all stakeholders are of great importance. SDGs are powerful means to extend economic opportunities to millions of people over the world and protect our planet overcome social gaps and ensure prosperity for everyone. WSIS Action Lines are strongly connected with implementation of SDGs and Government of Georgia aspires to connect its target programs and projects with WSIS action lines to build information society which are promoting Georgia's further political, economic, social and cultural development.

I would like to mention that in recent years Georgia has made progress in development ICT sphere and underline that large-scale project was started for the development of high-speed internet infrastructure in Georgia, with covering 2 000 settlements using fiber-optic cables within the next three years. The mobile operators have been providing users with fourth generation (4G) broadband services. The active steps had been taken to develop e-governance systems throughout the country, as a result different Ministries and Governmental agencies had introduced many e-services. It is worth to mention, that in unprecedented short period of time successfully implemented transition from analog into the digital broadcasting, etc. Moreover, Georgian government supported U.S. Government's Global Connect

initiative, which aims at overcoming digital divides worldwide and bringing an additional 1.5 billion people online by 2020 supporting achievement of the SDGs.

One of the main priorities of the government of Georgia is construction of innovation and knowledge based economy, formation of innovative ecosystem, conversion of intellectual products, innovations and technologies as exports products, increase of competitiveness of country's education, science and other areas by introducing ICT. Many programs and projects are implementing for realization of all the above mentioned construction and functioning of technology parks, business and innovation centers etc.

Finally, I would like to mention that Georgia in cooperation with the relevant United Nations agencies, international organizations, foreign countries telecommunication administrations and business sector will carry out the necessary actions to continue building the Information Society and achieve sustainable development goals.

Thank you very much for your attention.

H.E. ING. DAVID OCAMPOS, MINISTER, SECRETARIA NACIONAL DE TECNOLOGIAS DE LA INFORMACION Y COMUNICACIÓN (SENATICS)

Paraguay está dando pasos concretos para disminuir la brecha digital y fortalecer el desarrollo de los sectores público y privado a través del uso y aprovechamiento de las TICs, como factor transversal en la lucha contra la pobreza, la generación de empleos, la construcción de capacidades humanas, sociales y culturales. Se apoya e impulsa una política de Gobierno Abierto, sostenida en sus tres pilares de transparencia, participación ciudadana y rendición de cuentas. Actualmente se está culminando la ejecución del Plan de Acción 2014-2016 con resultados muy positivos y la totalidad de los compromisos cumplidos y se está elaborando de forma conjunta y participativa el tercer Plan de Acción, con nuevos compromisos acordados entre varios sectores de la sociedad.

Me complace destacar que hemos sido parte de un momento histórico en el que Paraguay sanciona la Ley de Libre acceso a la Información Pública y Transparencia Gubernamental, con la que se establecen las

bases para el acceso a uno de los Derechos Humanos más relevantes para la construcción de una sociedad democrática y participativa.

“La primavera de la transparencia” -como fue conocido este momento- tuvo un fuerte apoyo e impulso basado en el uso de las TICs, como elemento clave para que los tres poderes del Estado hagan disponible la información pública mínima, así como aquella solicitada por los ciudadanos, en línea. El contar por primera vez con información pública en línea, produjo un alto impacto tanto en la prensa como en la sociedad civil organizada, que así cuentan con herramientas reales para ejercer sus roles como contralores de lo público, por un lado, y toda la población en general, al poder utilizar el gran caudal de información en poder del Estado, para la investigación, estudios, aplicaciones, comercio y otras áreas.

En este contexto, se cuenta primeramente con un portal unificado del Estado, a través del cual se tiene acceso a la información pública de las instituciones del Estado, tales como lista de funcionarios públicos, salarios que perciben, requisitos para los principales trámites ofrecidos y una enorme cantidad de información pública de utilidad ciudadana. Este portal ofrece asimismo acceso al Portal de Acceso a la Información Pública para solicitudes de acceso a información, y otro de denuncias de corrupción, ambos con alto nivel de uso.

Por otra parte, se fomenta la creación de aplicaciones de utilidad ciudadana mediante la organización de concursos de desarrolladores que utilizan como base Datos Abiertos públicos.

Por otra parte, en relación a la conectividad, se implementa el Plan Nacional de Telecomunicaciones (PNT) 2016-2020 a través de la Comisión Nacional de Telecomunicaciones-CONATEL apuntando a aumentar el acceso a Internet para la población, así como en lograr precios más asequibles para el usuario final. En este sentido, Paraguay ha sentado su posición ya en otras instancias internacionales como la Cumbre de la Sociedad de la Información recientemente realizada en Nueva York, en la que se solicitó un tratamiento especial para los países mediterráneos, considerando que una de las brechas digitales más importantes es para aquellos países que no tienen salida sobre el mar y el acceso a fibras submarinas es más costoso. Este tratamiento especial favorecerá que los ciudadanos puedan acceder a internet de menor costo y mayor calidad. También estamos sosteniendo conversaciones bilaterales con países limítrofes, a efectos de mejorar las condiciones de la conectividad internacional.

Como un hito, se puede decir que fueron adjudicadas las bandas de 1700-2100 MHz para servicios de cuarta generación (4G), con importantes exigencias para los licenciatarios en lo referente a la inversión

social (provisión de computadoras y accesos a internet a colegios, centros de salud, comisarías, así como para los estudiantes en sus distintos niveles).

Otro punto importante para destacar es que Paraguay actualmente ha concretado su adscripción a la Cooperación Latino Americana de Redes Avanzadas (CLARA) para la consolidación de la Red Académica Nacional de Educación e Investigación y permitir el acceso a infraestructura tecnológica de redes de alto desempeño al servicio de la investigación, el desarrollo, la innovación y la educación en el país.

En nuestro compromiso de promover la reducción de la brecha digital y brindar oportunidades para el acceso a la información a todos los ciudadanos del país. Hemos destinado 127 millones de dólares para la ejecución del proyecto de "Mejoramiento de las condiciones de aprendizaje mediante la incorporación de TIC en establecimientos educativos y unidades de gestión educativa", abarcando una intervención integral tecnológica con la formación en competencias TIC.

Por primera vez, la gran mayoría de los docentes del país cuentan con una computadora y forman parte de un programa de formación para el uso de las tecnologías en el curriculum educativo y contenido pedagógico en línea. Por otra parte, se está finalizando el proceso de compra de laboratorios computacionales para todos los niveles educativos. Así mismo, el 70% de las instituciones contarán con conectividad a 2018, y el 100% de las oficinas relacionadas a la administración de la información educativa. Por otra parte, como otra acción clave para la disminución de la brecha digital, se focalizan programas de alfabetización digital y acceso a internet a comunidades vulnerables, a través de la instalación de infocentros comunitarios y puntos de conexión en espacios públicos.

No podemos desconocer que la inclusión de tecnología presenta muchas ventajas pero también riesgos. Es por eso que, ante la necesidad de proteger la privacidad de las personas y promover la ciberseguridad, se desarrolló con la participación de más de 150 actores claves del sector público, sociedad civil y empresas, el Plan Nacional de Ciberseguridad que está en proceso de aprobación. Este documento estratégico sirve como fundamento para integrar a todos los sectores en el desarrollo de las tecnologías de la información y comunicación (TICs) en un ambiente cibernético confiable. Así mismo, contamos con un Centro de Respuestas a Incidentes Cibernéticos, responsable del tratamiento de los incidentes de seguridad en sistemas computacionales en los que estén involucrados redes o infraestructuras del país.
Por otra parte, como hito de mejora de la gestión administrativa de la gestión pública, se encuentra en funcionamiento el Sistema de Planificación por Resultado, a través del cual se gestiona la planificación y programación presupuestaria, como también permite realizar un monitoreo y evaluación de acciones de

gobierno en tiempo real, con aquellas instituciones que llevan a cabo acciones prioritarias en el área social, que representan aproximadamente el 25% de la totalidad de organismos y entidades del estado. Para el año 2017, será implementado en el 100%.

Esta herramienta es clave para mejorar la gestión del gobierno ya que permite la sistematización del proceso presupuestario basado en resultados y sus respectivos indicadores y la vinculación con los Planes Operativos Institucionales y el Plan Nacional de Desarrollo.

Siguiendo con la necesidad de contar con información clave, relativa a indicadores TICs nacionales e internacionales, se estableció un observatorio, dependiente de la SENATICs, encargado de generar, integrar, consolidar, procesar, y/ o analizar datos relativos al sector, con foco en generar y aplicar políticas públicas basadas en información real y dinámica.

Igualmente, apuntamos al desarrollo de las MIPYMES, ofreciéndoles capacitación en el uso de las TIC al proceso de comercialización de sus productos, así como herramientas sin costo de acceso, que permitan obtener nuevos mercados. El desarrollo de mercados emergentes con startups de base tecnológica, posicionan a Paraguay en portales internacionales que permiten a inversionistas conocer desarrollos locales como potenciales inversiones.

H.E. DR ALLAM MOUSA, MINISTER OF TELECOMMUNICATIONS AND INFORMATION TECHNOLOGY

أصحاب المعالي والسعادة

السيدات والسادة

السلام عليكم ورحمة الله وبركاته

اسمحوا لي بداية أن أعرب عن عميق تقديرنا للاتحاد الدولي للاتصالات ولمنظمات الامم المتحدة كافة، والمؤسسات المعنية بهذا الحدث رفيع المستوى لنتائج القمة العالمية، سواء لجهة تنظيم هذه الفعالية أو لجهة المتابعة الحثيثة لمخرجات القمة العالمية بمرحلتيها جنيف وتونس من أجل تهيئة بيئة تمكينية لمستقبل مجتمع خلاق ومبدع.

لقد حرصنا في دولة فلسطين، وفي اطار ادراكنا الكامل لضرورة بناء مجتمع المعلومات، الذي تشكل فيه المعرفة المصدر الأساسي للرفاه الاجتماعي والاقتصادي الى انتهاج سياسيات تقوم على مواكبة سرعة التحولات التكنولوجية والتطورات المذهلة لتطبيقاتها في كافة المجالات منها الاقتصادية والاجتماعية والثقافية والتربوية والبيئية.

وقد عملت حكومتنا بخطى ثابته ومنهجية للدفع بعجلة النمو الاقتصادي والاجتماعي في هذا القطاع الحيوي الهام من خلال محاور العمل الأساسية التالية:

1) **على صعيد البنية الأساسية لتكنولوجيا المعلومات والاتصالات**

على الرغم من الصعوبات التي تحيط بسوق الاتصالات الفلسطيني وتعيق تطوره، إلا أن فتح السوق وتعزيز المنافسة الايجابية مكن المشغلين الفلسطينيين للهاتف النقال("جوّال" و "الوطنية") من بلوغ ما مجموعه "3.2 مليون خط بنسبة نفاذ تقارب 72%، فيما بلغت نسبة مستخدمي الانترنت في فلسطين أكثر من 53%، وبلغت اشتراكات الهاتف الثابت الى 403,118، وبلغت اشتراكات النطاق العريض الى 235,142 وذلك وفقاً لمؤشرات الاتحاد الدولي للاتصالات، هذا رغما ان فلسطين ما زالت تعاني من عدم وجود بوابة اتصالات دولية خاصة بها وعدم بناء شبكة اتصالات خلوية حديثة مثل الجيل الثالث حتى الآن، وما لهذا من أثر سلبي في التنمية والتطوير

2) على صعيد بناء القدرات في تكنولوجيا المعلومات والاتصالات

هناك جهات عديدة تقوم بتنظيم دورات تدريبية، وقد افتتحت وزارة الاتصالات وتكنولوجيا المعلومات مؤخراً مركز تدريبي تقني متخصص اسميناه مركز الابداع التكنولوجي ليكون له من اسمه نصيب، كما تؤدي الجامعات أيضا دورا مهماً في بناء القدرات من خلال مراكز التميز التابعة لها.

3) على صعيد البيئة التمكينية وبناء الثقة والأمن في استخدام تكنولوجيا المعلومات والاتصالات

أ- أصدرت سلطة النقد الفلسطينية قانون تسوية المدفوعات الوطني ، حيث تسري احكام هذا القانون على جميع اوامر الدفع بين المؤسسات المالية وعلى جميع التحويلات الالكترونية المالية والسجل الالكتروني والتوقيع الالكتروني بغرض اجراء خدمات المدفوعات.

ب- أعدت وزارة الاتصالات وتكنولوجيا المعلومات المسودة النهائية لمشروع قانون المعاملات الالكترونية وهو في مرحلة اقراره من مجلس الوزراء.

ج- بالتعاون مع النائب العام تم تقديم المسودة الاولى من مشروع قانون الجرائم الالكترونية الى مجلس الوزراء لغايات مناقشته وفقا للاصول التشريعية المتبعة لمجلس الوزراء.

د- تم إقرار فريق فلسطين للاستجابة لطوارئ الحاسوب بمساعدة من الاتحاد الدولي للاتصالات، وتم اعداد مسودة مشروع إتفاقية مع الاتحاد الدولي للاتصالات لغايات تجهيزة.

هـ- تم اطلاق اطار التبادل البيني " **زنار**" الذي تضمن مجموعة من الأطر والمواصفات والمقاييس لإتاحة عمليات تبادل المعطيات الكترونياً.

4) على صعيد تطبيقات تكنولوجيا المعلومات والاتصالات

أ- تم توفير شبكة معطيات حكومية تربط بين الوزرات والمؤسسات الحكومية المركزية الرئيسية بشبكة ألياف ضوئية وبتقنية الشبكة الافتراضية VPN وهذا يخدم 850 مؤسسة وفرع ، كما تم بناء نظام الناقل الحكومي "**X Road**"، وانشاء "Certificate Authority" الخاص به للربط الالكتروني الحكومي عند تبادل المعلومات والذي يشمل حالياً ربط خدمات "حكومة الى حكومة" وذلك بالتعاون مع الحكومة الاستونية.

ب- تم توفير شبكة اتصال آمنة بين البنوك الفلسطينية وسلطة النقد الفلسطينية بواسطة "Certificate Authority" للتحويلات الالكترونية المالية والتواقيع الالكترونية.

ج- كما تم تنفيذ مشروع ربط المدارس المرحلة الثانية لتجهيز 10 مختبرات حاسوبية بتمويل من الاتحاد الدولي للاتصالات.

5) على صعيد التنوع الثقافي واللغوي والمحتوى الرقمي المحلي والوطني

أ- حصلت فلسطين على جائزة أفضل معلم في العالم التي اقيمت في شهر آذار هذا العام والتي نظمتها مؤسسة فاركي فاونديشن البريطانية في دبي الامارات العربية المتحدة.

ب- تأهلت فتاه من فلسطين لمسابقة الالكسو للتطبيقات الجوالة لعام 2015.

ج- أطلاق مسابقة افضل تطبيق حكومي محمول لعام 2016.

د- هناك العديد من المسابقات المحلية تقوم بها الحاضنات الوطنية والمسرعات داخل فلسطين

هذا بعض ما نقوم به لتحقيق أهداف القمة العالمية، ولكن ايضا نحن بحاجة الى دعمكم في مجالات عدة منها الامن السيبراني، مراجعة القوانين والتشريعات السيبرانية، وبناء القدرات وانشاء المختبرات وكذلك المساعدة في تقديم خدمات حكومية الكترونية للمواطنين.

نتقدم بالشكر والتقدير لكل من ساهم في تنظيم وانجاح هذا الحدث الكبير وعلى ما بذلوه من جهود كبيرة ساهمت في توصيل رسالتنا للعالم.

H.E. MR RICARDO GONZALEZ ARENAS, AMBASSADOR, PERMANENT REPRESENTATIVE OF URUGUAY TO THE UN IN GENEVA

El año pasado se cumplieron 10 años de la adopción de la Agenda y el Compromiso de Túnez con la Sociedad de la Información, y pienso que es una excelente manera de celebrarlo pasar revista a los logros alcanzados, pero fundamentalmente, creo conveniente discutir sobre las importantes cosas que quedan por hacer.

La reunión de la Asamblea General del mes de diciembre destinada a la Agenda 2030, nos permitió confirmar que efectivamente hemos hecho importantes avances (en todas las regiones ha habido avances), pero al mismo reveló que hay una clara conciencia de que tenemos que continuar en este camino y no detenernos.

Es necesario mantener y profundizar el esfuerzo por solucionar los problemas prioritarios de la comunidad internacional, como erradicar la pobreza, reducir las desigualdades, garantizar la igualdad de oportunidades y asegurar condiciones de justicia social en buena parte del planeta, entre otros tantos desafíos.

Y ciertamente no hay soluciones mágicas que permitan resolver todos estos problemas en el corto plazo. Pero tenemos la certeza, de que las TICs pueden contribuir sustancialmente a disminuirlos. En estos 10 años la incesante incorporación de las TICs en múltiples aspectos de nuestras sociedades, en nuestras vidas cotidianas, ha mejorado la calidad de vida de millones de personas.

La Agenda 2030 para el Desarrollo Sostenible constituye una nueva agenda de prioridades para la comunidad internacional y en ella las tecnologías de la información están presentes y pueden reflejarse a través de diversos indicadores relacionados con la telefonía móvil, la banda ancha, las computadoras, la conectividad en escuelas o el acceso a Internet.

Pero fundamentalmente, la tecnología desempeña un rol horizontal en todas las metas y no solamente en aquellas en las que se ve directamente involucrada.

La tecnología puede ser un instrumente que contribuya a combatir las desigualdades, pero para ello es necesario seguirnos esforzando por ampliar y mejorar el acceso a las misma y fortalecer las capacidades a nivel nacional.

Es necesario aprovechar su enorme potencial para generar sociedades dinámicas e innovadoras, y también para diseminar la información y los beneficios del conocimiento.

Eso será seguramente una invalorable contribución al cumplimiento de los objetivos de la Agenda 2030,

En Uruguay no hemos sido ajenos a este proceso y quisiera ahora citar muy brevemente algunos datos: en el año 2003 y 2004, como consecuencia de una feroz crisis económica y financiera, probablemente la más grave sufrida por nuestro país en su historia, la pobreza llegó a niveles superiores al 36%. Esta crisis constituyó la amenaza más grande para la vigencia y el disfrute de los derechos económicos, sociales y culturales en el Uruguay en al menos un siglo y obligó a nuestro país a una verdadera redefinición de su matriz de protección social.

Uruguay se impuso la desafiante tarea de revertir esa dramática situación y hoy la pobreza ha sido reducida a un 6% y se ha eliminado la indigencia.

Ciertamente las políticas sociales tuvieron un rol muy activo en estos resultados, pero la tecnología fue acompasando estos cambios y los apuntaló.

Nuestro país desarrolló una intensa tarea de inclusión, de conectividad y de apropiación del cambio tecnológico para volcarlo a fines sociales, como fue el caso de Plan Ceibal, que permitió que hoy todos los niños y jóvenes que cursan la enseñanza primaria y secundaria, así como sus maestros y profesores, cuenten con un ordenador personal proporcionado por el estado para mejorar la calidad del ciclo educativo.

El territorio uruguayo es pequeño y llano, lo que ciertamente facilita el despliegue de las infraestructuras, pero también es cierto que contamos con un menor tamaño y potencial económico para financiar y desarrollar esos programas.

Es por tanto fundamental realizar un despliegue inteligente de los recursos tecnológicos y ésta es la premisa que inspira nuestra Agenda Digital, es decir, plantearnos una visión racional del uso de las tecnologías que tenga en cuenta los desafíos y las prioridades del país. Nuestra Agenda Digital representa un esfuerzo sostenido y continuo, y más que un plan tecnológico constituye un plan de inclusión social en el que nuestro país se encuentra completamente comprometido.

El desarrollo digital es hoy uno de los sellos de identidad que distinguen a nuestro país.

MR NORBERT BOLLOW, CO-CONVENOR, JUST NET COALITION

How does the 2030 Agenda relate to Internet Governance?

The Internet is a powerful technology of empowerment. It empowers people in relation to all goals of the 2030 agenda, for example through empowering citizen journalism. The Internet makes it much easier to search and receive information, including information that enables many people to escape the worst poverty.

However, the Internet does not empower everyone equally. It is a driver of globalization and so far also a driver of the concentration of economic power.

Currently, what actually happens in Internet governance at the global level is mostly about allowing Internet companies to do what they want. However, if Internet companies are allowed to simply do what they want, they will be able to concentrate ever more economic power in their hands. A significant percentage of all the wealth generated by the people and by the businesses in your country will be flowing out of your country, and it will make a few foreign Internet companies richer and richer. This constant drain on your economy will make it impossible to achieve development goals.

What should governments do about this?

All monopolies and all great concentration of economic power must be prevented. This is not just a matter of antitrust law. For example, do not waste public money on procuring licenses for using proprietary software. That has the side effect of giving power to the companies which control that software. Instead invest in Free and Open Source Software. Such investments empower everyone.

The biggest challenges are in relation to Internet search and in relation to Internet based social networks. Taking these out of the proprietary control of private companies is more difficult than doing the same for software that runs of end user computers. But it can be done. ITU is a good venue for developing the relevant technical standards. It will take the strong political will of a few countries to make it happen.

PROF. ALFREDO RONCHI, SECRETARY GENERAL, EUROPEAN COMMISSION MEDICI FRAMEWORK OF COOPERATION

Excellences,

Ladies and Gentlemen,

I am honoured to participate to this session.

The WSIS Forum, in addition to its strategic role in the implementation of the Information and Knowledge Society, is the key forum for discussing the role of ICTs as means of implementation of the Sustainable Development Goals.

A well known matrix of interrelation among SDGs and WSIS action lines has been developed and at least one relevant sector appear not explicitly included, the sector of ICTs applied to safety and security in a broad sense, these two wide-ranging aspects are relevant part of SDGs as outlined many times both within the UNGA Overall WSIS Review and the UNDP 2030 Agenda for Sustainable Development SDGs.

We may say that there is an action line named “C5. Building confidence and security in the use of ICTs” but in the previously depicted scenario it appears obviously limited to the so called “Cyber security” not including a huge number of sectors in which ICTs play an essential role ensuring or contributing to ensure “safety and/or security”.

Safety and security are integral part of human rights as well; we must provide all the efforts in order to guarantee such rights (as stated in art 3, 22, 25 - The Universal Declaration of Human Rights).

Nowadays the demand for "safety & security" in all its forms has increased, especially quantitatively and qualitatively, making clear the need for new approaches to enable the entire sector to ensure better results.

Looking from a different perspective: we outline the role of ICTs in risks assessment and management. They are playing key roles in a number of “risky” scenarios from health and children abuse to homeland security and law enforcement, crimes, trafficking (humans, drugs, weapons, artefacts, etc.) and even safety on working places and mobility.

Internet of things, grids, network of sensors, remote sensing as well as near field communication glued by networking are some of the building blocks of safety and security in different fields.

Of course technology it is not enough to solve problems, it is well known and demonstrated that an interdisciplinary approach and a culture of "safety & security" are the basis in order to obtain good results in this area.

We must promote the opportunity to share experiences and best practices among countries and foster research thanks to the WSIS. We hope that WSIS will act as a global reference point for all those working in these sectors and those who may take advantage from their outcomes.

In conclusion we would like to stress the positive effects due to the WSIS process and its outcomes, and suggest to include and to promote a wider range of “security” topics under the WSIS umbrella endorsing a holistic approach to the “Safety, Security, Disaster Recovery and Management” sector.

H.E. MR ELMIR VELIZADEH, DEPUTY MINISTER, MINISTRY OF COMMUNICATIONS AND HIGH TECHNOLOGIES OF THE REPUBLIC OF AZERBAIJAN

The role and responsibility of the Government in financing: what is experience of the Republic of Azerbaijan?

As practice says financing is important in building and developing the Information society in general.

According to the international experience the Government as a main investor plays immense and leading role on financing.

Establishing a core-infrastructure, formation of information systems of state bodies and e-services delivery to citizens are main responsibility of Government. It demands the competitive human resources development, improvement of ICT literacy and awareness of society which is requiring a broad expenditures and committed actions toward it.

There is a practice of adoption of the national strategies in Azerbaijan.

The Government of Azerbaijan has developed the National ICT Strategies, and adopted multistage long-term state programs for their implementation.

As you may know, according to the outcomes of the Millennium Summit, Azerbaijan is one of the leading countries which has adopted the National ICT Strategy in February, 2003, and until now is the only country in the South Caucasus region. There have been adopted and implemented two state programs in order to realize above mentioned national strategy within 2003-2012.

Positive results of the realization of the nation strategy has served as a basis for adoption the new information society development strategy for period 2014-2020.

In financing this strategy it has been identified the leading role of the Government, and also considers the public-private partnership.

As expectations, first off, the private sector by providing its ICT demands could contribute to the delivering valuable services to the information society. Primarily, by development of infrastructure projects, service delivery, the development of mobile applications and apps on base of open governmental data could serve ICT development in country.

We think PPP is the best model for financing.

1. **What is the practice of financial support for SMEs and start-ups in Azerbaijan?**

Nowadays, it is valuable and important to provide a financial support to SMEs and start-ups as a step to innovative ICT sector development. Speaking so, the financing of PPP is the most appropriate model for that.

In order to provide this support, the Government follows up to the “golden triangle” principles by developing favorable environment, providing financial support and ensuring the competitive human potentials for sustainable continuation.

The State Fund for entrepreneurship support was established many years ago and up to now provides loans to all fields of economy including ICT. Along with that, the Government of Azerbaijan in 2012 has been established the special fund and High Technologies Park for sustainable ICT development. Those two basic entities play crucial and important roles for innovative entrepreneurship development in Azerbaijan

The Government of Azerbaijan is creating a favorable business environment, and provides access to financial resources.

The State Fund for Development of Information Technologies also attracts local and foreign investments in this area as well as support projects to expand the application of scientific researches and innovations.

The established High Tech Park gives a special advantage to ICT companies and startups by 7 years tax holiday and providing infrastructures, business support resources and services.

Within the High-Tech Park is operating business incubation center. The other main approach is creation of techno-parks in the regions of country.

Azerbaijan has sufficient scientific and economical potential for profiting from the experience of the development and application of the ICT.

We are confident, that successful approach can greatly increase country's economic competitiveness and ICT industry potential.

H.E. MS CLARISA LIFSIC, SECRETARY OF INVESTMENT PROMOTION, MINISTRY OF COMMUNICATION, ARGENTINA

MR CHAIRMAN,

MR SECRETARY GENERAL,

HIS AND HER EXCELLENCES,

LADIES AND GENTLEMEN,

IN REPRESENTATION OF THE ARGENTINE ADMINISTRATION AND MORE SPECIFICALLY OF THE MINISTRY OF COMMUNICATION I WOULD LIKE TO THANK ALL THE AGENCIES AND PEOPLE THAT HAVE MADE THIS HIGH LEVEL EVENT POSSIBLE.

WE ARE PLEASED TO JOIN THE INTERNATIONAL COMMUNITY IN THE BELIEF AND CONVICTION OF THE IMPORTANCE OF ICTS FOR GROWTH AND DEVELOPMENT. THE NEW ARGENTINE ADMINISTRATION HAS ALREADY SHOWN ITS COMMITMENT IN THIS REGARD WITH THE CREATION OF THE MINISTRY OF COMMUNICATION WHICH DID NOT EXIST BEFORE AND WHOSE OBJECTIVE IS TO PROMOTE THE UNIVERSAL ACCESS TO NEW TECHNOLOGIES AS TOOLS OF KNOWLEDGE AND PROGRESS.

WE FURTHERMORE SHARE THE COMMITMENT TO IMPLEMENT THE 2030 AGENDA FOR SUSTAINABLE DEVELOPMENT. LET ME EMPHASIZE THAT IT IS NOT BY CHANCE THAT THE THREE PILLARS OF THE ADMINISTRATION THAT I REPRESENT ARE IN COMPLETE AGREEMENT WITH THESE OBJECTIVES.

OUR FIRST PILLAR, ZERO POVERTY IS A MORAL ISSUE, BUT IT IS NOT **ONLY** A MORAL ISSUE. IT IS ALSO A STRATEGIC IMPERATIVE. IN A WORLD WHERE COMPETITIVE ADVANTAGES RELY NOT ANY MORE ON NATURAL RESOURCES BUT RATHER ON GRAY MATTER, WE CANNOT AFFORD TO LEAVE OUT THOSE PEOPLE WHO HAVE NOT HAD THE OPPORTUNITY TO DEVELOP.

WE HAVE TO TACKLE THE PROBLEM FROM ITS ROOT AND IN THE SAME WAY THAT A CHILD WHO IS NOT PROPERLY FED DURING HIS FIRST YEARS OF EXISTENCE IS CONDEMNED IN HIS ADVANCEMENT, SO IS A CHILD WHO IS DENIED ACCESS TO ICTS. WE HAVE LONG BEEN TALKING ABOUT DIGITAL DIVIDE, BUT DIGITAL POVERTY GOES BEYOND IT TO ENCOMPASS THOSE THAT BY LACK OF MEANS OR LACK OF KNOWLEDGE ON “HOW TO USE THEM” CANNOT NOT BENEFIT FROM ICTS.

DIGITAL POVERTY, ALTHOUGH NOT MORTAL, DEFINITIVELY AFFECTS THE POSSIBILITIES OF PROGRESS AND GROWTH.

ARGENTINA IS COMMITTED TO USING ICTS TO PROMOTE ADVANCEMENT, THE ERADICATION OF POVERTY AND TO IMPLEMENT WSIS ACTION LINES AND THE 2030 AGENDA. WE WANT, ABOVE ALL TO CHANGE THE PARADIGM UNDER WHICH THE PREVIOUS ADMINISTRATION OPERATED, SEARCHING FOR IMPROVEMENT AND GROWTH TO FIGHT POVERTY INSTEAD OF INSTITUTIONALIZING IT WITH PALLIATIVE MEASURES.

WE WILL STRIVE FOR A DIGITAL ECOSYSTEM AND A CONVERGENT AND PLURAL REGULATORY ENVIRONMENT SO THAT THE 2030 AGENDA BECOMES A REALITY AND NOT A MERE DECLARATION OF PRINCIPLES.

WE WANT TO STRESS THAT THE IMPLEMENTATION OF THIS AGENDA IS DEPENDENT ON THE INTERACTION, DIALOGUE AND JOINT WORK OF THE PUBLIC AND PRIVATE SECTORS GLOBALLY AND WE WANT TO HIGHLIGHT OUR COMMITMENT TO CONTRIBUTE IN THIS DIRECTION.

WE REST REASSURED THAT WORKING TOGETHER WE WILL ACHIEVE EVERYTHING WE INTEND TO.

THANK YOU VERY MUCH FOR YOUR ATTENTION.

DR HAFEDH GHADDAB, IN CHARGE OF INTERNATIONAL COOPERATION AND EXTERNAL RELATIONS, MINISTRY OF TECHNOLOGIES, COMMUNICATION AND DIGITAL ECONOMY, TUNISIA

السيد الأمين العام للإتحاد الدولي للإتصالات،
أيها السيدات والسادة الإطارات المسؤولة بالإتحاد الدولي للإتصالات،
أيها السيدات والسادة الإطارات المسؤولة بوكالات الأمم المتحدة ،
أيها السيدات والسادة ممثلي الدول الشقيقة والصديقة،
أيها السيدات والسادة،

اسمحوا لي في مستهل كلمتي بأن أتقدم إليكم نيابة عن السيد نعمان الفهري، وزير تكنولوجيات الإتصال والإقتصاد الرقمي بالحكومة التونسية، بأسمى عبارات التحية والتقدير.

كما أرفع إليكم تحيات وتقدير تونس، بلد الوفاق والتعايش السلمي والديمقراطية الواعدة. تونس بلد جائزة نوبل للسلام. تونس التي كانت السباقة في الدعوة إلى عقد قمة عالمية حول مجتمع المعلومات سنة 1998 في مينيابوليس.

أيها السيدات والسادة،

إثر مرور أكثر من 10 سنوات من انعقاد القمة في مرحلتيها جينيف 2003 وتونس 2005، تمثل سنة 2016 الموعد الحاسم لتجديد التزام المجتمع الدولي بتحقيق نتائج القمة العالمية لمجتمع المعلومات وبطموح أكبر وذلك امتدادا على العشرية القادمة إلى غاية 2025.

وكما نعلم جميعا فإن تجديد هذا الالتزام قام على استعراض النتائج الكونية التي أنجزت خلال العشرية الفارطة، والتي لا تزال في حاجة إلى مواصلة الدعم الأممي، وبصفة أكثر تشاركية ومعزّزة بين البلدان الأكثر نموا مع سائر الدول الأخرى.

وإذ نسجل بكل ارتياح ما تحقق من انجازات في مجال استخدام المعلومات وتقنيات الاتصال الحديثة عبر العالم بما ساهم في دفع عجلة التنمية المستدامة والنمو المجتمعي، فإنه قد اتضح بما لا يدع للشك أن المعادلة الجديدة أصبحت ترتكز أساسا على مجابهة الفجوة الرقمية والمعرفية التي تتطلب جملة من الاستثمارات الضخمة على مستوى البنية التحتية والمحتوى الرقمي وتطوير الموارد البشرية.

أيها السيدات والسادة،

وفي هذا السياق، اسمحوا لي بأن أشارككم انطباعات وأفكار موجزة حول التوجهات الكبرى للقمة العالمية لمجتمع المعلومات وجدول أعمال التنمية المستدامة لعام 2030 وخاصة منها سدّ الفجوة الرقمية وتنمية البنية الأساسية خدمة للاقتصاد الرقمي والحوكمة الرشيدة.

وإذ ندرك جيدا بأن المكتسبات والإنجازات المسجلة ولا سيما التطور في نسبة التغطية وفي النفاذ للأنترنات إضافة إلى انخراط المرأة في استعمال تكنولوجيا المعلومات والإتصالات في ازدهار متواصل، فإنه لا يمكننا التغافل عن أن هذا التطور كان بتفاوت بين البلدان، ويرجع هذا أساسا إلى عاملين اثنين. أولهما أن إدارات البلدان النامية لازالت تتعامل مع هذا الموضوع بعقلية وبأفكار لم ترتقي إلى ما يطمح له شعوبها وخاصة الشباب منها. وثانيها وهذا لا يمكن أيضا إنكاره مساندة البلدان المتقدمة لها والتي وإن تطورت أخيرا إلا أنها لم ترتق إلى ما يمكن سد الفجوة الرقمية التي ما فتئت تتعمق.

وهذا ما يدفعني للإقرار بأن الالتحاق بركب العالم المشبك والمتواصل مع الشبكة الكونية لا يمكن أن ينجز إلا عبر بناء استراتيجيات عملية وطنية وكونية مترابطة فيما بينها لضمان التوازنات الإقتصادية والإجتماعية والبيئية المنشودة.

ويمكن لنا ذكر، بعض هذه المدخلات وفقا لخطوط وتوصيات القمة والتي أصبحت ضرورة وحتمية على المستويين الوطني والإقليمي:

1. العناية ببناء القدرات في المجالات العامة والمتخصصة لجميع مكونات المجتمعات.
2. تعزيز التعلم عن بعد والتعليم الذاتي والبحث والتطوير.
3. الربط بشبكات النطاق العريض مع استخدام وإنتاج الخدمات وهو من عوامل المساعدة على تحقيق تنمية مستدامة.

4. توسيع نطاق تكنولوجيا المعلومات والاتصالات لأغراض التنمية وتبنيها على المستوى الحكومي مع العمل على توفير خدمات عامة، وخدمات الرعاية الصحية، والأعمال التجارية، والزراعية والعلوم وخلق فرص العمل.
5. العمل على تطوير الإدارة عبر الانخراط في مبادرة الحكومة المفتوحة التي ترمي إلى تكريس مقاربات جديدة للحوكمة تقوم على مبادئ الشفافية والمشاركة المدنية وترشيد التصرف في الموارد العمومية والمسائلة.

وفي هذا السياق، عملت تونس من ناحيتها على مواكبة التحولات المدرجة في التوصيات المتعلقة بإنجاز نتائج القمة في فترة ما بعد 2015، حيث صاغت برنامجها الوطني الإستراتيجي في المجال - تونس الرقمية (2016-2020)، الذي يرتكز على :

1. تأمين مرور تونس إلى الكل الرقمي عبر وضع إطار ترتيبي وحوكمة رشيدة وإرساء مناخ من الثقة الرقمية الشاملة.
2. ربط كل المدارس بشبكة التدفق العالي خلال سنة 2016 والعمل على المرور إلى المدرسة الرقمية من خلال توفير المحتوى وتكوين المدرسين ودعم العائلات المعوزة للتمتع بهذه الخدمات.
3. ربط كافة العائلات بشبكة الأنترنات في أفق 2020 مقابل 30% حاليا.
4. الشروع في تحديث الإدارة التونسية بحيث تصبح بدون سند ورقي.
5. دعم البنية التحتية الاتصالية قصد تحسين الخدمات المسداة للمواطن والمؤسسة الاقتصادية بالدخول في استغلال الجيل الرابع (4) لشبكة الاتصالات انطلاقا من بداية الشهر الحالي.
6. إرساء مشروع تونس الذكية "لنقل الخدمات خارج بلد المنشأ" مع وضع حوافز مميزة لفائدة المستثمرين في شكل منح انتداب وتطوير الموارد البشرية وتوفير فضاءات وبنى تحتية متطورة.
7. تفعيل آليات التعاون الدولي لإنجاز مشاريع مهيكلة للبحث والتطوير والتجديد، ولاسيما إقرار حوافز ضريبية للنهوض بالتجديد الرقمي.

أيها السيدات والسادة،

رجوعا للقرارين الأمميين حول تنفيذ نتائج القمة لما بعد 2015، وتنفيذ خطة التنمية لسنة 2030، اسمحوا أن أتقدم ببعض الملاحظات في هذا الشأن :

1. فيما يتعلق بالتمديد في ولاية منتدى إدارة الأنترنات بعشرة سنوات، مع إدخال التحسينات على هذا المنتدى كما ورد بتقرير لجنة تسخير العلم والتكنولوجيا لأغراض التنمية، نودّ بامتنان كبير تسجيل رغبة تونس، وفي ظل مناخ سلمي مستتب مفعم بالديمقراطية الناشئة، في احتضان المنتدى في إحدى دوراتها القادمة تعبيرا منا، حكومة وشعبا، على الانخراط في دعم جهود المجموعة الدولية في هذا المجال. علما وأن بلادنا قد انطلقت في الإعداد لاحتضان الجمعية العالمية لتقييس الاتصالات في أكتوبر 2016 واسمحوا لي أن أنتهز هذه الفرصة لدعوتكم جميعا لتشريفنا بحضوركم ودعمكم لتونس.

2. تبدي تونس تفاعلها الإيجابي مع خطة عمل أديس أبابا الصادرة عن المؤتمر الثالث لتمويل التنمية، حيث تدفع في أفضل الآجال إلى توطيد التعاون المعزّز والتآزر، مما يمهد لتفعيل وتنفيذ عمل هذا الصندوق وبلوغ أهدافه بالصفة المرجوة كما نلاحظ جميعا التحديات القائمة أمام تنفيذ صندوق التضامن الرقمي طبقا لبرنامج عمل تونس وإعلان مبادئ جنيف، فإننا نتفاعل إيجابا.

3. إعطاء المنتديات الإقليمية المزيد من الدفع والمساعدة والإحاطة الدولية والأممية المطلوبتين ولاسيما بالنسبة للمحاور المتعلقة بتسخير تكنولوجيا المعلومات والاتصالات لأغراض التنمية وذلك بغاية تعزيز الشراكة الإقليمية والدولية وإثراء وتنشيط القطاعات الأفقية، على غرار المنتدى الدولي لتكنولوجيا المعلومات والاتصال للجميع ICT4ALL الذي ينعقد سنويا كما جرت العادة في تونس نوفمبر 2106، والذي ندعو له جميع الدول الصديقة والشقيقة من أصحاب المصلحة ولاسيما مختلف المنظمات الأممية والدولية والإقليمية.

4. فيما يخص إستراتيجية تشغيل الشباب وتنفيذ الميثاق العالمي لتوفير فرص العمل الصادر عن منظمة العمل الدولية بحلول عام 2020، فإننا ندعو إلى أن تقوم هذه الإستراتيجية على معادلة عملية لفائدة الشباب تؤسس إلى بناء أسس جديدة للتعاون الفني تقوم على تثبيت اليد العاملة المحلية وتنمية قدراتها في مجال تكنولوجيا المعلومات والاتصالات لأغراض التنمية المحلية والإقليمية وكذلك العمل على اعتماد مقاربة تشاركية بين جميع أصحاب المصلحة، والمنظمات الدولية والأممية المعنية قصد ترسيخ الثقة في تسخير تكنولوجيا المعلومات والاتصالات لفائدة الاقتصاد الرقمي المتنامي والعمل عن بعد كقيمة ثابتة لفائدة التنمية.

ختاما أيها السيدات والسادة،

السيد الأمين العام للإتحاد الدولي للاتصالات،

أيها الحضور الكريم،

تطمح تونس من خلال ما تقدم من مشاريع وبرامج ومقترحات أن تبني لأبنائها تونس جديدة في نسختها 2.0 وأن ترتقي بشعبها إلى مستوى شعوب الدول الرقمية وذلك عبر تشبيب مسؤولي إدارتها وتطوير قوانينها وتوفير كل مستلزمات التنمية والرقي وكذلك عبر مساندة المنتظم الأممي لها ولديمقراطيتها السائرة حتما في الطريق الصحيح.

وفي ختام كلمتي، أجدد لكم شكري وامتناني على حسن المتابعة

8. THEME EIGHT : Digital Economy and Trade

High-Level Track Facilitator (HLTF): Ms. Marilyn Cade - Board Member of WAVE and Advisor to ICT Associations from Developing Countries

Introduction

High Level Policy Session TEN: Digital Economy and Trade

- MR. Malcomn Johnson, Deputy Secretary General, ITU
- Chairman: Ambassador Daniel A. Sepulveda, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America
- High-Level Track Facilitator (HLTF): Marilyn Cade, Board Member
- UN Action Line Facilitator: UN Action Line Facilitator: Torbjorn Fredriksson, Chief of ICT Analysis Section, UNCTAD

High Level Speakers

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

1. **High-Level Track Facilitator (HLTF): Ms Marilyn Cade** - Board Member of WAVE and Advisor to ICT Associations from Developing Countries
2. **WSIS Action Line Facilitator: Mr** Torbjörn Fredriksson**,** Chief of ICT Analysis Section, UNCTAD
3. **Indonesia** - H.E. Ms Mariam Fatima Barata, Vice Minister for Information Application, Ministry of Communication and Information Technology

4. **Iran** - H.E. Mr Nasrollah Jahangard, Vice-Minister, ICT Deputy Minister and Chairman of Information Technology Organization of Iran
5. **Sri Lanka** - Mrs. Samantha Jayasuriya, Deputy Permanent Representative of the Permanent Mission of Sri Lanka to the UN
6. **United Kingdom** - H.E. Mr. Julian Braithwaite, UK Ambassador and Permanent Representative to the United Nations in Geneva

Vision

- Digital transformation is affecting all aspects of human life, and this will only increase in the future – resulting in a digitization of the economy and of social and civic live, even in the smallest of countries
- Digital economy and trade, taken together provide key building blocks for all developing countries, regardless of their geography – and affect everyone, not just the business sector.
- Achieving the SDGs and the 2030 Agenda is a common goal and is essential to fulfil the vision of the people entered, information society for all of the world's citizens
- ICTs can be used to enable better lives – addressing some of the challenges that are faced today, and to create new economic and social opportunities
- The Digital economy can enable even a micro business or organization to thrive
- A reliable and trusted environment online is an essential element

Fresh Priorities

- Adopting and adapting to the Digital Economy will be required for all citizens in their personal, civic, and economic lives
- Developing fast track approaches to build digital skills for youth, women, and persons with disabilities, or in poverty
- Ensuring that the National Strategies incorporate and embracing by the full range of governmental agencies [across all Ministries] of the Digital Economy and all that implies
- Adapting organizations to understand

Emerging Trends

- Increased engagement of citizens in affecting the design of services, both from government and also from business
- Stronger cooperation across international organizations and stakeholders to address these challenges

Opportunities

- Creation of new kinds of work and opportunities that provide new kinds of work for the world's unemployed youth population
- Strengthening the inclusion of women, SMEs and NGOs in the digital economy/world will bring
- Creating the 'right regulatory' framework is essential to maintain the open nature of the Internet and WWW, but also to provide the safeguards against cyber crime or cyber bullying, etc. – must be done carefully and keeping in mind the importance of the open nature of the Internet

Key Challenges

- In a pervasive digitized world, new "divides" may develop
- Infrastructure, capacity building and digital skills development to the most disadvantaged
- Capacity building and skills development for participation in the digital economy
- Cyber safety online, and resiliency
- Tension between pace of human development/adaptation to change, and the rapid rate of technological advancement

Case Examples

- E-Sri Lanka Development Initiative creating 'most connected government in region
- Country wide Unique Digital Identity and Household Fund Transfer Management System – Sri Lanka
- Growth in exports revenue
- National e-commerce Roadmap – developed in multi stakeholder manner - Indonesia
- Indonesia – established target of 1000 technopreneurs
- UK – strong linkages between development of digital economy strategy and engagement and consultation with stakeholders through process
- UK- engagement with international agencies and organizations

Road ahead

- Opportunity to also discuss these challenges at the Internet Government Forum in Mexico Dec 2016 and at the national IGFs
- Broadening the awareness of the fundamental and essential role that the digital economy plays in the achievement of all the SDGs
- Adaptation to digital economy by labor forces and companies, government agencies and skills development for women and youth, persons in very remote geographical areas

H.E. MS MARIAM FATIMA BARATA, VICE-MINISTER FOR INFORMATION APPLICATION, MINISTRY OF COMMUNICATION AND INFORMATION TECHNOLOGY, INDONESIA

Excellencies,

Honorable Chair,

Ladies and Gentlemen,

How does digital economy play a role on the economic growth of Indonesia?

Indonesia is an archipelagic country with enormous population which resides in nearly seventeen thousand islands. Currently, there are no less than 88,1 million users in Indonesia. More than 60 percent of them are digital native and using smart phones in their daily life. It is therefore in our view, ICT plays a crucial role in connecting the citizen and help the Government to deliver service for the people. Nowadays, we observe that global trend of e-Commerce and ICT industry grows each year and it is also expected to become the backbone of economy in this digital era.

In this regard, Indonesia manifests itself as one of the largest Internet users and promising players in the global ICT market. Our President has been very passionate to develop digital economy of our nation and has made this as one of our top priority issue in development. We aim to become the largest Digital Economy in Southeast Asia by the year of 2020. Related Ministries and Agencies have been mandated by to take any necessary measures to achieve the goal.

Within the next 4 years, or by the year of 2020, Indonesia aims to create 1,000 technopreneurs. This target expected business valuation of 130 billion US dollar, with a growth rate about 50 percent per year. In order to induce further growth of Digital Economy in Indonesia, we are currently reinvigorating key features of regulatory frameworks and industrial roadmap. It starts with easing business licensing for the e-Commerce industry.

The effort continues by finalizing the National e-Commerce Roadmap, a collaborative work by line ministries and related stakeholders, which aims to support the development of e-Commerce industry. In the near future, it is expected that the implementation of the roadmap can contribute the growth of digital economy of Indonesia and betterment of our social-economic development as a whole.

Thank you.

What are the challenges for developing countries, especially Indonesia, in the era of digital economy?

Some the potential challenges in our view are, among others:

- resource mobilisation;
- building trust in digital sphere; and
- consumer and data protection.

Allow me to share how Indonesia overcomes those challenges.

First, to maximize resource mobilization, our strategy is to accelerate digitalization of its domestic Micro and Small Medium Enterprises (MSMEs) and link them with banking and finance institutions.

We provide MSMEs with easy access to financing with the recent venture capital policy and low interest rate which offered by Government-sponsored micro loan. In this regard, we have also boost digitalization of public services in order to simplify licensing for the businesses. In addition to that, we also have to support stakeholders to be more competitive by further advancing innovation.

Second, digital economy needs trust from information society. It is therefore a comprehensive digital policy should be developed in a multi-stakeholder and inclusive approach.

Indonesia have been promoting multi-stakeholder approach in every level of digital policy dialogue, such as Internet Governance Forum, Geneva Internet Platform Jakarta Hub, as well as having public consultation mechanism for any ICT related policy and regulation.

Third, we are of the view that rate of information resilience will be equal and directly proportional with the rate of economic growth. In order to protect consumer in the big data era, Indonesia is finalising our Ministerial Decree on the Personal Data Protection in Electronic Systems. We are also drafting our National Privacy Law and hopefully will be featured in the National Legislative Program in the upcoming year.

I would like to conclude by reiterating the importance strengthening ICT infrastructure in accelerating the development of digital economy. As an archipelagic country, it is our priority in advancing our broadband infrastructure to the most remote and rural area of our nation.

It is therefore important to mention that Indonesia is a co-founder of the Open Government Partnership.

It shows genuine effort in improving our services to the citizen while, at the same time, building trust and partnership with broader stakeholder. We believe that it is by having good governance, we can pave the way for progress in digital economy era.

Thank you.

H.E. MR NASROLLAH JAHANGARD, VICE-MINISTER, ICT DEPUTY MINISTER AND CHAIRMAN OF INFORMATION TECHNOLOGY ORGANIZATION OF IRAN

Excellences, Ladies and gentleman,

It is my pleasure to attend in WSIS Forum 2016 here in Geneva. I would like to thank ITU and specially H.E. Mr Zhao for hosting this valued Forum.

WSIS has been the most broad-based participatory UN program during the past 15 years which has been adopted by UN General Assembly to be continued for another decade. It is expected that ICTs, as enabler industry play a critical role in socio-economic roadmaps of all countries. In this regard it is necessary that the WSIS Action Lines and the SDGs meet each other in a way to foster developing programs through cooperation of the UN bodies as the facilitators of Action Lines to remove the challenges in the way forward. The formation of the Iranian National Broadband Network and emerging e-government in national level are an embracing opportunity for all potential partners. Iran keeps the cooperation doors open to strengthen the implementation of our national e-strategies through an effective techno-economic framework. Iran as one of the youngest populations in the world, with highly educated people in the region, is an emerging economy that knows the importance of the WSIS follow up process. As head of Information Technology Organization of Iran, the body in charge of directing these activities, I wish CSTD chairman and his colleagues will be successful in following WSIS outcomes and we do our best to help to achieve these common goals. Again I would like to appreciate all the efforts done by everybody make this forum into reality. Thank you.

H.E. MS SAMANTHA JAYASURIYA, DEPUTY PERMANENT REPRESENTATIVE OF THE PERMANENT MISSION OF SRI LANKA TO THE UN

Mr. Chairman,

Excellencies,

Distinguished delegates, Ladies and Gentlemen,

At the outset let me express our sincere gratitude to the Secretary General of ITU, Mr. Houlin Zhao and other officials of ITU, as well as UNESCO, UNCTAD, UNDP and the WSIS Action Line Facilitators/Co-Facilitators for organizing this timely event, in line with the Mandate given by UNGA Resolution 70/125. WSIS Forum, resulted by collective action of all States and many UN entities is considered the world's largest annual gathering of the 'ICT for development' community.

We note that the great potential of information and communications technology (ICT) as a tool to accelerate progress for humanity and protection of our planet, has been aptly recognized once more, when the World Leaders adopted the 2030 Agenda for Sustainable Development last year. ICT is a crucial enabler in bridging the digital divide and to build inclusive societies. Identifying emerging trends in ICT, incorporating technological innovations for advancing growth and development in the national and international policies have become more important than ever. Hence, focusing on how this Forum could support the implementation of the SDGs could undoubtedly help in strengthening the 'development pillar' of the United Nations system, for which the ITU along with other partner agencies have made substantive and continuous contributions over the past years.

Mr. Chairman,

There is a unique synergy between the growth of a country's economy and the development of its ICT sector as it drives productivity and innovation. It increases the quality of learning as well as the effectiveness in the provision of public services such as health, transportation, financing, security etc. ICT literacy and connectivity empowers a nation and her peoples by providing competitive advantage in a globalized world. Therefore, the basic foundation for an information society is the availability of ubiquitous information and communication infrastructure.

Sri Lanka has made considered efforts in the implementation of the specific WSIS outcomes to achieve these objectives in an affordable and cost-effective manner. The Government's vision is to build Sri Lanka to be a competitive global ICT centre through fostering innovation and inclusive digital empowerment, and has launched a medium term strategy for a Digital Sri Lanka (2017-2020) based on five priority areas.

Developing Information infrastructure to infuse ICT into production as well as services sectors at all levels has been promoted vigorously to boost economic growth. As stated by the Hon. Prime Minister in his Economic Policy Statement last year, ICT development in the country is envisaged to create a conducive environment to enter into the global value chain system. Further, it is expected to encourage small and large scale farmers and entrepreneurs to participate in the global economy and also to make Sri Lanka an

attractive and competitive destination for international investment, taking advantage of its strategic location and other natural potentials.

Sri Lanka has several advantages such as high literacy, highly capable ICT human resources with best of breed software architectures and designers. As per a survey carried out in 2015 by the Department of Census and Statistic of Sri Lanka even among the individuals engage in elementary occupations, above 22% are computer literate as of the first half of 2015. Further, **developing the human resources** by improving access to ICT literacy has been another key priority.

Access to Broadband Internet, especially through free Wi-Fi through all licensed operators, by setting up of hotspots in public places across the country, and introducing innovative technologies such as Google Loon mark a significant step towards **enhancing digital inclusion**. As of date, the telecommunication sector consists of approximately over 24 million mobile cellular subscriptions, 3.6 million fixed access subscribers, over 1.1 million Internet connections and 5,809 public payphones spread across the country. These figures are of high achievements considering the total population of 21 million.

Wide availability of mobile broadband services coupled with the establishment of 1,000 telecenters ("Nenasala") in all provinces, has increased internet penetration providing equal access to information and e-services by all segments of the society. The recent introduction of low cost smart devices will further increase the affordability of mobile broadband services.

Sri Lanka's mobile operators have deployed cutting edge technologies for the provision of mobile broadband. Sri Lanka is a regional pioneer in launching 3G technology and the first to deploy 4G-LTE network. Both 3G and 4G technologies cover in excess of 75% of the population which is expected to grow further with healthy competition.

Mr. Chairman,

The "*e-Sri Lanka* Development initiative", the flagship e-Development program supported by World Bank and others development partners, has made Sri Lanka one of the most connected governments in the region, providing its people a higher quality of life with access to better public services, learning opportunities and information. With this initiative, the e-Government concept of Reengineering Government has shown a great success in my country. As a result, Sri Lanka has been ranked 65th position among 143 economies in the Network Readiness Index (NRI) of the Global Information Technology Report (GITR, 2015) of the World Economic Forum. Sri Lanka's UN e-Government Index ranking has improved significantly, moving 41 places in 2014.

The Government of Sri Lanka recently initiated a country-wide project to provide every citizen with a Unique Digital Identity (UDI), which facilitates their secure engagement in online transactions. Further, this project will be supplemented with a Household Fund Transfer Management system for the Ministry of Finance to efficiently and effectively manage government's disbursements under Social SafetyNet programmes for citizens.

The smart use of digital technologies among Sri Lankan enterprises had created new business opportunities, more jobs and has helped accelerate the transformation of the Sri Lankan business landscape. The public-private sector partnership strategy of the Government has opened new vistas and unique opportunities. Business chambers and the industry have set ambitious targets to advance ICT as the number one contributor of the economy. Currently the ICT/BPO sector claims export revenue of Rs 1 Bn per year. The target of the government is to double this revenue by developing regional infrastructure facilities and promote the creation of 1,000 start-ups in three years. In order to create greater legal certainty and confidence for e-Commerce and e-Business providers and users, Sri Lanka ratified the UN Electronic Communications Convention on 7th July 2015, becoming the first country to do so in South Asia. The enabling legislation to implement this treaty is already in place making Sri Lanka an e-Commerce legal hub in South Asia

While promoting e-government and providing all opportunities to promote and protect freedom of expression on line, the Government has also paid close attention to ensure **safe and secure cyber environment** for all its users. The regulatory role of the government in the areas of spectrum allocation, promoting healthy business competitiveness and providing secure digital platforms for online and offline interaction are important aspects in this regard. By becoming a State party to the Budapest Cyber Crime Convention from 1st September 2015, Sri Lanka has already demonstrated its strong commitment towards harmonizing national laws, improving investigative techniques, and increasing law enforcement and judicial cooperation among nations in combating cybercrimes. Sri Lanka is the first South Asian nation to become a party to the Budapest Convention, ensuring that Sri Lanka is safer for international investments and trade using digital infrastructure.

Mr. Chairman,

Finally, I would like to say that Sri Lanka is geared towards to harness the potential of ICT in its development, in particular in realizing the 2030 Development Agenda and the SDGs. We therefore looks forward to engage with interest in the WSIS 2016 discussions in the next few days with the hope that this forum will enable all of us, Member States, and other stakeholders to share knowledge and best practices in order to ensure open, safe and empowering digital space for common good.

Thank You.

H.E. MR JULIAN BRAITHWAITE, UK AMBASSADOR AND PERMANENT REPRESENTATIVE TO THE UNITED NATIONS IN GENEVA

One essential factor for a successful global digital economy is an open, free, secure and global Internet:

- **An open Internet** allows "permissionless" innovation. The fact that you don't need a special licence to launch a new application on the Internet has driven a tremendous technical development in recent years. The Internet was developed on the principle of openness and the success of the digital economy is built on this.

- **A free Internet** has allowed people to communicate and to come together in ways that we could never imagine in years gone by. This has led not only to social benefits but also to new types of economic activity and collaboration.

- **A secure Internet** is an important and building user trust central to achieve a thriving digital economy. Users need to be sure they navigate in a secured environment and that they can trust the technology they are using. Digital trade can't exist without the consumer trust. That means all stakeholders working together to tackle cyber-threats and greater capacity-building and awareness raising, particularly in developing countries.

- **A global Internet**. This is the key to unlocking the economic and development potential of the Internet. It allows access to larger markets for small and medium enterprises or start-ups. The free flow of information online has delivered huge economies of scale and fuelled economic growth. It promotes competition, enabling smaller start-ups to take on bigger companies and to offer new services.

In fact, the only way to grasp all the opportunities the digital environment has to offer is for all stakeholders to work together and be involved. The multi-stakeholder approach is essential.

Governments have an important role in creating an enabling environment. The WSIS Review document sets out the building blocks of these very well (in paragraph 29): “open access to data, the fostering of competition, the creation of transparent, predictable, independent and non-discriminatory regulatory and legal systems, proportionate taxation and licensing fees, access to finance, facilitation of public-private partnerships, multi-stakeholder cooperation, national and regional broadband strategies, efficient allocation of the radio frequency spectrum, infrastructure- sharing models, community-based approaches and public access facilities”.

These building blocks for a prosperous digital economy.

We do need to work together at global level to put in place the enabling environment described in the WSIS review document. The key is to put the economic agenda right at the heart of everything we do on digital.That means working particularly on capacity-building, awareness raising and support for developing countries.

The WSIS review highlighted the progress that has been made, but also the challenges that still face us. There is much more to do to bridge the digital divide and connect the next billion people to the Internet.

This is a particular priority for the UK Mission in Geneva because we believe the international bodies here have particularly important roles to play. The digital agenda is spread across different international organisations. Bodies such as WTO, UNCTAD, CSTD, WIPO and ITU are involved. We need to make sure that all these organisations work hand in hand unlock the enormous potential of a genuinely global digital economy. Coordination and cooperation will be central to achieving a global digital agenda that allow growth and prosperity for all. We hope that the UN Group on the Information Society can continue to play an important role, and the Commission for Science, Technology for Development, which has overall responsibility for WSIS implementation and follow-up.

And that work needs to involve all organisations and stakeholders to ensure that we are harnessing the competence, knowledge and commitment of everyone. That’s also why we value the WSIS Forum, as a platform to share best practice and make sure that we are working together towards our common goals.

World Summit on the Information Society

9. THEME NINE: Enabling Environment; Cybersecurity; Climate Change

High-Level Track Facilitator (HLTF): Ms. Anna Slomovic, Lead Research Scientist, Cyber Security and Privacy Research Institute, George Washington University, USA

High level speakers:

1. **Mr Houlin Zhao,** Secretary-General, ITU (DSG)
2. **Chairman: Ambassador Daniel A. Sepulveda**, Deputy Assistant Secretary, Bureau of Economic and Business Affairs, United States of America
3. **High-Level Track Facilitator (HLTF): Ms. Anna Slomovic**, Lead Research Scientist, Cyber Security and Privacy Research Institute, George Washington University, USA
4. **WSIS Action Line Facilitator: Mr. Preetam Maloor,** i.a. Head of Corporate Strategy Division, ITU
5. **Democratic Republic of the Congo – H.E. Mr** Thomas LUHAKA LOSENDJOLA, Deputy Prime Minister and Minister of ICT, Ministry of Posts, Telecommunications & ICT, DRC
6. **Malaysia** - H.E. Mr Jailani Bin Johari, Deputy Minister, Ministry of Communications and Multimedia, Malaysia **(TBC)**
7. **Chad** - H.E. Mr BAMANGA Abbas Malloum, Ambassador of Chad to the Swiss Confederation, Representative of The Minister of Posts and ICT
8. **Moldova** - Mr Grigore Varanita, Director, National Regulatory Agency for Electronic - Communications and Information Technology
9. **Council of Europe** - H.E. Mr Dirk Van Eeckhout, Thematic Coordinator for the Information Policy (TC-INF), Council of Europe and Ambassador of Belgium to the Council of Europe
10. **International Professional Practice Partnership (IFIP IP3)** - Ms Brenda Aynsley, Chairman
11. **Green Data Center LLP** - Mr Matthew Rajendra, Founder & Chief Executive Officer
    Potomac Institute for Policy Studies, Ms Melissa Hathaway, Head of OrganizatioN

Introduction

A diverse panel addressed the topics of Session 12. The panel included representatives from four continents. Participants represented governments, intergovernmental organizations, NGOs and the private sector.

Vision

- Climate change should not be sole responsibility of governments
- Optimum use of ICTs can support the fight against poverty
- ICTs can be used to bridge the economic divide between Africa and the rest of the world
- ICTs underpin almost all significant innovations in the foreseeable future
- ICTs produce not only economic benefits, but also an effect on humans. Holistic, multistakeholder approach can ensure that resources are sustainable and available for generations to come.

Fresh Priorities

- Providing incentives for ICT operators to move outside urban areas
- Improving and maintaining trust in the use of ICTs
    - Creating appropriate regulatory frameworks for protection of user data
    - Training of ICT professionals to build in “human rights by design”
- Improving environmental footprint of data centers and other ICT through reduction in energy use and reducing eWaste by recycling old or unused devices

Emerging trends

- Countries are adjusting their legal and regulatory frameworks to enable the use of ICTs for development
    - New legislation in the Democratic Republic of Congo, developed in consultation with the commercial sector and civil society, will remove impediments to ecommerce and other development, deployment and uses of ICTs
    - Moldova’s telecoms regulator has created a national plan on the EU model, Cybersecurity 2020, to increase trust in the use of ICTs

  - Council of Europe, which includes not just the EU but many other countries, offers the Budapest Convention on Cybersecurity to countries around the world in order to promote a common set of rules for global data flows
- Increasing awareness of environmental footprint of ICTs, both in use of energy for data centers and in eWaste, and efforts to increase the use of "green" ICT technologies
- Particularly in areas of robotics and artificial intelligence (AI), increasing awareness of the need for training ICT professionals on ethical issues and ways in which their work affects human users.

Opportunities

- New legislative and regulatory frameworks to remove barriers to ICT development and deployment
- Working with all stakeholders--governments, civil society, private sector and academia--to create legislative and regulatory approaches to complex and multifaceted issues in privacy, cybersecurity and data protection
- Partnerships and economic development funding to deploy fiber on a large scale
- Data center industry can improve its environmental resilience and energy efficiency by taking advantage of new "green" technology. Even old data centers can be retrofitted for better air flow, greatly increasing efficiency.
- Mentorship programs and toolkits for training the ICT workforce to account for different approaches in different countries

Key Challenges

- African countries with large territories require significant investments in order to deploy sufficient fiber to cover the land area
- Need to create proper incentives for telecoms operators to deploy and operate infrastructure, particularly outside cities
- Need to encourage positive uses of the Internet while restraining harmful and illegal uses
- Need to increase capacity and diversity in the ICT workforce while increasing professionalism of the workforce
- Lack of trust in ICTs slows down development and reduces profitability and economic benefits. Issues like encryption are complex and lack simple framing and simple solutions

- Greenhouse gases from fossil fuel use to power data centers have an effect on addressing climate change

Link with the WSIS Action Lines and Sustainable Development Goals (SDGs)

The session addressed

- Action Line C5, Building Confidence and Security in Use of ICTs
- Action Line C6, Enabling Environment
- SDG 13, Climate Change

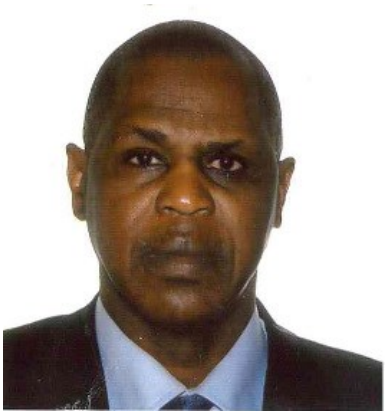
Case Examples

- Green ICT Initiative in Malaysia
- World Bank funding of updated telecoms legislation in the Democratic Republic of Congo
- Moldova's adoption of the EU regulatory model to increase security of networks and users
- Data center industry improvements through retrofitting existing data centers for lower environmental impact
- Collaborative activities under the Budapest Convention on Cybersecurity to train judges, set up special forensic units, etc.

Road ahead

- Governments working in partnership with industry and other stakeholders to maximize positive uses of ICTs
- Working in a holistic, multistakeholder manner to ensure sustainability of resources and improve quality of life
- Using regulatory frameworks to support deployment and uses of ICTs

MR BAMANGA ABBAS MALLOUM, AMBASSADOR OF CHAD TO THE SWISS CONFEDERATION, REPRESENTATIVE OF THE MINISTER OF POSTS AND ICT



Monsieur le Président ;

Mesdames, Messieurs les Ministres ;
Monsieur le Secrétaire général de l'UIT ;
Mesdames, Messieurs ;

Je voudrais tout d'abord souhaiter la bienvenue à tous les participants et vous féliciter Monsieur le président pour votre élection à la tête du présidium de notre Sommet. Je voudrais également féliciter le Secrétariat de l'UIT et tous ses partenaires pour la qualité du travail abattu.

Nous apprécions hautement l'engagement de l'UIT et de tous ses membres à soutenir les efforts des pays les plus vulnérables à promouvoir leur politique de développement des technologies de l'information et de la communication, à renforcer leur capacité technique à travers la mise en place des politiques stratégiques de diversification, de transformation et de planification du développement à travers les TIC.

Cette approche nous semble pertinente et peut contribuer à la réalisation d'une croissance économique forte et créatrice d'emplois dont nos économies à faible revenu ont grandement besoin.

Mesdames, Messieurs ;

Le présent Forum, offre une occasion forte utile, pour discuter des rôles des TIC dans l'atteinte des Objectifs du Développement Durable (ODD), en s'adossant au mécanisme mondial de mise en œuvre et de suivi de l'Agenda 2030 du développement durable.

En effet, les TIC font partie des priorités du Tchad et auxquelles, Le Président de la République, Chef de l'Etat, SEM Idriss DEBY ITNO, accorde une attention toute particulière. C'est ainsi, que prononçant l'adhésion du Tchad à l'initiative Smart Africa en septembre 2014, il a déclaré ; je cite : « les principes de SMART Africa rejoignent aisément notre vision et notre approche de développement pour la croissance accélérée et la réduction de la pauvreté à travers une promotion de l'innovation, de la production de biens

et de services, la création de contenus et d'applications adaptés, bref, de l'utilisation optimale des TIC dans tous les secteurs prioritaires. »

Monsieur le Président,

Le Tchad se prépare activement à permettre à la sous-région Afrique centrale d'accélérer le processus du développement des TIC à travers les actions suivantes :

- ☞ Au niveau politique et stratégique, le Tchad et ses partenaires travaillent sur un plan d'Emergence, qui découle de la vision du Chef de l'Etat, fixée à l'horizon 2030. Ce cadre, intégrera l'approche des ODD et fera des TIC des véritables vecteurs accélérateurs ;

☞ Au titre des infrastructures à large bande, le Tchad a construit 2250 Km des réseaux à fibre optique repartie comme suit :

- la construction du réseau à fibre optique de 800km connecté au SAT3 via le Cameroun;
- La construction de 1450km de fibre optique et sa connexion aux câbles sous-marins via le Soudan.

Ces deux connexions sont une avancée majeure et offrent au pays une connexion haut debit permanente, stable, accessible à toutes les couches sociales et à moindre coût.

- ☞ En ce qui concerne le renforcement des capacités, une Ecole Nationale Supérieure des TIC (ENASTIC) est créée à cet effet.
- ☞ Le Centre Africain des Technologie de l'Information (Le CATI), dédié par le Tchad à l'Union Africaine verra le jour dans un avenir proche. Il offrira aux Africains un incubateur et un accélérateur des entreprises TIC à travers une radiotélévision panafricaine.

Toutes ces réalisations sont rendu possible grâce au soutien constant et à l'implication personnelle de son Excellence Monsieur Idriss Deby Itno, Président de la République du Tchad.

Monsieur le Président,

Voilà sommairement présentées, les grandes articulations de la société de l'Information que le Tchad se fixe, d'ici à l'horizon 2018, que j'ai ainsi l'honneur de partager avec Vous. Le Tchad poursuivra sa participation aux différentes assises régionales et internationales qui traitent des questions relatives aux

TIC afin de tirer le maximum de profits de diverses expériences et d'accélérer la réalisation des objectifs de son développement à travers une utilisation rationnelle des technologies de l'information et de la communication.

A cet égard, j'invite la Communauté des partenaires techniques et financiers d'appuyer le Tchad dans sa politique de mise en place des stratégies opérationnelles afin de lui permettre de libérer son potentiel économique et de s'acheminer vers un développement durable.

Je vous remercie.

MR GRIGORE VARANITA, DIRECTOR, NATIONAL REGULATORY AGENCY FOR ELECTRONIC – COMMUNICATIONS AND INFORMATION TECHNOLOGY, MOLDOVA

General Secretary Houlin Zhao,

Mister Chairman,

Your Excellencies,

Distinguished delegates,

Ladies & gentlemen,

It is an honor and pleasure for me to represent the Republic of Moldova at the 2016 WSIS forum. This is a timely moment to discuss the opportunities that ICT technologies bring to humans and societies and the most important issues, related to them, such as cyber security.

In the last two decades we witnessed a rapidly changing world, especially due to the exponential raise of the ICT technologies and Internet development.

Only in the last 10 years the number of Internet users has tripled from 1.1 billion in 2006 to around 3,3 billion at the moment, and this number will continue to grow dynamically. The researchers speak about an astonishing figure of more than 20 billion devices connected in 2020 and a big portion of these will be machine-to-machine devices.

The ICT has changed our daily lives, it changed the way we communicate, consume goods and services, do business, interact with authorities and introduced many other wonderful things to our lives. But will we have at least the same level of comfort in the future, especially if we think about the raising concerns on cyber security and confidence in using ICT products?

Information systems can be affected by security incidents, such as human mistakes, technical failures or malicious attacks. Threats can have different origins — including criminal, politically motivated, terrorist or state-sponsored attacks. These incidents are becoming bigger, more frequent, and more complex.

When we discuss about the specific role of the telecom regulators in ensuring the confidence of the electronic communications networks, there are three main things regulators could deal with: integrity and security of communications; security of users' personal data; security of the usage data.

I would like to mention that, after the Republic of Moldova signed the association Agreement with the European Union, the country took over the regulatory model of the European Union which requires providers of electronic communications to appropriately manage the risks to their networks and to report significant security breaches to the regulators. On the other hand, the EU data protection legislation requires persons that control data to ensure data protection, including measures related to security. As regards publicly available e-communication services, data controllers have to notify competent national authorities about incidents involving a breach of personal data.

The EU regulatory framework requires to develop a minimum level of national capabilities by establishing competent authorities for network integrity and security, and adopting national network integrity and security strategies and cooperation plans.

Recently, the Government of the Republic of Moldova has approved the National Plan on Cyber Security for 2016-2020, in accordance with the EU requirements. The Plan provides for the creation of a cyber-security management system of the Republic of Moldova by making the national information society more secure, thus contributing to the development of a knowledge-based economy. It also defines the roles of various public authorities and the steps to be undertaken by each authority to generally ensure a more confident cyber space for the users.

ANRCETI, the national telecom regulator of the Republic of Moldova has a role to play in

- developing the national standards and regulatory framework related to data processing, storing and accessing;
- developing a methodology for assessing the state IT systems vulnerability, according to the identified standards;

- setting the minimum security requirements for operators in order to ensure the security and integrity of electronic communications networks and services.

  The Regulator of Moldova is currently preparing the regulatory framework to implement the National Plan on Cyber Security for 2016-2020. Most notably, the electronic communications operators would be required to take a minimum set of security measures. So, the operators would need to formalize and implement a security policy and risk management. These measures should envisage security of the electronic communications networks, associated facilities and data; security of human resources; management of operations; management of incidents.

Also, with the view of strengthening the national capabilities in terms of ICT systems security, the Government of Moldova has created a competent national Computer Emergency Response Team network (CERT). This body has a role in helping to enable a safe cyber environment, collecting information on incidents on the IT systems, increasing the cyber security awareness and understanding, coordinating the response to large-scale incidents, giving support at incidents handling.

As well, A competent national CERT (Computer Emergency Response Team) network has been created. This CERT center has a role in helping to enable a safe cyber environment, collecting information on incidents on the IT systems, increasing the cyber security awareness and understanding, coordinating the response to large-scale incidents, giving support at incidents handling.

I must say these measures serve as basis for ensuring the development of a cyber-security risk management culture in Moldova. The information and expertise acquired during the WSIS will help further improve the regulatory framework of the Republic of Moldova to tackle the cyber security issues.

Let me express my high appreciation of the World Summit on Information Society 2016 and thank you for the opportunity to share our view on a sensitive and increasingly important issue, such as cyber security.

I thank you for your kind attention.

MS BRENDA AYNSLEY, CHAIRMAN, INTERNATIONAL PROFESSIONAL PRACTICE PARTNERSHIP (IFIP IP3)

Your Excellencies,

Our WSIS partners,

Ladies and gentlemen,

I am pleased to be able to continue to speak to the issues of importance concerning trust in computing and the very real need for professionalism in our ICT practitioners. This is the work that we do at IFIP's International Professional Practice Partnership (IP3) of which I am the Chairman. IFIP is the International Federation for Information Processing, and is the global professional federation of societies and associations for people working in Information and Communications Technologies and Sciences. Established under the auspices of UNESCO in 1960 and recognised by the United Nations, IFIP represents ICT professional associations from more than 50 countries and regions with a total membership of over half a million. It also brings together more than 3,500 scientists from industry and academia, organising them into over 100 Working Groups and 13 Technical Committees to conduct research, develop standards and promote information sharing. Based in Austria, IFIP organises and supports over 100 conferences each year, fostering the distribution of research and knowledge to academics and industry practitioners alike. IFIP's International Professional Practice Partnership is the driving force of the professionalism agenda for IFIP, we are charged with creating and maintaining the partnership between government, education, employers and practitioners in developing standards of practice within ICT around the globe.

Professionalism is that quality of the practitioner that allows anyone - politician and official, employer and customer, international standards administrator and educator to have confidence that the practitioner can be trusted to do the right thing no matter what, irrespective of whether he or she is under scrutiny or not. A person in any profession who can be trusted under any and all circumstances is said to be a professional and in going about his or her practice will be exhibiting professionalism.

The professional is highly skilled and is committed to continuing their professional education, staying up to date in the latest methods and theories in their chosen field of practice.

The professional is someone who adheres to ethical standards and a code of professional conduct and holds themselves to account for their behaviour in practice.

The professional is someone who professes their commitment to professionalism through his or her membership of an appropriate professional association which enforces the codes and standards for the profession.

The professional in the final analysis is said to practice their profession in the interest of others, their colleagues and the communities which they serve.

However in the past 12 months we have seen several severe breaches of trust by companies involving unprofessional behaviour of both the senior management and their employees.

One such breach was that occasioned by Volkswagon[3] when it was called out over its falsifying of emissions results of many of its automobiles. Similarly more recently we have seen Mitsubishi Motors Japan being found out that for years it has been using outdated methods of testing which *violated Japanese regulatory standards and provided deceptively low results for emissions measurements. The environmental impact of Mitsubishi's decades-long deception is as of yet still undetermined.*[4]

This behaviour at the corporate level can in no way be seen to be acting in the interests of the communities the companies and supposed professionals are serving.

I spoke out about "Dieselgate" in an article in one of Australia's leading newspapers in October last year decrying the appalling breach of trust in computing.[5] In it the International Professional Practice Partnership (IP3), called on programmers and ICT professionals working in the automotive industry to stand aside from unethical software or untrustworthy systems. However we recognise that this is a very difficult ask of individuals to put their jobs and livelihoods at risk in the name of professionalism and

3 http://www.commondreams.org/news/2015/10/07/not-just-consumer-fraud-vw-scandal-called-crime-against-climate

4 http://www.commondreams.org/news/2016/04/26/mitsubishi-lied-about-vehicle-emissions-25-years

5 http://www.theaustralian.com.au/business/technology/opinion/dieselgate-and-trustworthy-computing/news-story/33304c96419ee6bf4eff0c2f29db6a13

ethical practice when their senior management and the company they work for may lack that very ethical nature and professionalism to support such a stand. This once again reinforced for us the very real need for the Professional Practice Partnership in ICT which engages with senior members of industry through our Global Industry Council and which creates well received social value project outputs such as the 2020 Skills Assessment Report which was launched at the World Computer Conference in Korea last October[6]

IFIP IP3 also work to develop partnerships with governments, companies and other professional organisatons which share the goal of professionalism in practice and trustworthy computing recognising that computing around the world is the key to economic success globally since technology underpins and encourages so much innovation and entrepreneurship everywhere.

What can be done about it?

As it is said the Sustainable Development Goals (SDGs) can only be achieved with a strong commitment to global partnership and cooperation and in particular we at IFIP IP3 are aligned very much with Goal 17: Partnerships for the goals.

To carry out this mission, IFIP IP3 works closely with its partners who share a commitment to creating a sound global ICT profession that enables business transformation through the use of ICTs. We have a partnership with organisations around the world, our Board constantly battles in convening synchronous teleconferences with waking a Board member up or keeping them up til very late in order to meet.

IFIP IP3 encourages employing organisations, governments, commercial enterprises and IFIP member societies to join in this partnership through their membership. Any organisation that professes a commitment to the mission of IFIP IP3 may join and contribute to the development of the ICT profession.

We invite our partners to join IFIP IP3 and become members to both better contribute to the mission and to encourage others as Champions of Change.

IFIP IP3 partners also recognise that governments need to continue to create a trustworthy, predictable, pro-competitive, supportive, transparent and non discriminatory, legal, regulatory and policy environment that enables innovation, entrepreneurship, investment and growth.

6 http://ipthree.org/ifipip3-global-industry-council/gic-2020-skills/

IFIP has participated in the WSIS process from its earliest days and IP3 for the past five years, because we know that our success can make a significant contribution to the achievement of the SDGs by making a difference to the partners in WSIS.

IFIP IP3 mapping and harmonisation addresses the fragmentation and non-alignment between industry and academia with regards to Skills and Competences Frameworks.

We have worked for the past 10 years to bring about partnerships that can improve capacity building through:

- **skills development opportunities**
- **through standards development that eases the infrastructure burdon on developing nations and developed alike,**
- **through mutual recognition of skills and professionalism certified by national ICT organisations**

IFIP IP3 takes a proactive approach to solving labour force diversity issues including shortages because of the ageing society, lack of STEM graduates and lack of appropriate workplace diversity e.g. unequal representation of women ICT professionals.

IFIP IP3 localised mentorship programs address the need for developing vs developed countries, and recognises that approaches need to be different.

IFIP IP3 provides support to local entities in driving the professionalism of its workforce. It's collaborative model and best practices provide a ready toolbox to develop the maturity of the profession and its practitioners.

Further we can demonstrate that practitioners meeting IFIP IP3's professional standards achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value-added and labour-intensive sectors.

What the Megatrends suggest

Megatrends analysis suggests that technology and computing underpins almost all of the significant innovation to come for the foreseeable future.

The Fourth Industrial Revolution by Prof Klaus Schwab[7] founder executive chairman World Economic Forum asserts that "ALL" innovation is dependent upon computing power. For example Gene sequencing requires significant computing power and analytics; Advanced robotics similarly relies on computing power, Artificial Intelligence and Machine Learning. These requirements are clustered around three dimensions Physical, Biological and Digital

Physical

- Autonomous vehicles eg drones, planes, boats, cars, trucks, spacecraft
- 3D printing eg digital template additive manufacturing) of objects, circuit boards, cells, organs, medical implants, industrial parts
- 4D printing self-adapting products responding to environment eg clothing, implants
- Advanced Robotics eg adaptable, flexible, inspired by biomimicry, human/machine collaboration
- New Materials eg adaptable, smart, self-healing, self-cleaning, shape memory, energy convertors, nanomaterials like graphene, reusable thermoset plastics

Biological

- Genetic testing and sequencing eg traits, diseases
- Synthetic biology eg custom organisms
- Machine learning for rapid diagnostics and treatment therapies
- Precision gene editing (CRISPR/Cas9) for designer plants, animals, humans, organs for xenotransplantation eg embryo experimentation which is already happening
- Bioprinting eg 3D printing with gene editing producing tissues
- Neurotechnology eg brain studies, brain enhancement

Digital

- Mobile growing + Sensors rising + IoT planetary nervous system = Big Data in use requiring real-time, findable, shareable, transparent, data patterns with data mining / analytics, processing costs falling, cloud rising, better user interfaces, machine learning / deep learning / recommender / prediction to assist in problem solving

Outcomes of the 4th Industrial Revolution

The economic and social impact of these innovation are likely to include:

7 http://www.amazon.com/Fourth-Industrial-Revolution-Klaus-Schwab-ebook/dp/B01AIT6SZ8 Many thanks to my colleague Stephen Ibaraki for this segment of this document.

- Internet of Things (IoT), McKinsey suggest that by 2025 this will total $11.1 trillion per year
- Smart sensors will facilitate a move from billions to more than a trillion in economic activity
- Smart devices more than 7 billion mobile subscriptions and 10 billion units
- Sharing Caring Economy ("online to offline" or O to O) and new disruptive business models such as Uber, AirBnB, Alibaba, Facebook, Amazon Mechanical Turk
- Blockchain, the distributed ledger for all kinds of transactions and registrations particularly Bitcoin
- Emerging markets must invest in labor markets, transferable skills, and infrastructure over time to counteract the relative disadvantage that comes with the 4th industrial revolution.

It is these sorts of imperatives that inspire the members of IFIP IP3 to work in a voluntary capacity to achieve its objectives.

I said last year that trustworthiness is earned but easily lost and without professionalism the benefits to development in a sustainable way cannot be fully realised.

We have seen that developed economies like those in Germany and Japan have caused its customers to consider what it means to lose faith in their automobile industry, the lack of trust has hit the bottom line of both Mitsubishi and Volkswagen. We can only encourage their leaders in the company and the economy to work hard to restore confidence that can lead to the beginnings of trust once again by assuring the professionalism of its workers in all of the professional disciplines but particularly in management and ICT practices.

In 2016 the message of IFIP IP3 is that we want to work with government and corporate partners to assist you to achieve this. You can visit us at www.ipthree.org or email us at info@ipthree.org.

MR MATTHEW RAJENDRA, FOUNDER AND EXECUTIVE OFFICER AT GREENDATA CENTER

Esteemed Chairperson,

Excellences,

Ladies and Gentlemen.

According to industry statistics, there are approximately 8 million private, commercial and government data centers worldwide. A further 600,000 data centers are forecasted to be built in the near term. With the Internet growing exponentially and the advent of the Internet of Things, data centers will be key to facilitating the storage and management of the surge of data that will be generated in the coming years. Indeed, the International Telecommunications Union had reported that there were already 3.2 billion Internet users and 7 billion mobile subscriptions worldwide in 2015.

The challenge is that data centers are one of the most unsustainable industries globally. This is due to their consumption of large amounts of electricity which is typically generated by the use of fossil fuels that result in the emission of greenhouse gases and other pollutants that degrade urban air quality and create potential issues of energy insecurity both in an urban and national context for most countries.

The International Data Corporation reports that there are 1.6 billion square feet of usable data center space globally. Based on an ICT energy consumption of 80 watts per square feet and an average Power Usage Effectiveness metric of 2.0 and an estimated 75% capacity utilization, the global data center industry's carbon footprint stood at a staggering 1.24 billion metric tonnes of CO_2 in 2014.

Ladies and Gentlemen, climate change is a grave challenge that needs a wide-ranging and swift global response. In the context of our discussion today, the data center industry needs to be comitted to measuring, reporting and reducing its carbon footprint. Energy efficiency is a vital first step towards this end but in a longer term perspective, disruptive innovations will prove to be key in mitigating the impact the data center industry has on climate change.

As such, the public and private sector has an important role in spurring the shift towards a low carbon data center industry. In particular, funding for research into super energy efficient ICT equipment and

cooling technologies should be accelerated. Additionally, regulatory systems should support innovation and eliminate the various barriers that slow down the adoption of green technologies in ICT. In my case, the Malaysian Communications and Multimedia Commission (MCMC) the Regulator was the Technology Kickstarter of the Eco^2 technology; whereas, the Malaysian Technical Standards Forum Bhd (MTSFB) through its Green ICT Working Group had facilitated the Proof of Concept project for the technology. Finally, there should be policies in place that support the accurate measurement and transparent reporting of carbon footprints. Thank You Ladies and Gentlemen.

Esteemed Chairperson, Excellences, Ladies and Gentlemen. Existing data centers can do well to improve on air flow management. Research and analysis persistently demonstrates that within a data center facility, the mixing of hot and cold air should be separated through hot or cold aisle containment to make the operation of the data center more energy efficient. Retrofitting an existing data center for improved air flow does not require substantial amounts of expenditure and does not require the facility to be put offline at any time. Proper airflow management can result in cooling energy savings of up to 40%.

New data center builds can benefit from leveraging on current innovations in data center cooling technology. Because air is a poor conductor of heat, alternative mediums of thermal conductivity and heat transfer can be utilised. For example, fluid submersion technology places ICT equipment in reservoirs filled with coolant. Cooling energy can be reduced by up to 90% because it take a lot less energy to keep the coolant cool. Another 15% of ICT energy is saved by removing fans on the servers. Fans are not needed in a fluid submersed environment.

Every data center is different and has diverse energy efficiency challenges and opportunities but the subset of problems in each has known and proven solutions. Energy efficiency measures properly applied, will reap benefits in a reduced carbon footprint, increased IT capacity and server reliability with an attractive Return on Investment. Thank You Ladies and Gentlemen.

10. THEME TEN : Media; Cultural Diversity and Heritage, Linguistic Diversity and Local Content; Ethical Dimensions of Information and Knowledge Societies

High-Level Track Facilitator (HLTF): Ms Lori S. Schulman, Senior Director, Internet Policy, International Trademark Association (INTA)

High level speakers:

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

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

Introduction

The panel was comprised of representatives of five NGO's who are implementing successful programs and policies that advance multiple SDG's. Three of our panelists represent organizations who have won 2016 WSIS Prizes. The NGO's highlighted their initiatives which are empowering communities though creating local content and entrepreneurial websites, promoting Internet literacy, expanding the boundaries of educational technology through virtual reality applications and providing opportunities for youth and women in developing economies. There were 3 women on the panel including the moderator. Vice Secretary Johnson sat in the meeting in place of Secretary Zhao.

Emerging trends

- Local content is key to accessibility/connectivity. It is not a sidebar issue.
- Grassroots activism
- Sophisticated users sharing knowledge with new users of ICTs
- Connectivity is equated with productivity
- Using technology that is typically associated with entertainment for educational, health and creative art applications
- Connectivity is about radios and phones

Opportunities

- To share what has already been learned through programs like the WSIS Forum
- To leverage existing programs to create new programs
- To reach out to small and emerging businesses and encourage them to participate as representatives of the private sector at WSIS and other forum

Key Challenges

- Access for users with disabilities
- There is more local content in Tokyo than the entire content of Africa
- Reaching the diverse population we wish to see represented (i.e., SME's and local content creators.
- Keeping up with the pace of technological growth
- Opening up the multi-stakeholder model given the challenges with language, funding, distance, use of industry specific technical jargon

- Digital Amnesia – what do we do with all of the knowledge? We have to think about preserving and transmitting knowledge to future generation

Link with the WSIS Action Lines and Sustainable Development Goals (SDGs)

- 01 – ending poverty
- 03 – health
- 04 – education
- 05 – women
- 08 – economic growth
- 09 – infrastructure/innovation
- 10 – inequality (of nations)
- 11 – habitation
- 16 - institutions (effective, accountable at all levels)

Case Examples

- Cyber Volunteers Foundation Empoderalive – (next meeting September 20 and 21 where volunteers share their knowledge with less experienced users)
- Bangladesh NGO's Network for Radio and Communication - Empowering Youth Women Through Community Media in Bangladesh (women and youth producing local content using radio and telephone technology)
- Bridge Africa – Connectivity is Productivity (creating websites and means of trade using laptops and phones)
- VR Forum – immersive education project (immersivevreducation.com uses virtual reality technology to place students of all ages in the middle of the education environment can visit places in the past, present and future; using virtual reality models for science and art education)
- APIG – creation of an Internet social forum at http: //internetsocialforum.net/isf
- UNESCO – Memory of the World project focuses on documentary heritage;

Road ahead

The road ahead is exciting as there is a growing awareness of the power of ICTs to bring divides in language, culture and gender equality. While ICT's are clear economic drivers the social aspects are equally important as we advance ICT usage through the creation of local content, making ICTs relatable to all users whether male or female, young or old, urban or rural or whatever language they speak. The next steps include working more in the local context, fostering digital literacy and creating a global, internet citizenry. The programs of the types described by the panel should be supported and expanded wherever possible. There was a suggestion to include community broadcasters and academics at next year's WSIS.

MS MAXINE MOFFETT, CEO OF BRIDGE AFRICA

Excellencies,

Ladies and gentlemen,

I would like to first thank Mr. Ban Ki-Moon (UN Secretary-General), Mr. Houlin Zhao (ITU-Secretary-General), the chairman of the WSIS Forum Ambassador Daniel A. Sepulveda, The International Telecommunication Union, Ministers, and Distinguished Delegates for the dynamic role they played in the 2016 WSIS Forum.

This forum granted a variety of stakeholders from the private, public, and civil society sector an opportunity to reaffirm our commitment to work together towards building the information society and ensuring that all people, in all parts of the world, could benefit from the advantages of information and communication technology.

This year our organization, Bridge Africa, had the honor of receiving the WSIS Innovation Prize for cultural diversity and identity, diversity and local content, for our program "Connectivity is Productivity." This program has impacted thousands in Cameroon by helping them create and access online content despite digital barriers like access to the internet through its platform, www.bridgeafrica.com. Specifically, the platform helps people create websites, connects them to a local directory, and networks them to others around them. The killer app is that our platform in available through the internet, but it is also available

without the internet through our text messaging application. Additionally, the program reinforces digital literacy through face to face direct educational training. Please see further information about our program through our You Tube page Bridge Africa, through videos: Launching our beta experience, create websites by text messaging, Text messaging explainer.

In the research paper, "Inequitable Distributions in Internet Geographies: the Global South is Gaining Access, but Lags in Local Content," Oxford's Mark Graham highlighted that there is more content on Google concerning the metropolitan area of Tokyo than the entire continent of Africa. This issue of online content creation is repeated in the public and private sphere in Cameroon and other countries in the global south. They comprise the majority of the 4.2 billion people not connected to the internet. As a result they do not create or access online content at the same rate as other digitally advanced societies. This leaves many isolated from the global world online, and causes negative social and economic setbacks. Strategy believes that increased access and creation of online content could increase GDP in the global south by 4.1 trillion and lift 580 million people out of poverty.

After this pilot phase in Cameroon, we seek to expand our project throughout Africa. We recommend WSIS forum stakeholders place a focus on content creation and t access, and digital inclusion. These factors can have a great influence in eradicating extreme poverty.

We believe that together we can collaborate to create a rich content ecosystem that will enlarge the value proposition of digital technology for the next billion who will come online. It is through content that we can create a truly inclusive world online, benevolent for all.

MR RICHARD HILL, PRESIDENT OF ASSOCIATION FOR PROPER INTERNET GOVERNANCE (APIG)

As the Council of Europe has said: "As a tool and public space for democracy, Internet governance should enable dialogue and interaction between all segments of the population to promote respect, equality, tolerance, and living together thereby fostering engagement and participation in a democratic society. Above all, the Internet should remain universal and innovative, and continue to serve the interests of users. It is a global resource the integrity of which should be protected and managed in the

public interest."

Yet current Internet governance arrangements are based on a deeply pro-corporate ideology: one that holds that it is perfectly appropriate, nay optimal, that governance institutions are funded by the large companies they are supposed to govern. This view of the world is based on the idea that, since there is so much private wealth sloshing around our planet (thanks in very large part to the deregulation and privatization frenzy that the US has unleashed on the world), that every single problem on earth, no matter how large, can be solved by convincing rich companies to do the right things with their loose change.2 The problem with this view of the world is structural: it is the way in which these profoundly enmeshed relationships – lubricated by the exchange of money, favors, status, and media attention – shape what gets proposed as policy in the first place. We are told that this is a win-win setup: governments look effective, corporations look righteous, and key spokespersons look serious. But such is not the case. As the Council of Europe correctly says, there should "the full inclusion of all stakeholders, in their respective roles, in Internet governance". Full inclusion, in their respective roles, means that "Policy authority for Internet-related public policy issues is the sovereign right of States. They have rights and responsibilities for international Internet-related public policy issues."

It is only this approach that ensures respect for the fundamental human right to democracy, as enshrined in Article 25 of the International Covenant on Civil and Political Rights: "Every citizen shall have the right and the opportunity ... to take part in the conduct of public affairs, directly or through freely chosen representatives."

Yet this approach is blatantly violated in current Internet governance arrangements: private companies make binding decisions – without democratic – oversight, regarding the management and administration of Internet domain names and IP addresses, regarding terms and conditions in contracts of adhesion that result in the transfer of the rights to private data, regarding the takedown of material that allegedly infringes copyright, and regarding the pricing of international Internet connections, to name just a few examples.

Individual governments practice mass surveillance of the communications of citizens of other countries, without according any oversight rights to those foreign citizens. But each and every one of us is a foreigner with respect to some country, so our rights to due process with respect to violations of our privacy are being continually violated. Further, such surveillance is reportedly used to spy on the internal communications of heads of state and then used to destabilize governments and/or to guide efforts to

influence the policies of foreign governments, thus violating the democratic rights of the citizens of the affected countries.

The result of current practices is well known. As the Just Net Coalition puts the matter: "Opportunities for the many to participate in the very real benefits of the Internet, and to fully realize its enormous potential, are being thwarted by growing control of the Internet by those with power - large corporations and certain national governments. They use their central positions of influence to consolidate power and to establish a new global regime of control and exploitation; under the guise of favouring liberalization, they are in reality reinforcing the dominance and profitability of major corporations at the expense of the public interest, and the overarching position of certain national interests at the expense of global interests and well being.

Existing governance arrangements for the global Internet are inadequate. They suffer from a lack of democracy; an absence of legitimacy, accountability and transparency; excessive corporate influence and regulatory capture; and too few opportunities for effective participation by people, especially from developing countries. The situation can be remedied only through fundamental changes to the current governance arrangements.

The changes that are required are not to move towards governmental control of the Internet. No, what is required is proper implementation best practices in multi-stakeholder governance models. A well known proponent of multi-stakeholder models proposes specific criteria that a body should follow in order to ensure meaningful stakeholder inclusion in global Internet governance processes5:

- The body should have access to the perspectives of all those with significant interests in a policy problem or its possible solutions.
- There must be mechanisms to balance the power of stakeholders to facilitate them reaching a consensus on policies that are in the public interest.
- Mechanisms of accountability must exist between the body and its stakeholders to demonstrate the legitimacy of their authority and participation respectively.
- For each stage involved in governance, the body should either be directly empowered to execute it, or linked to external institutions that have the authority to do so, as appropriate.

Another well known proponent takes a critical stance with regard to the sole reliance on the multiplicity of stakeholders rather than focusing on the heterogeneity of stakeholders' interests. As he puts the matter6:

… stakeholder participation should be seen as a way of supplementing and enhancing democratic processes rather than substituting them. Indeed, the potential paradox of

stakeholder involvement is that 'the claims of expertise, seniority, experience, and special talents may override the claims of democracy as a way of constituting authority' and stakeholderism may become a shortcut to avoid the 'excess of democracy [which] means a deficit in governability.'
… the underlying assumption seems to be that the participation of predefined stakeholdergroups to a given internet governance process may not only provide inputs from different standpoints but also guarantee the representation of heterogeneous interests. Such an assumption may be overconfident for two main reasons. First of all, it is possible that members of different stakeholder groups may have almost-identical interests or may even financially support each other. … differently from representative systems where individuals elect other individuals to represent their interests, multistakeholder processes are based on voluntary participation rather than representation. This leads to the second type of concern, according to which entities affiliated to the same stakeholder group may have very different – and, frequently, divergent – interests but only few members of a given stakeholder group may have the resources necessary to participate to a multistakeholder process. … It is indeed important to highlight that few participants to voluntary multistakeholder efforts do actually participate to such processes on a pure voluntary basis, for such participation may often be part of their work duties.
… participatory democracy and representative democracy are complementary. It would be unreasonable to assume that all individuals or entities having a stake in the decision-making process of a given social organisation may have at their disposal the information and knowledge as well as the economic and time resources necessary to contribute to such process. This is why liberal democracies combine citizen representation and direct participation – e.g. through open consultations and referenda – in order to guarantee the full enjoyment of the individuals' fundamental right 'to take part in the conduct of public affairs, directly or through freely chosen representatives.

The same points have been made by other authors: multi-stakeholder consultations must be transparent, open, and inclusive, allowing all interested parties to participate on an equal footing. But decisions involving public policy matters must be made by democratic bodies that ensure the representation of all concerned citizens. That is, multi-stakeholder processes must be embedded in, and complement rather than replace, traditional democratic governance processes. Current trends in the governance and development of the Internet threaten democracy8, create economic problems9, favor the interests of one country10, and are unsustainable11.

These issues will be addressed in the forthcoming Internet Social Forum, see: http://internetsocialforum.net/isf/