WSIS Forum 2012

Outcome Document

Identifying Emerging Trends and a Vision Beyond 2015!
Disclaimer

Please note the WSIS Forum 2012 Outcome Document is a compilation of summaries and outcome descriptions submitted to the WSIS Secretariat by the organizations responsible for their respective sessions. ITU does not hold any responsibility for the summaries provided by the organizers of the sessions for WSIS Forum 2012.

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Acknowledgements

We would like to acknowledge the contributions of the following organizations (WSIS Stakeholders) to the content of the WSIS Forum 2011: Outcome Document.
Government:

- Government of Kazakhstan
- Government of UAE
- Government of Poland
- Government of Oman
- Government of Iran
- Government of Spain
- Government of Mexico
- Government of Bangladesh
- Government of Afghanistan
- Government of Democratic Republic of Congo
- Government of Saudi Arabia
- Government of Belgium
- Government of Ethiopia
- Government of Tanzania
- Government of Zimbabwe
- Government of USA
- Government of Azerbaijan

Private Sector

- Intel Corporation
- Hewlett-Packard
- World Information Technology and Services Alliance (WITSA)
- Coverity

Civil Society:

- Internet Society (ISOC)
- International Organization for the Security of Electronic Transactions (OISTE)
- Dubai Water and Electricity Authority (DEWA)
- Global Resource Information Database (GRID)
- Raising the Floor
- The Intergraph GeoSpatial Users Community (IGUC GIS)
- The Commonwealth Telecommunication Organization (CTO)
- Centre in ICT4D
- RHUL
- Association for Progressive Communications (APC)
- World Summit Award (WSA)
- e World Wide Group (eWWG)
Global Knowledge Partnership Foundation (GKP)
NewMinE Lab – Università della Svizzera italiana, Lugano (CH)
Web Foundation
TaC-Together against Cybercrime
GIZ/BMZ
CoNGO

International Organizations:

- Organisation for Economic Co-operation and Development (OECD)
- World Economic Forum (WEF)
- International Trade Center (ITC)
- The Commonwealth Telecommunication Organization (CTO)
- World Economic Forum (WEF)
- UNESCO
- UNCTAD
- WHO
- UNEP
- FAO
- UNDP
- ILO
- UNWOMEN
- UN Regional Commissions

Academia

- University of Zurich
- University of Jyväskylä
- NewMinE Lab – Università della Svizzera italiana, Lugano (CH)
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Special Address: United Nations Secretary-General

MESSAGE TO WORLD SUMMIT ON THE INFORMATION SOCIETY FORUM
Geneva, 14-18 May 2012
I am pleased to send my greetings to this World Summit on the Information Society Forum.

You are here because you understand that information and communications technology have a central role to play in helping countries and people overcome poverty, hunger and disease.

In recent years, there has been an explosion of innovation. We are using mobile phones for everything from e-commerce to safe motherhood.

There has also been an explosion in numbers. For every seven people on earth, there are now six mobile phone subscriptions. With creativity and hard work, we can make a difference even in hard-to-reach communities.

We celebrate this progress. But we cannot forget that two thirds of the world’s people still do not have access to the Internet. They deserve to be connected.

In the age of industrialization, roads, railways and power networks were considered basic infrastructure. In our age of information, we have to add Internet access to that list.

Next month, the international community will come together at the United Nations Conference on Sustainable Development in Rio. Information and communication technologies can help us usher in a cleaner, greener world.

I urge you to use this Forum to find better ways for the world to use information and communications technologies to protect people and our planet. The applications for development are limited only by our imaginations.

I wish you every success and look forward to the ideas you will bring to the table at Rio and beyond.

Mr Ban Ki-moon,
Secretary General,
United Nations
WSIS Forum 2012: Participation

On site Participation

Introduction
This year the Forum attracted more than 1300 WSIS Stakeholders from more than 140 countries. Several high-level representatives of the wider WSIS Stakeholder community graced the Forum with more than 30 ministers, 44 deputies, 30 ambassadors, 17 CEOs and Civil Society leaders contributing passionately towards the programme of the Forum. Among participants, there were members of parliament, as well as representatives of the private sectors and civil society. In addition, the badges issued amounted to more than 1300 in total. On-site participation increased tremendously during the WSIS Forum 2012. A total of 1300 badges were issued. A really strong sign of interest from different types of stakeholders was represented by the 140 countries’ participants.

Representation of WSIS Stakeholders
There was a variety of stakeholders from different sectors ranging from Governments, International organizations, NGOs, Private sector and university/academia. These stakeholders took part in workshops and sessions organized and designed by them providing interaction amongst participants and panelists.

Government - 629
UN/International organizations - 358
Private sector - 171
NGO/Civil Society - 337
University/Academia - 137
Other - 87

The graph below represents the different categories of stakeholders.
Regional Distribution

More than 140 countries from different regions attended this year’s forum with the highest number of representatives coming from Western Europe region.

Gender

This year’s forum had 818 males and 404 females.

This year’s Forum included 3 significant sessions on Women and Girls in ICTs.

- Thematic workshop on Girls in ICT Day 2012 Showcase (ITU)-
- High level Dialogue on Women and Girls in ICT –This session focused on the theme of this year’s world Telecommunication and Information Society Day, ‘Women and Girls in ICT’ and highlighted the role technology can play in empowering women worldwide
- World Telecommunication and Information Society Day (WTISD) - Women and Girls in ICT
The following graph represents the number of males and females who participated in WSIS Forum 2012.

Remote Participation:

More than 1000 participants followed and contributed to the event by way of Adobe connect virtual rooms, webcast and social networks.
Social Networks

Iwrite4wsisForumCampaign

Facebook

Analysis of the Social networks

Iwritefor WSIS Form Campaign: #WSIS

The following graphs analyse the use of Twitter during of the WSIS Forum 2012 to promote information exchange.

The first two graphs show how during this year’s forum the number of followers of the WSISProcess account increased by more than 150, rising from a number of 411 in March to 557 in June.

This graph below shows the number of followers the WSISProcess account had per month.
The total number of posted tweets during May was 95.

In this last figure we can appreciate how during the month of May the Twitter account has been very active, especially during the 14th and 18th of May which is the date when the Forum was hosted.
Names of five people who re-tweeted the most number of tweets:

- COETTC (76)
- Jaume Fortuny (37)
- feromalo (30)
- CarlosPC_Mx (11)
- maureenagena (10)
- carlo_cosmatos (8)

The software used:
http://tweetstats.com/status/wsisprocess
http://topsy.com/

Facebook:
The next chart shows the number of people sharing stories about the WSIS Forum 2012 on the WSISProcess Facebook page. These stories include liking our Page, posting to our Page’s Wall, liking, commenting on or sharing one of our Page posts, answering a Question we posted, RSVPing to one of our events, mentioning our Page, photo tagging our Page.

As it could be appreciated these numbers increased dramatically during the WSIS Forum 2012.
This second graph shows the number of daily new likes and the daily number of new people who have liked the WSIS 2012 page.
WSIS Forum 2012: Open Consultation Process

Open Consultation Process on the Thematic Aspects and New Innovative Format

Following the outcomes of the WSIS Action Line Facilitators meetings during the WSIS Forum 2009, 2010 and 2011 and the exchange of views amongst several WSIS stakeholders, the organizers of the WSIS Forum, ITU, UNESCO, UNCTAD and UNDP announced the Open Consultation Process on the thematic aspects and innovations on the format of the WSIS Forum 2012.

This consultation process aimed at ensuring the participatory and inclusive spirit of the WSIS Forum 2012, that was held from 14 to 18 May in Geneva, by actively engaging governments, civil society, the private sector and intergovernmental organizations in the preparatory process.

The Open Consultation Process for the WSIS Forum 2012 was structured in six phases as follows:

11 October 2011 Opening of the Open Consultations: [Official Submissions](#) [Online Dialogues on the WSIS Knowledge Communities](#)

30 November 2011 First Physical Meeting, 14h30 - 18h00, Room A, ITU Headquarters, Geneva [Meeting Details and Documents](#)

15 January 2012 Closing of the Online Discussions [Report on the Online Dialogues on the WSIS Knowledge Communities](#)

20 January 2012 Deadline for Submission of the Official Contributions and binding Requests for Workshops [Summary of Official Submissions received](#)

15 February 2012 Final Review Meeting, 15h00 - 18h00, Room C2, ITU Headquarters, Geneva [Meeting Details and Documents](#)

16 April 2012 Final Brief on the WSIS Forum 2012, 15h00 - 17h00, Room C1, ITU Headquarters, Geneva [Meeting Details and Documents](#)

The official submissions and suggestions received during the Open Consultation Process formed the basis for the agenda of the WSIS Forum 2012. Detailed submissions are available online.
Opening Ceremony
(Handing over of Prizes)

Monday 14 May 2012
09:00 – 10:30
Governing Body Room
(Overflow Room Audio Only Room V )
The opening ceremony of the WSIS Forum 2012 officially inaugurated the WSIS Forum 2012 and set the tone for structured and inclusive dialogues, workshops and to address a range of issues within the global Information Society during the 5 days of the forum.

The Ceremony began with introductory messages from the host, co-organizers and representatives of stakeholders engaged in the WSIS Process. The session focused on how information and Communication Technologies (ICTs) are, and will continue to shape the daily lives of individuals, communities, governments and global societies and how they will continue to play a critical role in helping to create a more sustainable world in the 21st century.

Ms Nisha Pillai, Former BBC Journalist and the moderator of the Opening Ceremony, introduced the programme of the WSIS Forum 2012 and opened the discussions and dialogues.

Mr. Ban Ki-Moon, Secretary-General, United Nations (Speech read out by DG, UNOG) highlighted the potential and opportunities that ICTs bring and commended the progress achieved by WSIS. He also reminded that we cannot forget that two-thirds of the world’s people still do not have access to the internet. They deserved to be connected. In the age of industrialization, roads railways and power networks were considered basic infrastructure. In our age of information, we have to add internet access to that list.

Complete speech available here: http://groups.itu.int/wsis-forum2012/Agenda/DraftAgenda.aspx?se=42055

Dr. Hamadoun Touré, Secretary-General, ITU described the WSIS Forum as a unique global platform for coordination of the implementation of the WSIS outcomes and highlighted the very particular role of the WSIS Forum for the future of the WSIS process itself. The WSIS Forum will launch the WSIS+10 review process, as it is the perfect platform for building on multistakeholder inputs.

Dr. Touré shared that in 2012, one of the main areas of focus is the challenge of sustainable development and the role that ICT’s can and must play in the process. He expressed his confidence in the fact that the results of discussions and the concrete recommendations of WSIS Forum will become an important contribution to the Rio+20 process.

The WSIS Forum, Dr Touré said, offers a great opportunity to keep up the momentum as well as to address a range of issues within the global Information Society and also to explore how Information and Communication Technologies can better contribute and serve to broaden the development areas.

Secretary-General, ITU thanked the Strategic Partners UAE and INTEL and the Partners for Specific Activities for their dedication and support.

Complete speech available here: http://groups.itu.int/wsis-
Dr. Supachai Panitchpadki, Secretary-General, UNCTAD highlighted that from UNCTAD’s perspective ICTs have a key role to play not only in moving forward the Information Society agenda itself but also in making progress towards achieving the Millennium Development Goals. He emphasised on the fact that ICTs have the potential to support the creation of jobs and income, raise productivity and link local firms more effectively to the global economy.

Mr. Francis Gurry, Director-General, WIPO reiterated that WIPO’s specific interest in the WSIS process of course is on the role of Intellectual Property as a catalyst for the development or it’s an incentive for the development of the new knowledge, innovation, technology and cultural creation. He shared that the role of intellectual Property is a much more complex one in the Information Society than it was traditionally. Mr Gurry concludes emphasising on the fact that not only we content rich but also distribution rich.

The balancing act in the complex information society, is a much more difficult one than it traditionally was. It is because of the increased importance of knowledge as a component production and thus the increased value of rights over knowledge. It’s because of the disjunction between the sometimes enormous cost of the production of new information and technology as against the near zero marginal costs of the reproduction of information on the one hand. And it’s because of the tumultuous change that means that we are going through a process in which the whole business architecture of the analogue world is being re-expressed in the digital environment and that’s of course a very profound transition involving much change. These are the challenges but let me also conclude with a word about the opportunity. Of course its more difficult finding the balance in this complex period of transition.

Development and enforcement of copyright and other IP rights are crucial and continue to be a major challenge for shaping tomorrow’s policies, in particular in the digital environment. Most importantly, I think that we should bear in mind that these policies need to be accompanied by cultural changes. It is necessary that the public becomes aware that the financing of creativity is equally important, and that we should not take the risk of impoverishing culture.

Amb. Janis Karklins, Assistant Director-General for Communication and Information, UNESCO informed all present that today there are 1.2 billion active mobile broadband subscriptions in the globe which represents 17% of total population. Societies and individuals have never been so connected as they are today. At the same time we can say that connectivity is not enough. By itself connectivity cannot build the people centered inclusive and development oriented societies envisages by the World Summit for UNESCO the rollout of technologies must be hand in hand with quality content services and applications. The rollout of technologies must go hand in hand with enhancing human capacities and advancing human rights and fundamental freedoms, especially freedom of expression. We concentrate on universal access on advancing quality education for all on promotion of freedom of expression on development of ethical and multi-lingual dimensions of cyberspace and on ensuring respect for cultural diversity. This forum brings all these dimensions together. And this is how we can make the difference.
Ten years after adoption of the Geneva Plan of Action we must review achievements and trends. Most importantly we must look forward. Our knowledge Society’s agenda is as agenda is as important as it was years ago, if not more. The targets are ever changing hence we need commitment and focus with particular reference to the WSIS Review.

Complete speech available here: http://groups.itu.int/wsis-forum2012/Agenda/DraftAgenda.aspx?se=42055

Ms Najat Rochdi, Deputy Director, UNDP Office, Geneva began by congratulating the coorganizers of the WSIS forum and the ITU for its leadership in developing the WSIS +10 Plan of Action under the UNGIS. She emphasised on the fact that the rules of the game have changed, in the world people young and old are massively turning to social media to express their views and take a stance against oppression, new innovative tools are been developed and used now to report on cases of corruption in countries and for bring about social change.

She highlighted that we first must encourage and nurture this new trend as we work towards the WSIS +10 review and RIO’20 for the global Development Agenda. Ms Rochdi applauded the cooperation amongst UN agencies for these processes and in particular the United Nations group on the Information Society under the chairmanship of the ITU. She informed all present about the joint letter issued by the UNDP Administrator and ITUs Secretary- General on Mainstreaming the ICT in UNDAF, saying that this letter will have a positive impact on the WSIS Process.

She highlighted the need for different stakeholders to play different roles and define the respective commitments and actions in a much better coordinated way. She emphasised that complex issues and development requirements call an integrated strategy where the three strands of sustainable development, economic social and environment are equally addressed in a holistic manner with an emphasis on youth and women empowerment.

Ms Rochdi, congratulated ITU for celebrating WTISD on the theme of Women and Girls in ICT and concluded saying that it is time for all of us to commit collectively and prove that together we can build a more peaceful world.

HE Ambassador Obaid Salem Al Zaabi, Permanent Representative, UAE started by saying that UAE was proud to be the strategic partner (Government) of the WSIS Forum 2012, for two consecutive years (2011 and 2012). He highlighted that WSIS aims to address the effect that the Digital Revolution has on our global community through a specific Action Lines. The objective is to bring about positive advancements in our respective countries and report on our progress towards our targets by 2015 just two years from now. The UAE has established a National Committee for this purpose.

Amb Al Zaabi added that technology is a rapidly evolving industry we strive to maintain our regional lead through our constant vigilance and adoption of global best practices and involvement in international meetings such as this one. Amb Al Zaabi informed that the original leads and the visibility we have garnered through our strategic partnership at the WSIS has motivated other nations in the Middle East to come forward and sustain themselves as part of this International Agenda we are pleased and proud to have a growing number of Arab nations joining in goal to action to advance our nation and the communities within them by embracing the Information Society and capitalizing our abilities through this evolution rev -- Digital Revolution. This has given UAE a greater
degree of informational resources. To benefit from this opportunity UAE has established an eGovernment to extend better access to the community

Amb. Al Zaabi informed the participants about advancements in various programmes in UAE environmental and humanitarian initiatives, cybersecurity, digitalizing work for better efficiency in serving the public and looking at education, eCommerce and the development of the ICT infrastructure

He concluded saying that the creation of the WSIS Project Prize as a mechanism to be evaluate and reward significant efforts worldwide will provide visibility and international recognition allowing work at a country level to gain momentum. He applauded the introduction of the WSIS Project prizes to the WSIS Forum.

Mr. John Davies, Intel Corporation, Vice President Sales and Marketing Group, General Manager Intel World Ahead Program/ ICC Representative announced that Intel was proud to be a partner of the WSIS Forum 2012. He reiterated that Intel is strongly committed to the goals of WSIS to connect millions and really billions of people to broadband services to forward their education, their health care and economies. It's a major programme for Intel, he said. It's forums like this that are critical in bringing together the governments, the delegations the United Nations, the ITUs, the countries and industries to cooperate because it's that cooperation that really makes the difference and it's forums like this that gives stakeholders a platform for this. Sharing his experiences, Mr Davies congratulated the WSIS Forum as a platform for building win-win partnerships, during WSIS forum 2011 after the Intel launched the idea of programmes that could bring broadband to the next billions. As a result of successful collaborations, Intel had just launched the programme called the third billion because 2 billion people owned PCs and Internet and the idea was to bring the programme to the third billion. The concept of that was to take the miracle that had happened in the prepaid cell phone and bring it to the PCs and other devices in broadband. Intel is working with work with several countries, with the Broadband Commission’s support typically under the leadership of Dr. Toure to drive this.

Mr Davies shared that last year at UN in New York Intel announced that they would take their training programme which has trained 11 million teachers to use PCs in classrooms and see if some of those techniques work for health care workers, it was agreed that by 2015 Intel could probably help train a million frontline health care workers in the emerging economies.

Mr. Cyril Ritchie, President, Conference on NGOs in Consultative Relationship with the UN reiterated the strong commitment and support of the Civil Society towards the WSIS Process. Civil Society is more than ready and equipped to play it's normal constructive role in looking ahead and working with governments, with parliamentarians, with the business sector to plan for further actions that will meet the needs of the world's peoples. Mr Ritchie welcomed the possible high-level event to be held in 2014 or ’15 and as a step towards that, the multi-stakeholder event in 2013 that will be hosted by UNESCO.

He reemphasised that Civil Society involvement is also needed in the national self evaluation reporting on the implementation of WSIS outcomes. No Government, no country lives in isolation. The standards for implementation was to merge from the consultative process that is conducted through the United Nations with full stakeholder involvement so each country may benefit from broad international experience.
Mr Ritchie concluded saying that with all United Nations declarations, decisions and plans of action, the key to their utility lies in effective and timely implementation. That implementation must accordingly be comprehensive; it must be monitored and must be ongoing.
High-Level Opening Session

**ICT for Sustainable Development: WSIS beyond 2015**

Monday 14 May 2012  
10:30 – 13:00

Governing Body Room

[Image of the session]
The High-Level Opening Session of the WSIS Forum 2012, which followed the opening ceremony, provided the perfect platform for governments, private sector, international organizations and civil society to learn and benefit from each other’s varied experiences of utilizing ICT as a tool for sustainable development.

The table below captures the main points and highlights of the contributions made by the guest speakers:

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| **Mr. Brahma Sanou,**<br>Director, Telecommunication Development Bureau (ITU-D) ITU<br>Chairman, High Level Opening Session | - Emphasis on the need to ensure that ICTs remain at the heart of the Government priorities and likewise of the Private Sector and Civil Society.  
- Investment in the ICT infrastructure and applications need to continue. It is against this background that the ITU continues to convene the regional level Connect Summits. This year ITU organised the Connect Arab Summit in Doha in March. The summit identified multi billion investment opportunities in the regions. From the 17 to 19th of July 2012 in Panama ITU is organizing Connect America.  
- Policy and regulation need to be continuously addressed in order to foster investment, innovation and job creation that is why also the ITU works hand in hand with regulators of industry from all over the world to address these challenges.  
- The 12th Global Symposium for Regulators will take place from the 2nd to 4th in October I take this opportunity to invite you all. In 2013 the Global Symposium for Regulators will be held in Poland.  
- The theme of this high level opening segment is ICT for sustainable development: WSIS beyond 2015. Within the framework of the Rio +10 process, governments are working towards a new priority on sustainable development. It is our responsibility to ensure that this new priority clearly recognizes the powerful enabling role of the ICTs for socioeconomic development. |
| **H.E. Amirzai Sangin,**<br>Minister Information and Communications Technology (MCIT), Afghanistan | - Ten years ago, in Afghanistan, people had to travel to neighboring countries to make a phone call because there was actually no telecommunications in our country. They had to go to the neighboring countries. But today, from their convenience at home they can make calls and there has been a tremendous improvement in the lives of the people with the inclusion of ICTs. |
| **H.E. Mr. Genc Pollo,**  
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<th>Minister for Innovation, Information and Communication Technology (ICT), Albania</th>
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| Important to bring the broadband revolution to Afghanistan. In bringing broadband to any country you have to consider three important factors. One is the price. The second factor is the optical fiber backbone network, we started building that five years ago most populated areas are already connected. And the third factor is how do you get the Internet to the people? In this case we are going for mobile 3G technology wireless systems. The first 3G license is already issued. And 3G services have already started.  
| With the low price we have today and the existence of optical fiber and services of 3G started I believe in the next three years Afghanistan will be witnessing the expansion of the broadband services to 80, 85% of the population. |
| **H.E. Mohammed Bait,**  
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<th>Secretary-General, Ministry of Post, Information Technologies &amp; Communication (MPTIC) Algeria</th>
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| Albania sort of had a relatively low Internet penetration fixed line penetration and ICT usage in the population, what changed the situation actually in a break-through way was firstly, the eSchools programme that started in December of 2005 providing all schools with Internet connected labs, reorganising reforming the ICT curriculum, training the teachers and providing future generations with good skills in ICT. Secondly the moving of many if not all Government services online.  
| Some of the examples are: the national register which is fully digitalized and the eProcurement system.  
| Broadband provision should be left to the market it's difficult in the - - it's a difficult animal in the sector it should be properly regulated. So I think the regulation and the legislation has been good has been in line with the European Union.  
| We have tried to do is to cut down the Digital Divide by building by a programme called public access points. |
| Algeria is committed to building a human scale ICT sector while being resolutely committed to the process of overcoming the Digital Divide indeed the ICT sector has seen the promulgation of a law which relates to post and telecommunications. It’s a great reform which tends to overcome the changes of the 21st Century and bring Algeria into the Information Society.  
| In this regard an ICT Development Program conveyed through the Strategy E Algeria has been implemented and is being implemented at the moment. This strategy which responds to the goals of digitizing the country. |
- Mobile telephony density of more than 50%.
- In the development of spatial technology the political role of Algeria has been the development of a spatial programme. The use of social technology and the use of applications which will allow autonomy in drawing up, developing and implementing the spatial system.
- Some of the essential objectives for Algeria are access for rural inhabitants and those who are marginalized to have access to networks as an accessible price to the development and production of content and the massive diffusion of ICT in order to establish online services so that citizens and businesses and the Government may benefit.
- By 2015 we plan to create in every town or department an industrial competency centre and in every soft division of the department. There are 135 of them, a centre for development of remote activities and also we will universalize the ownership of ICT.

| H.E. Mr. Elmir Valizada, Deputy Minister, Azerbaijan | • There have been purposeful steps towards the establishment of an Information Society in Azerbaijan
• In the light of decisions adopted at the Millennium Summit Azerbaijan has elaborated a national ICT strategy and various programmes. Priorities include important projects to meet the needs of citizens, societies and states and improve the capacity of the ICT sector.
• They also provide a liberalization and efficient regulation mechanism to ensure access of people to modern communications, services through development of telecommunication infrastructure as well as the development of eGovernment. Other key national projects of regional importance are emerging such launching the first telecommunication satellite and establishment of information to the highway. These projects will create several environments for arranging infrastructure as well as using state of the art services both in Azerbaijan and in the region.
• As you may know this year Azerbaijan will be holding the IGF meeting in Baku in November, taking this opportunity I would like to cordially invite you to the IGF. We believe that active participation of countries at this event will also be a step in the future to discussing public issues relating to the IGF.

| H.E. Mr. Jean Claude Marcourt, Vice President of | • Belgium wishes to ensure that the Information Society can develop for all. In particular, is interested in it being accessible to all thereby ensuring that the Digital Divide is reduced as quickly as possible. |
### Walloon Government, Belgium

- We are probably, as was said in the beginning, in the third revolution of humanity the first one was writing the second one was printing and the third one is the digital technology. And so for our citizens, the Digital Revolution is something which remains formal and artificial. They see there have been some effects on information or mobile phones but we believe that the town of Liège putting itself forward as a candidate for the 2017 international expo which is called connecting the world linking people for a better world is key because we want to ensure that information, that technology, is no longer considered as something abstract but on the contrary wish it to be perceived as a radical modification of how humanity operates. Clearly this is in liaison with WSIS Forum today because access to information and ICT infrastructure, the application of ICT technologies especially eHealth, eTeaching or eEnvironment are all important issues.
- Belgium is leading at the moment in infrastructure and what is crucial for us is to ensure that we are a leading country for individuals, ensuring that each citizen can profit from the new content and new ways of functioning. We are at the basis of a new revolution.

### H.E. Mr. Gilbery Noel Quedraogo
Ministre, Ministere des Transports, des postes et de L’Economie numerique, Burkina Faso

- Burkina Faso has participated actively in both phases of the summit and has provided a modest financial contribution to those actives. When we think about the results of the summit we have to look back to what has happened with telecommunications since the ‘90s.
- The establishment of a legal framework which will guarantee security and reliability in the use of telecommunications and ICTs is extremely important.
- Burkina Faso is designing new legislation will assist us in the building of an Information Society and we have already adopted a number of instruments in the area. The protection of personal data, the domain name management, eCommerce and other strong transactions and other important methods are currently nearing completion.
- We are also participating in the battle against cybercrime from an institutional point of view there is a responsibility for the protection of data and we have just established a partnership with ITU for the establishment of a cybercrime surveillance centre.
- The use of ICTs needs reliable infrastructure which can provide
reliable service, particularly broadband. And this is why the second element of our action is so important. We want to establish a national network, a fiberoptic network which will cover our entire territory. And we are undertaking this because of the limited success of the Private Sector in this area.
- One of the challenges is universal access to broadband. The reliability and security of ICT access to a more vulnerable group in society.

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<th>H.E. Mr Minelik Alemu Getahun, Ambassador, Ethiopia</th>
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<td>• This inclusive governing of all stakeholders provides the best opportunity to dialogue in cooperation to further enhance the role of ICT as an enabling for achieving inclusive and sustainable development. The Ethiopian Government has made the development of Information and Communications Technology as one of the strategic priorities. ICT policy is a demonstration of the commitment of the Government for the ICT industry and as a key driver and facilitator in transportation in what’s predominantly an agricultural society into a knowledge-based economy and society and the effective integration of the country into the global economy. We believe that it is important to promote ICTs at all levels. ICT also plays an important role in good governance in a country.</td>
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<td>• Ethiopia has been focusing in announcing the productivity of the agricultural sector with improved practices which are critical to sustain economic growth to protect the population. The Government of Ethiopia has given due attention to expansion of ICT at the grassroots level nationwide and to transforming the age old traditional farming practices.</td>
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<td>• The Government is determined to work with partners such as ITU to further intensify the development of ICT in the country.</td>
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<th>Mr. Richard Boidin Special Envoy for the World Information Society (Representant special pour la Societe de l’Information), France</th>
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<td>• One-third of the population of the world is connected. But only 50% were connected in 2005.</td>
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<td>• Experts expected this number to reach 80% in 2015 part of the overall process of connections which is going to cause tremendous changes in the digital ecosystem. And that of course is the very heart of our challenge. We have to have that wave of energy in order to ensure the system is inclusive and is the service of human development and which respects cultural diversity. WSIS speaks of open democratic society made up of free men and women devoted to innovation on the basis of such principles which are acceptable to all I would like to remind you that France during the 2008 summit ensured the health of Government and states improved -- approved</td>
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the general framework for a public policy for an open cyber system with the same respect for copyright and other rights as exists in the real world.

- WSIS is a perfect multi-stakeholder platform which allowed everyone to set forth their successes and to share their experiences more particularly we believe that one of the important challenges for WSIS after 2015 is to deal with the stronger link between knowledge and development. The principle challenges would face all stakeholders and here I respond directly to your question are the establishment of legislation which permits the development of digitalization. Broadband for all, mobile and fixed. The development of content which respects cultural and linguistic diversity.

- The strengthening of the communication of ICTs in order to create -- create general wellbeing, eHealth, eEducation and so on and innovations in the area of energy and many other domains.

- To continue the battle against all types of piracy and attacks or any threats in the virtual world guaranteeing copyright and so on and indeed the absolute privacy of our personal data I've tried to give you some examples of the challenges which we will meet in coming years. And - our task is a difficult one but I think it is a global challenge which should involve every citizen of our planet.

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<th>Mr. Haruna Iddrisu</th>
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<td>Minister of Communications, Ghana</td>
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Ghana like many other countries made significant strides we have six major telephone entities in Ghana. The respectable attainment of telephone penetration has improvement in mobile broadband and we have the ICT for development policy which Government preoccupation is expanding on and building reliable robust infrastructure for the delivery of eGovernment services particularly eSchool and eLearning projects which we are collaborating with the Minister of Education. We have also provided all of the enabler regulation in terms of the telecommunications Act and electronic transactions act and we are particularly happy to announce that the Presidential asset has been given to a law in Ghana to support Information and Communication Technology delivery we also successful implemented mobile number portability and we are expanding access to basic Internet connectivity to many of our educational institution and have particularly targeted vulnerable groups such as Persons with Disabilities and in terms of providing them with some ICT assets in order to contribute to their psychological management we do have an extension of a prison connectivity programme which is also improving linkages with the
Ghana police service and we have just about finalized the process of migrating the country from analogue television to digital with the integration from 2006

- eApplications are now the focus ones we are now enabling improved infrastructure and we are committing to our own performance as a country for the -- meeting the goals of WSIS we remain committed to ensuring that ICT governance insurance and development apart from using it as a tool to improve the automation of our agencies so we remain committed to expanding issues bandwidth capacity has tremendously improved in Ghana and that is improving Internet connectivity.

**H.E. Mr. Ali Hakim Javadi**
Deputy of ICT Minister & Chairman of Information Technology Organization, Iran

- The Islamic Republic of Iran we have held forums in the past seven years today and after seven years we believe that almost all of the countries are doing better each year in implementing the tasks assigned to them in WSIS Action Lines.
- In this way we should appreciate ITU Secretariat, his excellency Dr. Hamadoun Toure and who have played an important role in the programme and the progress of the process of the way. We also would like to express our appreciation to all UN bodies and shareholders who have made significant help towards this progress.
- Iran is a country with a population of 75 million dominated about 15 million are starting at the schools and universities now.
- For which more than 53% are the females. And the success rate is approximately very close to 88%.
- We were ranked 21st in the world in the knowledge production in the year 2011.
- The main project that we have done in our country now, the largest prioritization has been implemented in the field of ICT in our country. The biggest project providing the largest ICT infrastructure network in our region with more than 64,000 kilometers as a regard only for the backbone not in the age and access level.
- This project is under implementation to meet the targets of providing the access of 60% of the household to broadband within next five years planning.
- Design and development of Internet data centres for all of Iran based on technology. Establishing the Iran international network which consists of 250 access points in public libraries and universities. Establishing Iran national network consisting of near 35,000 schools and establishing Iran national science -- or network
and technology network that is the highest network -- highest network designed to connect the university and higher education centres. But with the broadband connection in the entire country make at least 30% of our educational contents as eLearning.

- The crime law establishing national and cyber policies targeting to get SIMs in more than 3500 governmental organisations providing more than 10,000 ICT centres towards the establishment of the sustained ICT based communities in rural areas and the extension of eGovernment by provision of more than 1800 eStakeholders through the national portal now we are giving services to G to G, G to B, G to C services. By promoting and appreciating -- the appropriate content to the families, the final establishment of national committee for the WSIS coordinate the activity organisation in Iran and interacting with other international entities such as ITU.
- The lack of absence of the international enabling environment conducive to access for all for the emerging Information Society the unilateral and the sanction together is the pride of WSIS.

| Mr. Tetsuo Yamakawa | In Japan by sensing waves from the results of the earthquake we can predict the place and the type of earthquake before it happens. The why this caused serious damage was another problem. And the second point is support ICT plays a key role to support the people in the shelter. |
| Vice-Minister for Policy Coordination, Japan | In our case all fixed phones and mobile phones were not available because of traffic conditions and lack of speed. So we carry out complementary functions of several measurements of phones. |
| | Radios, were useful as well as the internet. Internet played a very important role in the utterance of our aspects. |
| | And thirdly, during the continued recovery (reconstruction) |
| | We have noticed a further utilization of ICT in the form being used as an instrument for building an energy saving society. |
| | ICT such as smart methods Smart Grids teleworking will become essential functions. We will continue to press forward with the introduction of cutting edge ICT to achieve our goals of establishing a socioeconomic system that will lead to the path of a new business in order to have an emerging economy. |

| On behalf Mr. Askar K. Zhumagaliyev | Kazakhstan understands the importance of establishing the open Government principles it's aligned to strategic goals of Kazakhstan. We initiate the programme eGovernment of projects in 2005. -- eGovernment of Kazakhstan in 2005. Nowadays we can proudly say |
| Communication and Information of the Republic of Kazakhstan | that Kazakhstan has achieved significant results-based on the United Nations evaluation. For example, according to the index of electronic participation in 2012 Kazakhstan has moved to second place comparing to the 31 in 2005.  
- Based on the index of eGovernment development Kazakhstan is on the 38th of the list compared to 65 in 2005. We think that evolution is fair we have successfully implemented the principles. Data is what is being run, not the people. At the moment we have a development in communication infrastructure. Internet users are 53.4 on 100 citizens.  
- More than 30,000 people use more than 200 transactional services of the eGovernments on a daily basis.  
- The Government of Kazakhstan actively using Internet to communicate with citizens. Each minister has an official blog on the Government blog platform the Prime Minister of Kazakhstan tweets every day. And everyone can learn about his decisions, his plans from him personally. All Government meetings are available online.  
- Kazakhstan support the principle of open Government and the economic development this way. I can speak a lot of information and wanted to introduce you to a huge project like eLearning, eHealth, eFinance, including and also eProcurement eTax and eCustom. |

| H.E. Mr. Ivo Ivanovski Minister of Information Society, Macedonia | Macedonia had a national strategy for Information and Communication Technology long ago which among those activities was increasing broadband infrastructure as Broadband Commission for digital development was held in Macedonia in April last month we had an opportunity to see how infrastructure has improved things all over the world. Macedonia has a project for increasing broadband in rural areas in order to eliminate the geographical barriers and allow the citizens in those rural areas to have access to people that is something that's been proven for us by governments subsidizing the Private Sector to invest in the infrastructure that the return for the Private Sector is growing every day because those people were previously didn't have access to Internet now they are buying computers and laptops and mobile devices with 3G a connectivity and also Internet for their homes  
- From our experience the returning investment for Private Sector would have been too long and that's the reason why we didn't want to invest we did introduce the universal service in our legislation however that doesn't meet the criteria of the 21st Century based on the citizens needs that's why we decided we'll provide free Internet |
access for citizens so they can use better services and it's been proven that it’s working well so far because as I said previously in the village where there are only 15 houses sometimes we can see 15 to 15 to 20 different addresses that means more devices connected to it.

- We were the First Free WiFi country in the world. We had free coverage all over and even today there’s so much free Internet access in public sector restaurants hotels in a way it’s providing a challenge for the Private Sector to sell data packages.
- We have the connectivity but data is not enough and this is a challenge for many countries that's why as a Government we also partner with the open Government partnership initiative and we are opening all of the registries and our databases to invite the Private Sector to invest in applications to invest in mobile applications to create and use the entrepreneurship experience to create innovative ideas to provide better services to the citizens to provide creative ideas which at the end will bring new added value to our society. That is why we strongly believe that any Government around the world and usually when we talk about broadband, the question is what is the local content well any Government in the world has the most local content that anybody else can create so if we provide -- if we open up all of these registries and databases the Private Sector we use creativity our next step for Macedonia is the analogue to digital TV switch off which will be June of 2013 and we’ll release the 4G tender for mobile operator to use this new technology as a Government we’re trying to look for partnership with the Private Sector and look for the next disruptive technology it’s always a challenge who invests for eGovernment services the Government has the investments or citizen sectors money or open up the databases and bring the Private Sectors to invest in it in the end the citizens are paying against you just need to have the right balance.

Mr. Vuilica Lazovic
Deputy Prime Minister and Minister of Information Society and Telecommunications, Montenegro

- Montenegro have made significant strides and have achieved significant results for a short period of time and our activities will be recognized by the relevant international institutions in this context I would emphasize that according to new studies by the World Economic Forums in the field of ICT, Montenegro was ranked 46th place ahead of many countries of South East Europe. In the near past we predominantly concentrated our activities in developing infrastructure implementation of projects in the field of eGovernance promotional society increased literacy and adoption of
legislation which follows this field also special attention was paid to the creation of favorable business environment for the development of the telecommunications sector.

- When it comes to I.T. infrastructure in adopting quality support for the Public Administration function our focus was on the area of information security. Therefore, with kind support to the international union of telecommunications now we have a new team in our ministry thank you -- thanks for ITU for supporting us in this very, very important activity. In the field of eGovernment there is created a whole series of developed services available to the citizens. We have eGovernment in order to create all of the necessary continues for the telecommunications of businesses of the state and make it more easier and appropriate with modern technologies I would also like to emphasize in the near past we brought call sets of laws in the ICT fully in line with European standard we have been recognized by the telecommunication sector but in terms of the level achieved in this area and by the great number of users.

- Through the activities ministry and Government of Montenegro we will create a favorable business environment and proper market conditions. Ladies and gentlemen, one of the crucial documents that the Government adopted a few months ago is the strategy of Information Society in Montenegro by the year 2016 our inspiration is to make Montenegro a highly developed Information Society in the level of Information Technology application in line with EU Member States by the stipulated deadline of 2016.

- One of the key objectives outlined in the above strategy is to make available 200 services provided by Public Administration to the citizens via the Internet. Furthermore we strive to set more advanced I.T. infrastructure lower price online, more investment in this area broader -- extensive use of ICT in health system and so on. Therefore we are guided by a clear vision Montenegro as digital society a region which is directly to every aspect the economy the citizens the state administration the scientific research medical and educational institutions.

| H.E. Dr. Salim Sultan Al Ruzaiqi  
Chief Executive Officer, Information Technology Authority (ITA), Sultanate of Oman | Of course when we talk about sustainable development, in Oman we realise that ICT is an important sector that we are focusing onto ensure the sustainability of our economy. Oman have launched what we call the eHarmony strategy which is an inclusive digital society that focuses on not only on eGovernment or eServices transportation but also focused on capability developments, on people, on including all of society so when we talk about eServices |
|---|---|
transformation Oman was delighted to say that we had been awarded of best eGovernment services in the past four years and today I congratulate the Ministry of Commerce and industry for getting the award on supporting businesses on the eBusinesses area. In the areas of capability development Oman launched as part of our strategy several initiatives on building the capabilities of people, being inclusive of all of the effort that the Government is doing.

- We launched our Government training that we train all civil service employees we have over 85% of the civil servants and we are continuing that through the year we launched what we call the community Knowledge Center. Community Knowledge Center focused on providing the knowledge for the whole society. It’s open for everyone for free training. It is open also for everyone for accessibility to their Internet and Government service we also launch what we call woman Knowledge Center where it’s focused more on training ladies and young women in ICT.

- We also launched the civility training system to include people with special needs and as we are talking now all of the centres will be equipped with equivalent -- all of the centres that we launched in various parts of Oman will include tools and equipment for the people with special needs.

- In the area of cybersecurity Oman has great focus because we are focusing on protecting children on cyberspace, protecting the asset of the Government, the key infrastructure of the Government.

- We are focusing on launching campaigns on cybersecurity which are very important for the society, for the Government, for the private and for the citizens. So what we are doing I know there are lots of things we need to share but we’re inviting you to the Oman country workshop where we will showcase some of the initiatives that have been awarded internationally and regionally so we would like to welcome you all to this workshop.

- And in years to come, over the next few years we are really focusing on taking advantage of the Internet penetration we have more than 200% mobile penetration so we are launching our mobile TKi Mobile payment and mobile services. We are focusing really on transforming the Government on mobile services. And also we are localizing and fostering the Internet solutions and hopefully in the next few years a lot of initiatives in creating jobs and creating special focus on solution in the country.
| **H.E. Ms. Malgorzata Olszewska**  
Deputy Minister, Ministry of Administration and Digitization, Republic of Poland |
|---|
| • From Oman I would like to underline the Information Society development and broadband development is a task for years and the need to figure out the most challenging agenda beyond 2015 it's our urging job in 2012 with Europe already having it's strategies until 2020 we need to ensure this goes hand in hand with the world Digital Agenda which is now in the hands of ITU and Member States. I think these two approaches, European and global, will have to correlate and the world will have to allow so much with Information Society issues as possible I particularly welcome the broad line of actions that WSIS came up with information and communication infrastructure an essential foundation for the Information Society. The infrastructure in my opinion is one of the most important factors that the WSIS should look in the couple of years timeframe with that infrastructure and NGN access and model society we cannot think of economic growth.  
• Digitalization of our cities and households will bring social, cultural and economic benefit the process will create a very positive and energetic boost for sustainable development. Please note that according to the World Bank, every 10% increase of broadband penetration for customers can bring the GDP growth about 1.38%. But this is not everything. There are also benefits that are not economic. One of them is the activation of local society and developing competition between services and service providers. Not to mention the increase of unemployment or positive aspects of education, science and development |

| **H.E. Eng. Abdullah A. Al-Darrab**  
Governor, Communications and IT Commission (CITC), Saudi Arabia |
|---|
| • The authority of Saudi Arabia, we are a huge country, this means that the distances between the cities are very large. Village are across the territory. Spotted across the territory and there are village in the mountains and also on the coast which are quite remote. And this is a challenge for connectivity. That is why the Government of Saudi Arabia before the first WSIS summit decided to adopt another solution to improve access to ICT services and to give greater space for connectiveness. And in 2001 we established the mission on Information and Communication Technology as the Commission in charge of this particular sector. Our mission established various initiatives the first objective was to enable access to ICT services for all citizens without underlining quality or competitiveness.  
• These efforts mean that licenses have been granted to three large access providers who were in full consultation. And they are mobile service providers. We also have providers for fixed service Internet and also for data. We also have specialised businesses for information added value. The level of penetration also increased for |
mobile communications we have reached a penetration rate of 188% of the population. This allows us to cover a large portion of the town and village dwellers.

- There's a real competition between the businesses which are active in the area of fiberoptics. At the moment more than 120,000 kilometers of lines are active in our country. And variation programmes are being implemented in this area or will be implemented in the future. For remote regions it goes without saying there's a private businesses are not so interested in these. That's why the Government has established a Universal Service Fund. This is a fund which will allow active ICT services be improved for the remote regions. In the future we expect to have 100% coverage of the entire territory and also for all citizens in remote towns and regions to be able to benefit from broadband and mobile data access.

- In 2011 we saw a level of investment which went beyond 83 billion out and over the next few years will hopefully continue. But in any case the telecommunications sector in Saudi Arabia has seen some great success.

- Competition has also allowed us to reduce prices. But what's interesting to us is not only price reduction. We are interested in providing the highest possible quality service.

- Recently we introduced the fourth generation of data transmission we were the first to offer this service. This is the direct outcome of the excellent competition because various areas -- between the telecommunications act.

- We all try to do the very same thing we all draft strategies we all have projects and try to pay attention to rural population all sorts of unprivileged groups.

- What we came to realise is this was not even a remote thought for any of the girls because that's not something you can see and as they say if you can't see it, you cannot dream it so the girls need to see these women who have made careers in ICT in order to think of this as a career choice themselves otherwise they would think of becoming a hair dresser, teacher, doctors, women they can see around themselves and we now have quite a cloud I would say of various women across the world who tend to fight this battle which is an uphill battle let’s be honest about it you have to fight these
prejudices and the stereotypes that you should be a secretary, if you’re in the room, so I think we now have increased the chances and we have increased ambitions of the young girls throughout the world to think about ICT as a great career choice because ICT’s are a game changing, a life changing technology and they are unique and unprecedented in so many ways no technology before has ever spread to quickly no challenge before as been so ubiquitous to change all aspects of our lives whatever you can do you can use ICT to be more efficient productive and successful so we would like women to participate in this revolution as much as men do as we would -- we would like all groups to participate in this revolution quickly and use the benefits of Information and Communication Technology to enhance their lives.

| H.E. Ms. Jasna Matic  
State Secretary for the Digital Agenda, Ministry of Telecommunications and Information Society, Serbia |
|---|
| • We all try to do the very same thing we all draft strategies we all have projects and try to pay attention to rural population all sorts of unprivileged groups.  
• What we came to realise is this was not even a remote thought for any of the girls because that’s not something you can see and as they say if you can’t see it, you cannot dream it so the girls need to see these women who have made careers in ICT in order to think of becoming a hairdresser, teacher, doctors, women they can see around themselves and we now have quite a cloud I would say of various women across the world who tend to fight this battle which is an uphill battle let’s be honest about it you have to fight these prejudices and the stereotypes that you should be a secretary, if you’re in the room, so I think we now have increased the chances and we have increased ambitions of the young girls throughout the world to think about ICT as a great career choice because ICT’s are a game changing, a life changing technology and they are unique and unprecedented in so many ways no technology before has ever spread to quickly no challenge before as been so ubiquitous to change all aspects of our lives whatever you can do you can use ICT to be more efficient productive and successful so we would like women to participate in this revolution as much as men do as we would -- we would like all groups to participate in this revolution quickly and use the benefits of Information and Communication Technology to enhance their lives.  
• Government of Tanzania has mobilized international organisation |
business sector Civil Society and other entities in partnership to enable implementation of the WSIS Action Lines of these partnerships a notable achievement has been introduced towards the Action Line implementation including the Action Line 1 the role of Government in all stakeholders in promotion of ICT for development.

- Number of appropriate policies and legislation regulation in the communications sector these instruments provide direction and confidence to the investors. The second action information and community infrastructure is essential foundation for Information Society. Deployment of strategic distributed Internet Exchange Points in Tanzania has been developed these projects are funded by the Government -- this project is funded by the Government secondly the Government embarked on the construction of national optical fiber cable linking all regions and districts in the whole country so far 7400 kilometers are in operation. Another achievement high performance computing centre facility has been installed as the Institute of Technology. This only centre in the east central region it is communicated for research and development for ICT development also there's a growth in mobile networks in respect to the Sim cards from less than 100,000, 2,000 to 25 million to date there's a number of applications that's electronic payment and many others. In Tanzania a landing of submarine cables in SEACOM in July 2009 and in 2010 the new cable linking Tanzania initiative was launched last week Tanzania commenced a new project of a country called top-level domain name. This is in the Tanzania information centre another line is to offer access to information and knowledge the

- Government has identified a few projects in order to promote to access to ICT services for example the centre platform is one means to implementation universal access and distributed network service for more than 60 telecentres has been developed.

- Another initiative universal access, university students across Tanzania initiatives that helped to ensure world Tanzania to have success in technology also the school Director initiative taking place the school contains information about all schools and -- ranging from primary, secondary to high line institution.

- Action Line 4, capacity building. Here we have achieved establishment of national biodiversity information facility intending to provide free and universal access to date and information. Also here we will establish the technology business incubator to stimulate the establishment and the growth of technology based on
startup companies and increasing the number of successful companies originating and developing in the ICT area.

- Another area which we have done it well building confidence and security in the use of ICT. Establishment of computer emergence response team and cyber regulations are in place.
- Another line which is Action Line enabling environment establish -- here we have established a universal communications access fund to promote overall connectivity also we have management of communications sector we have developed converging factors also we have effective managed spectrum and introduction of inclusive numbering plan.
- There are more Action Lines but I'm not going to mention all of them. But another one is in Tanzania we have managed to implement some of these WSIS Action Lines as a plan but most of these Action Lines have been achieved the most to urban areas.
- A challenge is Tanzania would like to implement these Action Lines in the rural area where a majority of people live and also this area we've got a big challenge of poverty. Therefore on behalf of the Republic of Tanzania I humbly request ITU and partners to see what this Action Line could be implemented beyond 2015 by extending the WSIS Action Line in 2015 will give more time to a country like Tanzania and others to implement what is the Action Line to the rural areas where a majority of people live but also will give time to implement other Action Lines that will be achieved -- will not be achieved before end of 2015.

<table>
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<tr>
<th>Dr. James H. Poisant</th>
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<td>Secretary General, World Information Technology and Services Alliance (WITSA)</td>
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- I think sometimes we forget because of the advancement of technology that the worldwide web is only 21 years old I mean depending on how you count but it's only three decades old so looks what’s happened in the past three decades.
- The Information and Communications Technology as we know is positively impacting every aspect of human life ICT is the key driver of the world’s economy in 2011, 4.1 trillion U.S. dollars were spent on ICT products and services it makes up 6.4% of the global GDP we know 32% of the people now have access to the Internet and our observations there’s a number of countries that are advancing quite rapidly while others lag somewhat behind. Online technologies also provide an avenue for fraud abuse and crime and social disruptions are among economic models that have changed. We heard that a little bit this morning. We have to adjust to those new models.
- One underlying factor I would like to focus on in contributing to ICT development is the relationship between the public and Private
Sector. It only makes sense that when the Government has the will and the vision to bring their citizens into the Digital Age that the ICT sector is right beside them in planning and implementing the tools and applications required to fill these visions in recognition of this WITSA has taken a constructive action I would like to share with you this morning where we have created a document for you.

- The document is online. I have a number of copies with me. It's called policy actions to deliver the premise of the Digital Age.
- Private Sector this will provide both of us with an opportunity for wonderful in-depth discussions on development it's divided into four areas ICT for sustainable economic growth, ICT for effective public service, protecting infrastructure and environment and most importantly in many cases it's building a thriving ICT sector.
- The Internet has proven to be a rich and still evolving ecosystem that has contributed in enormous economic social and scientific and intellectual value to the voluntary contributions of now billions of users. Enhancing utility through mobile SmartPhones the Internet is becoming an indispensable part of life for about one-third of the global population but the same infrastructure is also an avenue for harm, social, economic and even criminal activities.

H.E. Mr. Petro Yatsuk
Chairman of the National Commission for the State Regulation of Communications and Informatization, Ukraine

- There is an opinion that labour turned humans from animals to humans I would like to say human beings are actually transformed by their ability to connect. A clear example of this history of the development of humanity is humans take positions so slowly and now with ICT the lag has gone down to almost nothing. You can get information instantly and take decisions quickly and therefore the speed of reactions is almost instantaneous. There's also an opinion that time is money. Well information is also money. And the correctly taken decision is invaluable.
- Therefore, ICT allows very valuable things to be created with money. And therefore there's a need to continue to develop economies and it's socioeconomically important to have access. 90% of the territory is covered by mobile links to Internet in the Ukraine. And every consumer can get the information. However, a new problem appears. That's the huge amount of this information which is necessary to be – for the process so decisions can be taken. The first development of telecommunications has become possible thanks to unification and standardisation of resources and processing of signals. So as to take decisions we should also unify our processing of information therefore so we can have a swift and
effective development of ICT in the future I believe that what is necessary is the standard dived and unify our approaches to creating and processing information.

- In Ukraine we have a problem. There are many departments many ministries and many cooperations which are creating systems of -- systems of creating information but don't connect with each other. There's a great deal of interlinking but unfortunately point to point connection doesn't exist and this exists in the world between various countries and cooperations where information is created in one place and it cannot be automatically processed in another place.

- I believe that the role of WSIS is to create this standard dived approach to processing information. And in the future this should be the basic task in the area of telecommunications, as well.

Mohamed Nasser Al Ghanim (2nd comment)
Director-General, Telecommunications Regulatory Authority, UAE

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### Zambia Delegate

- Zambia is alive to the importance that ICTs play in the world. It is that the Government would like to have the same commitment to attend -- obtaining the development goals in the WSIS Plan of Action I am happy to give you a report of what our Government has done and where it has to go. Through the assessment of the investor as it stands and the digital authority sector the Government in cooperation with other stakeholders in the ICT sector has developed infrastructure through underatement committees. This initiative has been going on for the last year and some of the most modest places in the country today can -- today in Zambia it's not unusual to find an old lady carrying wool on her head but around her neck she has a cell phone. This is possible in Zambia we have established centres they have been put up in the remotest areas of the country to provide remote access the aim is to obtain 1 pun hers of places in the country. 100%.
- Schools have been done. We go by the principle that where there's a school there's a community.
- And the lending programme the Government is setting up training and providing activities to primary, secondary and special institutions over the country. And as a result of this programme the schools -- we have wider learning evidence based from the programme. The special network was set up for the purpose of creating scientific with national researchers. The eGovernment programme several Government ministries departments and agencies have either implemented or are implementing in that process with the aim of making agencies responsive to citizens needs and with the transparency and accountability, almost all governments (off microphone).
- The launch of the national ICT policy of 2006 and subsequent enactment of the act, ICT act in 2009 the introduction of ICT of 2009 and the process of obtaining several instruments in support of the aforementioned was greatly aided by the Government's effort to achieve the goals in this respect.
- We continue to look forward to a time when the Digital Divide will be bridged indeed and also in our country and we'll be able to boost ICTs our vision is being transformed into an information and knowledge based society by the governments and ICTs used by all people by 2015 we have seen an increase in the use of the ICTs not only in communications but in access as well for example in Zambia services are very much alive sectors continue to grow in all major players developing and launching University of Based (off
today in Zambia you can go any place if you’re a member of this and draw money or send money using your mobile phones anywhere in the country even in the world. In terms of this country with my phone I have worked a pin I can draw money from any ATM centre in the world.

- The national backbone infrastructure is also constantly being expanded. We have two public decisions in Zambia we have Zamtel an entity they are building out to the remotest part of the country we hope by early this year we will be joined also through easy factory works and SEACOM Tanzania but all other areas with regard to the infrastructure.

- Today the infrastructure when you send your messages from the region just go across the continent for them to come back again and be received by the sender. Zambia feels this is an area we must invest into. Therefore Zambia is keen to release of keeping local traffic local but with the Internet exchange point of an established zone we are developing an ambitious broadband plan which has been begun by setting our a response team and linking up to several places to provide services to the backbone this is what’s being done in Zambia.

Miguel Raimilla
Executive Director, Telecentre.org Foundation

- One of the things that was very interesting this morning was to hear how many times the word telecentre was mentioned which is really good news for me. And despite the fact that since the very beginning of telecentres there’s been a lot of people anticipating the extension of these facilities we’re still here and we’re still very relevant and important for more than 1.5 billion people out there. So the way forward and the future of telecentre is actually very bright. We feel because the difficulties of finding funding and resources are every day more scarce telecentres have evolved into an idea of a model that is more close to a social enterprise. And under that framework, I think many good things could be done in the future.

- We’re very thankful for the relationship and the partnership that we have established with ITU for the past year or so. I would like again to thank Dr. Sanou for his commitment to support some of the work that we have done especially by providing access to Information Technology and special training for women I’m very happy to report today that we have reached a quarter of a million women in over 88 countries that have successful completed training and apart from this achievement we are also in the process of putting together a fund that will create additional opportunities for women they already complete this basic training now we are hoping she will be able to develop businesses and enterprises with this new
knowledge. We all know that every time that we spend a dollar in women, that dollar goes really, really far and we are hoping that this will bring a new opportunity for communities out there to learn more about the real potential that technology can bring to them.

- In addition the future initiatives is one of the things that’s very important for us is to create a very detailed and comprehensive map for people. Individuals have worked and developed a telecentres module in every single country of this planet we can see very large programmes like e-Mexico for example in Latin America with thousands of telecentres out there. To very humble initiatives like the ones that I was directly involved in Magardi (phonetic) in Kenya where the telecentre only has access to connectivity one hour a day but even in those cases telecentres can provide significant change and create new opportunities for the people.

- This map will allow the different stakeholders, governments and Private Sector also to learn how we can better partner and work together to deliver new services and products to the communities that remain disconnected.

- One of the most important learnings that we as a foundation have gained recently is the fact that here in Europe where connectivity electricity and all of these new gadgets are easily available to people there’s a large percentage of community that remains disconnected and do not know what is really out there for them when we talk about ICT and technology. So we are creating new models from very humble telecentres like CT labs like the ones in Spain where now telecentres are seen as incubators of social enterprise as a new initiative so we’re also looking to engage the community to bring good news about what is really going on and every single country of this planet.

possibility just for telecentres just remain really bright we see ourselves we’ll continue to evolve and adapt to the new technologies and take advantage of what these are offering as long as we can keep track and I will take some of the words one of the men from gentleman mentioned earlier there’s a lot of capacity in this room but also a lot of capacity in the communities in every single rural community of this planet and it’s important that we here in these comfortable rooms find a better way to engage and collaborate with the people at the grass root levels I think we’re making progress but it’s a lot more we can do and once again I will thank you for this opportunity and please join us as I said we have 1.5 million telecentres out there. And through them you can reach and deliver more meaningful services to your own commun

Brahima Sanou (2nd comment)
Director of the Telecommunication Development Bureau

- Innovation comes through the conclusion of we are praising the part that we should give a human face to ICT. Human face getting very far from electric reported to mass reported where the literacy label
and the income level will not be a barrier.

- And we should go to the extent where it becomes just part of the life of people that people in row mote areas and rural areas to put it in their request to politicians in the world of elections to ask for schools and others and also ask about ICT. The second common denominator I take away from the High-Level Segment is

- empowering people to ICT and empowering grassroots people in their daily lives to communicate and to improve their daily basis. Empowering communities to enhance social cohesion. And empowering girls and women to be ICT leaders. Empowering youth to spearhead innovation and create new opportunities and empowering Government to deliver education and better services and to have transparent and democratic interaction with their citizens. Empowering governments, Civil Society and workers are and safe lives when disaster strikes -- save lives when disaster strikes.

- Empower Private Sector and Civil Society to contribute to development.

- Also to this debate the intervention also comes up with preconditions to this end and to this objective it appears to me that we need to put in place predictable policy and regulatory framework and then we need to put in place broadband infrastructure and broadband enabled applications.

- We need to build human capacity and also it's very clear that international and multi-stakeholder partnership is key, particularly when it comes to public-private partnership.

- Also, the process needs to be produced more on the ICT and we should continue and we should work and link it with the Millennium Development Goals or the sustainable development goals that may come into the process.

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Prize Ceremony

The Prize Ceremony was held on 14 May 2012 during the WSIS Forum 2012, in Geneva, Switzerland.

ITU Secretary-General Dr. Hamadoun Touré announced the winners of 18 WSIS Project Prizes, as part of the Opening Ceremony of the WSIS Forum 2012 event, which took place in Geneva (14-18 May).

The prizes, which are being awarded for the first time this year, recognize excellence in the implementation of projects and initiatives which further the goals of the World Summit on the Information Society (WSIS) in improving connectivity to information and communication technologies (ICTs) in line with the 11 Action Lines laid out in WSIS outcome documents agreed at the UN World Summit on the Information Society.
More than 170 projects from 50 countries were nominated. Submissions, which were subject to a stringent multi-phase evaluation, came from governments, international organizations, civil society, the private sector and individuals, reflecting the multi-stakeholder nature of the WSIS process.

**The winners of WSIS Project Prizes 2012 are:**

- The Association for Progressive Communications (South Africa/international) with the project Global Information Society Watch (GISWatch) in category C1: The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- The National Information Center (Sudan) with the project Sudanese Internet Exchange Point in category C2: Information and communication infrastructure
- Computers to Educate (Colombia) with the project Computers to Educate in category C3: Access to information and knowledge
- The Ministry of Administration and Digitization (Poland) with the project Lighthouse Keepers in category C4: Capacity building
- Odessa National Academia of Telecommunications N.A. Popov (Ukraine) with the project Building a Safer Internet for Educational Institutions in category C5: Building confidence and security in the use of ICTs
- Rural Technology and Business Incubator (India) with the project Rural Technology and Business Incubator in category C6: Enabling environment
- Network for Information & Computer Technology (India) with the project Samadhan in category C7: ICT applications - e-Government
- The Ministry of Commerce and Industry (Oman) with the project One Stop Shop Business eServices in category C7: ICT applications - e-Business
- The Ministry of Education (Saudi Arabia) with the project Noor Program in category C7: ICT applications - e-Learning
- Cognizant Technology Solutions (USA/India) with the project Ruhanga – RealTime Remote Health Monitoring in category C7: ICT applications - e-Health
- The Human Resources Development Fund (Saudi Arabia) with the project National Unemployment Assistance Program in category C7: ICT applications: e-Employment
ICVolunteers (Switzerland) with the project Green Voice in category C7: ICT applications - e-Environment

e-Agriculture Community (Food & Agriculture Organization), with the project e-Agriculture Community in category C7: ICT applications - e-Agriculture

University of La Punta (Argentina) with the project Automatic Meteorological Stations Network in category C7: ICT applications - e-Science

Telecentre.org Foundation (Philippines) with the project Telecentre.org Community Learning Programme in category C8: Cultural diversity and identity, linguistic diversity and local content

Video Volunteers (India) with the project Building A Community Newswire Service in category C9: Media

The Ministry of Information Society and Telecommunications (Montenegro) with the project Promotion of the Information Society Among People with Disabilities in category C10: Ethical dimensions of the Information Society

The Information Technology Organization of Iran (ITO) and Iran University of Science and Technology (Islamic Republic of Iran) with the project WSIS Cooperation: Research Study and Preparation of International Strategic Documents for the Information Society in category C11: International and regional cooperation.

The project descriptions of winners are highlighted in the 2012 edition of the WSIS Stocktaking Report on Success Stories.
Ministerial Round Table (MRT)

Closed Session

Monday 14 May 2012
14:45 – 16:15

Topic: Achievements, Challenges and the Way Beyond 2015

This Ministerial Round Table provided the opportunity for all Ministers to share their experiences with reference to activities carried out in line with the implementation of the WSIS outcomes. It also offered an opportunity to discuss, in a high-level setup, their vision regarding the WSIS process in particular, with reference to the challenges to be addressed beyond 2015. Inputs provided by participants of this round table provided strategic guidance and paved the way for further discussions during the WSIS Forum 2012, including the two WSIS+10 Plenary Sessions.

Around 35 Ministers were present during the round table and contributed to the discussions with full commitment and passion.

During the meeting Ministers highlighted their respective country’s progress in the implementation of the WSIS goals, while drawing attention to many issues that still need to be addressed during the WSIS+10 review process.

Interoperability, cybersecurity, e-governance, e-health, broadband, cloud computing, protection of data, privacy issues, multilingualism, public private partnership, capacity building of citizens and government, connectivity educational institutions were some of the issues raised during the meeting. Ministers emphasised on the need to ensure that a thorough assessment of the emerging trends is made and included as part of our new vision beyond 2015.

Many ministers highlighted the importance of the national strategies being updating regularly in order to ensure timely implementation of WSIS objectives.

The Secretary General ITU encouraged all Minister to build their national strategies beyond 2015 and share them at the international level.
Discussions on the WSIS +10 process took place during the Ministerial Round table, the two plenary sessions on WSIS +10 and the action line facilitation meetings.

The WSIS + 10, Plenary I was held on the 15 May 2012.

Dr Hamadoun Touré moderated this session providing introductory remarks, he said that this session will provide all WSIS Stakeholders with an opportunity to share their vision of the WSIS Process beyond 2015. He encouraged all stakeholders to table proposals leading towards the development of a multi-stakeholder consensus on the expected outcomes. He highlighted that the interventions made during the WSIS+10 sessions at the WSIS Forum 2012 will form a part of the implementation of the Plan of Action.

The Open Consultation Process on the WSIS +10 Review Process lasted for six phases and received inputs from all stakeholders from 18th May to 30th September 2012 (http://www.ungis.org/LinkClick.aspx?fileticket=rf5Gn5MKeKM%3d&tabid=1789&mid=5861).

Dr Touré informed that during the Chief Executive Board Spring Session held at ITU Headquarters in April 2012, the plan of action on the Outcomes of the Overall Review Process (WSIS+10), was approved and ITU was tasked to manage this process. He reassured all stakeholders present the ITU will do its our best to provide the necessary means for developing the vision that corresponds to the real needs of the knowledge society.

Drawing reference to the Plan of Action the WSIS+10, he reminded that this plenary session is expected to develop multi-stakeholder consensus on the following:
- preliminary indications for the scope of the possible forward looking outcome, setting agenda beyond 2015
- templates for the reports of the lead facilitators on the Action Lines
- templates for the national self-evaluation reporting on the implementation of the WSIS outcomes

Dr Touré concluded his opening remarks saying that the outcome the session would form the basis for the starting the preparatory process of the Overall Review of the Implementation of the WSIS
Outcomes (WSIS+10), including the multi-stakeholders event in 2013 and concluding high level event in 2014. Dr. Touré opened the floor and encouraged all WSIS Stakeholders present to make their interventions.

WSIS Stakeholders voiced their opinions about the post-2015 Agenda. Find below highlights of the views, ideas and suggestions expressed during the meeting. The complete webcast of this session is available at: [http://www.itu.int/ibs/WSIS/201205forum/](http://www.itu.int/ibs/WSIS/201205forum/)

<table>
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<th>Country</th>
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<tr>
<td>Japan</td>
<td>• Importance of Ubiquitous network society and connection through Broadband. &lt;br&gt; • Dependency of society in ICTs will advance in future &lt;br&gt; • Environmental and energy issues need to addressed &lt;br&gt; • Energy saving – environmental friendly society &lt;br&gt; • Mobile Phone revolution, internet usage shows that many people benefit from ICTs. &lt;br&gt; • However many problems didn’t exist in 2005 like Cybersecurity and Privacy.</td>
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<td>Islamic Republic of Iran</td>
<td>• Drew reference to the WSIS Outcome Documents and the UNGA Resolution 60/252 that resolved to conduct an overall review. &lt;br&gt; • Noted and appreciated efforts of UNGIS. &lt;br&gt; • Decision by the GA in Dec 2012 will be important. Preparatory process has to start after the decision of the UNGA &lt;br&gt; • Mandate by UNGA required for the WSIS Review &lt;br&gt; • The review should not only highlight and assess achievements but also shortages and challenges; and identify solutions. &lt;br&gt; • Main focus of the review should be on development. Provide solutions on how WSIS and how ICTs can support the development goals of countries, particularly developing counties. &lt;br&gt; • Once approved by the UNGA the review process should address the following: &lt;br&gt;  - Measurement criteria's of ICT impact while resources. &lt;br&gt;  - How should the international community participate in contributing resources for the implementation of Action Lines?</td>
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- Issue of Digital Divide, what impediments have been identified, keeping in mind advancements.

- What should be done towards the full Implementation of Internet Governance – failure in enhanced corporation

  - Preparatory process should be in line with the UN Processes to ensure inclusiveness and transparency
  - Preparatory process should be in proper coordination with all UN agencies and also the UN Regional Commissions.
  - Time line: Preparatory process to begin no later than early 2013, after the decision of GA.
  - Important to take into account the MDG Review.
  - Process initiated by CEB should be considered by the UNGA to prevent duplication of efforts and resources.
  - Important to have an agreed document for the Review
  - Overall review should give a Leading managing role to ITU

**Algeria**

- During the opening ceremony several ministers shared their country’s progress, this displayed that many of the objectives set by the WSIS have been achieved and are in the right path.

  - However, it is essential to insure integration of the international community in this process.
  - Important to have a Neutral global observatory, with powers to say if the process has been accomplished or not.
  - Important to consider financial Resources and funds.

**Poland**

- WSIS is an Important reference point for the global community to insure that ICTs remains on the top of the global political agenda of all governments.

  - Need to discuss the forward looking outcome document defining the WSIS agenda beyond 2015.
  - Ensure that WSIS +10 builds upon all the other UN process
  - Need to identify measurable targets and goals for the next 10 years
  - Need to determine list of emerging trends for the next 10 years
  - Need to develop effective coordination mechanisms for the new ICT
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<th><strong>WSIS Forum 2012: Outcome Document</strong></th>
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<td><strong>ecosystems</strong></td>
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<td>• Take note of the plan of action and welcome its endorsement by CEB</td>
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<td>• To encourage ITU to propose modalities, roles and procedures, that should be the final decision of the GA.</td>
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<td><strong>Sultanate of Oman</strong></td>
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<td>• Ministers have reported on what they have achieved with reference to the Implementation of Action Line.</td>
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<td>• Ways to better implement the action lines. Challenge will not be of the same scale as we can learn and share.</td>
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<td>• Important issues in particular context to Oman, Youth, Accessibility, infrastructure, IT literacy, Cybersecurity, Child Online protection.</td>
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<td>• Action plan beyond 2015- focus on creating jobs for youth, localising knowledge, innovation and small businesses, collaborate in cyberspace.</td>
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<td>• Best practices on implementation should be part of the WSIS +10 Review</td>
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<td><strong>Civil Society, Canada</strong></td>
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<td>• Alternative access systems for people with disability.</td>
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<td>• Assistive technology cannot keep up with the progress, increasing in cost and decreasing in availability</td>
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<td>• Requirement of better laws and new global approach for assistive technology for the disabled.</td>
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<td>• Important point to be on the agenda beyond 2015</td>
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<td><strong>Civil Society, UK</strong></td>
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<td>• Youth and sustainable development</td>
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<td>• Every industry needs ICTs need a holistic strategy for development</td>
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<td><strong>WITSA</strong></td>
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<td>• Advocate a multistakeholder process</td>
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<td>• Enhance dialogue between private sector and all the other sectors</td>
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<td>• Move together as partners in the WSIS+ 10 process.</td>
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<td><strong>Saudi Arabia</strong></td>
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<td>• Review process should lead to an overall assessment and point to the strengths and weakness of the process, accompanied by the success and reasons for failure.</td>
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<td>• International Governance of the Internet is an important issue.</td>
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<td>• Integrated with the MDG</td>
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<td>• Focus on the changes since 2005 analysis should take place in the WSIS</td>
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<td><strong>Forums with enhanced participation of developing countries.</strong></td>
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<td>- ITU should continue to play the role as coordinator of the process.</td>
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<td><strong>Remote Participants</strong></td>
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<td>- Innovation to be an important part of the WSIS +10 Process</td>
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<td>- Connectivity is an issue of importance and concern</td>
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<td>- Innovative technologies important to be part of the WSIS+10 Process.</td>
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<td>- Commitment and support to the WSIS Review process</td>
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<td><strong>United Arab Emirates</strong></td>
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<td>- WSIS Framework and follow up has been very productive, since 2005 we have achieved a lot together. 2003-2005 we were provided with strong pillars of partnership and commitment of connecting the globe.</td>
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<td>- Comprehensive themes and mechanisms were developed but now we have new challenges, a light touch review of each action line is required</td>
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<td>- Cybersecurity and building confidence, Education, innovation and Capacity Building</td>
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<tr>
<td>- Commitment and cooperation will continue however a full review is not required, have a light review and focus on extra elements that are needed.</td>
</tr>
<tr>
<td>- Important that this forum provides clear reports and overview of what administrations have achieved.</td>
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<tr>
<td>- Emphasis on reporting and stocktaking. ITU to come up with a simple format to report on implementation.</td>
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<tr>
<td><strong>ICC- Basis</strong></td>
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<tr>
<td>- Benefits of WSIS, a commitment from business and all other stakeholders. Commitment felt much more broadly during this WSIS Forum.</td>
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<tr>
<td>- Colocation IGF and WSIS is appreciated.</td>
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<tr>
<td>- Appreciate the open consultative process reaching out to all stakeholders, request continuation of the multistakeholder spirit.</td>
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<tr>
<td>- A consensus on the Outcome Document important</td>
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<tr>
<td>- Business is providing active support and will continue to do so in the WSIS Review process.</td>
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<tr>
<td>58.57</td>
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<tr>
<td><strong>Egypt</strong></td>
</tr>
<tr>
<td>- In context to the WSIS Process, significant achievements have been made but all varied – in terms of Action Line Facilitators and Countries.</td>
</tr>
</tbody>
</table>
- Revision of the Themes in WSIS
- Necessary to consider the new themes, as several new challenges have emerged.
- MDGs relevant for future commitment of the WSIS+10
- Important features of the WSIS+10 process:
  - International/Regional and National: identifying progress and shortfalls.
  - Regional Preparatory meetings
  - Transparent process
  - Flexibility to create working groups
  - Multistakeholder approach
  - New Outcome document for guidance beyond 2015
- Confirm Egypt’s commitment to host the WSIS event in 2014

**Intel Corporation**
- Thanks to WSIS we have achieved a lot and the progress is enormous but what is to be done next.
- Important to define the process of WSIS+10, keeping in mind urban and rural, young and old, infrastructure, level of competence.
- A global direction is needed to achieve the objectives; international organizations are best suited for this leadership. Appreciate the efforts made in WSIS Related activities and Intel confirms its support towards the process.

**Indonesia**
- WSIS Review process should keep in mind more connectivity in countries like Indonesia.
- Financial Issues are extremely important to consider in the review process
- WSIS should play a complementary role in the existing processes for digital data

**India**
- Time to take stock of achievements and weakness, India supports the WSIS+10 process for this.
- Underline that the preparatory process should be multistakeholder, inclusive and democratic.
<table>
<thead>
<tr>
<th><strong>WSIS Forum 2012: Outcome Document</strong></th>
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<tbody>
<tr>
<td><strong>Global Internet Governance is an extremely important issues.</strong></td>
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<tr>
<td><strong>Azerbaijan</strong></td>
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<tr>
<td><strong>Civil Society</strong></td>
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<td><strong>ICANN</strong></td>
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<td><strong>Civil Society</strong></td>
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<td><strong>Jordan</strong></td>
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<tr>
<td><strong>Civil Society</strong></td>
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<tr>
<td>(Indigenous )</td>
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</table>
- Access to technology, knowledge and freedom of expression important for indigenous people

**Democratic Republic of Congo**
- Provider of raw material for several ICT products.
- Important to provide the tools for communication to all the citizens.

**Sudan**
- Co-operation and assistance in ICTs important
- Localization of information
- Technical assistance and aid are very important.
- WSIS go beyond 2015

**Tunisia**
- Important to have a report showing what we have achieved till today in the implementation of the WSIS Process.
- Did the summit achieve something? Is the main question we need to answer?
- Tunisia has put together a regional process to measure the WSIS Activities, this is the ICT4ALL Forum.

Dr Touré thanked the contributors for their input and took note of the important inputs highlighted during the plenary session.
Dr. Touré opened the session inviting all Stakeholders to draw conclusions based on all the discussions and inputs made during the five days of the WSIS Forum 2012. He informed that topics related to WSIS +10, WSIS Beyond 2015 were designed to be covered in two plenary sessions, a ministerial round table, action line facilitation meetings, thematic workshops and interactive sessions held during WSIS Forum 2012.

Stakeholders actively shared their vision of the WSIS Process beyond 2015, and made their contributions reemphasizing the need to strengthen reporting mechanisms for the 10-year implementation of WSIS related activities and identifying the new developments and challenges that have emerged by way of reporting templates.

Some of the topics raised in the WSIS+10 discussions during the week were: Interoperability, cybersecurity, e-governance, e-health, broadband, cloud computing, protection of data, privacy issues, multilingualism, public private partnership, capacity building of citizens and government and connectivity of the educational institutions.

The Secretary General reported that there was Multi-stakeholder consensus on the following:
- preliminary indications for a vision beyond 2015
- templates for the reports of the lead facilitators on the Action Lines
- templates for the national self-evaluation reporting on the implementation of the WSIS outcomes

These templates will establish the necessary framework for reporting on ten-year achievements by WSIS stakeholders and remaining challenges to be addressed in a timely manner.

The outcomes of WSIS+10 recorded during the WSIS Forum 2012 will be an integral part of the WSIS Forum 2012 Outcome Document. They will also be part of the reporting provided to the 15th session of the Commission on Science and Technology for Development, upon request of the ECOSOC Resolution (E/2011/31) on Assessment of the Progress Made in the Implementation of and Follow-up to the Outcomes of WSIS.

Dr. Indrajit Banerjee, Director, Knowledge Societies Division (CI/KSD), Communication and Information Sector (CI) drew your attention to UNESCO’s Multi-stakeholder Event in February 2013 for the WSIS+10 Review.

The table below captures the main highlights of the interventions made. The complete webcast of this session is available at: [http://www.itu.int/ibs/WSIS/201205forum/](http://www.itu.int/ibs/WSIS/201205forum/)
### United Arab Emirates
- Continuation of the WSIS Process is a must.
- WSIS Stakeholders are looking for an improvement, the situation has changed since 2005.
- There is now a need to improve the strong pillars that WSIS has already developed back in 2005.
- Need to look at how we can prioritize our need and our themes.
- A need to emphasize the importance on keeping the same level of participation that we had in 2005.
- The same level of commitment that we had from governments because government is crucial.
- The continuation and long term commitment is crucial to the long-term progress of the Process.
- Reporting templates agreed upon during this Forum are extremely important.

### Independent, Democratic Republic Congo
- Encouraged the need for public and private sector to come together and find solutions for the ITU and internet connection issues especially for some regions in Africa.
- Encouraged the need for including private sector in negotiations especially concerning the internet connections, including optic fibre.
- Need to associate African private sector.

### Kingdom of Saudi Arabia
- Brought attention to the resolution adopted by the general assembly which is the 66/184 which reaffirms the whole of the General Assembly and the overall review of the implementation of the outcomes of the WSIS and paragraph 111 of the Tunis agenda for the Information Society.
- The decision about the WSIS Review Process should take place during the UNGA.

### Qatar
- WSIS Forum 2012 showed them that WSIS is a concern of all, the WSIS Process has to continue. Qatar is very committed to future WSIS activities.
- With regard to the country reporting template, they are very important and should be followed closely by all governments.
- We do request you kindly to really insist that everybody should respond because the responses of the governments will help us to set goals for the future 2015 and beyond.

### Civil Society (Mr Fullsack)
Inclusion of Infrastructure in the WSIS Review Process is very important, in particular context to Africa.

### Civil Society (Ahmed Eisa, Sudan)
- WSIS Process extremely useful, WSIS Forum is the best platform for communication and interaction
- Importance of Telecentres in the developing world
- Measurement of Action Lines

### UNESCWA
- Important to synchronize the regional dimension in the WSIS review process with the regional commissions
- Also to synchronize publications with the review process.
<table>
<thead>
<tr>
<th><strong>Regional Preparatory meetings important</strong></th>
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<tr>
<td><strong>Tunisia</strong></td>
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</table>
| • WSIS Forum 2012 is the beginning of the evaluation process and it is important to make sure that the UN Agencies contribute according to their expertise.  
• What will be the method of United Nations General Assembly?  
• What criteria do we have to keep for 2015?  
• Post 2015 programme important to consider.  
• Visibility and coherence in the WSIS Review process is important. |
| **Raising the Floor, Civil Society** |
| • Encouraged equal emphasis be included in the ability to use the ICT. Digital literacy, literacy, disability and aging can cause people to be connected but unable to use. And we must do more to ensure that we develop the infrastructure and features and capabilities to enable interfaces to ICT that are accessible and useable by people who have disabilities. |
| **ICANN** |
| • The WSIS Forum and process continues to enable the various participants, the stakeholders to get together to share their joint endeavors and to share their experiences and to take the Internet forward. |
| **Islamic Republic of Iran** |
| • They hope that considerations during WSIS Forum 2012 will lead to some productive discussions eventually leading to a final decision by the General Assembly later this year in December.  
• There is a mandate for decision by the General Assembly for that issue. The mandate by the General Assembly will be required to start the process and this is the sequence should be followed and we should observe the sequence made by the General Assembly with regards to the modalities.  
• Issues with regards to the modalities, regarding the level of participants to be, should be the same as the original WSIS process in 2005.  
• Regarding the type of the meetings - meetings and processes should follow the resolutions of the General Assembly regarding review of UN major conferences, WSIS is one of them.  
• WSIS +10 should have an agreed document.  
• Preliminary agreement on the way forward should wait for the process to be completed and the decisions to be made by the General Assembly. |
| **UNECA** |
| • Echoed the comments from ESCWA on the data collection and follow-up, which is going to be done at the regional level.  
• Important to provide information to the regional commissions.  
• They have been doing a follow-up at the regional level on WSIS action lines every two years.  
• Informed about the work on measuring the WSIS target that has been put in place and developed by the ITU. |
<p>| <strong>Civil Society (Burkina Faso)</strong> |
| • Provided an update of ICT Infrastructure in Burkina Faso. |</p>
<table>
<thead>
<tr>
<th>International Organization-Chambers of Commerce for Development</th>
<th>Stocktaking and evaluation of engagement of Civil Society in the WSIS Process is important.</th>
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<tbody>
<tr>
<td>Sudan</td>
<td>Highlighted the role of ICT in sustainable development and poverty reduction</td>
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<tr>
<td></td>
<td>Internet Governance is an important issue</td>
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<tr>
<td></td>
<td>Everyone should have an equal footing</td>
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<tr>
<td>Civil Society</td>
<td>Role of regulators, Parliamentarians, Governments are extremely important.</td>
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<td></td>
<td>Additional Attention to the digital divide needed</td>
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<td>Indegineous People</td>
<td>Indegineous people are grateful to take part as speakers during WSIS Forum, this is of critical importance to the survival of Indigenous Peoples.</td>
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<td>Use of internet and internet governance.</td>
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High-Level Dialogues

The High-Level Dialogues provide an interesting blend of an expert panel and audience interaction on specific topics identified as relevant and crucial within the mandate of the WSIS.

<table>
<thead>
<tr>
<th>HLD1</th>
<th>Governance of Cyberspace and Cyberpeace</th>
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<tr>
<td>Tuesday 15 May</td>
<td>14:00 – 16:00</td>
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<tr>
<td>Governing Body Room</td>
<td>E/F/ Passive Arabic</td>
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<tr>
<th>HLD2</th>
<th>Advancing the Green Agenda</th>
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<tr>
<td>Tuesday 15 May</td>
<td>14:00 – 16:00</td>
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<td>Room V</td>
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<th>HLD3</th>
<th>Women and Girls in ICT</th>
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<tr>
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<th>HLD4</th>
<th>ICTs for Post Conflict Reconstruction</th>
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<tr>
<td>Wednesday 16 May</td>
<td>14:00 – 16:00</td>
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<td>Room II</td>
<td>E/F/ Passive Arabic</td>
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HIGH-LEVEL SEGMENT

HLD1  Governance of Cyberspace and Cyberpeace

Tuesday 15 May 2012  14:00 – 16:00

Governing Body Room  E/F/Passive Arabic

(HLD followed by a thematic workshop, 16.15-18.00, Governing Body Room)
“You cannot have freedom or privacy without security. So cybersecurity is not security against freedom and privacy, but security for freedom and privacy.” Dr. Hamadoun Touré, ITU Secretary-General

“We are as strong as our weakest link.” Mohd Noor Amin, IMPACT

“We try to reach global peace through cybersecurity.” Jay Bavisi, EC-Council

“Cyberspace is like our space and environment. We should avoid another ozone hole in this new space.” Mohamed Nasser Al Ghanim, Telecommunications Regulator Authority - UAE

The High-Level Dialogue examined the need for an international framework to properly respond to the cyber threats and ensure that cyberspace remains a force of innovation and progress. During the meeting, the panellists emphasised the importance of global cooperation in order to ensure that there is efficient cybersecurity governance. Shared responsibility for cybersecurity, and codification and harmonisation of legislations have been shown as the essential components of cybersecurity and cyberpeace governance. Furthermore, the panellists reiterated the need of a culture of cybersecurity.

During the meeting where the Moderator was Mr Kim Andreasson (Managing Director of DAKA advisory AB and editor), the Panellists were:

- Dr. Hamadoun Touré, Secretary-General, International Telecommunication Union (ITU)
- H.E. Mohamed Bait, ministry of Post and Information and Telecommunication Technologies, Algeria
- H.E. Mohamed Nasser Al Rashedi, Director-General Telecommunications Regulatory Authority, UAE
- H.E. Mr Gilbert Noel Ouedraogo, Minister of Transport of Burkina Faso, Burkina Faso
- H.E. Dr Salim Al Ruzaiqi, Information Technology Authority CEO, Oman
- H.E. Mrs Khédija Ghariani, Secretary-General, AICTO
- Mr Jay Bavisi, President and Chief Executer Officer, EC-Council
- Mr Mohd Noor Amin, Chairman, Management Board, International Multilateral Partnership Against Cyber Threats (IMPACT)
- Mr Robert Metcalf, CISA, ACA, Senior Manager, PWC

Mr Andrea Rigoni, Director General, Global Cyber Security Center

**Main Outcomes of the High Level Dialogue:**

- The increased use of ICTs and cyberspace has brought about new challenges as well as new opportunities for the information society. Therefore, as different actors, we must now face with the misuse of ICTs.
- There is a strong need of the creation of a global framework for the governance of cyberspace and cyberpeace.
- Despite the fact that the technical issues can be solved in different ways and in cooperation, there is a lack of legal part for the issues regarding cybersecurity.
- Creation of a culture of cybersecurity has been shown as a key element
- The way to reach an effective cybersecurity and peace governance is a strong cooperation and collaboration between different actors as well as harmonisation on the global level.
- In the sense of global strategy for cybersecurity, Oman presented the Country’s own cybersecurity strategy as a model framework. Accordingly, a system of ownership
and shared responsibility has been suggested alongside of a comprehensive roadmap that could be used to deal with different challenges. Moreover, Oman stated that the issue of cybersecurity has gone far beyond the governments and citizens. Therefore there is a need of a customised and sector-specific policy of cybersecurity.

The need to define the institution that will direct the actions regarding the governance of cyberspace and cyberpeace has been repeated by the panellists and the ITU has been pointed as the leading institution for the global actions for cybersecurity. To this end ITU-IMPACT was cited as a good example of PPP.
“The ICT sector is in the position to make a substantial reduction of its own carbon footprint, looking in particular at the reduction of energy consumption and e-waste”

“The ICT sector can help to reduce the carbon footprint of other sectors to an extent much higher than its own carbon footprint. ICTs transform several services and help to optimize processes and dematerialize goods, contributing to an overall reduction of the consumption of natural resources”

“With regards to the effect of climate change, it is important to note that the impacts of climate change are already setting back development in several countries. ICTs can help to revert this trend.”

“ICTs have enabled productivity gains and transformed products services and markets, in both developed and developing countries. ICTs are a portal for green economic development.”

“There is a need for dialogue between ICT and environmental experts to ensure that by advancing in one direction, we do not damage the other. We need to look at ICTs through a lifecycle approach, including consumption of resources and emissions.”

The issue of green ICT development has been at the top of the global agenda for many years and has well complimented sustainable development efforts since the 1992 Earth Summit, which have been focused on achieving the MDG targets by 2015. Twenty years later the global community is gathering again in Rio de Janeiro (Brazil) to secure renewed political commitment for sustainable development and assess the progress to date in the implementation of the outcomes of the major summits related to sustainable development. The Rio+20 conference will also aim at addressing new and emerging challenges to advance on the transition towards a green economy in the context of sustainable development and poverty eradication, and strengthening the institutional framework for sustainable development, the two major themes for the conference. Advancing the Green ICT Agenda is an important component of the processes and efforts as enabler to achieving goals set by the challenges we face as Earth that are clearly defined by the conference. This high level debate looked at the contribution that the WSIS process can make to support to objectives and goals of the conference.
Participants at this high level debate provided their vision and experience on how to advance the sustainable development agenda through ICTs.

Speakers at this session:
- Mr. Shukri Ali Albraiki, Innovation and Development Director, Emirates Identity Authority, United Arab Emirates
- Mr. Yury Grin, Deputy Director of ITU Telecommunication Development Bureau, ITU
- Mr. John Davies, General manager of the Intel World Ahead Program, INTEL
- Dr. Elena Manaenkova, Assistant-Secretary General, WMO
- Mr. Jan Dusik, Acting Director of Regional Office for Europe, UNEP

Moderator: Vincent Landon, World Radio Switzerland (WRS)

Debated Issues:

*How to advance the sustainable development agenda through ICTs, looking at:*

- How do we know that life on earth is at risk?
- What action is needed to avoid this risk?
- Is the ICT sector aware of this?
- How can ICTs be used to advance the sustainable development agenda?
- What is the ICT sector doing to reduce its own carbon footprint?
- What contribution can ICT make in areas such as emergency telecommunications, disaster risk reduction, forest preservation, water management and/or food security?
- Which actors and sectors are leading in promoting the use of ICTs to accelerate the green economy transition?

What contribution can WSIS make to Rio+20?

Main Outcomes of the Session

- It is necessary to raise awareness of the positive and negative impacts that ICTs have on the environment, and undertake actions to maximize the positive effects while reducing the negative impact.

- With regards to the negative impacts, the ICT sector has to lead by example. There are already many relevant actions being undertaken, but more needs to be done, in particular as the adoption of ICTs is increasing quickly. In this regard, it is important to review the architecture of ICT networks, services and applications, to make them efficient by design. International organizations such as ITU can play a key role on this regard, in particular with regards to standardization.

- With regards to the positive impact, the ICT sector has to work closely with other sectors to assist them on how to take full advantage of the transformational power of ICTs and to optimize processes and improve services and goods.

- ICTs have significantly improved climate monitoring services. It is important to continue exploring the use of ICT to further improve early warnings against extreme weather and climate events for mitigating and reducing the impacts.
The right regulatory and public policy environment has to be put in place, that fosters innovation and entrepreneurship, promotes the development of content and applications that can empower citizens and promote behavioral change and a more responsible attitude toward resource consumption and the environment.

It is necessary to promote the dialogue between ICT and environmental experts and policy makers to ensure that by advancing one agenda, we do not hinder the other.

Finally, all these facts have to be better promoted to non-ICT audiences, in particular in international summits, such as Rio+20 or the climate change conference.

Ten years after WSIS, the uptake of ICTs has increased sharply. While this is dramatically improving access to public services, there are also many negative environmental impacts that should be taken into account in the WSIS+10 review, in particular the needs to:

- Optimize resource consumption of ICTs, in particular energy consumption, looking in particular at network architecture and data centers;
- Address the fast growth of e-waste, exploring mechanisms to address trans-boundary movement and improving technical standards to extend the life of ICT networks, services and applications, and to reduce e-waste through improved product life-cycle management.

In context with the WSIS+10 Process, it is more evident now that ICTs are a platform for development and enabling the transition toward a resource efficient green economy. WSIS should place more focus on how to take leverage ICTs to green other sectors.

Due to ICTs ever-critical role in climate monitoring, it is important to continue identifying new technologies that will improve forecasting and disaster risk prevention that will result in improved biodiversity.

WSIS could become the convening platform to discuss the use of ICTs for environment protection and sustainable development, as well as to promote international cooperation. WSIS should connect to other fora discussing environmental issues (such as Rio+20), translating emerging challenges and opportunities into strong and understandable actions.
HIGH-LEVEL SEGMENT

HLD3  Women and Girls in ICT

Wednesday 16 May 2012  14:00 – 16:00

Governing Body Room  E/F/Passive Arabic

(HLD followed by a thematic workshop, 16.15-18.00, Room VII)

High-Level Dialogue at the WSIS Forum 2012 that was held on 16th May
Women and girls in ICT.
The High-Level Dialogue on Women and Girls in ICT focused on the theme of this year’s World Telecommunication and Information Society Day, “Women and Girls in ICT”, and highlighted the role technology can play in empowering women worldwide. This High-Level Dialogue brought together top women across the public and private sectors, which presented their stories about the efforts they are doing to empower women. They discussed and debated the opportunities and challenges for women in technology, and looked at how ICTs can be used to improve the lives of women everywhere.

**Moderator:**
Ms. Nisha Pillai, former BBC World journalist

**Panallists:**
- Ms Geena Davis, Academy Award-winning Actor and Founder, Geena Davis Institute on Gender in Media
- Ms Jasna Matić, State Secretary for Digital Agenda, Republic of Serbia
- Mr Carlos Martinez, Global Director, Service Providers in Developing Economies, Intel World Ahead Group
- Ms Magdalena Gaj, President, Office of Electronic Communication (UKE), Poland
- Ms Ann Mei Chang, Senior Advisor for Women and Technology, US State Department
- Ms Marta A. Tomovska, Deputy Minister of Information Society and Administration, Republic of Macedonia
- Mr Miguel Raimilla, Executive Director at Telecentre.org Foundation
- Ms Doreen Bogdan, Chief, Strategic Planning and Membership, ITU
- Ms Sarah Lamb, Software engineer, Founder, GirlGeek Dinners London

**Ms Doreen Bogdan** proposed an interesting theory of influence of “4Es” (empowerment, equality, education and employment) on the life of women and girls. She flagged the importance of empowerment of women and girls, which will bring positive changes in their lives and communities around the world. Equality is an important factor: it means that all women and girls have an equal access to the information and opportunities provided by new technologies. Education means to give to women the same opportunities and choices as for the men. She stressed that it is very important to fight stereotypes and give the opportunities for women to be educated since it can bring many benefits to their professional and private life. Employment should demonstrate that there are many exciting opportunities in ICTs for women. In XXI century, technology needs girls and girls need technology. For this reason, ITU started a 3 years campaign “Tech needs Girls” which was officially launched in New York on 26 April 2012.

**Ms Geena Davis** spoke about the background of the creation of Geena Davis Institute on Gender in Media. Ms Davis thinks that women are seriously underrepresented in all sectors of society and especially in ICTs. She noted that one of the problems is that men do not consider women enough good for technology issues. The second problem is an expectation. Girls and women do not imagine their career with ICTs. That is why, it is crucial that the whole society expects girls and women participation in the ICTs sector.

**Ms Jasna Matic** stressed that in our society success and women, in general, are correlated negatively. The same as women in ICTs is something hardly acceptable. She pointed that technical and decision making positions are not positions were people used to see women.
Ms Sarah Lamb explained why she was inspired to establish Girl Geek Dinners London. She flagged that only if we change men's attitude and get their support the society will be able to empower women.

Mr Carlos Martinez said that the problem of empowerment of women is a common problem. He explained that according to statistics if a country has 10% more of educated women GDP can be boosted by 3%. Women are important for the economy. Noting the value of education, Mr Martinez explained that there are 3 campaigns launched by Intel: Intel Easy Steps Program, Women in Technology and Intel Science Fair. These programs will help girls to get motivation to stay in education and to succeed. He stressed that there is a necessity to equip girls with the ICTs skills which will help them to build their own future.

Ms Ann Mei Chang pointed that ICTs can be a significant driver of economic growth and it opens new markets, creates new high quality jobs. ICTs can also improve access to education and information. Commenting some statistics on the access to ICTs for men and women, she stressed that because of cultural barriers, lack of understanding and sometimes poor literacy, women cannot use fully all the advantages of ICTs.

Mr Miguel Raimilla presented a short video - the inspiring story of a woman from a poor family from Philippines who had an opportunity to open up the challenging world of ICTs which changed her life. Mr. Raimilla noticed that it is very important to give knowledge about ICTs to women, so then they can decide how they want to use this knowledge.

Ms Magdalena Gaj pointed out that today not only the hard work but also gender determines your career opportunities. She saluted that ITU dedicates the year 2012 to women and girls. She also presented information about a project, which has increased the number of young women choosing technical professions in her country. Ms Gaj noticed that success of the information society depends on the equal access to ICTs for both men and women.

Ms Marta A. Tomovska told the story of her career’s success and stressed the lack of women in ICTs. Noting that there is a huge potential of creativity and ideas from the women, Ms Tomovska flagged the importance to stimulate women to join the ICTs world.

During the High-Level Dialogue a lot of opinions, ideas and questions were raised. Everybody agreed that the problem of women and girls in ICTs need to be solved starting from childhood. Already during the school time, girls are discouraged by the members of society to learn more about ICTs. Later young women are scared to choose ICTs knowing that men are taking a dominant role in this sphere of knowledge. Equal opportunities and possibilities to men and women are crucial. Young women will be more encouraged to work with ICTs if they will get more information about the topic and also if the visibility of successful women in this area of work is increased. Participants noted that statistics quality and quantity on women in ICTs should be improved as well as the reporting system. When solving the problem of women and girls in ICTs, one has to understand that it is not only technology, which needs girls, but also girls need technology. Only by working together one can achieve the desirable target and improve the life of women all over the world.

The World Summit on the Information Society (WSIS) in Tunis on 18 November 2005 acknowledged the "potential of ICTs to promote peace and to prevent conflict" as well as their use in "post-conflict peace-building and reconstruction".

As noted in the announcement of the panel, ICTs are critical tools for fuelling post-conflict reconstruction: they can attract private investment, strengthen government operations, help civil society to re-build / build community networks and democratic movements, and communicate the reconstruction progress to a wide range of stakeholders. In a post-conflict reconstruction phase, it
is essential for the country in question to develop a coherent and inclusive post-conflict ICT policy, based on a clear prioritization of, and commitment to, deployments and regulatory measures.

infoDev, a Global Partnership of the World Bank, and the ICT4Peace Foundation, with funding from UKaid (DfID), have commissioned a series of case studies of countries at different stages of post-conflict – covering Afghanistan, Liberia, Rwanda, Sri Lanka, Timor-Leste and Tunisia – to examine the contribution of ICTs in more detail. The studies examine how policy-makers and the private sector should prioritise ICT initiatives in the aftermath of conflict and aim to understand how ICTs can contribute to improving service delivery and assisting with nation-building. This research serves as the first large-scale comparative analysis of the role that ICTs play in countries emerging from conflict and it helps to identify the role of information in post-conflict development and social cohesion.

Speakers in the High Level Dialogue included,

- **Chairman**: Brahima Sanou, Director, ITU Telecommunication Development Bureau
- **Moderator**: Daniel Stauffacher, Chairman, ICT4Peace Foundation
- H.E. Amirzai Sangin – Minister of Communications and IT, Afghanistan
- H.E. Tetsuo Yamakawa – Vice-Minister for Policy Coordination, Ministry of Information and Communications, Japan
- H.E. Beatrice Khamisa Wani – Deputy Minister of Telecommunications and Postal Services, Government of South Sudan
- Prof. Jelel Ezzine – Director General of International Cooperation at Ministry of Higher Education and Scientific Research, Tunisia
- Tim Kelly – Lead ICT Policy Specialist, infoDev/World Bank
- Juliana Rotich – Co-Founder of Ushahidi

H.E. Sangin from Afghanistan compared and contrasted the ICT development and use during the Taliban and war with the situation in the country today, noting that much progress had been achieved. From job and livelihood creation to education, from mainstream media to mobile payments, from the underlying telecoms infrastructure including the laying of fibre optic cables across the country to the manner in which ICTs are used to connect people who were distant from each other, H.E. Sangin noted that even though the country still faces a high-risk environment, ICTs integral to strengthening its post-war potential in terms of growth and reconstruction.

H.E. Yamakawa from Japan talked about the earthquake and subsequent tsunami that affected his country, resulting in the loss of thousands of lives, and destruction on a massive scale. Unsurprisingly, H.E. Yamakawa stressed the need for data recovery and business continuity after a large scale disaster, and flagged the importance of cloud computing and new media (Twitter, Facebook etc) as means through which to get and send information to disaster affected areas, in addition to radio. Noting the value of crowd sourced information and the deployment of the Google People Finder database and the need to standardise data gathering and strengthen interoperability of systems during a crisis, H.E. Yamakawa also stressed – given the destruction of the Fukushima nuclear reactors – that investments into green ICTs and smart grids were also vital to the sustainability of ICTs into the future.

H.E. Wani from South Sudan gave the perspective of having to design and develop a telecoms infrastructure to embrace a new country. From the operationalisation of the new country code and domain names to the challenges of creating telecoms infrastructure and regulatory frameworks, H.E. Wani’s submission focussed on how ICTs are integral to South Sudan’s future prospects as an independent country.

Prof. Ezzine from Tunisia looked at the dynamics of the revolution and how ICTs were inextricably entwined with the dynamics of social and political struggles for democracy and freedom from dictatorial rule. He flagged the importance of Twitter, Facebook and YouTube as platforms that enabled social discussion and mobilisation that resulted in thousands taking to the streets to
demand change and reform. Prof. Ezzine said that now the challenge was to strengthen the 
education system to embrace ICTs to augment social innovation, livelihood development and in 
sum, to re-engineer ICT policies and practices to make it an engine of growth. ICTs had, Prof. 
Ezzine noted, radically changed the dynamics between the governed and those in government. 

Juliana Rotich from Ushahidi spoke about the development of the now world-famous mapping 
platform, and more broadly about how ICTs today are redefining governance, aid and 
reconstruction post-conflict. Noting that open source, crowd sourcing of information, and local 
technologies had strengthened situational awareness, it was now possible for countries to create 
dashboards for measuring progress in reconstruction, with almost real time information feeds. 
These developments she also noted had contributed to the breakdown of information silos, and 
coupled with open data initiatives, had empowered people. In the future, challenges over 
intellectual property rights, proprietary systems, education and strategies of empowerment that 
went beyond technology she said needed to be addressed.

Tim Kelly from the World Bank noted that as a landlocked country, South Sudan is not served by 
any undersea fibre optic cables and none of the fibre backbone networks that serve neighbouring 
countries has been extended into South Sudan. As a result, for international connectivity, the 
country currently relies on satellite links, including VSAT (very small aperture terminals), which 
are much more costly and provide much more limited capacity and slow speeds. He went on to 
give an overview of the telecoms infrastructure in South Sudan and how the World Bank was 
helping develop ICTs.

The session was webcast live. The archived web streams can be viewed below.

- For the High Level Dialogue (English feed), click [here](#).
- For the Workgroup: ICT for Post Conflict Reconstruction, click [here](#).
The Tunis Agenda for the Information Society states that the WSIS implementation mechanism at the international level should be organized based on the themes and action lines in the Geneva Plan of Action and moderated or facilitated by UN agencies when appropriate. It also states that ITU, UNESCO and UNDP should play a leading facilitating role in the implementation of the Geneva Plan of Action.

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

Each year, during the WSIS Forums held in May, the WSIS Action Line Facilitators:

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

According the WSIS +10 Plan of Action, the WSIS Forum 2012 is expected to develop multi-stakeholder consensus on the templates for the reports of the lead facilitators on the Action Lines.
## Interactive Facilitation Meetings

**Action Line: C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development**  
**United Nations Department of Economic and Social Affairs (UNDESA)**

**Thursday, 17 May 2011**  
**Room III**  
**16:15 – 18:00**

<table>
<thead>
<tr>
<th>Debated Issues</th>
<th>Issues presented dealt with: the Status of e-strategy development; access to and use of ICT; enabling environment; and measuring ICT for development with focus on e-government indicators development worldwide.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quotes</td>
<td>“The Gambia is involved in a programme where we intend to work with the UN Economic Commission for Africa (UNECA) to develop a master plan for the National Assembly”. “We need the list of activities to see best practices on e-Parliament from the DESA Centre on E-Parliament”.</td>
</tr>
<tr>
<td>Main Outcomes of the Session</td>
<td>Need to step up support in the development of sectoral e-strategies to translate existing ICT policies. Need to develop Master Plan for parliaments in order to avoid peace meal, uncoordinated and non sustainable activities. Importance to have a coherent evaluation system both locally and nationally.</td>
</tr>
<tr>
<td>Emerging Trends relevant to the Action Line in the context of the WSIS +10 process</td>
<td>The process of developing the national e-strategies will continue beyond 2015 as full implementation will take time through a long process ranging from programme identification, resource mobilization, resource deployment to programme implementation and evaluation.</td>
</tr>
<tr>
<td>Templates relevant to the Action Line in the context of the WSIS +10 process</td>
<td>There is need to step up support in the development of e-strategies to translate existing ICT policies into implementable documents to roll out ICT for exploitation by all stakeholders. The role of Parliaments is of paramount importance in the information society as it will promote inclusion of all stakeholders and availability of relevant appropriate regulation. In this context development of Master Plan for parliaments should be promoted.</td>
</tr>
</tbody>
</table>
Interactive Facilitation Meetings

Action Line: C2 ICT Infrastructure
Innovative Technologies and New Opportunities providing Access to ICT: Transition from Analogue to Digital Terrestrial TV and Digital Dividend (ITU)

Monday 14 May 2012 16:30 – 18:00
Room II

Quotes

- Spectrum for the development of broadband mobile services, as well as new television services is needed.
- Digital broadcasting is an efficient way in spectrum use and consideration of new services for Digital Dividend bands is very important.

Debated Issues

- Benefits of transition to digital terrestrial TV broadcasting
- Opportunities and costs of managing the transition to digital TV broadcasting
- Harmonized utilization of the Digital Dividend bands
- New technologies in the efficient spectrum utilization for broadband services
- Regional coordination of spectrum for the transition to digital terrestrial TV broadcasting
- Country’s strategy and experience of transition from analogue to digital terrestrial TV broadcasting
Key challenges towards smooth transition from analogue to digital Terrestrial TV broadcasting (face-to-face counseling, support to elderly people, countdown to analogue termination, provision of incentive to promote purchase of digital TV, etc.)

Frequency needs for increasing demands of mobile services with high speed and low latency (Digital Dividend bands, 2.6GHz band), and realization of ubiquitous connectivity

New technical and regulatory approach to utilize frequency bands which are not used much to meet increasing demands.

New services implemented/planned for Digital Dividend bands (mobile multimedia broadcasting services, disaster prevention systems, intelligent transport system, etc.)

Broadcasting, as economic and social way to provide information, expands its role of information delivery to mobile and portable services.

Convergence of roles of broadband and broadcasting and the importance of their cooperation to meet increasing mobile data demands.

Main Outcomes of the Session

- Transition from Analogue to Digital Terrestrial TV broadcasting is inevitable for all countries in the world.
- For smooth transition, harmonized frequency use based on regional coordination is very important.
- Whilst the digital Dividend will be mainly used for mobile broadband services, convergence of services (i.e. internet, television, mobile communications, etc.) is also a key evolution and should be considered.

Emerging Trends relevant to the Action Line in the context of the WSIS +10 process

- For completion of transition from analogue to digital terrestrial TV broadcasting, European and African countries’ target year is 2015 (but for some bands, countries in the region is 2020 and for other countries no definite deadline exists). Convergence of the technologies and services is expected (tablets will be used more and more for watching TV, at home TV sets will be used also for internet).
- Freeing up spectrum for new services is an important aspect of the transition to digital terrestrial television, but this transition will also bring consumer benefits (more choice and quality in television services, accessibility for disabled person) and industry benefits (new revenue streams and business models)
- The frequency bands released by the transition to digital terrestrial television broadcasting (the Digital Dividend) will be used mainly for broadband mobile services.
- As a consequence, demand of broadband services in developing countries is increasing. The new broadband opportunities require a new vision by all potential broadband providers, and a new paradigm for policy-makers and regulators. Regional organizations will have a vital role in this.
- The rising importance of the radio spectrum in the world means that the way in which it is managed is vital for economical and societal development
- Harmonized frequency allocation is crucial to the provision of wireless broadband services in rural and remote areas with lower infrastructure costs, bringing greater choice and reducing the price of communications.
- Harmonized utilization of the Digital Dividend beyond 2015 will be discussed in preparations for WRC-15.
- Collaboration between broadcaster and Telecommunications operators will increase.

Templates relevant to the Action Line in the context of the WSIS +10 process

1) Evaluation of outcomes in ALC2 implementation
- Monitoring of the transition to digital terrestrial television broadcasting and the utilization of the digital dividend bands
- Identification of key factors/benchmarks to evaluate ALC2 related projects/activities
- Evaluation of achievements by 2012 and identify areas to be addressed beyond 2015

2) Identification of emerging trends
- Increasing demands of access to information.
- New technological and regulatory approach to meet the increasing demand for mobile broadband services and consideration of convergence between broadcasting and mobile communication services
- Broadband opportunities which create new business opportunities in rural and remote areas to bridge the economic and social digital divide

3) Future plans
- Economic and social dimension of Digital TV: reaching isolated people e.g. in developing countries,
- Realization of new services that use radio waves (e.g. enhancement of mobile services, expansion of new multimedia broadcasting, Intelligent Transport System, disaster prevention)
- Solution for social and economic problems (affordable portable TV receiver, bidirectional data broadcasting, poverty, lack of education, undeveloped rural areas, etc.)
- Develop requirements for next generation terrestrial broadcasting systems
- Mix of broadcast and broadband, how to combine mobile broadband and digital broadcasting
- Harmonized utilization of the digital dividend bands and the channeling plans for the broadband wireless services.
- Focused area beyond 2015 to be identified by evaluation of ALC2 related activities

New targets will be developed by identification of emerging trends
The session concluded that ICTs can be a powerful and relevant tool in supporting education and inclusion for persons with disabilities.

**Debated Issues**

Innovative use of ICTs for Accessible Education:

The session focused on issues related to:

- ICT provided opportunities and key barriers to access information and knowledge for persons with disabilities
- Major findings of the research report on the state-of-the-art in using ICTs in education for persons with disabilities conducted by UNESCO.
- Impact of ICTs worldwide on education opportunities
- Creation of content in accessible formats and accessibility standards
- Accessible OER effort and the ISO SC36 work on accessible education
- Concrete examples of best practices of using ICTs in education.

**Main Outcomes of the Session**

The session concluded that ICTs can be a powerful and relevant tool in supporting education and inclusion for persons with disabilities. Speakers acknowledged that there are some good practices in all regions, but a consistent problem is the low ICT and AT literacy by not only students but also teachers. In addition, a data linking education and information policies to the use of ICT in education is lacking and limited access to training and learning materials in accessible and open formats is one of the key barriers to access education for students with disabilities. Lastly, there is still a disconnection in understanding of what it means to provide an inclusive education.

**Emerging Trends relevant to the Action Line in the context of the WSIS +10 process**

Growing number of countries using ICTs in education for persons with disabilities

Templates relevant to the Action Line in the context of the WSIS +10 process

UNESCO, in collaboration with partners, organized an interactive session to discuss how innovative technological solutions could provide new educational opportunities for persons with disabilities and
what are the key challenges and barriers around the world that still limit the utilization of the ICTs and AT in educational settings. The session is relevant to the action line C3 on access, particularly providing new and innovative solutions for persons with disabilities to access information and knowledge.
Interactive Facilitation Meetings

Action Line: C4 Capacity Building
Leverage mobile learning platforms for the benefit of Human Capacity Building (ITU) and
Action Line: C7 ICT Applications: E-Learning C7
Cellphones, tablets, digital textbooks, and what’s more? (UNESCO)

Monday 14 May 2012
14:45 – 16:15
16:30 – 18:00

Governing Body Room

“For the first time in the history of the world, people from both rich AND poor countries have an interactive ICT in their hands” Steve Vosloo

“Mobile devices facilitate cross-contextual learning by capturing and carrying learning into new situations and by sharing experiences across social groups.” Christopher Pimmer

Debated Issues
- How mobile learning can be a powerful tool for growth in developing countries
- The need to raise awareness of the potential of mLearning in various areas of life such as health, education.
- The role and contribution of mobile learning to the attainment of the MDG’s

Main Outcomes of the Session
- There is a need to raise awareness of the importance and potential of mobile learning if we are to achieve a greater uptake of its use.
- Governments and the private sector need to work together to upscale mobile learning.
• There is scope to integrate mobile learning into the formal educational and learning environments but this requires retraining of trainers and a paradigm shift in the way we perceive learning
• The need to foster partnerships among stakeholders to promote mlearning.
• Governments need to develop policies that encourage mlearning and incentivise its adoption

Emerging Trends relevant to the Action Line in the context of the WSIS +10 process

Development of enabling policies for mlearning
Strengthening of teachers’ competencies, and an increasing focus on teacher development
ICT-enabled infrastructure (digital textbooks, notepads)
Creation of ecosystem of safe use and distribution of content
Success stories based on Private -Public Partnerships to popularise and roll out m-learning
Growing Research interest in the area of mobile learning .UNESCO has designated a week in November as mobile learning week.

Templates relevant to the Action Line in the context of the WSIS +10 process
1. Introduction(Overall Process, developments)
2. Review ( AL Objectives, achievements, gaps)
3 Developments and Challenges( recent developments, current and future challenges)
4.Recommendations ( improvements, possibly for post-2015 goals and mechanisms)
5.Conclusion
Interactive Facilitation Meetings

Action Line: C5 Building confidence and Security in the use of ICTs (ITU)

Tuesday 15 May 2012 11:15 – 13:00
Governing Body Room

“If we have a new generation who knows how to use internet safely and how to protect themselves, they’ll be much ahead of our current generation.” ALEX NTOKO, Head of ITU Corporate Strategy Division and ITU Focal Point for WSIS Action Line C5.

“Detecting the author of a cyber-attack is a technic not a legal issue. However, let us not be discouraged by the high tech nature of IT issues. We do not have to be high tech specialist to regulate this area.” NILS MELZER, Research Director of the Competence Center for Human Rights, University of Zurich, Switzerland.

Debated Issues

- Military reliance is now the fourth domain, besides air, water and land, when talking about conflicts and military security. One solution is to come up with a non-binding code of conduct. With two parts, country could come together to define which principles can be applied also in cyberspace (binding law that also applies in cyberspace). The second step would be to identify best practices in the field.
- The response for the risk of cyber threats still remains in the national scope, especially considering the mandate of CERTS.
- Our children are living in this world without laws and rules or code of conduct, besides being the newest digital citizens.
- IMPACT brings together countries, industry in academia for the purpose to fight cyber threat and ITU has worked together with other international organizations, such as UNODC and Interpol, making IMPACT capable of tracking the relevant stakeholders to be involved in one platform for cybersecurity.
- ITU-IMPACT has developed this platform that whenever there is a crisis or attack, countries can seek for cooperation from counterparts. We are also very pleased to have in our membership companies which have helped governments building solutions to respond to cyber threats.
Main Outcomes of the Session

The session emphasized the need for a global framework on Cybersecurity based on international cooperation.

It has also been suggested the necessity of creating an organization, able to assist and support Governments and the International Community on issues related to the protection of ICTs and the available instruments, policies and tools to avoid escalations of Cyber incidents.

In particular, it has been suggested that since children are the new digital citizens there should be more concrete rules for data privacy and mobile phones and an ethical and moral code of is required to build a safer internet for children. For this reason the panel agreed on having the participation of young people in the next WSIS forum.

Emerging Trends relevant to the Action Line in the context of the WSIS +10 process

- The need of an international framework that implies the agreement of common standards, norms and principles related to Cybersecurity.
- International cooperation is the key to ensure the peaceful governance of cyberspace.

Templates relevant to the Action Line in the context of the WSIS +10 process

The template should cover the goals that have been achieved through the Action Line C5 from 2005 up to date and should take into account the emerging topics that came out from the discussion had during the Action Line C5 this year.
SUMMARY REPORT

FACILITATION MEETING ON WSIS ACTION LINE C6, 15 MAY 2012, ILO HEADQUARTERS

ENABLING ENVIRONMENT: “Smarter regulation of the information society: ICTs as an enabler for better governance”.

As every year in May around the Information Society Day, ITU is fulfilling its role of facilitator and bringing together various stakeholders from different regions to stimulate a constructive debate on the way forward towards 2015.

Following tradition, the meeting was organized as an interactive panel discussion, involving multiple stakeholders including national governments, industry, civil society and international organizations with remote participation.

Discussions addressed the challenges linked to: Smarter regulation of the information society: ICTs as an enabler for better governance.

Good governance driven by empowered citizens and businesses can only be achieved in an open, efficient and secure policy and regulatory environment. To this end, it is important for policy makers and regulators to find relevant answers to a number of issues, including:

- How are the legislative and the regulatory frameworks upgraded to ensure good governance?
- How are the existing laws and policies across the sectors reviewed and adapted?
• How to foster progress in reforming national governance models beyond the ICT sector?
• What are the benefits of better e-governance and the problems to be faced?
• What is the role of regulators?
• What factors for the success or failure of e-governance?

The theme for this year’s discussion was selected based on proposals received during the WSIS multi-stakeholders consultation process.

The moderator, on behalf of the BDT Director, noted that to enter in the era of ICTs as an enabler for better governance, the main challenges for many countries and particularly developing countries are to adapt their legislative and regulatory framework in order to have a smarter regulation and ensure the use of ICTs for better governance.

However, before implementing and sustaining e-governance some prerequisites are necessary: high bandwidth, reliability and affordable prices, availability of ICTs applications and services, local content, market competition, enabling environment, capacity building as well as legislative and regulatory framework.

He also mentioned the upcoming meetings and in particular, the 2012 edition of the Forum on Telecommunication/ICT Regulation and Partnership in Africa (FTRA-2011) to be held in Libreville (Gabon) from 18 to 20 June 2012 and the 2012 edition of the Global Symposium for Regulators (GSR) to be held in Colombo, Sri Lanka, 2-4 October 2012.

The panelists stressed that, in addition to a classic regulation focusing on competition, coverage or pricing, it would be good to have a smart regulation based on open consultation involving all stakeholders, inclusive of actions and good coordination. Over the past ten years the regulatory challenges facing developing countries are becoming more complex and cross-cutting

It was outlined that to improve e-government for business it is important to set up a new legal framework, public campaign and standards for interoperability. To reduce barriers to entry which are critical for private investment in broadband and other ICT networks two components were identified: on one hand the regulatory reform including awareness, education and information, on the other hand political stability.

Panelists outlined that it is important to have more spectrum with good policy to deliver good products for the market. High investments in optical fiber are needed to provide broadband services and access to Internet services for all. In addition, to achieve MDGs, national policies for board social development involving other sectors such as education and health are needed.

It was pointed out that what is disruptive is the way we use Internet and not the technology. With regards to better governance it is essential to have good and proper recycling policy, climate policy and processes for cheaper devices.

The moderator concluded that access to information and ICTs services is a human right. He noted the importance of integration for all, e-literacy, digital competence and harmonization of rules and efforts.

Good public governance can leverage ICTs in various ways to increase efficiency and accountability, enhance transparency and facilitate public sector reforms. ICTs can ensure a wider participation and empowerment of citizens, institutions and private sector in the decision making process. Better
public governance assisted by ICTs also has other significant benefits, such as the reduction of corruption and poverty

SPEAKERS AND PANELISTS

- **High-level speaker**
  - Mario Maniewicz on the behalf of Brahima Sanou, Director, BDT-ITU (opening remarks)

- **Moderator**
  - Mario Maniewicz : ITU / BDT/ IEE

- **Panelists**
  1) Mr. Michael Kende, Analysys Mason Limited, London, UK.
  2) Mr. Gabriel Rissola, Senior researcher at the European Commission’ Institute for Prospective Technological Studies (IPTS) – Information Society Unit,
  3) Mr. Gregory Domond, Chairman of Promotic, Haiti
  4) Ms. Cécile Barayre, Economic Affairs Officer, UNCTAD
  5) Dr. Tim Kelly, Lead ICT Policy Specialist, InfoDev – The World Bank
  6) H.E Mr. Ambassador Beneditco Fonseca Filho, Head of the Department of Science and Technology affairs, Brazil
  7) Mr. Christoph Legutko, Global Public Policy CEE, Intel Corporation

FOLLOW-UP

Contact for questions and/or requests related to facilitation of WSIS AL C6 can be directed to:

bdt-rme@itu.int
Interactive Facilitation Meetings

Action Line: C7 - ICT Applications: E-business
Promoting the Domestic ICT Sector (UNCTAD/ITC)

Wednesday 16 May 2012 09:00 – 10:45
Room II

"When looking at how ICT contributes to economic growth, we find that it is strongly related to two factors: (1) the domestic use of ICT as well as (2) the export of ICTs, whether goods or, as it is increasingly the case, services." Anders Aeroe, ITC

"ICT is more than just another sector. It is a source of innovation and a driver of industrial transformation, and not based on natural resources." Thorsten Scherf, GIZ

Debated Issues
The promotion of a vibrant local ICT industry in developing countries requires the concerted efforts of government, the private sector and other stakeholders such as academia. The vigour of the ICT sector affects governments, companies, individuals, and society at large. It creates jobs, spurs innovation, and - not least - supports the sustained use of ICTs in the economy and society. A thriving ICT sector can make a major contribution to productivity and economic growth also in low-income countries.

The session discussed:
• How can a vibrant ICT sector contribute to development?
• Where are the main ICT sector opportunities and challenges for developing countries?
• How can government policies help foster the ICT sector?
• What tools are available to improve the effectiveness of such policies?
• What role can the private sector and IT associations play in this context?

Participants wanted to know how ICTs can help promote young entrepreneurs and innovation in developing countries. They noted that local knowledge is essential to drive the creation of local content that is truly useful to increase access and use of ICT. It was also suggested that developed countries and IT associations could promote inward trade of ICT services in order to support emerging economies. A key message was that the greatest development impact was expected if the ICT sector helped to address needs in the domestic economy, and not only targeted the export market.

The panellists conveyed high hopes for the future of the ICT sector, which is at the heart of a revolution in the ways that economies produce value, members of society interact, and business and politics are conducted.

Main Outcomes of the Session
• A strong local ICT sector can create employment, contribute to diversify the economy, promote local innovation, and improve the access of all members of society to development opportunities.

• Governments don't need to control the local ICT sector, but should rather act as facilitators including by being a market for local IT firms, building local capacity and skills, and creating an enabling regulatory environment.

• The ICT industry has a role in educating policy makers on the benefits of developing a local ICT sector and on how to go about that, widely sharing best practices and toolkits. Conversely, Government may need to help industry understand its long-term vision for comprehensive development so as to identify where ICT can play a role.

• The achievement of a strong ICT sector requires connecting the dots between industry, civil society and governments.

**Emerging trends relevant to the Action Line in the context of the WSIS +10 process**

Changes in the ICT landscape and more accessible technology, notably mobile and international broadband connectivity, will influence the creation of local content and the ability of developing countries to market their ICT products.

ICT and ICT-enabled services are an increasingly important share of the ICT sector worldwide. They are essential elements of forward-looking strategies to strengthen the ICT sector in developing countries.

However, there is a lack of data on the ICT sector to support policy decisions, including on the increasingly important services. The IT industry itself may contribute data to support the planning needs of policy makers for the promotion of the local ICT sector.

**Templates relevant to the Action Line in the context of the WSIS +10 process**

During the next 12 months, the action line facilitators, UNCTAD and ITC, will conduct an online consultation with stakeholders to identify main achievements, lessons learned and ideas for the future work on e-business. Results of this consultation will serve as an input to the WSIS Forum 2013 and the WSIS+10 Review.
Debated Issues

The discussion focused on the positive benefits of ICT in the agricultural value chain, how these benefits can be expanded by scaling up and replicating good practices, and the challenges faced in achieving a broad and equitable positive impact. Key challenges identified were an enabling policy environment and locally relevant information content. Perspectives were covered from speakers in government policy positions, international organizations, and national enterprises, with the participants providing a broad, multi-stakeholder perspective.

Quotes

"The World Bank’s new ICT in Agriculture eSourcebook, developed in conjunction with partners like FAO, CGIAR and IFPRI, provides an invaluable resource for development practitioners in the e-Agriculture field." Tim Kelly, Lead ICT Policy Specialist, infoDev – The World Bank Group

“CTA considers the role of ICTs key in improving the efficiency of agriculture value chains and is therefore including a specific session on this at their annual conference. Details at http://makingtheconnection.cta.int." Chris Addison, Senior Program Coordinator Knowledge Management, CTA.

“Mobile apps are playing a key role in linking producers with markets. The example of the mfisheries application and its component ‘got fish need fish’ are clear examples. See http://ictupdate.cta.int)" Chris Addison, Senior Program Coordinator Knowledge Management, CTA.

Main Outcomes of the Session

Growing body of experience shows clear benefit of ICT in facilitating information flows and social networks, and the positive impact ICT can have on the livelihoods of people in rural agricultural communities.

While not intending to promote any particular technology, mobile technology is the dominant tool in agricultural information services, and is expected to remain so. Where mobile is not the predominant communication tool, pricing and policy related to mobile services were identified as the main challenges that need to be addressed.
Ethiopia has recognized and acted upon the potential of ICT in expanding the market for coffee and thereby increasing the income opportunities of small-holder farmers. Ninety-five percent of the Ethiopian coffee crop is produced by small farmers, giving it a critical economic and social role in Ethiopia. To improve farmers' livelihoods the government established a coffee exchange where ICT plays an important role, facilitating information on price, volume and quality (http://www.ecx.com.et). The real impact of having access to price information is showing benefit to both consumers and producers. The availability of ICT in rural areas remains a challenge.

CTA, based on its close work with partners in the field, emphasized the role of knowledge management and awareness raising in order to expand the impact of ICT in the value chain through good practices and knowledge sharing. The organization does this through the “ICT Update” and other media. The example of “Got Fish Need Fish” was used to highlight that “agriculture” is used in the broadest sense, including aquaculture, fisheries, forestry, NRM, etc.

The World Bank also recognizes the important role of ICT in the agricultural value chain. Two recent publications facilitated by the Bank have focused on identifying and expanding upon good practices from around the globe. The “ICT in Agriculture Sourcebook” and the “Agriculture Investment Sourcebook” are both available online, and supported with communities activity such as the e-Agriculture Community and the World Bank and FAO led forums around the “ICT in Agriculture Sourcebook”.

Katalyst Bangladesh is focused on making ICT work for the poor. Through their experience in bringing agricultural information services to market, they have developed a valuable model and lessons in public-private partnerships. Working with both Grameenphone and Bangalink, their services now reach 70% of all mobile owners in Bangladesh. There are also 500 community information centers, but Katalyst does not consider this “scaled up”. The service is all human interaction (no IVR) with a low cost 0.06 USD/min. On average service delivery takes 2.5 minutes, costing 0.15 USD/call.

Katalyst recognizes that the demand for agricultural information is slow relatively low, and they have identified the participation of women as a critical element in achieving a fully successful business model.

Overall, despite the successes, many persistent challenges were identified. In many countries the costs of mobile network services, something that falls outside the domain of agriculture, is too high for farmers. There is a need for scale and time tested sustainability of mobile agricultural information services. Agricultural content that is accessible, locally relevant and trusted is critical, and the capacity of farmers to benefit from this needs to be developed. Clarity is needed in defining the roles and strengths of partners, with need for policy that creates enabling environment.

Gender, as highlighted also in Bangladesh session, remains a critical and as yet often over looked aspect. And gaining a better understanding of what drives information needs and decisions to acquire information.
<table>
<thead>
<tr>
<th>Emerging Trends relevant to the Action Line in the context of the WSIS +10 Process</th>
<th>Key trends were: the continued growth of mobile technology and information services using mobile technology; improved content, including hyperlocal information; market segmentation; a focus on rural women.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Templates relevant to the Action Line in the context of the WSIS +10 process</td>
<td>The development of a template that will provide for richer discussion and learning, easier collection and dissemination of ICT4D good practices, and simplify reporting requirements will be most welcome.</td>
</tr>
</tbody>
</table>
Interactive Facilitation Meetings

Action Line: C7 ICT Applications: E-environment benefits in all aspects of life (ITU/UNEP/WMO)

Wednesday 16 May 2012
16:15 – 18:00
Room VI

- We need to mainstream disaster risk reduction. In addition, we need to take advantage of the WSIS process to establish a partnership that shares WMOs knowledge of disaster risk reduction, so that it is not just the function of one agency, but rather incorporated across all agencies.

- On this regard, collaboration and interconnection is key. We have already showed how interoperable systems can save lives. Since the 2005 tsunami much effort has been put in the interconnecting of early warning system. The 2011 tsunami, in which warnings were shared within 5 minutes, can be considered a success story on this regard. This is the direction to go.

- We must work to maximize the benefits of ICTs as part of the solution of the great climate change, while minimizing the negative social and environmental impacts.

- There is a tendency of working in silos. There is not a real dialogue with civil society and the people living with these decisions.

- If the environment is being degraded by climate change than that affects human beings and livelihoods. This is an area to put more emphasis in WSIS.

The problem is not with the action line, but how to manage the action line, so that we pay attention to all of the issues.

Format of the event

Environmental protection and sustainable development are two of the most relevant elements incorporated into the outcomes of the World Summit on Information Society (WSIS), particularly in the Geneva Plan of Action, which defined 11 Action Lines to advance achievement of the Geneva Declaration of Principles and internationally-agreed development goals, such as the Millennium Development Goals (MDGs), the Monterrey Consensus and the Johannesburg Declaration and Plan of Implementation (JPOI). These WSIS Action Lines can be seen as the “key principles for building an inclusive Information Society” that ensures everyone can benefit from the opportunities ICTs can offer.
The Geneva Plan of Action defined the following goals for Action Line C7, e-environment: (a) Use and promote ICTs as an instrument for environmental protection and the sustainable use of natural resources; (b) Initiate actions and implement projects and programs for sustainable production and consumption and the environmentally safe disposal and recycling of discarded hardware and components used in ICTs; and (c) Establish monitoring systems, using ICTs, to forecast and monitor the impact of natural and man-made disasters, particularly in developing countries, LDCs and small economies.

As the WSIS process approaches its 10 year review this action line facilitation meeting discussed the lessons learned by all stakeholders in the implementation of programmes, initiatives and public policies related to the use of ICTs for the protection of the environment, looking at new elements and considerations that could be recommended in the WSIS+10 review. The facilitation meeting for Action Line C7, e-environment was organized as a roundtable discussion among key stakeholders involved in the implementation of this action line along with experts from the sustainability community, closing a number of events organized during WSIS Forum 2012, which included these other sessions:

- The meeting of the “Partnership on Measuring ICT for Development, Measuring E Waste” (held on Monday, 14 May)
- The high level dialogue “Advancing the green ICT agenda” (held on Tuesday, 15 May)
- The workshop “E-waste: challenges, solutions and benefits” (held on Wednesday, 16 May)
- The workshop “Climate change monitoring and disaster risk reduction” (held on Wednesday, 16 May)

The action line facilitation meeting, together with a number of briefing sessions and a joint exhibit from all the organizations involved in this action line.

**Debated Issues**

The discussion was centred around the following questions:

- **What are the lessons learned from the WSIS process on the use of ICTs for environmental protection?**
- **How can ICTs address the causes and effects of environmental degradation (e.g. desertification, climate change, loss of biodiversity) and support sustainable development?**
- **Which actors and sectors are leading in promoting the use of ICTs to accelerate the green economy transition?**
- **What new elements could be incorporated into this Action Line in the WSIS+10 review?**

**Main Outcomes of the Session**

- WSIS action line C7 e-environment should put a stronger reference to the main challenges related with key environmental issues, such as climate change and related monitoring and early warning systems.
- WSIS action line C7 e-environment (b) should be changed from “disposal” to “management”.
- WSIS action line C7 e-environment needs to place more emphasis on closing the life-cycle loop of ICTs and information sharing regarding policy, standards, consumer education, and design innovation. On this line, responsibility needs to extend beyond government and corporations and include the end user (the general population), specifically by increasing consumer education and better utilizing social media.
- WSIS action line C7 e-environment needs to better connect with other action lines, in particular e-agriculture.
• WSIS should maintain a balance in addressing all goals under action line C7 e-environment to avoid singling out only one aspect, by setting up improved mechanisms for engaging high level dialogues on individual goals

• There is a call to promote submittal of relevant projects to the WSIS Stocktaking Platform. We should continue to look at the initiatives that have been started at the local level that have been effective.

**Emerging Trends relevant to the Action Line in the context of the WSIS +10 process**

• The negative effects of the ICTs have become a much more urgent issue since the WSIS process started, in particular e-waste and energy consumption. There is a real need for the ICT sector to develop as a dominantly “green sector”.

• Regarding e-waste, we must have a lifecycle approach for looking at ICT equipment and products. Design and development of equipment has to be optimized and technical guidance and standards are needed.

• With regards to energy consumption, more emphasis should be put in measuring performance and establishing reduction goals. Agreeing on a common set of methodologies, such as the ones produced within ITU, and engaging the private sector to adopt these standards are two important steps that need to be further promoted.

**Templates relevant to the Action Line in the context of the WSIS +10 process**

• The WSIS process should emphasize the need of cooperation between ICT and environmental sector at the national level. When ICT policies are developed environmental issues have to be considered (and the other way round). This coordination at the national level is not taking place, and it is still a challenge.

• WSIS should bring the message that investing in climate and weather observing and information systems is serving the development agenda. Access to ICT for efficient early warnings should be assessed in WSIS.

• WSIS should work to identify mechanisms for strengthening the education aspect from the consumer perspective. Information is currently not transparent to the consumer and existing initiatives are just a drop in the bucket for what is needed in international collaboration.

• 89 projects have been submitted to the WSIS Stocktaking Platform under C7 e-environment. These projects represent the planning and deployment of ICTs pertaining to environmental protection, the ICT sector and natural disasters. The WSIS process should put more emphasis in encouraging stakeholders to contribute to the stocktaking process, finding ways for benefitting from the lessons learned from these projects.

• There is not a real dialogue with the civil society and with the people living and working on the ground. We should use ICTs much more to communicate and engage with the civil society. This is an aspect that should be strengthened during the WSIS+10 review.

• Finally, more emphasis should be put on defining goals and indicators for each action line, in particular with regards to establishing limits to the negative environmental impacts of the ICT sector.

In addition to these messages, the facilitators for this action line would like to emphasize that the main outcomes from the other sessions organized during WSIS Forum 2012 on this action line should be incorporated into the WSIS+10 review process
### Interactive Facilitation Meetings

**Action Line: C7. ICT applications - eGovernment**  
United Nations Department of Economic and Social Affairs (UNDESA)

**Thursday, 17 May 2011**  
16:15 – 18:00

**Room III**

<table>
<thead>
<tr>
<th>Debated Issues</th>
<th>Issues presented dealt with: global consensus on e, m and open government and the need to have e-government in the sustainable development strategies. Also the mobile technology is providing enhanced capacity to deliver the technology especially in developing countries.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quotes</td>
<td>Open government has become a dominant trend in the public administration in a number of countries in recent years, and it is supposed to be co-creating public value together with business, civil society and citizens. Governments, like other sectors, are looking to ICT as a key instrument for their own transformation agendas. Creating new governance processes through citizen engagement initiatives will reduce corruption, provide new levels of transparency and accountability, improve the quality of life of the chronically underserved, or contribute to the green economy by simply making traditional government services more efficient in the use of resources and reducing the carbon footprint,</td>
</tr>
<tr>
<td>Main Outcomes of the Session</td>
<td>One of the challenges facing government are the opportunities ahead and the risks involved in the development and implementation of e-gov strategies. Empowering citizens to be part of the entire e-government development and implementation process</td>
</tr>
<tr>
<td>Emerging Trends relevant to the Action Line in the context of the WSIS +10 process</td>
<td>Efficient exchange of best practices through electronic means and use of new media to inform and connect citizens to the e-gov and sustainable development processes are paramount importance.</td>
</tr>
</tbody>
</table>
Templates relevant to the Action Line in the context of the WSIS +10 process

The increasing need to breach digital divide by better promotion of e-skills and suitable infrastructure in the developing world as well valuable social groups. Future development in applying green ITC technology through e-gov will contribute to the sustainable economic, financial and social development.
Interactive Facilitation Meetings

Action Line: C7 Applications: benefits in all aspects of life (WHO/ITU)

Wednesday 16 May 2012 16:15 – 18:00
Room V

“We know enough to move beyond pilots.” Dr A Geissbuhler, University of Geneva Hospitals

“In health, ICT gives good statistics. Accurate numbers show you where to put your action.” Mr A al Raqudi, Ministry of Health, Oman

“We have to adapt eHealth and ICTs to the realities in countries. Not everyone can read, not everyone can read English, and even today not everyone has Internet.” Dr Regina Ungerer, WHO

Debated Issues

The session provided a snapshot of eHealth 7 years after the WSIS Tunis phase, from the perspectives of different stakeholders working in countries and at the global level. Issues of connectivity, access, affordability, language, the importance of networks and human capacity were highlighted.

Main Outcomes of the Session

Connectivity: We have come a long way in the last decade, but there are major gaps in reaching remote areas with the connectivity they need to deliver care, support health workers and enable access to information and knowledge. Much can be done with low-cost solutions, and innovation is still needed in this area. Broadband is not the answer everywhere, and affordability is not anywhere near reasonable especially in the poorest countries.

Content: The need for health information and knowledge is universal, and it should be in languages and forms appropriate for users. Information in English is enough is not enough. People want to connect and communicate, and should be able to do so in their own language.

Community: Networks are a strong source of support and information in health, whether they are language networks, or communities of practice (professionals) seeking peer support and advice. These communities are often critical to retention of health workers in remote settings, by equipping practitioners and keeping them in place we can improve the quality and safety of care through better diagnosis and treatment.
Capacity: This is key to develop; networks of committed people are an important support in this respect. Successful projects improve capacity and attract funding; as they do so they can stand on their own and increasingly add value over time.

Policy: The starting points are different in every country, and it is important not to take short cuts. It is important that stakeholders are appropriately involved, or projects risk to fail.

**Emerging Trends relevant to the Action Line in the context of the WSIS +10 process**

The main trends of note are:

1. The commitment to adopt national eHealth strategies and focus on integrating ICTs to support the priorities of the health sector;
2. The increasing use of mobile technologies in health services/information; projects are still on a trial basis and have not so far been viable at any scale;
3. The need for sound evidence (and sharing the evidence) as to the impact of eHealth, through credible and reproducible evaluation mechanisms;
4. The on-going need for communities of expertise to support health professionals working in remote areas;
5. The on-going need to ensure affordable, reliable connectivity to health centres, institutions and remote areas. This is a core aspect of the WSIS commitments that has yet to be realized.

The WSIS process must remind the world that core commitments have not been met, and that we have to re-double our efforts in this.
“There is certainly not an evenly global distribution of research output throughout the world, global challenges [however] are evenly distributed. So it is our conviction that in the 21st Century, there must be highly creative scientists in every country of the world for us, as a species to be able to tackle our problems” – Vikram Savkar

“In 2003 and 05 many of the things we are hearing about today did not even exist”- Cédric Wachholz, UNESCO

In Asian countries, science students compose 20% of student body, where as in Europe it is only 2% - Intel Speaker

**Synthesis & Conclusions**

- Promote affordable and reliable broadband internet connection for learning institutions
- Promote e-publishing, with diff. pricing options and open access. (To make scientific findings more affordable and accessible)
- Promote use or p2p tech to share scientific knowledge
- Promote long-term collection/dissemination/preservation of scientific data by digitalizing it. (ex, population and weather data)
- Facilitate cooperation and effective use of scientific information
Interactive Facilitation Meetings

Action Line: C8 Culture -
The relationship between Local content, Internet Development and Access Prices (UNESCO) (OECD) (ISOC)

Monday 14 May 2012  16:30 – 18:00
Room III

Understanding the relationship between development of local content, Internet and access prices are could help to demonstrate the economic benefits of expanded infrastructures across countries, particularly if the amount of local infrastructure fosters the development of local content in local languages. The availability of local content could also, in turn, to stimulate demand for Internet services. Finally the prices of local Internet access could prove to hinder or promote the development of local content.

Debated Issues
The Relationship between Local content, Internet Development and Access Prices

Quotes
Understanding the relationship between development of local content, Internet and access prices are could help to demonstrate the economic benefits of expanded infrastructures across countries, particularly if the amount of local infrastructure fosters the development of local content in local languages. The availability of local content could also, in turn, to stimulate demand for Internet services. Finally the prices of local Internet access could prove to hinder or promote the development of local content.

Main Outcomes of the Session
The speakers of the moderated session presented the major outcomes of the collaborative efforts showing that there is a strong correlation between the development of network infrastructure and the growth of local content, and more developed local Internet markets tend to report lower international prices for bandwidth and vice versa: markets with more intense international Internet traffic tend to report lower local prices.

Emerging Trends relevant to the Action Line in the context of the WSIS +10 process
The study finds that the three elements are inter-related and likely feed into each other in a virtuous circle: (i) better connectivity is significantly related to higher levels of local digital content creation. In essence, countries with more Internet infrastructure (at all income levels) are also the countries producing more local digital content as measured by Wikipedia entries and by web pages under a given country-code, top-level domain; (ii) countries with more international connectivity have lower domestic broadband prices and countries with more better domestic infrastructure have lower international bandwidth prices. The inter-linkages between the different elements lead to three key lines of policy considerations evolving out this research: (i) Fostering content development, (ii) Expanding connectivity, and (iii) Promoting Internet access competition.

Templates relevant to the Action Line in the context of the WSIS +10 process

UNESCO, OECD and ISOC organized a special session within the Action Line C8 Culture on economic aspects of local content creation and local infrastructure. The three institutional partners jointly commissioned a research project in 2011-2012 with an aim to understand, using statistical data and empirical analyses as well as seven case studies from seven different countries, the nature of the relationship between local content creation, the development of local Internet infrastructure and Internet access prices.
Interactive Facilitation Meetings

Action Line: C9 Media
Freedom of Expression on Internet and Social Media (UNESCO)

Monday 14 May 2012 16:30 – 18:00
Room IV

“freedom of expression on Internet is a crucial challenge to address in formulating inclusive information society”

“There is a trend that business interest are increasingly protected for the reason of copyright by developed countries, with freedom of expression and free flow of information sacrificed.”

Debated Issues

Freedom of Expression on Internet and Social media

Main Outcomes of the Session

Panelists and participants recognized that freedom of expression on Internet is a crucial challenge to address in formulating inclusive information society. Panelists from Council of Europe, Electronic Frontier Foundation and Association of Progressive Communication presented various challenge and threats for freedom of expression on Internet and shared recently developed international and regional standards and policy recommendations on protecting Internet freedom. Media stakeholders from Transforming Broadcasting, AMARC and ITU reported recent development of Public Service Broadcasting, Community Radio and digital switch of broadcasting and shared their vision and good practice of strengthening traditional media through embracing and optimizing potential of Internet and ICTs. The representative from Transforming Broadcasting presented its new publication “A Road Map to Public Service Broadcasting” at the meeting.

Participants debated on how to apply and implement those principles, standards and recommendations of freedom of expression to Internet and social media in practice, given the complexity of information environment on Internet and challenge on applicable jurisdiction posed by trans-border nature of cyberspace. Many
participants expressed their deep concern about Internet privacy, hatred speech, security, illegal uses of Internet and child pornography. Panellists suggested that freedom of expression needs to be promoted with legitimate limitations and in balance with other digital rights within an expanded legal and regulatory framework. Civil society stakeholders pointed out the challenge to deal with liability of intermediaries and governmental surveillance which might undermine freedom of expression, and particularly observed a trend that business interest are increasingly protected for the reason of copyright by developed countries, with freedom of expression and free flow of information sacrificed.

Emerging Trends relevant to the Action Line in the context of the WSIS +10 process

1 Freedom of expression on Internet is a crucial challenge to address in formulating inclusive information society. To promote Internet freedom, the difficult task is how to apply and implement principles, standards and recommendations of freedom of expression to Internet and social media in practice, given the complexity of information environment on Internet and challenge on applicable jurisdiction posed by trans-border nature of cyberspace.

2 Increasing challenge exists in dealing with liability of intermediaries and governmental surveillance which might undermine freedom of expression, and particularly a trend that business interest are increasingly protected for the reason of copyright by developed countries, with freedom of expression and free flow of information sacrificed.

Templates relevant to the Action Line in the context of the WSIS +10 process

Introduction

UNESCO has organized it in its capacity as facilitator of Action line 9: Media from 2006 to 2012, as part of UNESCO’s efforts to ensure regular dialogue and stimulate collaborations on media-related activities, in line with the objectives decided upon at the Geneva and Tunis Summits.

Review

(AL objectives, achievements, gaps)

C9 aims to optimize the role of the media — in their various forms and with a diversity of ownership — as an actor, have an essential role in the development of the Information Society and are recognized as an important contributor to freedom of expression and plurality of information.

Developments and challenges

Seven years after Tunis Summit, the media landscape has rapidly changed and is faced with more than ever complex environment characterized by Internet penetration and ICT renovations. However, emerging and new digital media platform such as social networks,
blogging and their profound impact have not been anticipated and well addressed by Action Line C9 Media. Many emerging issues such as internet freedom, social media, citizen reporting, and etc. have never been so prominent in global internet governance at the time of 2005.

**Recommendations**

Through the review process, it would be crucial to take these changes into account and keep WSIS strategy and approaches updated during implementation stage till and after 2015.

Further to UNESCO’s facilitation on C9 and Internet governance well appreciated by stakeholders, more efforts need to be made to support mushrooming regional and national initiatives both on standard setting and capacity building aspects.
Interactive Facilitation Meetings

Action Line: C10 Ethical dimensions of the Information Society (UNESCO)

Wednesday 16 May 2012  16:15 – 18:00
Room IX

(a) The ability of organizations and individuals to adapt to the new emerging socio-technological realities (new forms and approaches to decision-making etc) is critical to their on-going relevance and resilience.

(b) User awareness and empowerment is central to informed choice-making, consent and well-being on the Internet. Users therefore need to acquire adequate levels of relevant skills and competencies.

The rapid technological evolutions and the associated social transformations require serious policy reflection and discussion, supported by a strong foresight dimension, that seek to develop adaptation measures that steer societies to collectively agreed outcomes.

Debated Issues/Summary of the Session

The notion of cyber and information ethics has emerged from the interplay of human interactions and values with the emerging technologies, use of information and virtual spaces of the information society. The new modes of interaction, the trans-boundary, trans-jurisdictional and ubiquitous nature of these interactions and spaces pose opportunities for advancing human development but also risks for entrenching existing inequities and creating new ones. These developments also represent new paradigms of social, political, economic and even cultural organization. The session on “Cyber and Information ethics: Fostering and enabling freedom on the Internet” provided an opportunity to examine in an interdisciplinary and intersectoral manner a subset of opportunities, challenges and dilemmas related to the afore-mentioned developments in the field of cyber and information ethics. The discussion evolved around the following presentations:

- New technologies, social transformations and ethics
  John Crowely, Division of Ethics and Global Change, Social & Human Science Sector, UNESCO

- Policy and Internet freedom - What society do we want? How do we trust?
  Mr. Lee Hibbard, Council of Europe
• Business and Internet freedom  
  Ms. Theresa Swinehart, Verizon Communications  
• Technology and Internet freedom  
  Mr. Nicolas Seidler, Internet Society  

The session was moderated by Ms Mika Yamanaka, UNESCO, Communication and Information Sector.

**Emerging Trends relevant to the Action Line in the context of the WSIS +10 process**

(a) Technology is enabling decentralized approaches to policy and decision-making that enhances participation. While these processes may take longer, they appear to result in more democratic decision-making accompanied by increased trust and accountability amongst the participants. Although the number of stakeholders is increasing, the challenge of involving ‘regular’ people and making the policy narrative more user-friendly and connected to their concerns.

(b) Businesses see human rights as a positive contribution to online commerce with more and more businesses voluntarily adopting codes of practice. These efforts are serving to provide consistency and predictable frameworks both off-line and on-line with increasing checks, balances and protections for stakeholders.

(c) It appears that use-driven models may provide better alternatives than consumer-driven and regulatory focused approaches to understanding the drivers of social change and ethical behavior on-line amongst individual and groups.

(d) Information literacy is essential for empowering users to make informed choices as well as for enabling them to exercise and protect their rights.

(e) While the focus is currently on ensuring that all persons can access the Internet there is also recognition of a need to discuss the right to disconnect and its implications.

(f) While beneficial in helping to expand our freedom, technologies can be disruptive. Our organizations and societies need to become sufficiently flexible to cope with the social upheavals that technology brings. For example, while there is still resistance to multi-stakeholder approaches as more and more persons are born “digital”, expectations of increased involvement in governance and decision-making is likely to increase. Organizations that are not flexible enough to evolve with such shifts may lose their relevance.

(g) The fast changing and often unpredictable character of new internet-related developments may exceed our abilities to predict and utilize forecast analysis for taking actions, including at the policy level.
## Interactive Facilitation Meetings

### Action Line: C11. International and regional cooperation

United Nations Department of Economic and Social Affairs (UNDESA)

**Thursday, 17 May 2011**  
**Room III**

<table>
<thead>
<tr>
<th>Debated Issues</th>
<th>The importance of international cooperation in the area of ICT measurement to avoid duplication of efforts and maximizing usage of resources. The Partnership for measuring ICT for development and UN organizations could play the role of facilitors and coordinators for development and efficient use of ICT indicators.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quotes</td>
<td>There is need for different national stakeholders to work together in compiling the necessary data for the 49 indicators on measuring the WSIS targets.</td>
</tr>
<tr>
<td>Main Outcomes of the Session</td>
<td>International organizations and UN institutions need to strengthen the partnership with Civil society, regional organizations, non governmental organizations, business and academia community in achieving the WSIS targets.</td>
</tr>
<tr>
<td>Emerging Trends relevant to the Action Line in the context of the WSIS +10 process</td>
<td>Use of internationally agreed ICT indicators such as those developed by the Partnership for measuring ICT for development in national statistical systems is being stepped up.</td>
</tr>
<tr>
<td>Templates relevant to the Action Line in the context of the WSIS +10 process</td>
<td>Following the WSIS +10 Plan of Action, please provide the conclusions on outcomes for “templates for the reports of the lead facilitators on the Action Lines”</td>
</tr>
</tbody>
</table>
Interactive Sessions

Interactive sessions provide workshop style interaction amongst the participants and panellists. The panellists provide an introduction to the framework of the session and act as moderators, while the participants are encouraged to drive the session discussion.
"With WSIS +10 just ahead, it is imperative to process and collect vital and reliable data to measure the impact of ICT for sustainable social and economic development. It is necessary for policy making."

**Debated Issues**

Focusing on the WSIS+10 process, the session provided an update of the Partnership's work on measuring the WSIS targets and presented concrete examples of progress made towards monitoring the targets, but also highlighted gaps that still need to be addressed. The session included a more in-depth look into a first regional data collection on ICT in education for Latin America and the Caribbean carried out in 2011, and presented the latest progress made in measuring the information society in Africa.

**Main Outcomes of the Session**

The participants stressed the need for monitoring the WSIS targets using the indicators agreed by the Partnership. The indicators included in the WSIS statistical framework document published by the Partnership last year should be used when compiling the data on the WSIS indicators.

The Partnership presented a roadmap for the WSIS+10 review process. In 2012, a metadata survey will to be carried out to collect information from countries on the availability of the data necessary to measure the WSIS targets. In 2013, the data collection will be carried out and the final quantitative assessment report will be prepared, to be published in 2014.

**Emerging Trends relevant to the Action Line in the context of the WSIS +10 process**

- There has been good progress regarding the availability of data on ICT infrastructure, household access to ICT, and connecting research centers (targets 1, 8, and 10). Progress has been less significant in the availability of data regarding connecting villages, individual use of ICT, and ICT in education (targets 1, 2, 7, and 10). However, there is very little or no data on ICT in health, e-government, online content, language diversity, and connecting archives, museums, libraries (targets 4, 5, 6, and 9). On the other hand, the Partnership is tackling new indicators related to
targets beyond WSIS in the areas of business use of ICT, ICT sector, e-waste, gender, online safety and cybersecurity, user-created content, ICT skills and employment.

- With respect to ICT in education (radio, television, computer and Internet), the UNESCO Institute for Statistics has led the work to develop an international questionnaire and instructional manual, and a Guide to Measuring ICTs in Education that covers the 10 core indicators and 43 extended indicators (on political commitment, infrastructure, teaching staff and development, curriculum, participation skills and output, outcomes and impact), including on WSIS targets. A 2011 regional questionnaire for Latin America and the Caribbean Regional perspective to data collection for ICT in education statistics allowed countries to benchmark in the context of the e-LAC and will serve as reference for other data collections being planned in Asia and Pacific, the Arab States, and Sub-Saharan Africa.

- The African experience shows that with the increasing penetration of ICTs particularly of the mobile, citizens’ access to public services and information is improving, and the development of e-legislation is increasing confidence in the use of ICT. Countries are recognising the importance of ICT indicators to monitor and measure impact as interest grows for more investment. Public private partnerships are increasingly a means of financing ICT4D activities in countries, confirming the need to promote a multi-stakeholder approach to measuring ICT4D and WSIS action lines. Still, there is a lack of awareness and capacity among national statistical offices of the role of ICT4D and measuring impact, as well as of systematic data collection processes.

**Templates relevant to the Action Line in the context of the WSIS +10 process**

The WSIS targets statistical framework document and related indicators require further promotion and dissemination. The Partnership plans to take stock of data availability in countries through a metadata survey, and to assess national data collection on WSIS targets, with a view to present a report in 2014.
### Debated Issues

In recent years, significant amount of e-waste has evolved in countries which have to be managed in an environmentally sound manner. There are valuable materials included in e-waste such as silver, gold, palladium and copper which is an interesting recycling market. The amount of e-waste produced per year has been increasing but at the same time the recycling business is increasing as well.

However, while offering some economic benefits, massive import of e-wastes coupled with the same wastes being generated locally is placing a heavy health and environmental burden, in particular to developing countries.

The panelists discussed the challenges when developing indicators related to measuring e-waste, and the compilation of reliable data on e-waste as basis for political decision making and further action on the environmentally sound management of used and end-of-life ICT equipment. There are some data available on ICT use, but nearly no comprehensive data on end-of-life equipment recycling and disposal. Most of the e-waste recycling is done by the informal sector, where data collection is very difficult.

### Quotes

40-50 million tons of e-waste are produced worldwide every year.
<table>
<thead>
<tr>
<th><strong>Main Outcomes of the Session</strong></th>
<th>For companies, it is a burden to report on their e-waste recycling and there is a reluctance to do it. So we need to find a way how to motivate them to generate the data, such as introducing incentives for them.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Emerging Trends relevant to the Action Line in the context of the WSIS +10 process</strong></td>
<td>Under Partnership on Measuring ICT for Development a new task group on e-waste is formed under the leadership of UNEP/Secretariat of the Basel Convention to develop indicators, prepare methodologies and collect data.</td>
</tr>
<tr>
<td><strong>Emerging Trends relevant to the Action Line in the context of the WSIS +10 process</strong></td>
<td>E-waste is increasingly evolving not only in transboundary movement, but also on national level. Countries have to find solutions for the sound management of e-waste to national or regional level. There are economic incentives for recycling of e-waste. Management of ICT equipment at its end-of-life has to be seen also in a broader context of e.g. consumer behaviour and influence on reduction of energy consumption.</td>
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<tr>
<td><strong>Templates relevant to the Action Line in the context of the WSIS +10 process</strong></td>
<td>For sustainable planning of recycling operations, reliable data are needed. First priorities have to be identified for developing an initial set of indicators. Definition and Classification of e-waste is necessary and has to be done in order to have a basis for comparable data collection.</td>
</tr>
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</table>
The session began with opening remarks from chair, Jaroslaw Ponder, Strategy and Policy Advisor, International Telecommunication Union. He welcomed all participants and congratulated all the winners for their contributions to the implementation of the WSIS outcomes and wished them a successful continuation.

In WSIS Stocktaking: WSIS Project Prizes Showcasing Part 1, there were following panelists: APC, Ms. Monique Doppert, on behalf of APC and Hivos, Mr. Juan Carlos Ruiz Arteaga Computes to Educate, (Colombia), Mr Artur Krawczyk, Ministry of Administration and Digitization and Cities on Internet Association (Poland), Mrs. Manal Mohamed Al-Abduwani Ministry of Commerce and Industry (Oman), Mr. Mukesh Hajela, India Network For Information & Computer Technology, Indore (India), Mr. Vadym Kaptur, Odessa National Academy of Telecommunications N.A. Popov, (Ukraine), Ms Lakshmi Vaidyanathan, Rural Technology and Business (India) Incubator, Ms Sandra Veličković, Ministry of Information Society and Telecommunications (Montenegro) and Mr. Alhibir Alnuss, Sudan Internet Exchange Point, National Information Center, Ministry of Communications and Informations (Sudan).

The chair introduced the concept of WSIS Project Prizes 2012: “The contest is described as an immediate response to requests of WSIS stakeholders, to have a mechanism to evaluate and reward individuals, governments, civil society, local, regional and international agencies, research institutions and private sector companies for the successful implementation of development-oriented strategies that leverage the power of ICTs. The prizes, which were awarded for the first time this year, recognized excellence in the implementation of projects and initiatives that furthered the goals of the World Summit on the Information Society (WSIS). This was done by improving access and connectivity to information and communication technologies (ICTs) in line with the 11 Action Lines outlined in the outcome documents presented by UN World Summit on the Information
Society. Prior to the identification of the winners, the WSIS Project Prizes 2012 contest went through several phases, namely, submission and appreciation. The contest adopted a multi-stakeholder approach involving the participation of governments, international organizations, civil society, private sector and others. More than 170 ICT related projects from 50 countries were nominated. In the future, WSIS Project Prizes is likely to become a solid evaluation mechanism for any efforts undertaken in the framework of the WSIS process. In terms of the overall review process, best practices will serve as reference point at a global level and satisfy all WSIS related needs and demands. Other parties and stakeholders are encouraged to consider projects that could potentially be nominated in the next edition (2013) and this year’s winners will be available to provide guidance and advice based on their experiences.

The session continued with presentation of **APC, Ms. Monique Doppert, on behalf of APC and Hivos** that introduced project of GIS Watch—“we are honor to be among winners. For the first time, GIS watch was published in 2007 when APC joined forces with Item and HIVOS to produce global reports. The GIS annual reports create useful opportunities to have stock of civil society. The long-term of GIS watch to be a platform for civil society at national, regional, international levels and to be a vehicle for improvement of Information Society. GIS watch aims to a) encourage critical dialogue, b) empower and motivate national civil society organizations c) inform decision makes and media. Participation in GIS watch is simple. The resources are required. Having more reports does not necessarily mean better report nor policy analysis”.

After this presentation, there was a turn of other winners to showcase their projects:

**Computes to Educate (Colombia), Mr.Juan Carlos Ruiz Arteaga presented the project computers to educate.** Mr.Juan Carlos Ruiz has focused particularly on two aspects of the project: how does organization work and the impact. “It is a 11 years project which has been strengthened by 3 different presidents of Colombia and it is supported by two ministries: Ministry of Information and Communication Technology and Ministry of Education. The purpose of project is to reduce social and regional gaps and to help to improve education quality based on the incorporation of ICTs. Since 2000 and till 31 December 2011, Computers to Educate has been providing benefits to 27 377 public schools with 373 371 computers which have given access to almost 6400000 children. 168 235 computers have been remanufactured and the inappropriate final disposal of 5 059 tons of electronic waste has been avoided. Computers to Educate generates economic benefits for its society by placing a value on waste trough practices of recovery and use of items and materials.”

**Ministry of Administration and Digitization and Cities on Internet Association (Poland), Mr Artur Krawczyk presented the project Lighthouse Keepers** that was awarded in the category C4. Capacity building. Mr Artur Krawczyk briefed about the ICT related project that is particularly focused on the aged group of population in Poland. “Out of 38 million Poles, 10 million adults aged 50 and over that have never used the Internet. The strategic goal of the project is a reduction of digital exclusion among adults aged 50 and over. The project established an essential and organizational basis for a national scheme of combatting digital exclusion trough informal training and dissemination of information. Primer challenge is the mental barrier; it is not the internet connection and not the high prices. First of all, people need to be connected with stimulation and motivation. The novel approach, new mythology is applied for 45+ generations. We use the competences of a lot of people who could work with the group of aged society. It could be characterized as the voluntary movement and it is evolving; now there are 2600 people named as “Lighthouse keepers”. WSIS Project Prizes 2012 is the prize for the whole group of volunteers and it is important for them to know that they are so important for the society. There is grant for the best of the best among 2600 people. There is a number of ambassadors of this initiative. Couple days of ago, the minister is expressed its interest personally in this initiative and would like to be the Lighthouse keeper.”

**Ministry of Commerce and Industry (Oman), Mrs. Manal Mohamed Al-Abduwani, presented the project One Stop Shop Business eServices** that was awarded in the category C7.ICT applications: e-
Business. Mrs. Manal Mohamed Al-Abduwani focused more on benefits for business and particularly investors. “This project got the prestigious award. One Stop Shop system was developed in 2001 in line with e.oman strategy. The strategy implements the e-government’s vision and coordinates with the Information Technology Authority to serve the business sector using the latest technologies and ability to serve investors. The main component in the new business model consists in providing integrated services through the Internet. The One Stop Shop Business provides quick and efficient services for investors. The system organizes applications flow with approvals from other government entities. The system removes the need for manual follow-up for e-applications. The One Stop Shop is the main and only portal for commercial and industrial entities to apply in the Sultanate. It contains more than 60 e-services accessible via Internet.”

Network For Information & Computer Technology, Indore (India), CIV, Mr. Mukesh Hajela presented the project Samadhan Project in the category C7. ICT applications: e-Government explaining in details what kind of e-government services this project offers. “The project goal is to implement new e-Government capabilities. Information and communication technologies are used to enhance transparency, error free and to reduce the processing time between requests made by citizens and their delivery by the government. It also reduces travelling obligations for citizens who live sometimes further than 4km away from the nearest service centre. The target audience in District Smadhan Project is citizens of both rural and urban area as the Samadhan Project covers districts, blocks, Tehsils, and village areas.”

Odessa National Academia of Telecommunications S.A Popov (Ukraine), Mr. Vadym Kaptur presented the project Building safer internet for educational institutions in the category C5. Building confidence and security in the use of ICTs. Mr. Vadym Kaptur emphasized particular role of this project in child online protection “The project aims at setting a content-filtering solution with a database of inappropriate resources for educational institutions. To facilitate the update of the systems, the processing of the log-files is centralized. The database already includes more than 1 million entries of banned resources, and is spread over 130 servers. The system can be exported in other countries or regions. In May 2010 the first project was implemented with the support of one of the largest Ukrainian mobile operators to the System.”

Sudan Internet Exchange Point, National Information Center, Ministry of Communications and Informations (Sudan), Mr. Alhibir Alnuss presented project Sudanese Internet Exchange Point in the category C2. Information and communication infrastructure. Mr. Alhibir Alnuss explained the importance of connection of Internet service providers, particularly in local communities. “The National Information Center established the Sudan Internet Exchange Point (SIXP) in August 2010. It allows the members to exchange traffic to each other, encourages the use of local resources and reduces the load on the global Internet. Each member connects to the peering point and then agrees to allow other members to transfer to and from their local network. The exchange point started with only four Internet Service Providers (Sudatel, Zain, Canar, Vision Valle) connected via Fast Ethernet. The goal of the project is to connect all the Internet service providers in Sudan so that the traffic uses less international bandwidth. Sudan Internet Exchange Point (SIXP) has been proposed as a component of Internet infrastructure that can increase the affordability and quality of the Internet for local communities. The project enables local networks to efficiently exchange information at a common point within the country rather than exchanging local Internet traffic overseas. The exchange point delivers many benefits summarized as follow: lower the transit costs; lower latency; increased usage revenues; more and better services and Increased customer satisfaction.”

Rural Technology and Business Incubator (India), Ms Lakshmi Vaidyanathan presented project Rural Technology and Business Incubator in the category C6 Enabling environment. Ms Lakshmi Vaidyanathan explained in details the model and how this model supports start-ups. “The company Rural Technology and Business Incubator was registered in 2006 and it enables capacity building for sectors in under-served regions by supporting social and rural inclusive start-ups. Prior experience is
not always available in rural areas and so the company also undertakes various exploratory trials, pre-incubation experiments, business and field trials as well as technology innovation work in the areas of agriculture, financial inclusion, healthcare or energy. Development and prototyping of relevant, low cost technologies is a core value that the company brings to other companies. The target group of RTBI is social entrepreneurs in the selected expertise area. Currently, there are over 19 companies in the organization’s portfolio. The impact of the following incubated companies is enormous: EJeevika, DesiCrew and ROPE, Invention Labs, Uniphore, InteliZon, ROPE and MobilTrain. The model is highly replicable.”

Ministry of Information Society and Telecommunications (Montenegro), Ms Sandra Veličković, Secretary of the Ministry, Montenegro presented project Promotion of the Information Society among people with disabilities in the category C10. Ethical dimensions of the Information Society. The Ministry for Information Society and Telecommunications implemented the project “Portal for people with disabilities” with the aim of promoting the Information Society among disabled people. “The aim of the web portal is to enable organizations and associations to connect together disabled people in a fast, safe and simple manner as well as to inform the public about different aspects of their life, work and activities taking place in Montenegro. This project will raise the level of information technology literacy of disabled people. The ministry has donated a significant number of computers to NGOs and associations dealing with disabled people, through the project “National PC program”. “

The session was finalized with closed remarks thanking everyone for their contributions.

09:00-10:45 WSIS Stocktaking: WSIS Project Prizes Showcasing- Part 2 (Room IV)- 16.05.12
The WSIS Project Prizes Showcasing- Part 2 begun with opening remarks from Ms. Regina Valiullina, ITU. She welcomed the public, congratulated all winners of WSIS Project Prizes 2012 and thanked them for their efforts implemented towards achieving WSIS targets. She informed the public about the possibility of finding more information about the winning projects in the publication WSIS Stocktaking 2012: Success Stories.

Ms. Regina Valiullina invited all panellists to present their projects with an emphasis on the value and impact of the project. The panel for the WSIS Project Prizes Showcasing- Part 2 Interactive session consisted of Dr. Jarallah Saleh AL-Ghamdi, Consultant and Chief Information Officer, National Center for Education Information, Ministry of Education (Saudi Arabia), Dr. G Subrahmanya VRK Rao, Chief Architect – Technology, Cognizant Technology Solutions (India/USA), Dr. Khaled AlAjmi, General Manager of the National Unemployment Assistance Program, HRDF (Saudi Arabia), Ms. Viola Krebs, Executive Director, ICVolunteers (Switzerland), Mr. Michael Riggs, e-Agriculture Community (Italy), Ms. Jessica Mayberry, Founding Director, Video Volunteers (India), Dr. Hadi Shahriar Shahhoseini, Assistant Professor, University of Science and Technology (Iran).

Dr. Jarallah Saleh AL-Ghamdi, Saudi Arabia: “The Noor project is considered as one of the Kingdom’s most strategic initiatives. Noor management education system is all about school management in Saudi Arabia. The solution provides a wide range of features and e-services (around 2763 functionalities). Project began a year and a half ago and we are currently well into the third phase. First phase involved building the system backbone and distributing to all schools the needed reports and KPIs about the education system. The next involved direct training to more than 60,000 people integrated in the system. Third phase involved subsystems that evaluate the readiness of schools and student counselling. There are currently 76 different categories of stakeholders. Feedback from different users shows satisfaction with the system. Support from government has helped make this programme a success. There has also been support from teachers and the school system i.e. commitment from people and staff- teacher training. They work as partners for implementation”
Dr. G Subrahmanya VRK Rao, Cognizant Technology Solutions (India/USA): “The project is called ‘Ruhanga’ and it is focused on problems of affordable healthcare in emerging and developing markets as well as more mature markets. We aim to address these markets through our healthcare tool and wireless technologies. ‘Ruhanga’ is a healthcare application which leverages the power of convergence of Cloud Computing and Wireless Technologies. This helps address the needs of rural markets. How can this be done? Through immediate healthcare in an effective and describable manner. That is, making video streaming lightweight is what we are currently working on. On the business side there are concerns that include total costs and on the service side there are problems with outreach. Hence, there is a need for health workers and local communities are encouraged to get involved. We focus on working with hospitals, governments and NGOs. It is implementable in our time in respective of location constraints in the world. Much power can be found in Cloud Computing which smoothly integrates data and mobile wireless technology”.

Dr. Khaled AlAjmi, National Unemployment Assistance Program, HRDF (Saudi Arabia): “The project is called the ‘Saudi National Unemployment Assistance’ programme. The code name is ‘Hafiz,’ the Arabic word for ‘incentive.’ The aim is to incentivize people to join the job market and to encourage employers to come together. The drive for Hafiz’ is through Royal Decree. It took nine months to implement the project. The objectives were to create a database of resumes for Saudi job seekers who constitute the supply side of the labour market. Another component is the demand of labour market as a whole. There were two incentives to create the database- the first incentive is to have the desire for the job seekers to come to us electronically and to reach out to all the Saudis out there using internet and mobile technology. The second incentive was to ensure people looking for jobs are ready to get jobs. Guidelines of the project are equality. Maintaining social justice and rights of individuals are also important aspects. Equal rights and responsibilities of genders also play an important role. Everyone can take part in the programme but not everyone is eligible for the allowance- 500 dollars month. Jobseekers targeted are specifically the youth (20-35 yrs old). Timeline mandated by the Royal Decree was till the end of 2011. We wanted to ensure reliability and efficiency and a totally paperless process. Other objectives include increasing the rate of internet penetration.”

Ms. Viola Krebs, Executive Director, ICVolunteers (Switzerland): “ICVolunteers is a non-profit organisation with volunteers in 180 countries. We focus on information and communication technologies. The Green Voice programme is a global campaign that aims to raise awareness about environmental issues. We work specifically with photographers around the world, communicating a message with a photograph and making a difference in a positive way. This global campaign is possible due to technology. The campaign was launched in 2009, we invited photographers and have received 1000 photographs today from nearly 100 countries. We would like to thank our partners as the programme wouldn’t be possible without them, UNEP, city of Geneva, etc.”

Mr. Michael Riggs, e-Agriculture Community (Italy): “Thanks and recognition to the ITU. The e-agriculture community is supported by the FAO. The e-agriculture is an action line of WSIS agenda and the community focuses specially on people working together for sustainable agriculture and food security. The question is how to bring new technologies to the agricultural sector? Common interest brings people together. There was a global survey to ask people what would be the most beneficial thing to do in an area and then the community was created and launched in 2007. This e-agriculture community has the support of large organizations but is primarily made up of individuals who share their time and resources. We currently have 8,600 members globally from a 165 countries and this number is growing by several 100 members a year. The list is representative of most countries. e-agriculture’s dominant presence is online. We are very focused on online activities and also participate in face to face events. We are looking for partners to work with us. There are currently discussion forums held 5-6 times a year. There have been 17 discussion forums in the last 3 years in 3 languages with around 5000 people for the events. We have been working with the World
Bank on online forums as well. The Community itself determines what’s important not the FAO. Public/Private partnerships are important and the road to the digital divide is a major priority as the needs of rural communities are sometimes overlooked. The initial challenge was that it was solely a tool for Western, ICT literate people but this is no longer the case. In the developing world more people are getting engaged with social media such as Facebook and Twitter. These are very important for reaching out to people.”

Ms. Jessica Mayberry, Founding Director, Video Volunteers (India): “Our mission is to empower poor communities with a voice to assert their rights. 60 people are working as community correspondents in every state in India and we recruit people through NGOs, government agencies, social media. We train them, give them cameras, and teach them to make stories about issues they feel need to be shown in their communities. We pay them as this is an entrepreneurial venture. We showcase 1 video a day after editing etc. ,the aim is at enabling communities to speak for themselves rather than be spoken for. We help bring out creative, articulate content. The training is focused on enabling them to speak powerfully to people on the outside. The problem we are trying to address is the 2% coverage of rural issues in the newspapers in India. Too many people are disenfranchised with no access to the media to make issues heard and the media doesn’t represent them. We are overcoming this through various partnerships with mainstream India. We are developing a brand of news by those who live it- getting a different perspective and stimulating greater interest in these areas. Currently we distribute to TV, magazines, web platforms. How does all of this get back to communities? No internet in rural areas. Bringing our rural issues, teaching people to use ICTs and make a livelihood by doing it.”

Dr. Hadi Shahriar Shahhoseini, Assistant Professor, University of Science and Technology (Iran): “We have created a WSIS cooperation project. This involves research study and the preparation of documents for the Information Society. We investigate documents about the Information Society and provide supporting documents used by organizations to prepare WSIS reports. The aim is for someone unfamiliar with WSIS to find the concept and principles of WSIS. We study more than 200 reports regarding WSIS and developed a software tool that can search documents based on certain criteria e.g. organization, submission date etc. We invite governments and private sector and want to monitor their WSIS related activities.”

Questions:

1) Question for Video Volunteers: “are the videos available on YouTube? How much impact did you have? How many people does it reach? Marginalized people or others as well?”

Ms. Jessica Mayberry: “Yes, videos are available on YouTube. 100 people working as community correspondents- reaches back to the communities. It is difficult to reach them because they don’t have internet access but reach them through widescreen projectors in villages. Need to find a solution for enabling the poorest people to one day watch it on their cellphones and upload from their own computers, don’t know whether this is 2 years or 15 years away.”

2) Question for Video Volunteers – “There is a broadband project in India going on, would that make access easier sooner? And how sustainable is your project at the moment?”

Ms. Jessica Mayberry: “The Indian government is focused on bringing internet to rural areas. They have created a 35 dollar laptop and other initiatives. We have also created a great way for people to screen these programs. Public/private partnerships have helped bring internet to every 10th rural village. Telecentres as distribution hubs for community media are also useful. There has been service to mainstream media but it is not easy to get support from foundations and government.”

3) Question for University of Science and Technology (Iran)- “How do you collect data? Do you use any electronic collection?”
Dr. Hadi Shahriar Shahhoseini: “ITU site and other books and documents available publically”
Interactive Sessions

WSIS 2013 Review Event (UNESCO)

Tuesday 15 May 2012
Room XI

11:15 – 13:00

This Open Consultation built on the WSIS+10 discussions to held earlier in the Governing Body Room (9-10:45am). The consultation was opportunity for the host of the WSIS 2013 Review Event, UNESCO, to take note of the 2013 event expectations of all stakeholders. The WSIS stakeholders conveyed already their views on the 2013 event through the inclusive drafting process of the WSIS+10 review Action Plan by the United Nations Group on the Information Society (UNGIS). The UNGIS Action Plan foresees for the 2013 event a review of emerging trends in the Information Society and the development of recommendations. UNESCO provided a short introduction on the objectives, approach and initial building blocks envisaged for the 2013 WSIS Review Event, and requested stakeholders’ inputs.
Interactive Sessions

Imagining the Past: ICT Innovations in 2015 (ITU)

Tuesday 15 May 2012 11:15 – 13:00
Room VII

The ICT landscape has changed significantly since the WSIS Summits took place in 2003 and 2005. We have witnessed a transition from a world where many people did not have access to even basic voice communications, to a world with six billion mobile cellular subscriptions and over 2.3 billion people using the Internet. Using an innovation protocol called backcasting, this workshop will start by imagining the desirable future for ICT Innovations in the year 2025 and then look back to the year 2015 to review the policies and programs that connected that future to the present. The output of the workshop was a set of recommendations on those policies and programs.
The session on remote participation provided information on the different modes of remote participation used to reach out to WSIS Stakeholders and to include them in all the different activities and event. Ms Gitanjali Sah, Policy Analyst WSIS moderated the session informing all present about the Remote Participation strategy for the WSIS Process.

Mr Guy Girardet, Remote Participation Focal Point at ITU, provided information about ITUs different initiatives in the area of Remote Participation. ITU has been pioneering several Remote Participation initiative for example Remote Participation in the 6 Official UN Languages and so on. ITU is also assisting several UN agencies in implementing and integrating the concept of Remote Participation.

Mr Ahmed Eisa, from the Sudan Telecentre shared his experiences as the end user of the Remote Participation Services. He appreciated this service that was provided by ITU to all the WSIS Stakeholder allowing them to contribute without being physically present in Geneva.

Mr Ian Mckenzie, from the UAE University applauded the Remote Participation facilities provided by the ITU. He shared his experience of participating in several WSIS Meetings through remote ways.

Mr Bernard, focal point of Remote Participation from IGF, share his experiences of remote participation during the IGF meetings. He applauded ITU for the efforts made towards integrating excellent remote participation facilities in the WSIS Forum.
The Tunis Agenda on the Information Society, more precisely its Para 101 proposed implementation mechanism at the regional level, as follows: Upon request from governments, regional intergovernmental organizations in collaboration with other stakeholders should carry out WSIS implementation activities, exchanging information and best practices at the regional level, as well as facilitating policy debate on the use of ICTs for development, with a focus on attaining the internationally agreed development goals and objectives, including the Millennium Development Goals. UN Regional Commissions, based on the request of Member States and within approved budgetary resources, may organize regional WSIS follow-up activities in collaboration with regional and sub-regional organizations, with appropriate frequency, as well as assisting Member States with technical and relevant information for the development of regional strategies and the implementation of the outcomes of regional conferences. The purpose of this meeting is to discuss the follow-up on the implementation of the WSIS outcomes at the regional level. Session will include the contributions of the representatives of the UN Regional Commissions, followed by a general discussion.

Stationed in five regions of the world, United Nations Economic Commission for Europe (UNECE), United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP), Economic Commission for Latin America (ECLAC), United Nations Economic Commission for Africa (ECA) and United Nations Economic and Social Commission for Western Asia (UNESCWA) shared key objectives aiming to foster economic integration at the sub-regional and regional levels, to promote the regional implementation of internationally agreed development goals, including the Millennium Development Goals (MDGs), and to support regional sustainable development by contributing to bridging economic, social and environmental gaps among their member countries and sub-regions.

**Moderator:**
Mr Gary Fowlie, ITU

**Panellists:**
- United Nations Economic Commission for Europe (UNECE),
- United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP),
- Economic Commission for Latin America (ECLAC),
- United Nations Economic Commission for Africa (ECA)
- United Nations Economic and Social Commission for Western Asia (UNESCWA)
Interactive Sessions

Remote Participation (ITU/Partners)

Thursday 17 May 2012  16:15 – 18:00
Room IV

Will be available soon
The seventh WSIS Action line Facilitators meeting provided an opportunity to assess, evaluate and focus on WSIS+10 issues.

Mr Zhao, Deputy Secretary General opened the meeting saying that in context to the WSIS review process, it’s important for all the action line facilitators to take stock of the most important achievements and areas that have not been sufficiently addressed since 2005. He highlighted that there are several new developments and challenges that have emerged and have created the need for post 2015 goals and mechanism. Mr Zhao stressed on the importance of the 10 year country and Action Line reporting templates that were developed with multistakeholder engagement.

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<th>Speaker</th>
<th>Comments</th>
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<tr>
<td>ACTION LINE C2, ITU</td>
<td>• Provided an update on the outcomes of the AL C2 session during WSIS Forum 2012.</td>
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<td>• Highlighted the following with reference to the WSIS+10 evaluation templates:</td>
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<td>• 1) Evaluation of outcomes in ALC2 implementation</td>
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<td>- Monitoring of the transition to digital terrestrial television broadcasting and the utilization of the digital dividend bands</td>
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<td>- Identification of key factors/benchmarks to evaluate ALC2 related projects/activities</td>
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<td>- Evaluation of achievements by 2012 and identify areas to be addressed beyond 2015</td>
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<td>• 2) Identification of emerging trends</td>
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<td>- Increasing demands of access to information.</td>
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<td>- New technological and regulatory approach to meet the increasing demand for mobile broadband services and consideration of convergence between broadcasting and mobile communication services</td>
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<td>- Broadband opportunities which create new business opportunities in rural and remote areas to bridge the economic and social digital divide</td>
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3) Future plans

- Economic and social dimension of Digital TV: reaching isolated people e.g. in developing countries,
- Realization of new services that use radio waves (e.g. enhancement of mobile services, expansion of new multimedia broadcasting, Intelligent Transport System, disaster prevention)
- Solution for social and economic problems (affordable portable TV receiver, bidirectional data broadcasting, poverty, lack of education, undeveloped rural areas, etc.)
- Develop requirements for next generation terrestrial broadcasting systems
- Mix of broadcast and broadband, how to combine mobile broadband and digital broadcasting
- Harmonized utilization of the digital dividend bands and the channeling plans for the broadband wireless services.
- Focused area beyond 2015 to be identified by evaluation of ALC2 related activities
- New targets will be developed by identification of emerging trends

**ACTION LINE C3, UNESCO**

- Informed that this year the AL C3 meeting focused on promoting freedom of expression on Internet and social media and UNESCO took the opportunity to promote its Internet freedom publication “Freedom of Connection, Freedom of Expression: the Changing Legal and Regulatory Ecology Shaping the Internet”.
- Panelists and participates recognized that freedom of expression on Internet is a crucial challenge to address in formulating inclusive information society.
- Panelists presented various challenge and threats for freedom of expression on Internet and shared recently developed international and regional standards and policy recommendations on protecting Internet freedom.
- Highlighted the importance of the use of ICTs for Disability.

**ACTION LINE C4, ITU**

The following points were highlighted:
- Mobile learning can be a powerful tool for growth and education in developing country.
- Need to educate policymakers and the academia in the use of mobile learning.
- Need to foster partnership between the private and public sector to uptake mobile learning,
- Capacity Building in the area of Mobile learning is extremely important.
# ACTION LINE C5, ITU

The following points were highlighted:

- How to harmonize the different task force and the different initiatives to produce global framework for cyber security.
- Harmonization of the globalization.
- Suggested that the necessity to create an organisation or create a network, able to support government and international community on issues related to protection on ICTs.
- This aspect related to children - children are the new digital citizens, there should be more concrete roles for the privacy mobile phone and more protections as required.
- Push for more children in the WSIS Related Discussions.

# ACTION LINE C6, ITU

A summary of the outcomes of the AL C6 session was provided:

- The regulation of the information society, ICT as an enabler for better governance.
- Addressed a number of issues, including the regulatory frameworks for good governance.

The main outcome of the session:

1) That it is important to have more spectrum with good policy to deliver good products for the market. High investments in optical fiber are needed to provide broadband services and access to Internet services for all. In addition, to achieve MDGs, national policies for broad social development involving other sectors such as education and health are needed.

2) It was pointed out that what is disruptive is the way we use Internet and not the technology. With regards to better governance, it is essential to have good and proper recycling policy, climate policy and processes for cheaper devices.

3) The moderator concluded that access to information and ICTs services is a human right. He noted the importance of integration for all, e-literacy, digital competence and harmonization of rules and efforts.

4) Good public governance can leverage ICTs in various ways to increase efficiency and accountability, enhance transparency and facilitate public sector reforms. ICTs can ensure a wider participation and empowerment of citizens, institutions and private sector in the decision making process. Better public governance assisted by ICTs also has other significant benefits, such as the reduction of corruption and poverty.

# ACTION LINE C1, C7, C11

Regarding the Action Line C1 some of the main points that were
UNDESA highlighted:

- Status of the e-strategy development, use of the ICT enabling environment.
- Measuring ICT for development with the focus on the e-Government indicated and further development.

The main outcomes of session regarding the Action Line C1:

- Need to step up in support of the development of sectoral e-strategies to support the ICT Strategies.
- Need to develop master plan for parliaments in order to avoid the piecemeal, uncoordinated and nonsustainable activities, at the national and international level.
- Emerging trends is considered process of the strategies will continue along in 2013 as a full implementation ranging from the programme identification, resource organisation, and resource deployment.

Regarding the templates:

There is need to step up support in the development of e-strategies to translate existing ICT policies into implementable documents to roll out ICT for exploitation by all stakeholders. The role of Parliaments is of paramount importance in the information society as it will promote inclusion of all stakeholders and availability of relevant appropriate regulation. In this context development of Master Plan for parliaments should be promoted.

**Action Line C7 (e governance):**

- One of the challenges facing government are the opportunities ahead and the risks involved in the development and implementation of e-gov strategies.
- Empowering citizens to be part of the entire e-government development and implementation process
- Efficient exchange of best practices through electronic means and use of new media to inform and connect citizens to the e-gov and sustainable development processes are paramount importance.

**Action line C11,**

- International and regional cooperation.
- Importance of international cooperation in the area of ICT, measurement to avoid duplication of efforts and maximizing use of resources.
- The partnership for measuring ICT for development and UN organisation could play the role of facilitator and coordinators for the development and efficient use of ICT indicators.
- Use of internationally agreed ICT indicators such as those developed by the Partnership for measuring ICT for development in national statistical systems is being stepped
### eBUSINESS REPRESENTATIVE

- Noted impact that the processes like the WSIS has on the use of ICT for health.
- Project exists in more than 20 countries for telemedicine in remote areas.
- The last seven years after the second phase of the WSIS for the e-health at this stage there’s a need to move beyond pilots.
- 85% of the health sector is connected and computerized, something to build on.
- Cost in some areas, especially in the poorest countries is still high.
- There is an increase need for health information and knowledge and there are still issues around the language and appropriate forums and formats that are appropriate for the user.
- Need to keep health workers in remote settings and areas and provide them and practitioners with information and knowledge.
- The first is having the commitment adopt national strategies for ICT for health.
- Mobile technology is definitely the new horizon for and new opportunity for the health sector.

### MR. HANU, WHO eHEALTH

- Measuring ICT for development, focus on ewaste.
- Two workshops one on ewaste challenges.
- Looked at how ICTs can address the negative and positive impacts of ICT environment.
- It was agreed that this Action Line should stay as a single Action Line.
- eWaste today is a much more important problem than ten years ago.
- One of the fastest growing wastes and that a life cycle approach has to be put in place when looking at ICT equipment.
- more focus should be put in encouraging stakeholders to create a database.
- Call to include the civil society and bring the people on the ground, particularly in developing countries.
- Also an agreement that maybe specific goals and indicators for these Action Lines would be incorporated with the w kiss target.
<table>
<thead>
<tr>
<th>Action line C7(e agriculture)</th>
<th>FAO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Focused on the important role that ICTs may play in the agricultural value chain and the effect on poverty and rural livelihoods.</td>
<td></td>
</tr>
<tr>
<td>ICTs and facilitating social networks in rural communities and the impact it has on rural communities.</td>
<td></td>
</tr>
<tr>
<td>Mobile technology either is or will become the dominant tool in agricultural information services.</td>
<td></td>
</tr>
<tr>
<td>Many countries there are challenges due to the cost of mobile network services.</td>
<td></td>
</tr>
<tr>
<td>Mobile agricultural information services still pilot stage or early business models.</td>
<td></td>
</tr>
<tr>
<td>Women and girls in ICT ties in with this often overlooked aspect in the area of rural agricultural information services.</td>
<td></td>
</tr>
<tr>
<td>Remote participation very important.</td>
<td></td>
</tr>
<tr>
<td>Happy with efforts begin to merge certain sessions because of complimentary interests, we hope that the organisers will promote this again.</td>
<td></td>
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<table>
<thead>
<tr>
<th>Action Line C7 (eSCIENCE)</th>
<th>UNESCO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Science and scientific development are key for economic development.</td>
<td></td>
</tr>
<tr>
<td>Society is very scientific based and it now integrates IT at some of the development’.</td>
<td></td>
</tr>
<tr>
<td>Decline in the enrollment rates in science.</td>
<td></td>
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<tr>
<td>Educators today need new teaching and learning methodologies to reach youngsters.</td>
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<tr>
<td>The UNESCO science initiative which intends to inspire and excite young people for science, encourage employment on graduation, creating economies, research and development, teaching and entrepreneurship activities.</td>
<td></td>
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<tr>
<td>Importance of girls and women in science.</td>
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<tr>
<th>Action Line C8 – Cultural Diversity</th>
<th>UNESCO</th>
</tr>
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<tbody>
<tr>
<td>In 2011, 2012, a project was started together with OECD and ISOC - objective was to examine and analyze the linkages between local content production and local infrastructure and cost of access.</td>
<td></td>
</tr>
<tr>
<td>looking at case studies from seven different countries, the nature of the relationship between local content creation, development of local Internet infrastructure and cost of Internet access.</td>
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<table>
<thead>
<tr>
<th>Action Line C9 (Media)</th>
<th>UNESCO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Focused on promoting freedom of expression on the Internet and the social media.</td>
<td></td>
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<tr>
<td>Recognised the freedom expression is crucial in addressing inclusive information and knowledge societies.</td>
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<tr>
<th>Action line C10 (Ethical Dimension)</th>
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</thead>
<tbody>
<tr>
<td>Ethical dimensions of the information society.</td>
</tr>
<tr>
<td>Technology is enabling decentralized policy to decision making that allows for the involvement of more persons.</td>
</tr>
<tr>
<td>Information literacy is essential for empowering users to</td>
</tr>
</tbody>
</table>
make informed choices as well as for enabling them to exercise and protect the rights in the complex technical online environment.

- Organisations need to be sufficiently flexible to deal with the upheavals that technology brings.
- Organisations that are not flexible stuff may lose their relevance.

| PARTNERSHIP ON MEASURING ICT FOR DEVELOPMENT, ITU | The participants stressed the need for monitoring the WSIS targets using the indicators agreed by the Partnership. The indicators included in the WSIS statistical framework document published by the Partnership last year should be used when compiling the data on the WSIS indicators.
- The Partnership presented a roadmap for the WSIS+10 review process. In 2012, a metadata survey will to be carried out to collect information from countries on the availability of the data necessary to measure the WSIS targets. In 2013, the data collection will be carried out and the final quantitative assessment report will be prepared, to be published in 2014.
- There has been good progress regarding the availability of data on ICT infrastructure, household access to ICT, and connecting research centers (targets 1, 8, and 10). Progress has been less significant in the availability of data regarding connecting villages, individual use of ICT, and ICT in education (targets 1, 2, 7, and 10). However, there is very little or no data on ICT in health, e-government, online content, language diversity, and connecting archives, museums, libraries (targets 4, 5, 6, and 9). On the other hand, the Partnership is tackling new indicators related to targets beyond WSIS in the areas of business use of ICT, ICT sector, e-waste, gender, online safety and cybersecurity, user-created content, ICT skills and employment.
- With respect to ICT in education (radio, television, computer and Internet), the UNESCO Institute for Statistics has led the work to develop an international questionnaire and instructional manual, and a Guide to Measuring ICTs in Education that covers the 10 core indicators and 43 extended indicators (on political commitment, infrastructure, teaching staff and development, curriculum, participation skills and output, outcomes and impact), including on WSIS targets. A 2011 regional questionnaire for Latin America and the Caribbean Regional perspective to data collection for ICT in education statistics allowed
countries to benchmark in the context of the e-LAC and will serve as reference for other data collections being planned in Asia and Pacific, the Arab States, and Sub-Saharan Africa.

- The African experience shows that with the increasing penetration of ICTs particularly of the mobile, citizens’ access to public services and information is improving, and the development of e-legislation is increasing confidence in the use of ICT. Countries are recognising the importance of ICT indicators to monitor and measure impact as interest grows for more investment. Public private partnerships are increasingly a means of financing ICT4D activities in countries, confirming the need to promote a multi-stakeholder approach to measuring ICT4D and WSIS action lines. Still, there is a lack of awareness and capacity among national statistical offices of the role of ICT4D and measuring impact, as well as of systematic data collection processes.
- The WSIS targets statistical framework document and related indicators require further promotion and dissemination. The Partnership plans to take stock of data availability in countries through a metadata survey, and to assess national data collection on WSIS targets, with a view to present a report in 2014.

| WSIS STOCKTAKING PROCESS, ITU | • Raise the awareness about stocktaking reporting.  
| | • Proposal to translate the stocktaking report to other UN language,  
| | • Continue to inform stakeholders, including government, international organisations and others about the upcoming ITU official call for reporting with reference to 11 Action Line.  
| | • Raise the awareness about the stocktaking to monitor the process on the outcome of business.  
| | • Contribute and share national reporting to the stocktaking, share best practices.  
| | • Continue the WSIS project prizes in 2013.  
| | • Stakeholders appreciated and supported the role of stock taking as an important tool for overall assessment and evaluation.  
| REMOTE PARTICIPATION, ITU | • Online registration form and allowed us to get a much better understanding of the organisations and countries that people were being represented  
| | • In terms of climate change tracked the Carbon savings from all those who participate remotely  
| | • The model we used for this forum proxy model feedback |
showed that this model worked quite well.

- Many panelists who could not travel to Geneva.
- There were many sessions where remote presentations were given by panelists.
- The implementation and utilisation of the technology proved to be a very positive experience overall.

The two reporting templates developed with multistakeholder inputs received Multistakeholder Consensus namely:

1) WSIS+10 Country Reporting Templates
2) WSIS+10 Action Line Reporting Templates.

Available at www.wsis.org/review
Eighth meeting of the United Nations Group on the Information Society (UNGIS)

This comprised of the high–level segment of the meeting that took place on 14 May 2012, 11:00-12:00, room number I, ILO Conference Centre, Geneva and the working level meeting that took place on the 15th of May 2012, 16:15-18:00, room number I, ILO Conference Centre, Geneva. The eighth meeting of the UNGIS provided an opportunity to advance the Group’s objectives of coordination of substantive and policy issues facing the United Nation system in the implementation of the outcomes of the World Summit on the Information Society (WSIS).

During the meeting it was stressed that UNGIS continues to build its strong identity due to the excellent collaboration of its members and cooperation between the Chairs. Due to this collaborative spirit ICTs will remain on the top of the UN Global Agenda beyond 2015. It was mentioned the importance of continuing to amass the useful information on the ICTs related projects all over the world through UNGIS.

Particular focus was directed towards the development of the Work Plan for the year 2012-2014.

It was pointed that UNGIS should complement and add value to existing policies, programmes and projects by fostering synergies and promoting joint efforts, with the aim of enhancing coordinated action, coherence and effectiveness to support developing countries in their efforts towards the achievement of the WSIS goals and targets agreed upon by the international community.
Country Workshops

Countries provide updates and report on implementation of the WSIS Action Lines in their respective countries. This session provides an opportunity for all participants to learn and share their country level experiences on the implementation of the WSIS Action Lines.
Country Workshop

Building of the Information Society and Development of E-Government in the Republic of Kazakhstan: Experience and Achievements (Kazakhstan)

Monday 14 May 2012 16:30 – 18:00

Room IX

Country Workshop of the Republic of Kazakhstan: “Building of the Information Society and Development of E-Government in the Republic of Kazakhstan: Experience and Achievements (Kazakhstan)” was held at the WSIS Forum 2012. During the Workshop strategic directions of activities and main achievements in building the Information Society in the Republic of Kazakhstan were highlighted and experience of e-Government creation was shared.

The chair and speaker of the meeting was Mrs. Bikesh Kurmangalieva, Vice-Chairman of Governing Board of JSC “National ICT Holding “Zerde”, Republic of Kazakhstan and, Chairman of the Governing Board of JSC “National Information Technologies”, Republic of Kazakhstan. Within this session three presentations were presented:
• “Kazakhstan: through the development of IT to the Information Society”
• “Development of Kazakhstan e-Government”
• “e-Government portal – pushing keyboard buttons rather that state bodies”

“Kazakhstan: through the development of IT to the Information Society” which was presented by Mrs. Bikesh Kurmangalieva, acquainted participants with the achievements of the Republic of Kazakhstan in the development of information and communication infrastructure, use of information and communication technologies (ICTs) for the development of economic and social sphere, including healthcare, education, science and culture. The speaker detailed the current situation of ICTs in the Republic of Kazakhstan, the governmental activities and the initiatives, which were taken to develop the ICT sector and market. It was mentioned that the legal framework is the main fundamental condition to develop the ICTs infrastructure. The Republic of Kazakhstan started to develop its legal base in 2003 which reflected positively on the development of e-Government, ICTs services, e-Commerce and ICT industry in general. It was stressed that the current level of legal base in the Republic of Kazakhstan is strong enough for continuous improvements of the ICTs infrastructure and for carrying out activities in this sector. Participants were informed that the government is currently working on improvements in the following areas:

1. Modernization and development of ICT infrastructure
2. Digital broadcasting implementation
3. Internet and content development
4. E-Government and E-Services development
5. Software and IT-services development
6. Hardware manufacturing development
7. Education development

For the Republic of Kazakhstan, it is also very important to develop different technologies, services and communication products like ADSL, FTTH, EVDO, 3G and 4G. 
JSC «Kazakhtelecom» plays an important role in the sphere of Mobile phone and Internet market. The Republic of Kazakhstan is planning to continue improvements in the financing, research and development, IP Protection, IP Commercialization, Competence rising, Marketing and PR. 

“Development of Kazakhstan e-Government” was presented by Mr. Ruslan Ensebaev. This presentation was dedicated to the history and development of ICTs projects which facilitates nowadays to make the life of the citizens easier and to solve many social problems. Due to the e-Government project, the majority of the documents in the governmental bodies are accessible in electronic form avoiding unnecessary bureaucracy. The Republic of Kazakhstan is proud to present:

1. State agency informational system
2. National data base
3. E-Government gateway
4. National certification authority
5. System of electronic licensing

There are several innovations which the Republic Kazakhstan is proud to present:
6. Payment gateway

Moreover, within the Country Workshop, the e-Government portal, as one of the key elements of Kazakhstan e-Government system, was presented, including issues related to the development and architecture of the portal, efficiency and usefulness of the portal, as well as the plans for the portal’s future development.

The Country Workshop was appreciated by participants and a number of questions were raised.
The Vision of the TRA is: “an optimal enabling environment in which the UAE’s ICT sector will emerge as a leader in the global market place.”

The National ID Card serves “as a single secure identification document in the UAE” and it helps “maintain up-to-date information about UAE citizens and residents.”

**Interesting Data**

In regards to the TRA, it has accomplished the following over the past several years:
(1) In 2010, they contracted more than 100 government entities to gather information on key initiatives and projects;

(2) In 2011, they published a WSIS Report 2011-2012 which mapped the Action Lines along with Key Accomplishments.

(3) At the end of 2010, they had conducted workshops with a combined total of 50 government entities;

The most recent action was the 2012 Successful Stories Report.

**Synthesis & Conclusions**

Following up on the Session held on 14 May by the UAE, this session focused on what more the Government is doing to incorporate ICTs into the growth and government strategies. Presentations were given by H.E. Mohammed Naser Al Ghanim (Director General of the TRA), Sheikh Salem bin Abdullrahman Alqassimi, Director of Ruler Office of the Sharjah Government, Ms. Ohoud Shehail, the Director of the E-Government Program in Sharjah, H.e. Hr. Ali Al Khouri, the Director General of the EID, and Eng. Mohammad Al Khamis, Manager of ICT Planning for the TRA.

Specific focus was given to the following Action Lines:

(1) Action Line 1, 6, and 7

(2) WSIS Action Line 1, 5 and 6

(3) WSIS Action Line 1, 2, and 7

The Emirates Identity Authority Presented second and discussed their integrated Platform Strategic View. This mainly involves the National Population Register and Validation along with the FIM Services based on the Emirates ID card and enterprise application. Using the Emirates ID Card, the EIA has launched many different programs that allows for the more efficient provision of Government services.

The Ankabut Project presented their implementation of WSIS Action Lines last. It is part of an integrated strategy of expanding the use of technology in schools and also creating a more robust and competitive University System within the country.

**Debated Issues**

The Sharjah E-Government entity presented first and discussed the various successes and challenges it has encountered in its implementation of WSIS Action Lines. Several of the Key Initiatives and Projects include: Program Management Office and EPM Solutions, Sharjah eGovernment Portal and eServices, Sharjah eGovernment Awards Program, and the Sharjah Disaster Recovery and Business Continuity among many others. The challenges included a limited number of government departments with up to date technology and a lack of flexible framework to support business applications and eService functions.

**Questions & Answers**

The audience addressed several issues related to the Ankabut Project and the Emirates Identity Authority. Several videos were also shown during the Session which sparked conversation about the future goals and plans of the UAE when it came to E-Governance.
Suggestions
This country Workshop was used by the UAE to highlight the many successful stories they have about incorporating ICTs into their national strategies. The areas of discussion varied which made for a very interesting Session. From the Identity Cards to the services now being offered online by the E-Governance Programs, the UAE was able to showcase their achievements and market their success when it came to WSIS Action Line implementation.
"First step of adults 50+ into digital world!" – Poland’s success story in realization of C4 WSIS Action Line (Poland)

Tuesday 15 May 2012 16:15 – 18:00
Room III

“Spread of digital competences is key to governance of the nation, health care, education, rural development and administration “

“Digital literacy is the key for economic growth – it’s deficit is one of fundamental barriers of Poland’s growth”

“Barriers to using the Internet for the 50+ population is not technological, but psychological and mental… we should change our technological approach to a social approach

Interesting Data
- By 2015 90 % of jobs will require basic digital skills
- Poles , next to Greeks, Romanians and Bulgarians have lowest digital competences in Europe

Synthesis & Conclusions
Poles who are 50+ need to take the “first step” into the internet
They are working towards this goal
Country Workshop

Oman’s ICT Capacity Building for Women and Girls, (Information Technology Authority and Ministry of Education, Sultanate of Oman)

Tuesday 15 May 2012

Room V

Oman’s ICT Capacity Building for Women and Girls (Information Technology Authority and Ministry of Education, Sultanate of Oman)

15 May 2012

Salle V

The first presentation was given by the Information Technology Authority of the Sultanate of Oman. E-Oman was a recently established program within the ITA of Oman which looks to transform the country into a sustainable knowledge society by leveraging ICTs to enhance government services, enrich businesses and empower individuals. The Program functions based on six different pillars which relate to human development, eServices, the development of a sustainable ICT industry and creating the infrastructure and regulation that facilitates such growth. Through these pillars, the ITA
has embarked on many training programs to enhance digital literacy and has set up community knowledge centers across the country. Some of the knowledge centers were developed specifically for women after a Memorandum of Understanding was signed between the Government and nine Omani Women’s Associations. They then discussed the many success stories they have to draw from and ended with a very relevant quote: “education a man and you educate an individual. Educate a woman and you educate a family.”

The second presentation was given by the Sultante of Oman Ministry of Education. Education within the country has developed significantly since 1970 when there was only three schools and 900 students. The development now involves a shift to e-Education through various Educational Portals that allow access to teachers, parents and the students. This educational portal has 158,000 total members and over 4 million total participants. This e-Education portal is also used to enhance the digital literacy of the population and in particular ministry employees, 35,000 of which have received the Internet and Computing Core Certification (IC3). There is a particular focus on young women and girls through the Digi Girls Program which offers online education about ICTs. This allows them to incorporate essential skills into their daily life. Their Girls in ICT Day was also showcased at this event.
Country Workshop

ICT Measurement in Iran: Lessons Learned and Future Plans (Iran)

Thursday 17 May 2012 09:00 – 10:45
Room II
Country Workshop

Spanish digital solutions for global health/Soluciones digitales españolas para la salud global (Ministerio de Industria, Energía y Turismo, SETSI, RED.ES)

Thursday 17 May 2012 09:00 – 10:45
Room VII

Soluciones digitales españolas para la salud global / Spanish digital solutions for global health.

The Workshop on Spanish digital solutions for global health took place at ILO premises on may 17th 2012 from 9 to 10:40. It focused on sharing Spain’s experiences regarding eHealth, both from public and private perspectives. The session was moderated by Ms. Blanca Gonzalez (Ministry of Industry, Energy and Tourism) and consisted of four presentations:

Health-IT: the Spanish perspective, by Mr. Garcia Vieira (RED.ES). It highlighted the main issues regarding eHealth.

Comprehensive electronic health record, approaches and reusability, by Mr. Núñez Suarez (INDRA). The presentation focused on IT Solutions for eHealth challenges both in Spain and in other countries.

Chronic disease management, by Ms. Mellado (Telefonica). It focused on IT solutions for chronic patients and its economic impact for governments around the world.

Quality and eHealth innovation. Entrepreneurial and public experience, by Mr. Rivero (AMETIC). This presentation gave a holistic view of the eHealth applications globally.

The session was well attended by representatives from Mexico, Ecuador, Bolivia, Monaco, Algeria and Russia among others. ITU Secretary General attended the session and honored the participants with closing remarks. He thanked the participants and the government of Spain for its commitment to the WSIS forum. He stressed out the possibility for further cooperation in the eHealth area throughout the Broadband Commission and the joint project between WHO and ITU.
# Country Workshop

**Actions to promote social coverage and access, (Ministry of Communications and Transportation, Mexico)**

**Thursday 17 May 2012**

**Room VII**

## Debated Issues

The main issues debated in the workshop were the following:

- **The Mexican Context:**
  - The challenge of the Digital Divide in Mexico.
  - Mexico’s broadband and connectivity services compared to other countries in Latin America and the rest of the world.

- **Mexican Solutions to Enduring Challenges:**
  - Connecting remote and disperse populations.
  - Providing Internet connection to social, education, health and government institutions where commercial carriers do not operate.
  - Providing access to the “Third Billion”
  - Providing access to the population with the lowest incomes.
  - Building ICT capabilities and competencies for the population.

## Quotes

Please provide two important quotes from the session.

"ICTs are a basic instrument to promote social equality and development. In more remote and disperse areas, the cost of providing Internet access increases. To increase the number of broadband accesses, different technologies must be used. Connectivity policy must consider large urban centers, rural communities and urban marginalized areas in order to effectively reduce the domestic digital divide."
"One of the biggest challenges is to provide equal access to ICT services to all the population and to eliminate the existing gap between the highest and the lowest levels of income”.

<table>
<thead>
<tr>
<th>Main Outcomes of the Session</th>
<th>Please highlight main conclusions reached during the discussion</th>
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<tbody>
<tr>
<td></td>
<td>- ICTs are a basic instrument to promote social equality and development.</td>
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<td></td>
<td>- To address the different needs of the population regarding broadband access, connectivity policies must consider the particular characteristics of large urban centers, rural communities and urban marginalized areas.</td>
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<td></td>
<td>- The cost of providing connectivity in remote and disperse population is usually elevated due to the lack of commercial carriers and the difficulty of access.</td>
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<td></td>
<td>- There is a segment of the population for which Internet access is available but not yet affordable due to its level of income. This segment is called “The Third Billion.”</td>
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<td></td>
<td>- One of the biggest challenges is to provide equal access to ICT services to all the population and to eliminate the existing gap between the highest and the lowest levels of income.</td>
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<td></td>
<td>- The capability building challenges are being addressed through various initiatives such as a national digital inclusion campaign, online learning tools, training for community center facilitators and the creation of useful online content.</td>
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<table>
<thead>
<tr>
<th>Emerging Trends relevant to the Action Line in the context of the WSIS +10 process</th>
<th>Following the WSIS+10 Plan of Action, please list of emerging trends and possible implications for the WSIS process beyond 2015</th>
</tr>
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<tbody>
<tr>
<td>The Mexican Government has published the Digital Agenda which defines a roadmap to address ICT challenges for the coming years. The Agenda’s objectives are the following:</td>
<td>1. Internet for all: Universal access to broadband connectivity</td>
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<tr>
<td></td>
<td>2. ICT for equity and social inclusion</td>
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<td>3. ICT for education</td>
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<td>4. ICT for health</td>
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<td>5. ICT for competitiveness</td>
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<td>6. Digital Government</td>
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Country Workshop

Bangladesh

Thursday 17 May 2012

11:00 – 12:45

Room XI

<table>
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<tr>
<th>Debated Issues</th>
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<tr>
<td>ICT and agriculture in the context of Bangladesh</td>
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<tr>
<td>The technology transfer and acceptance</td>
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<tr>
<td>The government approach toward digitizing public services</td>
</tr>
<tr>
<td>The potential of making markets work for the poor farmers</td>
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<table>
<thead>
<tr>
<th>Quotes</th>
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<tbody>
<tr>
<td>“Citizens will NOT go to the services, services will come to the citizens”</td>
</tr>
<tr>
<td>“The availability of the service does not ensure the acceptance of the service as beneficial by the target group”</td>
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<table>
<thead>
<tr>
<th>Main Outcomes of the Session</th>
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<tbody>
<tr>
<td>Following are the main outcome of the session</td>
</tr>
<tr>
<td>• Government has prioritized digitizing public services</td>
</tr>
<tr>
<td>• The digitization of public services is making access easier for the people</td>
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<tr>
<td>• ICT based services can make a difference in agriculture practices</td>
</tr>
<tr>
<td>• Even though the ICT based services are beneficial the and are being accepted increasingly but nationwide acceptance of the services are still far ahead</td>
</tr>
<tr>
<td>• Technology transfer to the target group of people might take more time than perceived</td>
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<tr>
<td>• Gender is an issue when it comes to access to the citizen services</td>
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<tr>
<td>• The complimentary services involving private sector has very good potential to fulfill the demand.</td>
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<tr>
<td>• The information seeking behavior need to be assessed in detail in developing information based services</td>
</tr>
<tr>
<td>• The role of government is very effective as facilitator and regulator in certain cases.</td>
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</table>
Emerging Trends relevant to the Action Line in the context of the WSIS +10 process

<table>
<thead>
<tr>
<th>Following are the points that came out from the session</th>
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<tbody>
<tr>
<td>1. The increasing mobile density can play a very crucial role to ensure access to technology and services</td>
</tr>
<tr>
<td>2. The proper regulation and facilitation strategies need to be developed by the government</td>
</tr>
<tr>
<td>3. The private sector involvement is very important for sustainability preferably through partnership with public organizations.</td>
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<tr>
<td>4. The technology transfer need to be facilitated through proper mechanism</td>
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<tr>
<td>5. Capacity building is very crucial at the service delivery as well as service development level</td>
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<tr>
<td>6. Addressing gender issues need to be accepted as an integral part of the process and comprehensive strategy</td>
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<tr>
<td>7. The development of demand based or need based services are very crucial for acceptance of the services</td>
</tr>
<tr>
<td>8. International as well as regional cooperation would be vital to share the knowledge across the borders</td>
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<tr>
<td>9. Intelligent use of media is required to ensure the awareness and usage of the ICT based services</td>
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Country Workshop

Afghanistan Country Workshop (National ICT Alliance of Afghanistan)

Thursday 17 May 2012 14:15 – 16:00

"There is increased level of education and literacy as a result of access to ICT in Afghanistan."

"E-government is all about providing service to the people, fast, reliable and useable."

Interesting Data

- 70% of phones are mobile phones in Afghanistan.
- The cost of having access to the internet went from $3000 (before, satellite connections were used) to about $60 a month.
- 20% of annual profit of the government of Afghanistan comes from the use of ICTs.
- There are over 100’000 jobs created because of ICT development in Afghanistan.

Synthesis & Conclusions

Use of fibre allows far more affordable access to ICT.

There is a high demand for ICT in Afghanistan.

The economical network lacks infrastructures that can improve ICT distribution in Afghanistan.

Debated Issues

Basic education required to use ICTs because of the war and insurgency in Afghanistan.
Thematic Workshops are interactive sessions based on the requests received from stakeholders during the Open Consultation Process. These workshops are organized and designed by the stakeholders who submit the request.
Thematic Workshop

King Abdullah Initiative for Arabic Content (Saudi Arabia)

Monday 14 May 2012 14:45 – 16:15
Room IV

Panelists:
- Dr. Mansour Alghamdi, Director of National Program for Digital Content, King Abdulaziz City for Science and Technology, Kingdom of Saudi Arabia
- Mr. Khalid Aljibreen, Researcher at Computer Research Institute, King Abdulaziz City for Science and Technology, Kingdom of Saudi Arabia

King Abdullah Initiative for Arabic Content (KAIAC) was launched in 2007 as an initiative to promote Arabic content as a source for knowledge and innovation and develop a diverse content to achieve knowledge based society and economy.
During this session Dr. Mansour Alghamdi presented the KAIAC, the opportunities and challenges that this initiative represents, from facts like Arabic speakers are 5% of the world population, however the Arabic content was a few years ago less than 0.3% of the web content, to the cooperation that include several partnerships in Saudi Arabia and worldwide.

Dr. Mansour Alghamdi shared the 5 components KAIAC believes enrich Arabic content:

1. Infrastructure for Arabic content needs to be available for users. It includes computers (PC’s, smart telephones and tablets) and internet network. These are the means and tools to enrich the digital content and to have access to it.

2. Promotion and awareness are needed to have as many people as possible participate in the project since the digital content nowadays is the results of the masses more than institutions. Wikipedia is an example.

3. Software tools to help users enrich and use it. Some examples include search engines, word processers and internet browsers.

4. Ready-made content would encourage others to participate and do similar work.

5. Rules and regulations to protect the rights of all.

Highlighted the collaboration with other Arabic countries, some of its partners are the Saudi Ministry for Information and Communication Technology and the Commission of Communication and Information Technology. Both institutions are behind the almost 200% mobile penetration, more than 60% owned PC’s, more than 40% internet penetration. This means that the infrastructure for Arabic content at least in Saudi Arabia is close to the developed countries.

King Abdulaziz City for Science and Technology has developed several computer software programs that support Arabic including the search engine Naba, the morphological analyzer Alkhaleel, the Arabic Interactive Dictionary, a translation system, text-to-speech and speech-to-text systems, spell checker and Arabic essay scorer. Most of these tools are open source and available for all users.

*Thanks to King Abdullah Initiative for Arabic Content, Arabic contents (google-2011): 2%*
Thematic Workshop

ICT Innovation in Emerging Economies (ITU/Partners)

Monday 14 May 2012

Room IX

14:45 – 16:15

• “Innovation” does not occur in isolation, it arises out of the intersection of a series of interacting initiatives and integration of an ecosystem. There is a need to develop such ecosystems.

• “Standardization” promotes interoperability and is a prime means of diffusing innovation through the whole economy.

Debated Issues

• The session focused on the role of ICT innovations in contributing towards Millennium Development Goals and socio-economic growth of emerging economies.

• Standardization helps in interconnection of services between providers catering to multiple sectors, hence making important services available to remote areas with low infrastructure and facilities. It can help bolster international trade and e-commerce. Standardized technologies help streamline sectors such as agriculture, which is a key business activity in many emerging economies, contributing to a large part of GDP. Free market trade and supply chain from fields to market can be efficiently coordinated for national and worldwide business through ICTs.

• The global economy crisis has increased the need for countries to identify new sources of growth and develop a sustainable path for economic success. Innovation is the engine for growth and a driver of socio-economic transformation and progress leading to sustainable development. ICT innovation will be a game-changer in enabling emerging economies to sustain their economic growth in the future. Innovation is becoming more global, involving players from both developed and emerging economies. Emerging economies are well poised to rapidly becoming the hotbeds of innovation.

• This thematic workshop brought together different stakeholders from the ICT sector and also innovators to tackle the following questions:

  a) How does innovation take shape in emerging economies and how is it different, if at all from developed economies?
  b) Why emerging economies can become test-beds for innovation?
  c) Why ICT standards are important to enable innovations in emerging economies?
  d) What are the specific challenges that innovators face in emerging economies?
e) What are the critical factors that need to be considered to assist innovators in emerging economies?

Main Outcomes of the Session

- ICTs can enable developing countries to close the gap on the digital divide, foster socio-economic growth, uplift societies, boost international competitiveness and bring economies at par. The key to scalability of ICT innovations is standardization.
- Standardization provides an international evaluation standard for a product or service that can be promulgated and replicated once it gains an approval through standard assessment metrics. Risks associated with transaction costs such as asset specificity, uncertainty and frequency of transactions are mitigated due to standardization of processes.
- The innovation dynamics in the new techno-economic paradigm in the emerging economies has opened up commercial opportunities for new firms to emerge in every activity to provide specialist innovation services to other companies in their innovation process. Multidisciplinary teams involving stakeholders with different perspectives experiment with structured time-bound processes with strategic facilitators, to obtain solutions that include products, services, environments, organizations, and modes of interaction that can benefit the growth of a sector in remote areas helping in the growth of an economy as a whole.
- Government, businesses and academia should be brought together for branding of the country as the ‘innovation location’, as it is important for the recognition and growth of emerging economies. The standardization of innovative technology from an emerging market economy would increase the credibility of that nation and enhance its trade potential globally.
- According to panelists, “open” innovation loops involving, academia, professional associations, NGOs, informal networks help to foster cooperation and coordination, facilitate exchange of information and technology and helps to develop standards. This helps to deal with market imperfections and inefficiencies.
- Innovations in economies are a result of a combination of various factors such as good education system, capital available for research, supportive and stable political environment, need and development of technology, product and service space available to meet the needs of a differentiated customer base etc. These factors are tool-kits for developing national innovation capabilities. Innovations happen due to a mutually supportive atmosphere where stakeholders from multiple sectors such as governments, institutions, firms and increasingly information and technology literate people, interact. Social Innovations such as ‘Kiva’ in Africa provides person to person microfinance online and crowdfunding ecosystems such as ‘Grow VC’ a community-based platform dedicated to help entrepreneurs and investors, foster growth of the economy.
- Efforts have been made to understand how the practice of innovation can be transformed into replicable business-type processes. Successful development, adaptation and replication of an innovation depend on the overlap of 3 elements – desirability, feasibility and viability. That is whether the innovation is desired, economically sustainable, technically and organizationally feasible and financially viable. The rise of service economies in the developed and developing world contributed to a movement towards design thinking, leading to developing products and services that arise out of the intersection of a series of interacting initiatives across multiple sectors.
- Initiatives such as IDEO and Helsinki Labs offer designs, innovation guides and toolkits in the form of techniques, methods, tips, and worksheets to guide firms and make them aware of desires of the communities. This guides the creation and implementation of applied solutions for real problems in various sectors and provides access to people in inaccessible areas.
There are several reasons for developing countries turning into hotbeds for innovations, such as creativity in the minds of talents to explore possibilities, populations getting more aware and educated at an accelerated rate leading to a thirst for experimentation and research, advent of micro businesses catering to remote populations, developing nations building investment congenial infrastructure, tendency of people for early adoption of technologies such as cloud computing through smart devices that provide access to a plethora of services and a reduction in communication time through the ever expanding world wide web.

ICTs create an integrated and interactive eco-system in communities and provide business, education, health, employment and investment. The application of ICTs in various sectors was sighted with examples such as ‘Esoko’ in agriculture, a platform that enables agri-business, agri-associations and other agri-projects to systematically build polls, and automatically scout participants for critical field information in eastern and southern Africa and ‘Reewire’ a platform for financial services offering mobile money transfers, mobile payments, mobile banking to the unbanked and underserved bottom of the pyramid population in emerging economies.

The panelists emphasized the importance of standardization of innovative technologies. Standardization increases transparency, reduces business risks and cost-over-runs, facilitates interoperability and improves efficiency in the control and co-ordination of standardized business processes and services. Companies can create a competitive advantage in emerging economies by gaining a first mover advantage due to standardizing their services and products.

Standardization of technologies and products is imperative for lowering trade barriers, making technological progress and reducing asymmetries in information for the buyer. Compliance to standards, benefits SME’s as they don’t have a greater brand presence, hence standardization of products provides them credibility and access to untapped markets.

Innovation now favors Emerging Markets because People, Processes and Tools are ready. Innovations need to operationalized. The panelists emphasized on starting with an idea/innovation in the crucible of an emerging market with trial and error and plenty of ‘Pilots’ and then nurture it and build the ecosystems. An ecosystem framework is required as a model for phasing opportunities from incubation to execution and to generate ideas that are replicable, scalable and sustainable across nations. This accelerates adoption and brings the economies and people closer to services, products and processes.

Various factors build an ecosystem that promotes development and innovation. On a government and strategic level there should be increased investment spending in building an infrastructure for research and development activities, there should be a collaborative understanding among government officials, academicians and entrepreneurs working on the core agenda to help convert innovations into sustainable market products. Education in the country should be propagated and provided widely as it is the cornerstone of sustained growth and development. Creation of an institutional infrastructure for Science and Technology policy, establishment of centers-of-excellence and several other institutions for technology development such as ‘Sofia Tech Park’ in Bulgaria that incubate and develop new ideas. An appropriate legislative framework needs to be in place to provide funds and grants to allow technology to be licensed to the private sector. Entrepreneurship and market-driven solutions in emerging economies prove to be highly effective tools for uplifting remote regions and connecting untapped markets.

Emerging Trends relevant to the Action Line in the context of the WSIS +10 process

• ITU could provide technical assistance to developing countries in developing an innovation strategy which is linked to the development of the ICT sector and to enable job creation.
ITU could undertake a study on the link between ICT innovation and ICT standardization in developing countries to identify metrics that could be used by countries to assess their innovative and standardization capabilities.

Develop a database of global innovative ICT applications happening in different countries across the world (this could be done through a survey among member states) to identify the impact and outcome of those successful ICT applications on the socioeconomic development of the country.

Organise annual ICT Innovations Application Challenge jointly with ICT industry on a regional basis to promote development of young talent in the ICT sector in developing countries and to boost development of ICT sector in these countries.
The panellists and the audience along others have accentuated the following aspects of “Reaching the Third Billion Program” by Intel:

“The prepaid broadband together with entry level PC enables initialization of an individual, local business which again generates revenues, creates jobs, and improves local economy.”

“The availability of Internet in developing countries is not the issue of technology but rather the issue of a business model which allows making connectivity affordable like prepaid broadband together with entry level PCs propagated by Intel”.

**Debated Issues**

The objective of the workshop was to show a new business model approach to connect the third billion of people to the digital world (actually 2 billion people accessing to Internet based on ITU reports) through the real examples from Albania, Mexico and South East Asia countries that have already deployed the program.

The new business approach proposed by Intel is based on:

- Pre-paid broadband package, making broadband more affordable for lower income families
- Entry level PCs, lowering the initial cost to acquire a PC
- Adding valuable content to make it easier for non-digital user to jump on the digital era, content such as digital literacy, education and entertainment.
Intel has launched the “Reaching the Third Billion Program” in 2011 and is deploying it in partnership with Service Providers, Government and Ecosystem partners around the world.

Main Outcomes of the Session

1. There is a smart way to get more people into the digital era:
   - Worldwide, more than 2 billion people have Internet access—roughly the same number who have purchased PCs, according to Intel research.
   - Intel and partners have developed a new sales model to reach the next (third) billion technology buyers, many of whom live in developing markets and for the first time are able to afford technology.
   - The new strategy is based on the “prepaid miracle” that has fuelled dramatic growth in worldwide sales of mobile phones. Applying the prepaid model to broadband service and PCs allows first-time buyers and other customers to pay for only as much service as they can afford at the time of purchase.
   - Already, in the first months after initialization of the Reaching Third Billion Program, telecom operators have sold more than a million broadband/PC packages to the first-time buyers around the globe, with dozens more programs expected in the next two years.

2. Reaching Third Billion Program is desirable:
   - PCs offer advantages over mobile phones, including better overall performance and broader support for education, communication, and content creation.
   - Preloaded software, mostly in the local language, addresses customers’ key interests (education, digital literacy, entertainment)
   - PCs are available in a range of good-better-best options appeal to a broad audience.

3. Reaching Third Billion Program is affordable:
   - Total package cost is typically less than previous offerings.
   - Packages are available at a range of price points, including entry-level options.
   - Prepaid or subscription payment options make it easier for people to buy.
   - Innovative financing schemes can reduce initial cash outlay.

4. Reaching Third Billion Program has a good reach:
   - Telecom operators have broader reach than traditional retailers in most developing markets and rural areas, where most first-time buyers live.
   - Packages are available at conveniently located telecom operators and PC retail outlets.

5. Intel Provides:
   - Strategic planning based on best-known methods
   - Intel® technology expertise and products
Thematic Workshop

E-Transformation & Integration; Key Perspectives in Growing Government Entities (UAE)

Monday 14 May 2012  
16:30 – 18:00

The vision of the Sharjah e-Government Establishment is to create “an intelligent Government with a high level services to serve the community of Sharjah.”
The National ID Card serves “as a single secure identification document in the UAE” and it helps “maintain up-to-date information about UAE citizens and residents”.

**Interesting Data**

The Emirates ID Card has the following capabilities: Basic Personal Information (signed data), 4 Digit Pin Code, Digital Certificate, Fingerprint Biometrics and a Digital Signature.

**Synthesis & Conclusions**

This session focused on the benefits and challenges of e-Governance with a specific focus on Sharjah, UAE. Sharjah is located in the Northeastern part of the UAE and through the Amiri Decree No. (41) 2009, the Department of Information and e-Government was formed. In 2009, the Sharjah e-Government Journey was launched and the UAE 2021, the main driver of Sharjah e-Government, was later established.

Emirates Identity Authority: The Presenter gave a comprehensive overview of the Emirates Identity System that is currently in place. Every citizen or permanent Resident within the country is given an Identity Card. This card is used by the government to collect massive amounts of information and use this information to better provide government services. It is an innovative use of ICTs in the digital world and fits perfectly into their model of state governance.

**Debated Issues**

There were several questions directed to the Emirates Identity Authority. The first was how to secure this massive wealth of personal information which the panel said is secure. The second categories of concern included the following issues:

1. No enforcement mechanism to update citizens/Resident Information
2. Scattered Ownership of Citizen/Resident Information and Data
3. Not all Government Entities Utilize Emirates ID Cards
4. Limited Technical Capabilities by Various Data Owners

**Questions & Answers**

The audience addressed several issues related to security and implementation. Questions were asked about how all of this information is secured by the UAE and what is done to use it to the best capabilities. Other questions related to the life-span of the cards and how exactly one goes about changing their personal information.

**Suggestions**

It was a very interesting Session that highlighted the various ways countries can incorporate ICTs into basic Government services. In this case, the government service under examination was the issuing of ID cards and the UAE has come up with some interesting ways to collect and utilize personal information to best deliver government services.
The main objective of this session was to identify ways that the private Information and Communication Technology (ICT) sector and the public sector can work together to maximize the benefits of ICTs. Recognizing that ICT is the key driver of the world economy and is impacting nearly every aspect of human life, it is critical that Governments provide support for infrastructure investment, enabling polices as well as other resources for ICT development to occur.

The ICT industry provides the products, innovation and services necessary for the successful implementation of ICT.

Both government and industry play pivotal roles in implementing and maximizing the use of ICT. Workshop participants discussed effective practices between industry and government that have led to successful ICT policies, practices and implementations of ICT. Participants also discussed roadblocks that hinder development as well as enablers allowing for sustainable ICT development.

Panellists:

- Dr. James H. Poisant, Secretary General, WITSA (Moderator), Vienna, Virginia, USA
- Prof. Dr. Peter A. Bruck, Chairman of the WSA Board | Honorary President of the ICNM, CEO and Chief Researcher, Research Studios Austria Forschungsgesellschaft
- Mr. Torbjorn Fredriksson, Chief at ICT Analysis Section UNCTAD, Geneva Area, Switzerland | International Trade and Development
Thematic Workshop

Connecting the World, Linking People (Belgium-Liege Workshop)

Tuesday 15 May 2012 11:15 – 13:00
Room III

Debated Issues

The panel of experts start the session by presenting the main objectives of the Liège Expo 2017 candidacy by focusing on the overall theme presentation and on education and transport sub-theme presentation. The public strategy in terms of ICT has been presented as conclusion before Q&A.

The audience and the panel of experts had the opportunity to discuss the key challenges the Expo want to underline such as:

- efficient and equitable use of ICT in education policies in Africa
- importance of international cooperation between Belgium and developing countries (0.7% of GDP dedicated to international cooperation). Regarding cooperation, the audience strengthened the opportunity of an Expo to showcase results and reinforce new partnership.
| Quotes       | ‘Liège Expo 2017 candidacy aims to contribute to WSIS objectives and 2017 is a perfect momentum, two years after WSIS 2015, to analyse international results.’
                          | ‘Belgium is internationally recognized as key international cooperation actor and participation to the Expo will be a new opportunity for countries to reinforce their cooperation with Belgium actors.’ |
|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Main Outcomes of the Session | **The topic of the Expo, aligned with WSIS thinking and objectives, is a strategic theme for human beings. Therefore this process should be interactive and Liege Expo 2017 will continue to contribute to the WSIS process.**  
**It has been noted that Liege Expo candidacy is perfectly integrated within the global ICT agenda.** |
| Emerging Trends relevant to the Action Line in the context of the WSIS +10 process | **The Liège Expo 2017 as International major event will integrate as much as possible WSIS key actions and recommendations in the preparatory phase in order to sensitize Expo’s visitors to the key challenges in ICT.** |
Thematic Workshop

Smart Cities (Hewlett-Packard)

Tuesday 15 May 2012  11:15 – 13:00
Room IX

Thematic Workshop : Smart Cities (Hewlett-Packard)
15th May 2012, 11:15-13:00, Room IX

The workshop was attended by approximately 30 participants and was very interactive.

The workshop was organized and moderated by Sasha Bezuhanova, Director Public Sector, Hewlett-Packard Growth Market Organization, and Elizabeth Rochman, Worldwide Market Development Public Sector, Hewlett-Packard Printing and Personal Systems.

Mrs Rochman talked about the challenges affecting cities of the World (acceleration in the population growth, urbanization status and trend in particular in the less developed region). On the ICT front the challenge is the information explosion (information is doubling every 18 months). How can a City manage effectively through this immensity of information in order to improve its economy, its attractiveness, its security, its environmental sustainability while more and more citizen needs to be transported, cured, and heard? Cities need to become smarter. But how?

A visionary video of what cities will look like in the future was played. The CoolTown video was created by HP Labs in 2000 and amazingly there is still progress to be made in order to implement the e-services that were described. E-services are pieces of ICT technology embedded in cars, watches, fridges and that communicate with city departments (emergency, garages, schools, ...) real time to exchange information about an incident that occurred so that the City can take immediate actions to remedy the situation.

Mrs Bezuhanova talked about the foundations of smart cities: livable city (well managed utilities, public transportation, housing in a safe and green environment), new economy ready (innovation, entrepreneurship and use of ICT), connectivity (ubiquitous access to the internet for people and businesses), responsible (good and green public service), efficient (effective management of funds, collaboration and communication), learning (ICT in classroom, innovation Labs).

Mrs Rochman described the common operating framework necessary to implement the foundations of Smart Cities and that manages the information in its entire lifecycle: from sensors to data analytics and one-to-one communications. For example, CeNSE (Central Nervous System of the Earth) which was invented in HP Labs is a highly intelligent network of billions of nano-scale sensors that will feel, taste, smell, see and hear what is going on in the world and communicate that information over fast and powerful computing networks to be analyzed and acted upon in real time by a new breed of business applications and web services. Cities will be able to tell when a bridge is about to collapse, to monitor potential gas leak or the spread of a virus. As an example of real time information management, Mrs Rochman talked about the City of Anaheim California’s emergency virtual operations centre that makes it possible for city officials to response faster to local emergencies thanks to an information exchange between fire, police, and other City departments.
Other examples were discussed such as the City of Denver providing clear water consumption reports and communications to its citizen to improve citizen satisfaction and reduce waste, while in New York City people can print seamlessly from their mobile phones at Public Print Locations a business plan, a school document, a shop signage...


Then an interactive exchange with attendees took place. The workshop ended with few examples of Smart City implementations in less developed countries. Mrs Rochman talked about HP and mothers2mother NGO and how an SMS-enabled printer in local hospitals in Sub-Saharan Africa helps doctors to receive HIV-test reports of pregnant mothers in near real time in order to provide medical treatment in time and save new born lives.

Contacts:

- Sasha Bezuhanova, Director Public Sector, HP Growth Market Organization, [Sasha.bezuhanova@hp.com](mailto:Sasha.bezuhanova@hp.com)
- Elisabeth Rochman, WW Market Development Public Sector, HP Printing and Personal Systems, [Elisabeth.rochman@hp.com](mailto:Elisabeth.rochman@hp.com)
Thematic Workshop

e-Government Program: Achievements & Directions (Saudi Arabia)

Tuesday 15 May 2012 16:15 – 18:00
Room IV

Panelists:
- Mr. Ali AlSoma, Director General, Saudi e-Government Program (YESSER).
- Mr. Mustafa Khan, Director of Center of Excellence, Yesser.
The Kingdom of Saudi Arabia’s (KSA) journey to, “an emerging eGovernment leader” (UN 2012) has occurred in a relatively short time when compared to countries who have worked decades on the difficult task of organizing and delivering eGovernment at a national level.

Yesser (Arabic for “to enable and facilitate”) is a builder, provider, and stimuli for transforming government to a more effective, service oriented and responsive entity for its population of 27 million people. Saudi Arabia’s advancement has been steady and disciplined—from laying the regulatory foundations of sustainable eGovernment to addressing the more difficult challenges of transformation and integrated eServices delivery.

The e-Government Program - Yesser - was launched with the following objectives:
- Raising the public sector’s productivity and efficiency.
- Providing better and more easy-to-use services for individual and business customers.
- Increasing return on investment (ROI).
- Providing the required information in a timely and highly accurate fashion.

KSA has been keen to adopt and activate communication and IT systems in order to realize an IT community and a digital economy, besides higher levels of prosperity and welfare to the citizen and the expatriate alike. In order to achieve this vision, KSA has taken successive steps to develop business process and disseminate the concept of e-services in various government agencies.

The high speed of adoption has provided a clear window into how WSIS principles can radiate from a National level to meeting many of WSIS’s Action Lines: Sustainable development, enabling infrastructure, access to information, capacity building and lastly, ICT Applications that benefit all aspects of life—where eGovernment plays a pivotal role.

This workshop showcased what is possible when leadership—guided by principle driven goals—can achieve with:
- Regulatory frameworks
- Development of state-of-the-art centralized technology
- Agency level eGovernment sponsorship
- Tailored transformation monitoring and decisive establishment of specialized units that respond to agency needs

Measurement was highlighted as a key factor for the E government program success, and keeps in mind the following principles:
- E-Government Transformation does not mean merely an absolute technological Transformation in itself, while technology here is a substantially included part. The most important principle of the total process is the acceptance of such a Transformation which has been more related to Ideology than to Technology.
- Government Entities have reached different stages of e-Government Transformation, however, a unified methodology should be formulated for all such entities deciding the point of launch, yet, keeping in mind status of both advanced and lagging entities.
- The final objective of the Methodology should be focused on providing and developing integral and effective e-services for different types of stakeholders i.e.; another Government Entity, private sector, individuals sector including citizens, residents and visitors.
# Thematic Workshop

## Illicit use of ICTs

**Tuesday 15 May 2012**

**16:15 – 18:00**

**Governing Body Room**

| Debated Issues | The illicit use of ICTs is becoming a serious issue and a coordinated response is key to ensure the correct use of the cyberspace.

Panellists highlighted the need for countries to develop global instruments on cybercrimes via international cooperation. Unfortunately, existing instruments such as the Convention on cybercrime of the Council of Europe are not enough and sufficient.

Cyber attacks concern people, enterprises, and infrastructures. Harmonization of legislative frameworks is important in order to fight the illicit use of ICTs. Also, enhancement of technical capacity has been considered as one of the major solution to efficiently respond properly to cyber threats.

In this regard, multinational companies need to cooperate to develop new solutions and need to share with other relevant entities possible solutions. |
|---|

| Quotes | Nowadays, the use ICT’s is one of the main issues. Everyone in our society has the need of them. Otherwise, ICT’s constitutes a new way to commit crimes. Indeed, they are cybercrimes every 30 seconds. They may be a tool for illicit use against people and critical infrastructures. |
|---|

| Main Outcomes of the Session | 1. Every country is concerned by cybercrimes and cyber attacks, thus there is a need to set up a comprehensive approach at the global level.

2. In this regard, countries need to harmonize legislative frameworks in order to be coherent to international best practises.

3. The international community such as civil society, international organizations, governments and private sector would then agree on common standards and would need to cooperate on criminal law matters in order to answer an effective response to online cyberattacks. |
|---|
Thematic Workshop

ICT's role in Poverty Eradication (CONGO)

Tuesday 15 May 2012 16:15 – 18:00
Room VII

Will be available soon
Debated Issues
Discussion centered around a range of levers which could make an impact in enabling more affordable access to the internet and thereby broader adoption in the developing world

Main Outcomes of the Session

- Internet affordability is a key issue for broader adoption
- Pre-paid plans can make costs easier to manage for the poor
- Healthy competition throughout the value chain is critical for ensuring affordable pricing
- IXPs can significantly reduce international traffic costs and thereby end-user costs
- Shared infrastructure can reduce cost structure for providers

Emerging Trends relevant to the Action Line in the context of the WSIS +10 process

C6: Enabling Environment

- With additional capacity coming online to Africa, prices have dropped but not enough. Need to ensure healthy competition throughout value chain such that lower prices are passed onto consumers
- Local and regional IXPs continue to be powerful opportunity to reduce costs
- Look at innovative models, such as pre-paid pricing to make internet more accessible

Cost-efficient infrastructure which is shared when possible is a key lever to lowering prices
Muscat Municipality (MM) was the first governmental organization in Oman to tap into the potential of mobile services potential when MM started SMS parking services. The system was proposed by the Muscat Municipality through its effort in adopting Information Technology to streamline its operations and processes especially in its provision of services to the companies, other ministries organizations and the citizens.

Drivers can now send SMS details of their vehicle plate number to a short code number ‘90091’ and receive a confirmation message with allocated time. Five minutes before the allocated time expires, an automated SMS is then generated to remind the motorist to either move their vehicle or renew their parking. This was a pioneering service and it continues to be a huge success.

Encouraged by the success of the SMS parking and a mobile penetration rate above 170% in Oman and the increase of smart phone users, a more holistic approach to providing Parking services were conceptualized by MM called iMuscat. iMuscat is a mobile app that invites citizens of Muscat to connect actively with the Municipality. A popular function within iMuscat is also the new feedback form that enables citizens to provide MM with instant feedback regarding any problems within the City such as overflowing dustbins, broken road pipes, floods..etc. The functionality also enables the user to attach a photograph as well as pinpoint the exact location of the complaint through the GPS application on their smartphone. This speeds up response times with dealing with problems around the City, it allows listening to citizens’ and is helping ensure MM become a proactive rather than reactive organization. It also helps to preserve the environment.
The eParking System has achieved the following:

- Improve the efficiency of administering and managing parking fines
- Eliminate need for parking fine data to be manually re-entered into the database after a paper fine has been issued
- Prevent drivers being fined twice for the same offense
- Improve collection of unpaid parking fines
- Boost employee productivity
- Ease of purchasing and renewal of long term parking lots. Citizens no longer need to waste precious time visiting MM office to purchase, renew term parking permission. It takes only minutes to do that online.
- Citizens can also check the status and pay any parking violation online without having to visit MM office.
- Gone are the days where you need to carry coins to feed the parking ticket meter machines. With iMuscat and SMS parking, citizens can purchase the ticket easily via their mobile devices.
- Since introduction in 2005, the number of SMS parking ticket purchased till end of 2011 is more than 2 million.

**Opening Remarks:** Mr. Fahad Salim Al Abri, Director General of Digital Society Development Division, Information Technology Authority, Sultanate of Oman

**Moderator:** Mr. Abdullah Hamood Al Raqadi, Director General Assistants for Applications, Governorates and Hospitals – Directorate General of IT, Ministry of Health

**Panellist:**
1. Mr. Badar Ali Al Salehi, Director of Oman Computer Emergency Readiness Team
2. Ms. Shariffa Al Meskary, Director, International Relations & Information Dept, Information Technology Authority, Sultanate of Oman

**Speaker:** Mr. Khalid Dawood Alzadjali, Deputy Director General, Directorate of Information Systems Muscat Municipality, Muscat Municipality, Sultanate of Oman
### Debated Issues

The participants discussed many issues, including:
- The interplay between privacy and freedom of expression
- Current efforts to adapt privacy frameworks to the evolving global environment (e.g. OECD, Council of Europe, APEC, International Conference of Data Protection and Privacy Commissioners, European Union, US, etc.) and new elements that may be required
- Non-binding approaches
- The challenges posed by data in multiple jurisdictions
- Users’ rights (e.g. to rectification and erasure)
- User control and choice
- Privacy policies – Are they easily understood?
- Privacy challenges faced by different generations

### Quotes

There has been a real *change of scale* in terms of the role of personal data in our economies, societies, and of course, our lives.

What we see is an emerging focus on *effective* privacy regulation.

*Context* needs to be incorporated into privacy frameworks.

### Main Outcomes of

The participants shared a wealth of observations and ideas. These are only a small selection. Please refer to the report at [http://www.internetsociety.org/data-privacy-global-scale-keeping-](http://www.internetsociety.org/data-privacy-global-scale-keeping-)
the Session

- Collaborative and interactive dialogue is needed.
- Privacy is a key consideration in enabling freedom of expression online.
- Traditional privacy principles may need to be adapted to take into account significant changes in the volume of personal data collected, used and stored, the range of analytics enabled by personal data, the value of societal and economic benefits enabled by new technologies and responsible data use, the global availability of personal data, and the extent of threats to privacy in the new environment.
- There is a need to go beyond an existing closed definition of sensitive data to include a functional aspect (e.g. which takes into account use and risk, etc.).
- Processing of personal data should have a legitimacy requirement not just a consent requirement
- Voluntary, accountability-based systems (e.g. the APEC CBPR System) offer an interoperable solution where there are different cultural and regulatory approaches to data privacy.
- There is currently no universal privacy standard, plus a strong need to ensure international compatibility and effective enforcement.
- The first tangible results from the W3C Tracking Protection WG are due in June 2012. The challenge is matching technology to legal requirements that require binding solutions.
- Laws need to be effective, credible, practical and implementable.
- Users need real and meaningful choice.
- Privacy challenges for children, adults, and senior citizens vary. There would be benefit in cross-generational skill sharing, particularly among children and senior citizens.

<table>
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<tr>
<th>Emerging Trends relevant to the Action Line in the context of the WSIS +10 process</th>
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| - Recognition that more international all stakeholder collaborative dialogue is vital
| - General consensus that internationally interoperable privacy frameworks are needed
| - A focus on the interaction between privacy and freedom of expression                                                      |
Thematic Workshop

Future Government: A Global Perspective in Connection to Open Government Data and Citizen Engagement (UNDESA/ITU)
Debated Issues

The illicit use of ICTs is becoming a serious issue and a coordinated response is key to ensure the correct use of the cyberspace. Panellists highlighted the need for countries to develop global instruments on cybercrimes via international cooperation. Unfortunately, existing instruments such as the Convention on cybercrime of the Council of Europe are not enough and sufficient.

Cyber attacks concern people, enterprises, and infrastructures. Harmonization of legislative frameworks is important in order to fight the illicit use of ICTs. Also, enhancement of technical capacity has been considered as one of the major solution to efficiently respond properly to cyber threats.

In this regard, multinational companies need to cooperate to develop new solutions and need to share with other relevant entities possible solutions.

Quotes

Nowadays, the use ICT’s is one of the main issues. Everyone in our society has the need of them. Otherwise, ICT’s constitutes a new way to commit crimes. Indeed, they are cybercrimes every 30 seconds. They may be a tool for illicit use against people and critical infrastructures.

Main Outcomes of the Session

1. Every country is concerned by cybercrimes and cyber attacks, thus there is a need to set up a comprehensive approach at the global level.
2. In this regard, countries need to harmonize legislative frameworks in order to be coherent to international best practises.
3. The international community such as civil society, international organizations, governments and private sector would then agree on common standards and would need to cooperate on criminal law matters in order to answer an effective response to online cyberattacks.
Thematic Workshop

E-waste: Challenges, Solutions and Benefits (ITU, UNEP/Secretariat of the Basel Convention)

Wednesday 16 May 2012 09:00 – 10:45
Room IX

There is a “need of regulatory and legal environment for the deployment of effective use of ICTs to tackle environmental challenges, including e-waste.”

“Boosting developing country e-waste recycling policies can have the potential to generate decent employment, curb health problems, cut greenhouse gas emissions and recover a wide range of valuable metals including silver, gold, palladium, copper and indium – by turning an e-challenge into an e-opportunity.

Interesting Data
United States, on average, produces 3 million tons of electronic waste a year (TVs, microwaves, phones, computers etc…) and China is catching up quickly with about 2.3 million tons a year.

Synthesis & Conclusions
This important Thematic Workshop addressed a wide range of issues related to e-Waste and the growing body of International Treaties/Conventions that now attempt to regulate the flow of hazardous waste, which includes e-waste. Presentations given by Laura Reyes, Business Development Manager, Datec Technologies Ltd, Cristina Bueti, Programme Coordinator on ICTs and Climate Change, ITU, David Seligson, Sectoral Specialist on Manufacturing, ILO and Tatiana Terekhova, Programme Officer, UNEP/Secretariat of the Basel Convention touched on all of these topics.

Debated Issues
One of the major issues discussed and debated within this forum was how to counter the disruptive technologies and the waste that they produce. Since technologies are continually expanding and advancing, the older models become obsolete. This generational lifecycle of a phone lasts, at most, two years which means millions of new phones flood the market while the millions of older phones
become waste. This is the big question and debate addressed the issue of how to sustainability deal with the growing amount of e-Waste that exists in the world.

Questions & Answers
The audience asked several questions related to “best practices” when it came to the sustainable disintegration of e-Waste. Are there any countries implementing sound policies that help reduce the amount of e-Waste that exists in the world? The answer addressed a Program being run in South Africa. They have centers where old computers and other electronic goods are separated into useful and irrelevant pieces. What can still be used is stored and shipped to the relevant manufacturer but what is no longer needed still becomes waste.

Suggestions
The audience, along with the panel, all recognized the importance of this topic within the WSIS Forum 2012. All too often the beneficial and optimistic sides of ICTs are discussed and to have this issue raised at the Forum shows that the international community is ready and willing to address some of the challenges that come along with the advancement of ICTs.
World Conference on International Telecommunications (WCIT), to be convened in Dubai, United Arab Emirates, from 3-14 December 2012, is the first ever WCIT in the history of the International Telecommunication Union.

The conference will consider a review of the International Telecommunication Regulations (ITRs), which define the general principles for the provision and operation of international telecommunications. Signed by 178 countries, ITRs are a global treaty applied around the world, which:

- Establish general principles relating to the provision and operation of international telecoms;
- Facilitate global interconnection and interoperability;
- Underpin harmonious development and efficient operation of technical facilities;
- Promote efficiency, usefulness, and availability of international telecommunication services.
- Treaty-level provisions are required with respect to international telecommunication networks and services.

WCIT-12 presents a key opportunity to increase collaboration between countries, to help countries reach new levels of economic and social development through efficient telecom services, and to make the ITRs more relevant and valuable to ITU members, to help them respond to the challenges of a fast-evolving ICT environment.

The objective of this Information Session is to raise awareness among all stakeholder groups on the importance of WCIT and the ITRs. This session will also provide a brief overview of the treaty preparatory process, its current status, and some of the main principles and issues being discussed.

Presented by:

- Mr. Alexander Ntoko, Head, Corporate Strategy Division (CSD), ITU
Ankabut is a national project of strategic importance to develop a network that is tailored by academics for the academic community utilizing specialized networking techniques and services. Ankabut is a new National Research and Education network that has been operating for approximately two years and in this time the network has expanded in terms of traffic capacity, available services and exposure to the national research and education community.

Ankabut has a clear objective to help promote the country into a new economic direction away from the present economy based upon natural mineral wealth. The oil and natural gas the country maintains is of a limited capacity; and therefore, the country's strategic objective is to use this funding to promote new entrepreneurial spirit to diversify into new sectors of finance, engineering, health, science and information technology.

Ankabut is working on a number of levels including technology and services, but is also talking with the community in order educate staff, researchers and students to allow them to understand the
benefits of the networking and services offered. Equally, Ankabut uses events to solicit feedback and direction from the community in order that the work carried out is in line with the community's requirement.

The Ankabut project is funded jointly by Khalifa University and ICT Fund, an initiative by the Telecommunications Regulatory Authority (TRA), and is managed by Khalifa University. The infrastructure of the Ankabut network is established through the five-year contract signed between Khalifa University and Emirates Telecommunication Corporation 'Etisalat'.

**Moderator:**
Eng. Naser Al Marzouqi Telecommunication Regulatory Authority

**Panellists:**
- H.E Mohammed Naser Al Ghanim Director General, TRA, UAE
- Dr. Arif Sultan Al Hammadi Executive Vice President, Khalifa University, UAE
- Dr. Fahem Al Nuaimi CEO of Ankabut, Khalifa University, UAE
- Eng. Mohammad Al Khamis Manager ICT Planning, TRA, UAE
- Eng. Suleman Bakhsh Senior ICT Analyst, TRA, UAE

Contact details:
Website: [www.kustar.ac.ae](http://www.kustar.ac.ae)
Opening words
Philippe Doubre, President, OISTE Foundation
Ladies and gentlemen, I am very pleased to open this thematic workshop, convened by the OISTE Foundation under the enigmatic title “Matching the speed of the running code: public awareness and digital identity management”.

Let me just recall that it was David Clark, one of the Internet fathers, who said in 1992... “We reject: kings, presidents, and voting. We believe in: rough consensus and running code”. By “running code” he meant standard protocols that work and that put innovation at the centre of the system. However, a growing shadow threatens the architecture of Internet: its inability to provide a simple, affordable, user-centred, user-friendly, robust and interoperable mechanism of digital identity that will constitute the foundation of cyber security.

Today, we are here to convey to all of you the urgency of making progress on standards of digital identity management as a means of building confidence and security in the use of Information and Communication Technologies (ICTs). Let us assume together the challenge of transferring to the digital world what is guaranteed by the State and protected by law in the physical world: a strong identity that carries with it rights and responsibilities.

Introduction
Carlos MOREIRA, founder of OISTE, panel coordinator
I would like to welcome you all to this meeting at the WSIS Forum 2012. It would seem that we are here today to discuss yet one of the many issues related to information and communication technologies (ICT), but reality is, digital identity management (IdM) or rather the lack of it, is an underline issue, perhaps the number one concern in the Internet. The World Economic Forum has identified it as one of today’s major threats. To start looking at it, let us accept that there is confusion. Are we talking of a technology issue, a geopolitical issue, a profitable issue? Companies
like Facebook and Twitter, they are identity companies. What they sell is the identity of the user. So why couldn’t we have something that would combine all of them? In this context, I would like to invite the panel to define some of the major drivers and recommendations forward. Coming from your perspective, how could we work better together? How could we solve the lack of cooperation at the high level? Everyone is running their own agenda. How come GSM roaming has become such a success, why don’t we have something like it? A roaming Id that people can bring anywhere in the world?

Christine RUNNEGAR, Senior Policy Advisor, Internet Society (ISOC)

I will try to answer the question: are we doing enough? The Internet Society (ISOC) is facilitating a dialogue among all the Id1 communities, exploring the global Id ecosystem, working with actors in their various roles. We organised a workshop in Amsterdam last year, and what we are trying to do is to get a multi-perspective examination of various issues: economic, legal, technological. This led to a second workshop on attributes. One of the things we are doing is asking the question: are there some shared values that people who participate in the Id ecosystem can agree upon, much in the same way as in the Internet? This gave a set of draft values which were very obvious and easily agreeable: the ecosystem should use unencumbered technology, have low barriers for entry, and encourage the ease of collaboration. Some semantic harmonization would be needed with the help of glossaries.

But I would like to focus on some of the gaps: from different perspectives: policy, technological, legal and economic. On the legal and policy aspects, we have different national approaches to the question of digital identity and sometimes incompatible laws concerning personal data which can impact the legitimate use of cross-border use of online Id and attributes.

Another challenge is the changing and constantly evolving notions of online identity. You have for example a single verified government issued identity; Ids provided by one or more private entities with various levels of assurance; user-created Ids based on true and/or false information; throw away identities; the use of attributes rather than identities; anonymous authenticated identities…. then you have difficult issues of how to balance legal and policy issues with commercial interests against private individual interest.

But perhaps the most interesting and tough questions relate to the economic: we do not seem to have yet a sufficient understanding of the commercial incentives and the drivers for the use and the supply of identity and attributes. There doesn’t seem to be a sufficient appreciation of the differences among identity as a service, for instance when Id is provided as part of an established agreement… for instance a government Id; Id as leverage or Id as a commodity. That is the monetization of and individual’s identity in exchange for a service. The policy and economic implications of both are quite different.

This leads us to the tough questions: is the identity ecosystem a series of islands, developing standards in isolation, how can we connect them? Is this a land grab, a race for market dominance? Is there a first mover advantage followed by building walls and installing electric fences? Is there a commercial incentive to drive the development of standards?

Then, let me leave you with a treasure of intricate points: Where is the monetary value concentrated in the ecosystem? Who is getting the largest share?

1 Id = identity
Carlos Moreira: You are right on. We do not have yet a commercial incentive to make this technology viable. But there are examples there. Facebook has managed to make Id a very viable business. Facebook Connect has become a de facto identity in the Internet and people are using it in an amazing way without solving the issues of data confidentiality and neutrality. I sometimes wonder if international organizations still have a word to say? I would prefer that they work together. But what we have is a de facto dominant Id place in the market where the division between Id and attributes has not been contemplated at all. People do not understand the difference. People do not want to differentiate.

Christine Runnegar: I am glad you mentioned attributes. Perhaps in the years going forward the interest is going to focus on attributes. The other thing, we are living in a world where we, as individuals, have one identity; but we are also living in a world where on an online environment we want to have different partial identities, in some cases we want to be anonymous, in some cases we want to be authenticated as... I am at least 18 years of age... and so whatever system or framework arises has to allow for this type of contextual identity space.

Thomas ANDERSSON, President of the International Organisation for Knowledge Economy and Enterprise Development (IKED), Sweden

These are really challenging questions. Some ground has already been covered. We are aware of the tremendous importance of ICTs and the difference they make. The emphasis now is not on the production aspects. It is about people. How ICTs can become a driving force for innovation. Yet, it is clear that we have fundamental challenges that are unresolved and that carry considerable risk. The issue of digital identity management: authentication, authorisation, accountability... connects to all of this. Without solving it, the security problem is not going to go away. Without it, trust is threatened. Technology is moving very fast today... the linkages are becoming even more pervasive... then if you have leakages... the wider the connections, the bigger the problem... hence the magnitude of the issue. There ought to be a return on addressing online identities. But we are facing a paradox here: there is no way of having a top-down ideal solution... no government or government and businesses working together can come with a grand solution... IdM is a moving target...Technology is on the run. There are so many different kinds of services... this cuts into everything... you have different kinds of legislations, philosophies. In the 1990s I experienced with the OECD to what extent it was difficult to agree beyond some very general principles: flexibility, freedom of use and so on.

There is no straight answer to the question: what is to be left to markets and what to governments? ...We know that top down will not work... but bottom up does not work either... the individuals out there... they are not aware of how their information is being used.... They swim in information but they do not know how that information is managed, they do not see behind the scene.... Besides, they have few options to express themselves, they cannot formulate their concerns. Are they interested? Do they care? Perhaps it can continue to work like that for a moment, but it is a question of time before they wake up. When they are hit, it will be too late... there will be consequences, they will care but it will be too late.

For the Individual users, it is difficult to work this out. What is the solution then? There has to be a user-centric approach to that. More than educate users, they have to be put in a position where they have choices and increased control. You have to reorganise the ecosystem in such a way that the user is in a stronger position... but... users cannot make it on their own. There are so many components there... You also need operators... there are different terms for that, but you need some
sort of service providers who have an incentive to be genuinely looking after those social concerns that are not being articulated today. Then you have the question you have pointed to: how to make privacy protection a viable service? How could Id management become a service? In the Cloud, there will be a lot of territories... then there will naturally be a lot of return to resolving those issues... Potentially the value is there. But in the situation we are now, there is more value, more return of making use of the information about the individual... selling it, passing it to others... That is where the incentive is.

So with regard to the question, are we doing enough? Well, not sufficient progress is being made... although the problem is so significant. There is no sense in talking about large corporations or governments... there won’t be enough meat to come out with a solution and there is too much to grab. So, somehow we must alter our way of thinking about this problem. That is what we are trying to do in the GINI / INDI project. We propose working on finding new tools and incentives. We can get more of piloting, more experimentation... to have some sort of procurement agendas. We need more evaluation of what works. It can be at the European level or any other. We need to tie the pieces together. We do not need a grand solution, but an ecosystem where rivalling solutions will compete with each other and bring us to a much better situation than the one we have now. But we also ought to strengthen the over-riding dialogue. In terms of collaboration, we are not doing enough.

Abbie Barbir, chair ITU Study Group 17 – remote participation from Canada

It is not possible to provide an accurate transcription due to the quality of the recording – some excerpts:

• Study Group 17 worked for three years on a consistent definition of digital identity... that can be used by everyone...

• ITU’s IdM focus work is on enhancing identity identification enrolment through the development of better authentication assurance frameworks. Enhanced trust through open trust frameworks, identity in the cloud, identity based services for mobile and finances and interoperability of diverse IdM capabilities in telecommunications.

• ...the problem that we have in today’s system is that the Id provider assumes the liability of the identification of the user, it should change to the relying party deciding what attributes it needs to release the resource... it should be accountable for that action...

Kick WILLEMSE, member of the International Board of the OpenId foundation

If you want to learn how to solve the identity question, think about other markets. I will give you some examples. When you pick up the phone and talk to the other side of the world... you do not need to worry about picking the same type of telephone than the person you are going to call... If you use e-mail, you type your mail address and you do not need to worry whether the other person uses the same e-mail provider that you have. With payments, it is the same... you have a bank, you get your credential and you can go and use it at the store... but the store is not required to have the same bank as you have and he still gets the money, because the store belongs to an ecosystem, a trust system where he is sure he will gets his money from the bank he is related to.

If you apply that to digital Id, then you have a model of how to solve the identity quest and use your identity on the Internet. On one side you have the end user... who calls, who pays, who gets the credentials... on the other there is an office, the government, a merchant, a company who accepts it. Although they have a relation, there is no direct relation between the credentials he gets from an
issuing or an acquiring party who verifies it. That is how the Identity Ecosystem could look like, there are multiple roles: identity of course is issuing a credential, so there are credential providers. ... people who are able to verify this credential; there are verification providers... and there are attribute providers – with a level of authority comparable to a lawyer or a notary and then there is a role for an acquirer, who is able to accept your identities and there is a trust relation between the relying party and you as the end user.

It is a challenge to explain this in a short time. If you want to create an ecosystem like this, you need to work on the market: there is competition and there are users...the participants will compete with their products, with their services... perhaps there will be Id providers for kids, and others who will provide Id for everybody; national Id providers and international Id providers; but there are levels where you do not compete but cooperate... with governments, you work together on the applications and you work together on the infrastructure and the standards...

OpenId works hard to provide a standard, the infrastructure and the application... and its success is due to this open ecosystem, where people have choice to select their OpenId provider and use it in a very easy way to relying parties... and there is no direct relation between them.

If you are a Government you have the permanent question: how do I issue credential to my citizens... but perhaps, you can also ask yourself the question, what is my role in stimulating, in being a catalyst for this ecosystem? This is an overview of how it can work: a government at the national or International level works together with the participants, the relying parties and the end users to create a scheme... It works with them on the techniques and the protocols, on the education of the end users and the relying parties.... You then bring this together into a trust framework. The role of the governments is to facilitate this.

There are pitfalls out there, like endlessly debating whether to have government or private issued credentials... From our perspective, what matter is being able to use them. There can be both of them under the same scheme, what is important is that they obey the same rules. Competition will drive innovation. The end user will decide which one to use. There are government regulated attribute providers and private attribute providers.

Talking about a viable business model... At the beginning, you need to stimulate it with some funding. It is the chicken and the egg problem, especially when there are no credentials in place. In a starting market you need support to make end-users start using it... private parties start investing in it...you need to create momentum... Id is deployed in multiple channels... you have to think of using Id in a web browser, in your mobile phone or on a system to system way. You should think of multiple levels of assurance. Within the ecosystem there can be low level transactions and high level transactions. Perhaps that is why OpenId has been so successful, because it started with the low level transactions. You can do a lot of transactions at the moment with OpenId which are low risk; it is like entering a self-asserted registration forum, but in the end it starts to increases the trust in the system and allow the use of high assurance transactions.

Carlos Moreira: Maybe we are overwhelming consumers by trying to create such a perfect & neutral & trustworthy & interoperable Id that nobody is actually using it... I think maybe a more grass-root approach, is to educate the end users about the subject of digital Ids... OpenId has done an amazing job in managing that aspect, because the question we are confronted with all the time is... why do I need to move from a password to a digital Id? If you solve that first question, you have 95 % of the market talking the same language... A lot of transactions in the Internet do not need a binding Id... you only need to authenticate yourself. Then you move to the attribute generation process and actually your Id can learn from your attributes to see that you are the person you say you are... and then you move to the next level.

I have a question back to you Kick... What was the decision making point in convincing Google and Microsoft to use OpenId? Because they have their own Id...
Kick Willemse: I can give a little background... Google started investing in OpenId because they had a lot of problems with end users of Google who had their account hijacked, the reason being that these people were using the same Id in other websites which were not able to protect it very well... An attacker got the user name and the password of an end user from a site which was not very well protected and reused it in the Google e-mail provider to log in supplanting the real person and start sending e-mails telling friends that he was stuck somewhere and needed money... So, one of the reasons they went into OpenId was to kill passwords from other websites, because they saw that as the biggest threats for their own accounts... Another question is that they started investigations on how to have a more verifiable Id when people start calling them, saying that they had their account hijacked. So they needed a mechanism to check that it was the real person who owns the e-mail account... if it is only the e-mail, you cannot use it to send the recovering password, because it is the hijacked e-mail box... so you needed a third mechanism to communicate with a trusted address or a trusted mobile number to recover the account and that is why they are involved in verified attributes.

Bruno Schröder, Technology Officer, Microsoft Belgium and Luxemburg

You mentioned the education of the consumer. In Microsoft, that is the way we are approaching the problem. With regards to what happens in the public sector, in Belgium you have the Belgian digital Id card, which is a very easy way to identify yourself... it has the same structure of a credit card, you put it in the card reader, you type your pin and you have a strong authentication... but people do not use their digital Id card... so, ease of use is not a validating factor... the issue is somewhere else...

Coming to the work I do with children, we do some trainings on how to behave in the Internet and I always start with the question how old are you in Facebook? We do these trainings with children who are between 10 – 12 years. What you notice is that in Facebook no one is in fact 10 – 12. They are very happy to say that they are 21 or 19 years old... and the reason is that you need to be 13 to have a Facebook account. They are lying... next to me there is someone who plays the role of a “policeman”... So, I ask them, are you aware that this is illegal? They accept that they know, but parents are aware that their children are lying... but parents encourage them to have a Facebook account... So at the centre of their social life, we have parents and children who start by lying on their digital identity... Then we ask them: if this is normal, how would you recognise other more potentially dangerous impostors?... Their answer is that this is not an issue, because they know the people they interact with in real life....

Let us face it, in Internet most of the consumers / users are afraid of being identified. They are aware of data leaked, of massif files lost containing personal identifiable information. What also happens is that people in general are not aware of the digital services business model, where you have on one side Microsoft and Apple, Google and Facebook being on the other side. With the first ones, you buy something, you pay and then you are done. With Google and Facebook, you use the service but you pay with personal life information (PLI). This has a number of consequences. More and more people are becoming aware that they are being profiled and as a reaction refuse to be identified or use multiple identities. Today, it is not uncommon to find adolescents with 15 - 20 different digital identities. This goes hand in hand with the proliferation of re-identification technologies that match data from different sources in order to break privacy-protection barriers.

Recently, Google+ tried to make mandatory the use of real names. This sparked a lot of reactions. I bring here what Danah Boyd, a senior researcher on digital sociology for Microsoft published on her blog that I recommend to all of you: there are many cases where real names are a detriment to a social life. Sometimes it is way more efficient to join forums with a simulated identity if you are a member of a disadvantaged group. Anonymity is a powerful way for socialising.
In Microsoft, we look at the impact that technology has on society. At the request of parents who work with the company, a number of subsidiaries developed training programmes for their children on the implications of using Internet and social networks. We started with children from 12 – 14 years of age and soon realised that it was too late. Then we worked with groups between 10 – 12 years, but we are reaching the conclusion that it is better to start at 8 or 9. We try to explain the advantages and disadvantages of being identified in Internet. What we have seen is that children want to control their environment themselves. Sometimes the accent is in security, but of course, identity is a critical element of security.

The question we deal with is: who am I in the digital world? We have mentioned the interest for users to be different persons. Are we multiple personas that are reconciled by profiling technologies or are we someone whose identity is authenticated by a single source, like the State? Or by clearing houses that could validate and transfer the information? Or are we people who want to control our identity ourselves and look for different mechanisms, sometimes different OpenIds to manage our identity? Or using mechanisms such as YouProve or a claim based identification? This is a question that will live in the digital world for ever... The digital world is not a world structured, at least for the moment and the foreseeable future as place where I want to be identified.

There is a risk factor. Before, humankind lived in small villages, where everyone knew everyone else, choice did not exist... then, we moved to cities which offered more “privacy”. Well, in the digital world the choice is much larger: people want to join communities but they also want to do different things. There is a resistance for unifying identity. So the question has turned into: who do I want to be? This does not mean that we do not need interoperability, we need it, but it must preserve this freedom of choice... As things stand now with the lack of interoperability, adolescents know that there are technical barriers and use it in their favour.

We have to guarantee the safety and privacy of data more than the safety and security of identity.

Carlos Moreira: anonymity is fine, but aren’t we moving towards a binding transactional Internet? In our experience with WISeKey, we worked with the Swiss government to introduce e-voting. Which is a complex procedure of assuring that a citizen’s identity is validated giving him/her the right to vote... don’t you think that we need to reach some kind of consensus towards creating a transactional Internet... where I can make transactions in ways I fully trust? That applies to paying taxes, e-voting, accessing my data on the cloud...The analogue world deals very well with this, we have multiple identities that allow us to access different services without compromising anonymity.

Bruno Schröder: that is precisely the question, we use in fact multiple identities... we belong to different communities... you select your Id based on what is convenient for the moment... That is what users want.

Carlos Moreira: Microsoft experimented with Passport.net which was supposed to become the Id of the Internet, then there was CardSpace... but those projects failed, because users do not want to entrust the provider with their ID. Now they are using Facebook connect, but how long is it going to last?

Bruno Schröder: this is a personal opinion. Facebook is as different type of beast, it taps into one of the fundamental characteristics of the human species... we are a communicating species, people want to communicate... observation shows that when people are together, they spend a lot of time chatting about each other... Facebook does that... we need to know who knows what... It is in our genes... Facebook provides an efficient answer for that... But what happens is that people are using it without fully understanding... the adoption curve of a technology shows that it takes at least 5 years for this to happen.... Moving into companies... we declare our centres of interest and this is of economic value... companies are realising that this information is crucial... What is also happening is that generation Y, which is growing up using these tools, has also learnt of its tremendous social value...
Carlos Moreira: but if we extrapolate from what we see..., your identity in Facebook Connect allows you to single-sign-on on many sites... but nothing guarantees that your Facebook identity is not faked...by this process, a fake identity can become a true identity... leading to the danger that fake identities could create binding processes...

Bruno Schröder: from the perspective we are discussing I would say that it does not matter. What matter is your contribution to the social network. If your contribution is coherent, whether it is fake or not does not matter...

Carlos Moreira: let us now move on and give the floor to the next speaker, Juan Avellan, who will give us a perspective of some legal aspects and the reaction of the private sector.

Juan AVELLAN, Vice-President of WISeKey in charge of Online Trust Solutions

Information society and digital identity have evolved over time. There are different time-lines to look at it, as shown on my slide.

The centres of gravity have shifted overtime: at the beginning it was hardware, operational systems, and machines. This evolved into the jungle of web-portals, web-sites and then to social networks. What we see happening from 2010 – 2020 is that identity will become more important... There are many reasons for that, one of them is the fact that data growth is exponential, in 5 to 7 years from now, data will be duplicating every 15 or 30 seconds globally... doing a search, for a specific piece of data or information the way we do it now, will not be possible any more... instead of you finding the data, the data needs to find you and in order to find you it needs to identify you somehow... whether it would be a real profile or a partial profile.... information needs to find you. That is why we are moving into the semantic web.

What we see is that digital identity will become a critical issue in the next 10 years. The bridge that separates the physical world, where you use a traditional national Id, a bank-card, a driver’s licence, a social security number and the online world, where you use your Amazon identity or your Facebook identity, or your e-banking Id, still work separately. But in the future, they will come together.

Let us move a step further. The challenge will not only be to identify persons, but also objects and content. I have myself being on the implementation side of this. I used to be on the top-down approach of creating legislation, but I am now on the bottom-up process of creating tools for identifying people, objects and content. One example is what we have been doing in WISeKey with Swiss watches. We have developed means of identifying these unique objects on line.... And there are many issues there... secure supply-chain; giving assurance to the person who purchases the object that is not a counterfeit and then, for a fine watch that will last 200 hundred years being able to provide the identity of who the owners were... which may give different value to the object. We are talking here of whether and object that belonged to Peter Smith will have the same value as an object that belonged to George Clooney.

Perhaps the answer to this debate of top-down or bottom up solutions is in using common sense, look at what people are really doing. And then we come to the legal aspects...As a lawyer, I used to think that any Id needs to be legally compliant... but people do not care... they do not understand the legal implications, people use Ids and they do not care... I myself, when I create a new e-mail and see the attached conditions... I say to myself... I am not going to read all that, I just accept them!

A unique identity, in some environment is useful. What Id people are using depends on a particular environment. We have used that approach in WISeId: allow people to put all identities –real of fake, pseudonymous or true identities in a wallet and use them in a friendly way. They decide how their Id and personal data is used... We are looking at what is being done by the User Managed Access (UMA) promoted by the Kantara Initiative, which is a beautiful initiative, and the VRM (Vendor Relationship Management) promoted by Harvard and Doc Searls where instead of the suppliers managing the customers it is the customers managing the suppliers. This is called the intent
economy, where people will decide what data they want to give and what for. That is the direction we are taking, we are seeing this into the semantic use of personal data by the Internet. Software is moving to providing the interface to manage your information, your data. The accumulation of personal data is of value to the individual provided that he/she knows how to manage it. The accumulation of personal data can potentially be of value for the individual. It gives you identity value, it gives you knowledge about yourself. But of course, the legal implications are huge.

Carlos Moreira: opens the floor to reactions among the panellists

Thomas Andersson: I want to object strongly, the statement that it does not matter to have an Id solution... Mismanage the information can be disastrous... The problem is that the incentives are not there for privacy enhancing... the incentive is there to mismanage the data... we must have a user-centric approach to it... we need an ecosystem, with different operators, there is intelligence in the part of the user... This is not being resolved by governments, neither by private companies. We need collaboration, we need carrots and perhaps some sticks too. We need more initiatives going, like the user INDI we have been working on.

Bruno Schröder: it does not matter for the people involved.... But it may have tremendous impact depending on what you do... From a user perspective, most of the time, it will not matter... We are now in a phase when digital sociology is building up. We must understand it. It is changing almost every day. The behaviour of the individual in the digital environment is something that we cannot predict. It is happening at the moment within much wider communities to what we are used to. The billion people in social networks offer unexplored possibilities. As for me, I am persuaded that a new type of social mechanism will appear, that will set its own rules. If we try to predict it... we will very likely fail. We need to understand the sociology of the digital world if we want to formulate identity solutions...

Abbie Barbir (remote participation): “User-centricity is ok, but it has to be taken into context of what it means. A user can specify in some cases whether he prefers an Id provider or an attribute provider... but at the end of the day, for any ecosystem to work, is the relying party, the one that is really providing the service, that is taking the risk... So the relying party can have its own risk engine with a decision capability under what conditions it could release that resource which may require a less rigid binding between the set of attributes provided from one Id provider and the ability of the relying party to validate that set of attributes... basically, the two sets may not match. We need to move into an ecosystem where the relying party says... “this is what I need to business... and the user can specify a set of preferences and the relying party can do a set of preferences and then they may conclude in whether they make business or not, depending on who is willing to take the risk. And we need to cut a bit the liability of the Id provider for providing the identification, otherwise there will be no incentives for developing Id solutions. It is a system of systems that we need. There is no perfect solution.

Carlos Moreira: let us very quickly go round expressing your expectations for the future.

Kick Willemsen: In the future, people will bring their own identity to the relying party... like they do now when they bring their own device to work... whether it is an attribute or a set of attributes. In OpenId, we are educating people on that. We are now working on introducing the “account user”... it is a toolset to help relying parties accepting identities in an easy way

Christine Runnegar: it is obvious that we are looking at an ecosystem that is still evolving. I can only express what I hope. I hope that we will have open standards that are interoperable and privacy respecting solutions. Identification is not the ends to the mean or to the means to the end... there are many transactions and interactions that occur in the Internet which do not require identification... In many cases, companies need to be paid, they do not need to know who the customer is... I hope that there will be room for innovation... we need to be careful not to be overly
prescriptive... As I mentioned before, the place to watch will be in attributes... this is the place where things will be happening.

**Tomas Andersson:** we need a lot more linking, there will be more convergence, more artificial intelligence... a genuine focus on developing privacy friendly solutions... we need to allow for more influence by users...

**Kick Willemse:** we need a central body that overlooks this dialogue. It is difficult to pinpoint all the different initiatives. We need someone who is dealing with the ecosystem. A standardisation body that gives trust to all the people involved, showing what is the direction to go.
Thematic Workshop

Climate Change Monitoring and Disaster Risk Reduction (ITU, UNEP/DEWA/GRID, WMO)

Wednesday 16 May 2012  11:00 – 12:45

Room IX

- Natural disasters are becoming more common and the costs associated with these impacts are increasing in parallel. In 2005 natural disasters cost the world approximately USD 262 billion and in 2011 costs were USD 378 billion. Much greater is the loss of human lives, for which the cost cannot be quantified because a single life is priceless.

- 90% of life losses and 70% of economic losses across the world are associated with weather events; however, good planning and timely response that inform populations living in vulnerable areas to upcoming risks are essential for saving lives.

- The role of ICTs is to empower populations and governments with information on weather events. There is no single solution to a challenge. It is important to understand the lessons that can be learned from developing countries as well.

Debated Issues

ICTs play a pivotal role in climate change monitoring and disaster preparation, response and recovery. The collection and use of accurate climate change data allows for forecasting, mitigating, and adapting to climate change and extreme weather events. The establishment of early warning systems, monitoring infrastructure and remote sensing can improve and make more efficient the responses to disasters and quickly disseminate information, saving lives. The session provided an overview of best practices and shared case studies on projects using ICTs as a tool to monitor, prepare for, and mitigate the impacts of climate change.

- Dr. Vadim Nozdrin, Counselor for ITU-R Study Group 7, ITU
- Dr. Maryam Golnaraghi, Chief Disaster Risk Reduction Program, WMO
- Dr. Peiliang Shi, Director of WMO Information System, WMO
- Dr. Pascal Peduzzi, Head Global Change and Vulnerability Unit, UNEP-GRID

The session was moderated by Dr. Cosmas Zavazava, Chief, Project Support and Knowledge Management Division, Telecommunications Development Bureau, ITU

Main Outcomes of the Session

- Geographic Information Systems (GIS), modeling tools and remote sensing are basic tools for disaster risk reduction that monitor the changes on earth associated with global warming and human activity.

- Good disaster risk management depends on sound processes and the technologies. It is essential that there is a strong link between observing, information and alerting systems.

- Investment in technologies is critical, however observing and monitoring systems have high operating costs that are often not planned for by governments. There is a need to take these costs into account in order to
have systems that are sustainable.

- Systems that are used in monitoring, processing and analyzing of data and communication networks must have disaster recovery plans and sites in place. Introducing redundancies in these systems are essential in order to ensure availability of information to users in case one part of the system fails.

- It is necessary for countries to have risk management processes in place that map the risks associated with hazards and locations. This enables countries to identify vulnerabilities and risks. Understanding where the risks are helps treat risks, resulting in better preparation and prevention, and disaster response operations.

Emerging Trends relevant to the Action Line in the context of the WSIS +10 process

An important step is to focus on improving the definition and the quality of data collection. One trend involves increased use of ICT in earth observations based on in-situ networks (terrestrial and marine) and remote sensing measurements (satellite, Radar, etc.). There are also new emerging opportunities in using submarine cables to serve for carrying sensors to collect useful sub-marine data for climate change monitoring which needs to be further explored for operational use.

On the use of ICT for communicating warnings against extreme weather events, a question that remains is the last mile communication: how to disseminate information to the end users/citizens? ICTs can assist in making data and information on weather more accessible. This is an aspect that has to be further improved.

There is a need to increase the collaboration and coordination between those who collect and process the data and those who use the data. A multidisciplinary approach is the way forward in order to avoid duplication and promote synergies. We have to do this together.

Templates relevant to the Action Line in the context of the WSIS +10 process

WSIS should pay special attention to the use of standards and operating procedures, and create an enabling environment to take advantage of the use of ICTs for climate monitoring and early weather warnings for disaster risk prevention and reduction. The three pillars to achieve such an environment are developing public policies, agreeing on practices and procedures and making good use of regulation.
Literacy, Digital Literacy, and Disability Barriers and Solutions to ICT use in Developing Countries (Raising the Floor – International/ Partners)

Wednesday 16 May 2012
Room VI
ICT and networks have an increasing impact on low income and developing regions, providing new opportunities to those who can use it, – and putting at further disadvantage those who cannot. Today’s interfaces are often complex, require literacy to use, and are not accessible by many with access problems due to literacy, lack of computer experience, disabilities and/or the effects of aging. Affordable mechanisms that are based on the realities in developing and low income regions need to be identified in order to allow equal participation and benefit from these new technologies.

The focus of this workshop on ICT and developing nations was on determining the needs and barriers to ICT use in developing countries and strategies for solving them. This report provides key observations and points from the workshop. They are provided in brief outline form to aid in readability and dissemination of the results.

1. Importance of ICT

Before launching in how to Make ICT accessible it was useful to collect information on how ICT is used by people in developing countries. Especially of interest are uses that differ from ordinary uses of ICT. Here are some that came up in our working session.

- **GPS**
  - To tell people when on trek where they are so they do not accidentally enter areas they do not belong – and avoid conflict
  - To tell others where borders are so people are not attacked when they are NOT in the wrong place – (both sides know where borders are)

- **Weather**
  - Traditional methods and knowledge on when to plant and harvest no longer work with climate change

- **Disease warning and action**
  - To tell when diseases are possible to prevent them
  - To recognize what has happened or is happening
  - To ask/learn how to address problems

- **Prices**
  - To understand when one is being treated fairly or not
  - To know which markets may be better
  - To know when it is better to sell now or later

- **Children**
  - To learn about things not otherwise available
  - To learn about technology itself
  - To learn in ways that are more tuned to children’s lifestyles (mobile, different hours, asynchronous (not as a class))

- **Refugee camps**
  - ICT may be the only way to communicate with their families outside the camp – or in other camps
2. Barriers to use

We also looked at barriers to use. Again there are the barriers that everyone would think of. But there are also barriers that are only obvious to those more familiar with daily life in different countries.

**Predictable Barriers to use**

- **Some barriers are those that one would expect**
  - Lack of equipment
  - Lack of experience by participants
  - Need for local trainers
  - Lack of connection to internet

- **Vicious Cycle**
  - No access while others do have access
  - Lower skills and less advantages (access to info etc)
  - Lower employability
  - Less money
  - Less ability to afford
  - Reduced access
  - (go to top and start down again)

- **Cost and connection**
  - Need to have Device and connection. (Connection often the hardest problem – not the hardware)
  - One study in Columbia showed that 2 % of people with visual disabilities had internet access vs 38.5% for general population.

- **Form of information**
  - Not just the ability to get the information – but the ability to get it in a form that the person can use
    - Proper language
    - Audio vs Video

**Less Considered Barriers to use**

Some barriers are less thought of or not obvious to people living in developed countries

- **Not in the culture**
  - Social barriers to get it known (Santiago)
  - Generation Problem
    - Expectations of elders – for themselves and for others
  - See also “**Perceived Immorality**” below

- **Migratory nature of children – families**
  - On trek so not in one place day to day

- **Daily responsibilities**
  - Children often are not in school because they are needed to carry out chores of the family
    - Fetching water from distant wells
    - Herding and watching animals (goatherd)
  - Sometimes alternative methods for meeting children’s responsibilities are needed to allow them to attend school
    - eWatertanker (water tanker for use only by children who are in school)
    - eGoatherd (Goatherd that will watch children’s animals while they are in school)
Perceived Immorality
- For some countries it is seen as immoral for women to leave the house to go out to work. Some even consider it in the same category as prostitution — or an assumption or suspicion that you are a prostitute if you regularly leave the house.
- An inability to have an Internet connection at the house then becomes a major barrier. If they could be connected — and work at home — then it is much easier for them to learn, work, create, earn a living, fulfill themselves in additional ways (economic, social, etc) in addition to family.
- Children who are raised in connected families are also much more computer literate and skilled from an early age.

Theft
- Give a child a computer and it may not last long
- Might even attract injury to the child

Higher priorities in life
- When a family has a computer (given to them) and no food for the children — the computer may soon be “stolen” in order to keep the children from starving.

3. Solutions
We also looked at and collected ideas on how to address these problems. Again the emphasis here is on the more innovative or unexpected

More Unusual/Innovative/Unexpected Solutions
- **USE the prejudices**
  - People who have disabilities are considered to be “less able” “less smart”. One project built on this and started first with people who were deaf. They picked up on the computers quickly — and then many others suddenly felt that computers must not be that difficult and tried them when they were otherwise intimidated by them.

- **Reverse the vicious cycle**
  - Access to technology
  - Access to connectivity
  - Digital literacy
  - Education in general
  - Creativity
  - Productivity
  - Employment
  - Production
  - Civil Society
  - Safety
  - Government

- **5 Phases for computer education**
  1. Educate some leaders/teachers/trainers
  2. Educate Children
  3. Educate the Women
  4. Educate working age men
  5. Educate everyone

- **Focus on Women not men**
  - Teaching a man does not propagate to others — they primarily use
Teach a woman and it propagates to children and others – they primarily teach.share

- **Get connectivity to homes**
  - Easier for women to access and use
  - Easier to do intermixed with child care
  - Easier to expose and teach children
  - Easier to control what children do on internet
  - More compatible with some cultures
  - Best if broadcast (e.g. WiFi) so wires do not point to particular houses – or even workmen installing things.

- **Projectors**
  - Can give more access
  - Allow use of materials for teaching groups
  - Think about environment

- **Drive-by-Wi-Fi**
  - **Bus net**
    - Bus travels to villages routinely
    - Mount WiFi Access Point on the bus
    - Install a special “harvest/serve” server
    - Bus stops in each village
      - People log on via Wi-Fi
      - Get their email – send email
      - Search the DataStore on the bus server
      - Send searches to internet
    - Bus goes to city
      - Sends email
      - Receives email,
      - Refreshes its datastore
      - sends searches and saves results
      - Goes back round to villages
  - **Motor-cycle Net**
    - Same as Bus-net except motorcycle goes to villages not on bus route
    - Cyclist drinks coffee while residents upload download
    - (Cyclist is caffeine drunk by end of day)

- **Wikipedia on a USB**
  - All of Wikipedia will fit on a USB memory stick
  - Huge wealth of information
  - [Note: The full Wikipedia is about 8 GB compressed or 35 GB uncompressed. The appears to be without graphics.]

- **Global Public Leadership Program**
  - Bring people from developing countries to developed countries to learn and to see impact and use of technologies
  - They then take it back with them

- **Global Public Inclusive Infrastructure**
  - **Infrastructure that can lower costs**
    - (to individuals and countries) and make it much easier to learn about and use solutions for people facing barriers due to
      - Literacy
• Digital Literacy
• Disability
• Effects of Aging
  o **Enhance Prosperity**
    ▪ GPII can enhance the prosperity of individuals
    ▪ Also enhance prosperity of countries
      • More digitally literate workers
      • Fewer people without skills – that must be supported
      • Ability to create an assistive technologies industry in country
        ▪ To serve that country
        ▪ To export
      • Not just technologies but also services
  o **Three major parts of GPII**
    1. **An easy way for people to figure out**
      • That there are things that can help them
      • What exactly would help them
      • What the options are for their country, language, culture, price
    2. **A way to apply it anywhere on any machine**
      • Auto-personalization of any machine
        ▪ Family computer adjusts instantly to each different person as they sit down to it
          ▪ Elders - needing simpler interface
          ▪ Disability – needing special interface
          ▪ Young – wanting standard or complex interface
          ▪ Etc.
        ▪ Computers at school
          ▪ Auto-configure to each different student
        ▪ Computers at community center
          ▪ Auto-configure for people needing different interfaces
          ▪ Instantly change back for other patrons
    3. **A way to make it easier, faster, cheaper for anyone to create, develop, market, and support new access technologies internationally**
      • Tools and parts
      • Resources (information and experts with and without disabilities) to help with development
      • Localization tools (to adapt assistive technologies to different languages)
      • International marketplace (like App Stores)

**Other issues Identified**

• **Giving Technology is not good enough**
  ▪ Education is key – (not just general education)
  ▪ What was using up your time before? Was that important? Why? What are you doing to preserve that?
  ▪ Cyber Crime (things they never learned in life before)
o Cyber exploration (controls needed?) (Opportunities and temptations never before available)

o Banking (something good – but also easy to be taken advantage of)

o Out of reach (understanding that dealing over the Internet is distant and anonymous. Can’t go confront people if things go bad. May not even be able to find them)

o Scams, Scams, and more Scams – of all types. Continually changing, evolving and getting better.
Thematic Workshop

Open Educational Resources and Practices (UNESCO, University of Jyväskylä)

Wednesday 16 May 2012 11:00 – 12:45
Room IV
Thematic Workshop

ICT’s for Post Conflict Reconstruction (World Bank/ICT for Pesce)

Wednesday 16 May 2012 16:15 – 18:00
Room II

“It’s about the power of ideas, not the power if ICTs”, Prof. Jelel Ezzine.
“ICTs have drastically expanded our capacity for civic participation”, Zach Brisson.

Debated Issues
The session discussed the role of information and communication technologies (ICTs) in post-conflict and post-revolutionary reconstruction, drawing upon three country case studies – Liberia, Sri Lanka and Tunisia. The workshop was held as part of a program of research commissioned by infoDev, with funding from UKaid, looking at how ICTs can contribute to a faster recovery from future conflicts.

Main Outcomes of the Session
The three case studies illustrated three important aspects of how ICTs can contribute in the aftermath of a major conflict:

- The case of Liberia, presented by Prof. Michael Best, Georgia Tech, looked at the mobile phone as an instrument for personal security and the broader role of ICTs in nation-building, for instance through their use in recording stories for the country’s Truth and Reconciliation Commission
- The case of Sri Lanka, presented by Sriganesh Lokonathan, LIRNEasia, examined the issues of inequality between the North and South of the country following the conflict. Although some infrastructure had been destroyed, the level of provision of services was roughly equivalent following a major investment, but the north still lagged behind in the availability of local language content, especially for government applications.
- The case of Tunisia, presented by Zach Brisson, Principal, Reboot, looked at the role of ICTs in promoting civic participation and political engagement. Specifically, the case of the Arab Spring revolution had illustrated how ICTs can enable rights
of ordinary citizens to share, broadcast and create political intelligence; to organize, coordinate and demonstrate political will and to communicate with, engage and challenge political leaders.

**Emerging Trends relevant to the Action Line in the context of the WSIS +10 process**

The discussion at the workshop would support a strong endorsement of the WSIS commitment that acknowledges the “potential of ICTs to promote peace and to prevent conflict” as well as their use in “post-conflict peace-building and reconstruction *Tunis Commitment, Para 36.*

In particular, it would support a stronger ICT component in UN missions in countries emerging from conflict, such as South Sudan, Libya or Timor Leste.
Arabic Domain Names – the Saudi Arabian Experience (Saudi Arabia) - 16:15 - 18:00
Wednesday 16 -05-2012
Room IV

Panellists
Dr. Abdulaziz H. Al-Zoman, Director of Saudi Domain Names, CITC, Saudi Arabia

This session highlighted some of the SaudiNIC (Saudi Network Information Center) efforts and contributions in supporting the use of the Arabic language in domain names.
The Kingdom of Saudi Arabia, represented by SaudiNIC (Saudi Network Information Center), has been very active in supporting Arabic domain names since 2000. It has gained valuable experience and contributed heavily in this area.

The contributions have been done in the following levels:
· At the Arabic language level
· At the Arabic script level
· At the test, prototype and proof-of-concept level
· At the development (tools and algorithms) level
· Launching the Arabic domain name registration under the Saudi IDN
· At the user application level

The main pillars of the Kingdom of Saudi Arabia contributions are:
- Serving the users
- No compromise to the language, then the solutions should be appropriate to the nature of the Arabic language and not just simply copying from other languages.
- Easy and not complicated

Between the main constrains of the current domain names can be find:
- Current ASCII-based DNs are incapable of representing Arabic characters
- Difficulty to reach Arabic sites using English DNs (pronunciation & spelling problems)
- Linguistic issues

The contribution methodology implemented includes:
- Conducting Web Surveys
- Publishing reports papers
- Regional and International participation
- Understanding problems and areas of contributions
- Testing and building local experiences
- Disseminate information
- Meeting linguists
In Geneva on 16 May 2012, the ITU Telecommunications Development Bureau (BDT) organised an International Girls in ICT Day showcasing event as part of the Forum of the World Summit on Information Society (WSIS), at the ILO headquarters. Moderated by Mr Brahima Sanou, the ITU BDT Director, and in the presence of the ITU Secretary-General, Dr Touré, who opened the session, and of H.E Ms Jasna Matic, State Secretary for Digital Agenda, Ministry of Culture, Media and Information Society of the Republic of Serbia, fourteen organisers from South and Central America, Africa, the Middle East, Asia and Europe showcased the events they had organised in their respective countries. They were part of the broader initiative which saw 82 countries organising 1,320 events, reaching over 30,000 girls!

The panellists shared their exciting experiences, showed photos and videos of their events, also explained what hurdles they faced and how they managed to overcome them in order to reach out
to many a girl and young woman. In addition to event organisers, a young woman from Malaysia, Aisyah Shakirah Suhaidi, from Malaysia, who had taken part in the event organised in her school also shared her first-hand experience and the drawing she had made about the day as well as what ICTs meant for her as a tool for a brighter future. The showcasing event finished with the participants being awarded ITU certificates of recognition for their hard work and commitment to empowering women through ICTs.

http://www.flickr.com/photos/itupictures/sets/72157629757393632/with/7210534322/

Panelists:

- Ms Magdalena Gaj, President of the Office of Electronic Communications, Poland
- Ms Marta Arsovska-Tomovska, Deputy Minister of Information Society, the Former Yugoslav Republic of Macedonia
- Mrs Narine Abazian, President of the “Women and Information Society” NGO, Armenia
- Mrs Shariffa al Meskary, Director, International Relations & Information, Information Technology Authority, Sultanate of Oman
- Ms Martha Omoekpen Alade, Women in Technology in Nigeria
- Mrs Salomé Ambeu, Secretary-General, Femmes TIC, Cote d’Ivoire
- Dr. Angela Icken, Ministry for Family Affairs, Senior Citizens, Women and Youth Germany, TBC
- Mrs Cynthia Moncada, Chief, the International and Inter-Institutional Relations Office, CONATEL, Honduras
- Mrs Roxana Morán, INICTEL –UNI, Peru
- Mrs Monique Morrow, CTO Asia Pacific & Distinguished Consulting Engineer, Cisco Systems, organizer of over 40 Girls in ICT Day events worldwide
- Prof. Dr. Wan Rozaini Sheik Osman, Director ITU-UUM Asia Pacific Centre of Excellence for Rural ICT Development, Universiti Utara, Malaysia TBC
- Additional Girls in ICT Day event organizers from the Americas, Africa, Asia-Pacific and Europe are also expected to showcase their activities.
"The common denominator for sustained growth in economic development, GDP, innovation, sustainability and security is a professional workforce supported by internationally accredited industry relevant education, demonstrated skills development, recognized ethical conduct and adherence to proven best practices and standards. This involves the collaboration of business, industry, governments, academia, and professional societies.”

Stephen Ibaraki, ICT Fellow, Global Fellow, Distinguished Fellow.

"In our country, there's a desire to create a professional ICT body and we want to find ways to do this. This workshop has shown me that IFIP IP3 is an organisation that can help us to achieve this.” Samson Mwela, A/Assistant Director Telecommunications

"Industry in Switzerland needs 6000 graduates in ICT, 3500 are graduated, this creates a shortage each year of 2500. IFIP IP3 produces an attractive career path, progression, recognition and mobility addressing skills shortages and shortages in STEM.” Professor Raymond Morel, Geneva

Debated Issues

Potential of Skills and Competences Frameworks in use to produce fragmentation and non-alignment between industry and academia

Labour force diversity issues including shortages because of the ageing society, lack of STEM graduates and lack of appropriate workplace diversity eg unequal representation of women ICT professionals

Developing vs developed countries treatments need to be different

Who should drive the professionalism of its workforce?
How to develop the maturity of the Society's profession?

Main Outcomes of the Session

IFIP IP3 is in a position to assist with the resolution of issues about driving professionalism in the ICT workforce.

IFIP IP3 mapping and harmonization addresses the fragmentation and non-alignment between industry and academia with regards to Skills and Competences Frameworks.

IFIP IP3 is taking 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 eg unequal representation of women ICT professionals.

IFIP IP3 localized mentorship programs addresses the need for developing vs developed countries and recognises that approaches need to be different.

IFIP IP3 will support local entities in driving the professionalism of its workforce.

IFIP IP3 collaborative model and best practices provide a ready toolbox to develop the maturity of the Society's profession.

Emerging Trends relevant to the Action Line in the context of the WSIS +10 process

By 2017, 70% of leading-edge firms will be developing Versatilists or those with multiple skills/with a focus on Professionalism and Business. Business Analysts are already in high demand. There are 35M computing workers growing 30% yearly for the next five years. There is an added 50% in IT that are not accounted for. However skills shortages and shortages in STEM will blunt business, industry, governments, education, society, sustainability, security, economic development, and GDP growth without a focus on professionalizing the computing worker.

ICT is heavy integrated into business, industry, governments, education, society, sustainability, security, economic development and accounts for 50% of GDP growth producing a five times total factor productivity gain. Underlying ICT is a professional and skilled workforce. The IFIP IP3 global professionalism program adds significant value to producing the required outcomes to support ICT:

- Global standards; Quality assurance; Protection of the public; (Action line C5)
- Professionalism, Trust, Code of Ethics; AL C10
- Stronger Voice for the IT practitioner, a Sense of Common Identity; AL C5
- The feeling of being an Engineer or Executive over a Geek/Pirate; AL C4
- Business Solutions over Technical Features; AL C5
- A Career path, progression, recognition, and mobility over an isolated job; AL C4
- And growing GDP and innovation over skill shortages and shortages in Science Technology Engineering, Math or STEM. AL C4
As Information and Communication Technologies (ICTs) approach ubiquity they also gain considerable social and political application and influence. ICTs that enable diverse views to be expressed are also a target of control. Over the past 25 years, social movements have actively sought out new ICTs to give voice to their concerns, and at the same time authority has adopted technology to silence, control or influence protest. The rapid rise in mobile phone and Internet access, especially in the developing world, has introduced new technologies and new tensions to social and political life. Significant in recent democratic movements is the widespread availability of the Internet and mobile phones to facilitate organization and action, often countered by government using the same technologies to limit voice. Recent events have shown the potential for social media, and information and communications technologies, to shape actions for social justice and expression. At the same time, however, new technologies are also controlled and blocked by opposing forces seeking to manage information flows. History shows that new communications technologies, such as printing, radio, and television, represent contested terrain, both for control of the technology as well as the ideas they disseminate. This workshop represents the intersection of ICT, human rights, and social movements with an emphasis on the successes and challenges of ICT in a development context.

Panellists:

- Mr Kenneth E Corey, Michigan State University, USA
- Mr Graeme W Mearns, Newcastle University, UK
- Mr Ranald W Richardson, Newcastle University, UK
- Mr Mark Wilson, Michigan State University, UK
At the WSIS Forum session on ICTs and disability (#ICT4DD) led by the Commonwealth Telecommunications Organisation and the UNESCO Chair in ICTD at Royal Holloway, University of London, more than 35 people in Geneva and some 15 people participating externally came together to explore ways through which accessibility/disability issues can be included more effectively in national ICT strategies. Three breakout groups came up with some 17 main reasons why disability issues are not more included within such policies and strategies, and then identified 7 practical ways through which these challenges can be overcome. Details of the outcomes are summarised in the mind map below (click on the image itself for a larger version, or the link below for a full sized version).
Solutions recommended included:

1. The need to build awareness
2. Mainstreaming accessibility
3. Providing incentives, whilst also using regulation and enforcement
4. Education as a means for affecting cultural change
5. Using a quality label as a means for creating a minimum standard
6. Capacity development
7. The involvement of all stakeholders (Nothing about us without us)

Thanks to everyone who participated, and to all of the session partners including the ITU, G3ICT, the University of Michigan, OCAD University, the Daisy Consortium, and the Global Public Inclusive Infrastructure initiative.
Thematic Workshop

Global Internet Governance for Development (University of Zurich)

Thursday 17 May 2012 9:00:00 – 10:45

Room IX

“Developing ICT for itself is not a priority for developing countries. But ICT is seen as a resource in developing countries.” (Olga Cavalli, Argentina)

“If we think ICT could be dealt with without taking care of the local dimension, there is a disconnect.” (Anriette Esterhuysen, South Africa)

“Developing countries are leading innovations in internet applications because they have open process.” (Markus Kummer)

“It is more effective and more impactful to have a congress at a national level. We already have our policies and IGF congress is expensive. [and] Internet Governance especially in Kenya meant increase innovations like building business models, mobiles, new applications, etc at the national level.” (Alice Munya, Kenya)

Synthesis & Conclusions
Local dimension has to be dealt with in IGF forums, rather than always focusing at the international level for greater participation and inclusiveness.

Debated Issues
Dealing with ICT at a global or national level.

Questions & Answers

- What is the trajectory of the internet?
- Can internet governance forum be controlled and supervised?
- What are the security policies that govern internet governance forums?
- How can knowledge and best practices be shared among stakeholders and governments?

Suggestions
Have more local forum for ICT issue
Thematic Workshop

Using the Capabilities Approach in ICT4D Research and Practice (Centre in ICT4D/UNESCO Chair, RHUL/ IICD)

Thursday 17 May 2012  
11:00 – 12:45
Room XI
Names of Organizer(s):
Dorothea Kleine (Centre in ICT4D/UNESCO Chair, RHUL)

On the panel:
Caroline Figuères (IICD)
Gitanjali Sah (ITU)
Yingqin Zheng (Centre in ICT4D/UNESCO Chair, RHUL)
Paula Uimonen (SPIDER)

Description of the session
We explored the added value the capabilities approach (CA) to development can offer to the field of ICT4D (ICTs for development). The CA posits that development should be seen as the process of expanding the real freedoms people enjoy to lead the lives they have reason to value (Sen 1999). It focuses not on economic growth but in particular on a person’s capabilities, their freedom to be or do what they themselves value. It is a radically pluralistic approach which stresses people’s own agency in the development process and requires engaging “users” in a participatory way. The CA is arguably the most recognized heterodox approach to development today and an increasing number of scholars and practitioners are interested in operationalising this approach for the ICT4D field.

Together with an engaged audience we tested the use of the CA for ICT4D. Questions included: How good a fit is there between the CA and ICT4D? Can it be operationalised for the project level? What does the CA lens make us focus on? Does a CA approach promise any additional insights which we could not have reached without it?

Endorsed by:
Technology & Design Thematic Group of the Human Development and Capabilities Association (HDCA); Centre in ICT4D/UNESCO Chair, Royal Holloway, University of London

Speaker inputs:
Dorothea Kleine (Centre in ICT4D/UNESCO Chair, RHUL) introduced the CA and explained its potential to move us from econocentric to holistic, from linear to systemic, from top-down to participatory and from supply-led to choice-led development thinking. She acknowledged the growing body of literature concerned with applying the CA to ICT4D: steps towards CA operationalisation for the field of ICT4D: (Garnham 1997; Mansell 2002; Madon 2003; Gigler 2004; Smith 2006; Johnstone 2007; Kleine 2007, 2009, 2010, 2011; Zheng 2007, Zheng & Walsham 2008; Oosterlaken 2009, Spence & Smith 2010; Buskens 2010; Grunfeld 2011; Seth et al. 2011; Srinivasan & Gagliardone 2011; Oosterlaken, Grimshaw & Janssen 2011; Kleine, Light & Montero 2012 etc.) and explained key conceptual frameworks. Using examples from her own action research, she argued that CA-informed frameworks such as the choice framework (Kleine 2007) can be used on for deconstruction supposedly value-neutral technology, for systemic mapping of development processes and for planning and designing “for choice”. As challenges she acknowledged that the conceptual richness of the CA was not easy to operationalise and that funders may prefer more predictable, sector-specific outcomes.

Caroline Figuères (Director of IICD) acknowledged the difficulty of communicating the capabilities approach and stressed the importance of developing different communication strategies for different audiences, with various levels of theorization. She also pointed out how important it was to train people, including staff within organizations, in the understanding and operationalisation of such an approach.

Gitanjali Sah (ITU) shared her experiences from Asia in the Implementation of the Capability Approach in the field of ICTs for Development. “In my opinion ICT4 Development projects complement the capabilities approach perfectly,” she said. Another issue Gitanjali focussed on was the measurement of ICT4D projects, quantitative measurements are difficult – how do we measure the impact of how a woman is empowered by using a mobile phone? What value does the availability of distance education add to a woman living in a remote area?. These are some of the important questions we need to work in partnerships to find answers for.

Paula Uimonen (SPIDER) emphasised that the CA had the advantages of being holistic, humanistic, participatory and focusing on the “end-user” locally. As challenges she listed the audit culture often advocated by donors which demanded specific sectoral results. Conceptually, she stressed the need to not think the individual “as an island” but always as socially embedded and constituted, something the CA literatura needs to develop further. For research and practice, she demanded a more holistic approach which conceptualised people not as “brain only” but as having both brain and heart.

Yingqin Zheng (Centre in ICT4D/UNESCO Chair, RHUL) discussed the usefulness of using the CA to draw attention to human diversity. There is a need to ask what technologies are appropriate locally at what stage and what conversion factors (personal, social, environmental) need to be in place for capabilities to be generated from a certain kind of...
ICTs. She also pointed to the potential of using the CA to discuss what lives people value and then what technologies might help achieve this.

Group discussions:

The speakers then formed themed discussion groups with members of the audience, creating a participatory space to explore the CA’s use further with policy makers, practitioners and academics.

Themes of the groups were:

1) Communication and Training
2) Operationalising the CA within the audit culture of development work
3) Discussing values in development
4) Measuring outcomes

Good Places to start reading about the CA:


Recent Books by Panel members:

Thematic Workshop

Television White Spaces-Open Spectrum for development (APC)

Thursday 17 May 2012

11:00 – 12:45

Room IV
## Thematic Workshop

**Driving Open Source Application Quality and Security (COVERITY)**

**Thursday 17 May 2012**

**Room III**

### Debated Issues

<table>
<thead>
<tr>
<th>Is Open Source or Proprietary Code higher quality?</th>
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<tbody>
<tr>
<td>Is Open Source too risky for Government IT departments?</td>
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</table>

### Quotes

| “We need help with training on Open Source Software Development” |
| “I see a great partnership here with other commercial organisations, like Intel” |

### Main Outcomes of the Session

| Potential partnership with Intel regarding ICT4D programs around Open Source Software |

### Emerging Trends relevant to the Action Line in the context of the WSIS +10 process

| Open Source Software is a massive opportunity for ICT4D and the WSIS process. The attached presentation summarises this opportunity. |

[Adobe Acrobat Document]
Ms Susan Schorr, Head, ITU Special Initiatives Division, presented the joint ITU-telecentre.org Foundation (TCF) “Telecentre Women: Digital Literacy Campaign,” launched by the partners in April 2011, and with the goal of training 1 million women to become digitally literate by year-end 2012, to break the barriers of poverty, isolation, distance, remoteness, access, and infrastructure. Already a quarter of a million women have been trained. The partners seek the support of governments, international organizations as well as regional, national, and local telecentre networks to meet its goal. To join the campaign, please find more information at http://women.telecentre.org/
Mr. Miguel Raimilla, Executive Director of telecentre.org Foundation explained that TCF plans to make the Digital Literacy Campaign a permanent program of the Foundation and is creating the Telecentre Women Fund, to support the digital literacy training costs and assist women to leverage their digital literacy skills to open their own businesses and run other small and medium enterprises.

Ahmed M. M. Eisa the chair the Gedaref Digital City Organization (GDCO Sudan) which was founded in the framework of twinning (partnership) between the community of Gedaref city and the community of the city of Eindhoven in the Netherlands (digital city of Eindhoven DSE). GDCO founded the first Telecentre academy in Africa (June 2008) and the Middle East and the thirteen in the world. [http://community.telecentre.org/profile/AHMED](http://community.telecentre.org/profile/AHMED) GDCO utilizes its public private partnership using ICT for community development and develops many projects. Connecting the unconnected is a big project that works with rural communities, out of school children (e-education) and farmers. Although there are some Sudanese farmers who know and use computers regularly there are also many farmers who do not and cannot use computer as they are usually operated. Farmers who do not read or write cannot use standard interfaces that require reading – and lack of familiarity with computer metaphors makes computers look impossible to understand. GDCO shared an idea of the agro-mobile service with Drishtee organization in India (2008). Now GDCO works with Raising the Floor – International organization [http://raisingthefloor.org/](http://raisingthefloor.org/) to develop an easy farm agro system which can be used in computers, laptops or mobiles. The EasyOne Farming prototype is an experimental web page that can be accessed from any computer and, when used in kiosk mode, removes the computer’s entire complex interface and provides a simple, no-reading-required way of getting whether, weather, crop and animal prices, as well as help with crop and animal diseases or problems. Anything pointed to is read aloud in the farmer’s native language and dialect. The program can be designed to lead toward both more advanced digital literacy and reading. This is the first introductory form meant to be very easy and attractive to use. It is currently a concept in development and not fully functional.

Prof. Gregg Vanderheiden the director Trace R&D Center and Co-Director, Raising the Floor – International [http://Raisingthefloor.org http://GPII.net](http://Raisingthefloor.org http://GPII.net) mentioned that many people cannot access and use ICT due to literacy, digital literacy, disability or aging related barriers. And solutions (Assistive technologies and other tools) are not always available for the different languages and cultures in a country. One model being explored for this is the Global Public Inclusive Infrastructure (GPII). The GPII when completed, will allow people anywhere in the world to approach any computer or advanced phone or other ICT and have the ICT automatically change its interface and content to match the users' language, reading skills (or inability to read ) physical, sensory and cognitive abilities. A programmer with low visions would have an enlarger launched and set up just for them. a Sudanese farmer could approach any computer and touches it with their ring, a very simple app that requires no reading or computer literacy yet give them weather, animal and crop prices at the two closest markets and warnings and advice for crop or animal diseases.

Klaus stol (GKPF) said the Telecentre now have the role to bring broadband to all. There are millions of mobile phone applications but Telecentre have to ensure that those applications are developed and implemented that directly have a positive impact on development. But this the Telecentre cannot achieve alone, they need to achieve it as vital parts of effective multi sector partnerships. The Global Knowledge Partnership Foundation, (GKPF, [www.gkpfoundation.org](http://www.gkpfoundation.org)), will play a vital role in providing the marketplace and the trading routes through which all sectors are able to come together, interact and implement the win/win situations that make development today happen”.
Thematic Workshop

IT & Inclusion: The digital dividend of interactivity & empowerment (WSA)

Thursday 17 May 2012
11:00 – 12:45
Room II
Thematic Workshop

Freedom of expression and the Internet: how to reconcile practice and principles? (Internet Society/Association for Progressive Communications)

Thursday 17 May 2012  14:15 – 16:00
Room IV
Knowledge is and always has been the only property shared by all peoples and cultures. With the democratization of knowledge and education, along with education’s editions and publications, the filters and barriers working against free dissemination have ceased to exist. This raises the following questions:

- Isn’t the world transformed into a village?
- Are the rules of the village being applied to the world dimension?
- Or, is the world becoming a village without rules?

Such questions are innocuous but are of the utmost importance. Protection has always been a major concern at all levels from the family to the global level. We protect our children, families, and our countries. In education and teaching, the pedagogical act was in charge of teachers, trainers, and tutors, which created a class of society who were well identified with the required references. The “book” was the only tool from which the learner and teacher drew their knowledge. The book had a particular interest and its content could not be challenged. It must also be acknowledged that publishing a book obeyed a very specific set of rules that were universal and included the author, publisher and reading commission.

The arrival of digital content and the speed with which it spread to became a working tool and a new culture didn’t allocate time to the cultural responsiveness in all dimensions of work. Generally the same attitudes known, regarding the conventional educational content, were maintained. Regarding the profusion of information and educational content, primarily in electronics, several questions arise:

- Can we really, trust everything that is published as online educational content?
- Is it time to rethink protection and begin to set up rules?
- How do we install an e-culture protection without affecting freedoms core?
- What are the current and future risks?
- Are all issues worthy of reflection and debate on global, national, local and individual level?

The objective of this workshop was to launch a reflection and debate on these issues and to identify recommendations for policy and decision makers.

- Mohamed SAAD LAIB, President of AL AWAEL, Education and Learning International Expert in ICT for Education
Thematic Workshop

Preparing for the Digital Challenge: The Social Aspects (eWorldwide Group (eWWG))

Thursday 17 May 2012 14:00 – 16:00
Room V

eWorldwide Group: Thematic Workshop, WSIS 2012

“Preparing for the Digital Challenge: The Social Aspects”

17th May 2012: The e WorldWide Group (eWWG) organised and conducted a thematic workshop during the WSIS Forum 2012 in Geneva: ‘Preparing for the Digital Challenge: the Social Aspects’. Designed in a unique format to provide a platform for young digital citizens to directly participate at WSIS, alongside technologists, policy makers, regulators, educationalists, academics, and civil society, hence bringing together the critical players from ‘Cyberspace’ that influence and impact the lives of digital citizens.

The session was facilitated by the Chairperson and CEO of eWWG, Dr. Salma Abbasi, alongside participating panelists from multiple sectors: Mr. Giacomo Mazzone, European Broadcasting Union (EBU); Ms. Susie
Hendrie, GSM Association; Ms. Marsali Hancock, CEO, iKeepSafe; Ms. Carla Licciardello, ITU, and Mr. Guya Persaud, Deputy Head, Norlington School for Boys, UK.

The participating youth representatives from the UK GCAP network (Global Cyber Ambassadors for Peace), were from Norlington School for Boys. Muaaz Patel (13 years) and Dishan Carnegie (13 years) both shared their experiences from the internet; the issues and risks that they face, along with the concerns and the gaps that exist. They also presented some case studies and made some concrete recommendations that will be formally submitted to the ITU for consideration.

Furthermore, Muaaz Patel stated that “there is a lack of information and posters about ‘cyber bullying’ in our schools and streets”. He continued to say that “cyber bullying corrodes the mind and inner self, and it is hard to express the pain”, in contrast to physical bullying. He said that “cyber bullying can lead to someone committing suicide”.

Dr. Abbasi, shared the research findings obtained from numerous surveys conducted by the GCAPs (UK and Pakistan), uncovering not only the regional and gender differences from their engagement with the internet, but
also valuable information of their insight into life style issues. She emphasized the urgent need to “design COP programs in the local cultural context that addressed these points” She continued to stress that “we need to do this if we are to ensure that the policies are effective in creating a safe and healthy digital society for our children”.

The thematic workshop was divided into 4 distinctive areas allowing focused panel discussions on the critical elements, providing multiple perspectives on Cyberspace:

1. Challenges and Experiences from Cyberspace
2. Awareness through Education and Technology
3. The Control Gap – ‘Children and Parents perspectives’

Dr. Hamadoun Toure, Secretary General of the ITU, paid a surprise visit and joined the panel. He expressed the importance of bringing voices of youth into the Cybersecurity debate. The session was extremely interactive and very lively. In fact a number of delegates voiced their deepening concerns of the issues at hand and also for the appreciation of the session, including the Qatari representative to the ITU, Eng. Hashem Al Mustafawi Al Hashemi, who stated that “this was the most practical and useful session that he had attended at WSIS, and it was directly targeting the real challenges that we face today”. Other delegates from Columbia, Ghana, Indonesia, Nigeria, Russia and Zambia, all spoke out and commended eWWG on this excellent initiative and expressed great interest to join the GCAP network. Hence eWWG continues connecting young GCAPs from around the world.

<table>
<thead>
<tr>
<th>Debated Issues</th>
<th>Please capture highlights of the main issues debated and interaction with audience</th>
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<tbody>
<tr>
<td>COP does not have anything from a child’s point of view/ perspective. All the data and information in all books is from adult’s point of view.</td>
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<tr>
<td>All books and guidelines must be made child friendly (there’s no point</td>
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<td>if its not, as children will not even turn the 1st page).</td>
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<tr>
<td>• There needs to be a definite physical platform at these types of events / conferences, where children / youth are invited to come and air their reservations with internet safety.</td>
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<tr>
<td>• Young people are more ‘clued’ in and this was even demonstrated by one of the speakers. So they seem to be the experts not adults.</td>
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<tr>
<td>• Control gap from parent’s perspective and children’s perspective</td>
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<tr>
<td>• Parents need to also be aware of the same dangers and clued into the latest or at least have an idea of what there children are able to do. I.e. maybe parent classes.</td>
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<tr>
<td>• Concerns for educationalists: teachers are also not much aware of internet and ICTs, and advancements in technology. Children are much more aware in using internet.</td>
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<td>• Teachers and parents are not aware of the ‘new terminologies’ used by children in chatting.</td>
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<tr>
<td>• Children’s increased use of internet, social networking sites and mobile phones, causing threats such as; cyber bullying, identity confusion and misleading information.</td>
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<tr>
<td>• Impact of cyber threats on children's health. Feeling fearful from bullying or abuse causes harm to children’s development, their potential and negatively affects their creativity.</td>
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<td>• Need for greater awareness in the context of safe practices for using internet and ICTs</td>
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<tr>
<td>• Regional and gender differences from children’s engagement with the internet, and life style issues</td>
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<tr>
<td>• Members of the audience were captivated by this workshop as many of the issues raised and presented, struck a cord with them.</td>
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<tr>
<td>• African countries in particular are extremely worried about internet mis-use and have pleaded for immediate assistance for not only this year but also over the last few years, saying that to-date, still nothing effective is being done and it just seems to be ‘talk talk’ and no action.</td>
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**Quotes**

**Dr. Salma Abbasi**, Chairperson and CEO, e Worldwide Group emphasized the need to “design COP programs in the local cultural context that addressed these points”. She continued to stress that, “we need to do this if we are to ensure that the policies are effective in creating a safe and healthy digital society for our children”.
Muaaz Patel, Youth representative, UK GCAP network (Norlington School for Boys) stated that:
“There is a lack of information and posters about ‘cyber bullying’ in our schools and streets”
“Cyber bullying corrodes the mind and inner self, and it is hard to express the pain that somebody suffers”. “There is only a limit to how much pain can someone take internally, once this limit is overloaded, something can happen which can lead to suicide”

Eng. Hashem Al Mustafawi Al Hashemi, Qatari Representative to the ITU, stated that, “this was the most practical and useful session that he had attended at WSIS, and it was directly targeting the real challenges that we face today”.

<table>
<thead>
<tr>
<th>Main Outcomes of the Session</th>
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<tbody>
<tr>
<td>Please highlight main conclusions reached during the discussion</td>
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<tr>
<td>• There is an immediate need to expand and connect the GCAP network around the world.</td>
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<tr>
<td>• Children must be made aware of the vices of the internet (+ve’s they already know).</td>
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<tr>
<td>• Not only do the collated and tabulated results provide a complete set of critical information but this information can be used as the basis for further surveys.</td>
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<tr>
<td>• Greater awareness of the critical situation with internet safety.</td>
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<tr>
<td>• There seems to be a greater concern by African, middle Eastern and far eastern countries about these issues. This could be because of cultural and religious reasons. (Although a western problem too, but the above countries are not so western hence a greater conflict and worry).</td>
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<tr>
<td>• There needs to be more engaging workshops that can be audience friendly, allowing interactive participation.</td>
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<tr>
<td>• One can also see that this particular workshop was so keenly accepted that it ran over time, as the audience did not want to leave the venue. They did not want to stop talking, also venting their frustration, asking questions and asking for action.</td>
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<tr>
<td>• Apart from inviting IT world experts, CEO’s or MB heads etc., to speak on the safety of children and young people on these types of platforms, one can see from this particular workshop that it is evident that children, teachers and other ‘hands on the ground’ type people should be invited. They are the ones that can provide the real ‘on ground’ realistic practical information.</td>
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</table>
Following the WSIS+10 Plan of Action, please list of emerging trends and possible implications for the WSIS process beyond 2015

- Establish a connection with users from the grass roots level to understand and address specific issues in the context of internet safety and ethical use of internet.
- Create awareness and capacity building materials in multiple formats and languages to promote safe use of internet.
- Our data has shown that there are great gender and regional differences in the use and experiences from internet, thus these differences need to be carefully considered to ensure safe and secure use of internet by future generations.
- Create a path for continuous provision of information to policy makers and internet service providers (ISPs).
- Greater awareness of threats and vulnerabilities from internet and safe practices for young digital citizens.
- Promote ethical use, respect and tolerance for people of diverse backgrounds, religions and nationalities.
Thematic Workshop

Strategic Uses of ICT’s for Development (GKP)

Thursday 17 May 2012 14:15 – 16:00

Room III
WSIS Stocktaking Session Briefing at the WSIS Forum 2012, 17th May

WSIS Stocktaking Session Briefing provided the information about the role of WSIS Stocktaking Process and overview of activities implemented for the past years.

The chair of the meeting, Ms. Regina Valiullina started with opening remarks explaining briefly the purpose to hold this briefing. The goal of this session was to emphasize transparency and inclusiveness of the WSIS Stocktaking process and to give opportunity to current and new stakeholders to be informed about the process and its future development.

During the WSIS Forum 2012, four sessions were held in the framework of the WSIS Stocktaking process. The WSIS Stocktaking Process was launched in October 2004. Its aim is to provide a register of activities carried out by governments, international organizations, the business sector, civil society and other entities. To this end, in accordance with §120 of the Tunis Agenda for the Information Society adopted by the Summit, ITU has been maintaining the WSIS Stocktaking Database as a publicly accessible system providing information on ICT-related initiatives and projects with reference to the 11 WSIS Action Lines (Geneva Plan of Action).

One of the important components of the WSIS Stocktaking process is the WSIS Stocktaking database, which now contains more than 6000 WSIS related activities (projects, initiatives, publications etc.). All submitted activities from the different stakeholders serve as evidence of the efforts undertaken by governments, international organizations, civil societies and others to contribute to the implementation of the WSIS outcomes at the national, local, regional and international levels. The WSIS Stocktaking process has several elements: Electronic database, Biannual reporting, WSIS Stocktaking Platform, Global repository, Events calendar, WSIS Flash and WSIS project Prizes.

Biannual reporting has been a key tool for monitoring the progress of ICT initiatives and projects worldwide. The WSIS Stocktaking Report 2012 was released during WSIS Forum 2012 and the publication reflected more than 1 000 recent WSIS-related activities, undertaken between May 2010 and the present day, each emphasizing the efforts deployed by stakeholders involved in the WSIS process. The report is based on the contributions in response to the ITU official call for update and new entries for the period 2010 – 2011. The upcoming ITU official call will be launched soon and we strongly encourage all stakeholders to update and submit the latest information to the database.

Another important component of the Stocktaking process is the online social networking platform which facilitates the exchange of information among the among 6 400 members registered to the platform representing governments, the private sector, international organizations, civil society and others. WSIS Stocktaking Platform offers networking opportunities to the users through the following tools: events calendar, global repository, blogs, forums and WSIS Flash. The platform continues to
serve as unique portal for highlighting the ICT related projects and initiatives in context of WSIS implementation and follow-up.

The new WSIS Project Prizes is now an integral part of the WSIS Stocktaking process. Prior to the identification of the winners, the WSIS Project Prizes 2012 contest went through several phases, namely, submission and appreciation. The contest had a multi-stakeholder character involving the participation of governments, international organizations, civil society, private sector and others. From 10 October 2011 to 4 February 2012, WSIS Stocktaking made a public call for projects submissions for WSIS Project Prizes 2012. More than 170 ICT related projects from 50 countries were nominated for the contest. Between 9 February 2012 and 10 April 2012, all stakeholders were invited to register and evaluate projects according to the rules clearly posted online. After dutifully verifying the authenticity of the information provided, registered and vetted users were able to express their voice by casting a vote in each category. The winning projects have received the highest number of votes by eligible stakeholders registered at the WSIS Stocktaking platform. The winner of each category of the voting contest was given the opportunity to describe their projects at length via publication. The project descriptions of winners are highlighted in the 2012 edition of the WSIS Stocktaking Report on Success Stories that was released during WSIS Forum 2012. The projects reflected in the publication are diverse and represent different geographic areas.

On 14th May, ITU Secretary-General Dr. Hamadoun Touré announced the winners of 18 WSIS Project Prizes, as part of the Opening Ceremony of the WSIS Forum 2012 event.

The ceremony was followed by a day-long series of presentation sessions on project implementation by managers from the winning organizations that were invited to showcase their projects to the public by focusing on the impact of their projects for the development of the Information Society and achieving WSIS targets:

WSIS Stocktaking: WSIS Project Prices Showcasing-Part 1 was held on 15th May
WSIS Stocktaking: WSIS Project Prices Showcasing-Part 2 was held on 16th May

There were several suggestions and recommendations came out of this meeting:

**WSIS Project Prizes**

- to continue WSIS Project Prizes in 2013. The initiative of WSIS Project Prizes 2012 was appreciated by diverse stakeholders at the WSIS Forum. Stakeholders encouraged this initiative to continue in 2013 with the same open approach allowing all stakeholders to participate in this transparent contest.
- to provide full access to the information about all nominated projects participated in the contest of prizes even after the end of the contest
- to consider the possibility of organization of regional WSIS Project Prizes and possibility to host it in one of the regions
- to provide more time for winners to prepare for the ceremony and showcasing sessions
- to provide more opportunities for winners to present themselves during the Forum
- to engage more private sector in the participation in the contest of WSIS Project Prizes
- to consider the proposal to have an application for WSIS Project Prizes for smartphones with winners contact details and information about projects

**WSIS Stocktaking Reporting in other languages**
Stocktaking report and the Press Release should be in different languages. Opportunities of collaboration with other countries regarding translation should be offered.

**WSIS Stocktaking Process in Overall Review WSIS+10**
- WSIS Stocktaking Process will serve as the platform providing the basis for overall assessment and evaluation.
Thematic Workshop

Rethinking the Agenda for Development: Open Access Policies and Practice (IFLA, EIFL, SPARC and COAR)

Thursday 17 May 2012 16:15 – 18:00
Room V
Thematic Workshop

Net-Map: multistakeholder negotiations made easy
(NewMinE Lab – Università della Svizzera italiana, Lugano (CH))

Thursday 17 May 2012 16:15 – 18:00
Room VII

newmine
New Media in Education Lab
Knowledge Exchanges provide an opportunity for exchanging knowledge and developing win-win partnerships.
The partner forum discussed ITU COP activities, initiatives and projects that can be undertaken in the near future. This forum is where partners can share their ideas, knowledge, and experiences and also identify areas or initiatives where they would like to contribute. Further collaboration will be discussed in order to increase the development of practical activities for Member States.
Explores strategies to elevate and integrate the role of ICTs at the national planning level for economic and social development - Perspectives of International Organizations and Nation States (ECAE)

Tuesday 15 May 2012 11:15 – 13:00
Room VI

This session aims to draw together representatives from country level as well as International Organizations to discuss strategies that can be effective in elevating ICTs to a central and integrated role in national economic and social development. Often ICTs are relegated a minor role in the national development agenda, often with the focus being upon ICT infrastructure and benchmarks. Within International Organizations and Nation States the role of ICTs in development is often constrained within a small subset of people and resources cut off from those leading the developmental planning process. This can lead to a "policy gap" where the true potential of ICTs are not realized. Participants will be asked to share their perceptions of the barriers to, and the strategies for, promoting ICTs to centre stage of the social and economic development agendas of nations.
Knowledge Exchanges

IMPACT Partners Meeting (Closed meeting)

Thursday 17 May 2012
09:00 – 11:15
Room VI

Description:
The partners forum will discuss ITU-IMPACT’s activities, initiatives and projects that has been undertaken and future ones as well. This forum is where partners can share their ideas, knowledge, and experiences and also identify areas or initiatives where they would like to contribute.
ITU Telecom World 2012 is the leading platform for high-level networking, strategic debate and knowledge-sharing for the global ICT community. Key stakeholders from across the entire industry ecosystem actively engaged in conference discussions and workshops in a collective drive for meaningful ICT solutions to the world’s most pressing economic and societal challenges. ITU Telecom events are unique in that they attract significant numbers of participants from both the public and private sectors, providing a strategic opportunity for building relationships and mutual understanding.

The inaugural Leadership Summit convenes Heads of State and Government, Ministers, Heads of UN Agencies, Heads of Regulatory Authorities, CEOs, and others, setting the stage for World 2012 as an unparalleled opportunity for international leaders to engage with other top-level stakeholders around the global ICT agenda.

ITU Telecom World 2012 recognizes that the ICT industry is undergoing major transformation. New technologies together with innovative ideas and practices have already led to the emergence of powerful new players and services. The rules of the game are changing and there is much more disruption to come. World 2012 identifies and explores the impact of the game changers – those technologies and innovations that are revolutionizing the ICT sector. Game changers drive new business models and call for fresh policy and regulatory approaches. An influential mix of major industry players – both old and new – analyzed these game changers from different perspectives and debated their implications.
Committed to the broadest global audience, a web-based platform delivers webcasts of selected sessions and enables debate through online discussions and social networking. The insights delivered by these debates will be timely. Following World 2012, the World Telecommunication Standardization Assembly will define the next period of study for ITU’s standardization sector. Immediately after that the World Conference on International Telecommunications will define the general principles for the provision and operation of international telecommunications. Issues debated and relationships built at World 2012 will help set the stage for these two key subsequent ITU events.

Conversation and collaboration continues beyond the physical World 2012 event, bridging key issues and agenda items through the following year. Facilitating quality networking and complementing debate, participants are also invited to establish national pavilions, corporate hospitality suites, and stands for demonstrating solutions and maximizing synergies from all angles. Issues and relationships developed at World 2012 shape the ICT, and broader, global agenda.

Taking place from 14–18 October, World 2012 is hosted by the United Arab Emirates at the state-of-the-art Dubai International Convention and Exhibition Centre. The event anticipates unique synergies alongside GITEX, the leading ICT event for the Middle East, Africa and the South Asian region. The joint event audience exceeds 100,000 participants. Additional information at http://world2012.itu.int/

**Young Innovators Competition**

ITU proudly presents the second edition of its Young Innovators Competition, giving young, talented social entrepreneurs the opportunity to attend its forthcoming key global networking and knowledge sharing event, ITU Telecom World 2012, and the chance to win funding, mentorship and ongoing support.

Open to 18–25 year olds worldwide, the Young Innovators Competition calling for projects/concepts which engage the power of ICTs to meet real-world developmental challenges relevant to one of eight core themes:

- Cybersecurity
- Education
- Empowerment of Women
- Environmental Sustainability
- Healthcare
- Human Rights
- Transparency
- Youth Employment

Submissions consisting of everything from well researched concepts to ongoing operations showing preliminary results. From these, the twelve most outstanding entries — judged to have the greatest possible social impact and potential for business success — will win the chance to attend and participate in ITU Telecom World 2012, which takes place from 14-18 October in Dubai.

The 12 finalists will benefit from one-on-one mentorship sessions with top level representatives from various sectors, hands-on workshops focused on developing entrepreneurial skills and the chance to showcase concepts and projects at a centrally located stand before the uniquely influential audience of World 2012 delegates. They will also benefit from the rich opportunities for
networking with the leading names and key decision makers from industry, government and academia plus visionaries and digital thought leaders present at the event.

Final winners will also benefit from prize money of up to CHF10,000 to realize entrepreneurial dreams. In addition winners will have access to the network of mentors offering ongoing support for up to one year, be invited to form an active part of the Young Innovators community and update their submission as featured on our website with regular progress report.

The deadline for initial submissions is 15th July 2012. For further details and the application procedure, please visit world2012.itu.int/young-innovators-competition or email young.innovators@itu.int
With regard to WSIS Action Line C2, ITU gives high priority to building information and communication infrastructure, this being the physical backbones of all e-applications and carries out several activities. As an implementer, ITU, especially, BDT has been focused on deployment of Wireless Broadband networks, Broadband access in rural and remote areas, connecting villages, connect a school-connect a community, as well as assistance to smooth transition from analog to digital terrestrial broadcasting and assistance to secure conformance and interoperability based on more and more demand from developing countries for ITU’s assistance.

This briefing session, along with this year’s theme of WSIS forum Action Line C2 Interactive Facilitation Meeting “Innovative Technologies and New Opportunities providing Access to ICT: Transition from Analogue to Digital Terrestrial TV and Digital Dividend”, provided information on the following 3 projects:

1) Borderline frequency coordination agreement preparation for Sub-Saharan African countries based on the HCM Agreement used in Europe
2) Guideline development and Roadmap preparation for selected countries in Africa and Asia-Pacific
3) Development of Master plan for wireless broadband in Asia-Pacific and Africa

The presentations gave a short overview of the background and content of the projects and the results achieved.
The video on Partnership for Action on Computing Equipment (PACE) presented challenges and opportunities related to managing end-of-life computing equipment. This video also explained how PACE supports the environmentally sound management of end-of-life computing equipment.
Briefing: OMAN Briefing about e.oman activities related to WSIS (OMAN)

Monday 14 May 2012 14:00 – 14:30
Room V

E-Oman Activities related to WSIS (Oman)
Salle V
14 May 2012 14h00

Mr. Fahad Salim al Abri, Director General of Digital Society Development Division, Information.
Vision of Oman: transform the Sultanate of Oman into a sustainable knowledge society by leveraging ICTs to enhance government services, enrich businesses and empower individuals. E.Oman comprises a wide range of initiatives and services that are designed to fulfill this vision.

**Educational Portal:** The country has 11 school zones, over 1,000 schools, 73,000 teachers and over 590,000 students. This is a very difficult system to manage on previous paper systems. The idea was to take this system, capture the student life cycle (from admission to attendance and examination to results) and convert it into the digital world. The major components of the portal include: learning management system, school management system, interactive e-content and document management system.

Online Services exist for parents, students, teachers and employees of the school. Parents can view their students attendance, registration status and students can view their timetable, time of exams and e-mails. There are additional services provided to teachers, including online chat and the ability to work with students online, and employees of the school. There were over 2 million hits in 2010 with 4,194,331 recorded in 2011 total.

**E-voting** is another initiative part of the e-OMAN. This e-voting system was used for the first time in 2011. The needed tools for the E-voting system include; pre-configured PC, dongles, card reader device, biometric device, citizen card and e-voting application. This system has increased the amount of voters as compared to 2007 and decreased the cost and paperwork.

**National PC Initiative:** also part of the e.oman strategy no make PCs affordable. The grant for this program costs 51.8 million USD and will benefit approximately 113,000 Omani citizens. Targeted segments of society include school teachers, higher education students and social insurance beneficiaries.

**Impact of e.Oman on Society:** Increases in the PC penetration (it was 5% in 2003 but now stands at over 50%). Over 70% internet penetration. Better response on government IT Training and Certification Programs.

**Challenges:** Population scatter between regions of Oman, limited numbers of PC vendors in the local industry, limitation of internet offers during initial stages.
From the invention of the telegraph around 170 years ago, information and communication technologies (ICTs) have been transforming people’s lives and have enabled them to communicate across the world, unlocking human potential. This is more true than ever today, as billions use mobile phones and the Internet brings undreamed of opportunities. However, the core importance and impact of ICTs on our lives—as well as the fundamental role of ITU—are not as well-known to the general public as they should be.

That is why ITU, together with founding partner the Telecommunication Regulatory Authority of the United Arab Emirates, has created ICT Discovery as a state-of-the-art centre where you can explore the fascinating story of ICTs told from the heart of the industry. Visitors can take an interactive journey through the evolution and exciting future of ICTs, and learn about how ITU has carried out its mission of connecting the world.

WSIS participants were given an exclusive preview of ICT Discovery, before it was officially unveiled to the general public on the 18th May. During the preview, WSIS participants were offered the chance to win a prize of a brand new Samsung Galaxy Tab 10.1 tablet computer through a lucky draw competition.

The exhibition is on the second floor of ITU’s Montbrillant Building. It is currently open for guided tours between 10:00am -17:00 pm.

Come to ICT Discovery and explore the celebration of all that ICTs have achieved! Discover their history, impact on people’s lives, and promise for tomorrow.

For more information, contact: ict-discovery@itu.int
The overall purpose of the book Accelerating Development Using the Web: Empowering Poor and Marginalized Populations is to serve as a basis for discussion and contemporary outreach to broad range of communities involved in ICTs in the developing world. Structured to provide overviews of the major macro issues (access, capacity, standards), while also providing insights into specific business and public policy domains, the book unites themes of technological innovation, international development, economic growth, gender equality, linguistic and cultural diversity and community action, with special attention paid to the circumstances surrounding the poor and vulnerable members of the Global Information Society.

Taken as a whole, the work will be of value to policy makers, NGO staff members, foundations, private donors, and regional experts. It will also be of use to academics and members of civil society who are interested in progress in the least developed countries in the world. This book is naturally the sum of its parts, and as such, select chapters may also be of interest to doctors, nurses, and other health care workers in distant lands; agricultural professionals seeking to help farmers and
small holders in the field; bankers, lenders, and micropayments specialists involved in finance and credit, gender, language and cultural researchers, technologists who may be taking an expansive survey of end user needs and practices; and even anthropologists and sociologists, who are working on the impact of ICTs on society.

Further, the book offers useful information to inventors, social entrepreneurs and thought leaders who are focused on global competitiveness. As evidenced by the rapid rise of China and India in the high-tech industry, when we imagine a child accessing a web site for the first time in an LDC today, we know that he or she may be tomorrow’s high tech leader in the next BRIC nation.

The subject of ICTs for development has many branches and complex connections between them. Though there are numerous books that tackle the main themes and address select problems individually, few books cover the material in an interdisciplinary manner. While a book of this length cannot delve into the topics in great depth, it offers a foundation in the following areas:

* The policy, legal, regulatory, and financial frameworks that guide the use of ICTs in an international context.

* The technical standards and design decisions that impact ease of use, availability, capacity, and applicability to consumer needs in both business and personal environments.

* And finally the local structures and individual practices that enhance and reflect the end result of technology deployment - human interaction with ICTs for economic and social development.

This book is focuses on the use of these technological tools in achieving social and economic goals, and strives to highlight both their strengths and their limitations. Among several other observations to that end, we acknowledge that the Web is a rich interoperable multimedia platform, but given the vast quantity of information available, the greatest question becomes one of access.

3. The main presenters were George Sadowsky and Daniel Stauffacher. Short intermediate presentations may be made by Najeeb Al-Shorbaji, Torbjörn Fredriksson, and Tim Unwin.
Publishing and Briefs

Briefing and Movie: e-waste “Africa: Digital Graveyard” (UNEP)

Tuesday 15 May 2012  13:30 – 14:00
Room V

Africa: Digital Graveyard" film gave an insight on environmental, social and health issues related to the current recycling practices for e-waste in Ghana.
This new EU funded project was started on the 1st of September 2011. This project is a follow-up of the workshop n° 109 “Use of ICT by people with migrant background”, organized by TaC in cooperation with other partners during the Internet Governance Forum (www.intgovforum.org) in Vilnius in September 2010.

As a result of this workshop it was decided to continue the debate on ICTs use by people with migrant background and to propose concrete solutions. In order to fulfill these solutions it was proposed to create a European multistakeholder network. With the help of their experience and motivation partners could ensure the survival of this network in the long term, generate ideas and accumulate experience. The results of the present project could serve as a starting point for this network.

The following were the three most important topics of the debate:

- ICTs – i.e. experience, reflections, potential development and use – for better social and professional integration of migrants at European level
- ICTs and legal aspects of their use
- ICTs for the promotion of intercultural dialogue.
- A Basic online Course for local authorities representatives is one of the deliverables of the described project.
Publications Release and Briefs

Publication: WSIS Stocktaking Report 2012 (ITU)

Tuesday 15 May 2012 13:30 – 14:00

Room IV

The 2012 edition of the WSIS Stocktaking Report is the continuation of the WSIS Stocktaking Report series. The 4th edition of the WSIS Stocktaking Report will reflect more than 1000 latest projects emphasizing the efforts undertaken by stakeholders involved in the WSIS process. The report provides the overview of activities related to 11 Action Lines for the period 2010-2012. The publication is aimed at demonstrating the commitment of stakeholders towards building and establishing a global information society; providing greater visibility to ICT related activities; sharing the innovative ideas to promote the use of ICTs and identifying the best practices towards building the Information Society in different countries.

There are three years left until 2015, the date that international community has committed to deliver the WSIS targets. The report is based on the contributions of the stakeholders responding to the ITU Official Call 2010 and 2011 for update and new entries.

Publications Release and Briefs

Publication release: Launch of case studies on Broadband and Millennium Development Goals (MDGs)

Tuesday 15 May 2012
Room IX

13:30 – 14:00

The Broadband Commission for Digital Development was established in 2010 by ITU and UNESCO in response to UN Secretary-General Ban Ki-Moon’s call to step up UN efforts to meet the Millennium Development Goals (MDGs). The Commission aims to boost the importance of broadband on the international policy agenda and believes that expanding broadband access in every country is key to accelerating progress towards achieving the MDGs by the target date of 2015.

In collaboration with ITU and UNESCO, the Broadband Commission for Digital Development has commissioned a series of the case studies in developing countries to underline the importance of broadband and ICTs in achieving the MDGs and to assist countries in meeting the Broadband Challenge and Targets, adopted by the Broadband Commission in October 2011, that countries around the world should strive to meet in order to ensure their populations fully participate in tomorrow’s emerging knowledge societies.

Four of these case studies were released during the WSIS Forum 2012 to showcase the importance of broadband networks and services in economic and social development in four different countries (Romania, Macedonia, Panama and the Philippines), selected based on their strategies and plans, experience and efforts in stimulating the development of broadband networks and services. These studies explored the linkages between broadband, fixed and mobile connectivity, services and infrastructure deployment and their impact on economic growth, productivity, education, health and environmental sustainability.

These studies are available on ITU’s Broadband Universe portal and on the Broadband Commission’s website.

Panelists:

- Ms. Doreen Bogdan - Chief of the Strategic Planning and Membership Department in the General Secretariat, ITU
- Amb. Janis Karklins - Assistant Director General, Communication and Information, UNESCO
- H.E. Ivo Ivanovski - Minister of Information Society, TFYR Macedonia
- Mr. Mario Maniewicz - Chief of Infrastructure, Enabling Environment and E-Applications Department in the Development Bureau, ITU
Launched at the WSIS Forum 2009, WSIS KC – Knowledge Communities (www.wsis-community.org) offers a range of online social network features including: news announcements, discussion forums, file, photo and video sharing, blogs, and a new Oxford Debate function developed by UNESCO.

This briefing presented WSIS KC’s activity in 2010-12 and new features such as oxford style debate and multilingual subtitle functions. The meeting was discussed in an interactive format and focused on the future development of WSIS KC in accord with stakeholders’ needs and interests.

Draft agenda:
1. WSIS KC presentation by Mr Igor Nuk, Mr Abel Cain and Ms Mika Yamanaka, WSIS KC project team, Communication and Information Sector, UNESCO
2. Discussions
Publications Release and Briefs

Publication: IT Sector Promotion in Developing and Emerging Countries (GIZ/BMZ)

Wednesday 16 May 2012 13:30 – 14:00
Room IV

The Manual and accompanying Toolbox on “IT Sector Promotion in Developing and Emerging Countries” introduce a methodology and a set of practical tools to promote the IT industry in developing and emerging countries. Relying on German development cooperation’s project experience, the manual outlines a strategic approach to IT sector promotion which can be flexibly adapted to accommodate individual differences or future changes in resources, global markets and technologies.

Manual and Toolbox were developed as resource documents for staff of ministries and agencies involved in economic development, as well as for managers and staff members of IT clusters, associations, networks, communities of practice and chambers of commerce. They also strive to provide helpful tools and orientation for staff of donor organizations involved in private sector development, economic development, and employment promotion as well as in ICT4D. The Toolbox includes all the tools mentioned in the Manual, complete with templates and practical examples.

The Manual introduces an integrated approach to IT sector promotion in developing and emerging countries. The methodology is based on a modular approach comprising five support modules: IT strategy; IT clusters & networks; capacity development & training; export promotion; domestic market development & local innovation. In the Toolbox, all measures and tools for IT sector promotion are described in detail and categorized by support module. Together, Manual and Toolbox form a very practical, hands-on, but at the same time comprehensive guide for planning and implementing IT sector promotion measures.

Manual and Toolbox were put together on behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ) by GIZ’s Sector Project “Information and Communication Technologies for Development” with the support of GIZ’s ict@innovation team. On the weblog page dedicated to the Manual and Toolbox (http://ict.ezblogs.de/it-sector-promotion-tools/), readers/users can leave their comments and suggestions. This way, GIZ will be able to continuously improve the Manual and expand the Toolbox in the future.
Publications Release and Briefs

Briefing: ITU Standardization Sector’s alliance with Academia (ITU-T)

Wednesday 16 May 2012 13:30 – 14:00
Room IX

This session provided an overview of ITU-T initiatives to engage universities and research institutions in the development of international ICT standards.

By welcoming academia to its meetings as fully-fledged members or by consulting with universities on future trends in standardization, ITU has acknowledged the important role of academia in the development of ICTs.

ITU’s membership of 193 member states and over 700 private-sector entities represents an extraordinary opportunity for academics to bring their ideas to life through standardization, raise the profiles of their institutions and uncover potential sources of future funding.

Since introducing an “Academia” membership category in ITU at the start of this year, we have added 39 academic institutions to our membership. By participating in Academia, institutions can gain global recognition and play a formative role in determining how their innovations are reflected in standards and public policy.

This session focused on the new membership category as well as other initiatives to engage academia including Kaleidoscope academic conferences.

Kaleidoscope conferences are a forum for universities, industry and research institutions to share knowledge and identify emerging ICT developments. The next Kaleidoscope event - Building Sustainable Communities - will take place at Kyoto University, 22-24 April 2013, and is calling for original academic papers offering innovative and bold approaches to building smart, ethical, and sustainable communities. A prize fund totaling $10,000 will be awarded to the three best papers.

Panelists
Ms. Sabrina Camp, Membership Officer, ITU-T
Ms. Alessia Magliarditi, Academic Liaison Officer and ITU Kaleidoscope Coordinator, ITU-T
Publications Release and Briefs

Publication: Where are WEE in Africa? – Findings from Basel Convention the E-waste Africa Programme

Wednesday 16 May 2012 13:30 – 14:00
Room V

"Where are WEEE in Africa" examined trends of Electrical and Electronic Equipment (EEE) imports, use and e-waste generation, and ways of introducing best available technologies into the Africa’s present-day waste management practices.
Youth-led Guidelines for Young Digital Citizens

e Worldwide Group: GCAP Guidebook Launch at, WSIS 2012

“Cyber Code of Conduct: Youth-led Guidelines for Young Digital Citizens”


Dr. Salma Abbasi, Chairperson and CEO of eWWG and founder of the GCAP initiative, summarized the goal of the project as being to address the needs and concerns of the internet’s most vulnerable users ‘young people’ and to capture and outline a Cyber Code of Conduct for them to use and navigate the internet safely. Subsequently, a video developed by the UK GCAPs on ‘misleading information and misrepresentation’ were played. (http://www.youtube.com/watch?v=n1vf_DHU_MA)

The guidebook was launched by one of the many young authors of the book, 13 years old, GCAP representative from the UK, Mr. Muaaz Patel. He was joined on stage by fellow GCAP rep, Dishan Carnegie (13 years) and Mr. Guya Persaud, Deputy Head of Norlington School for Boys, London.
Patel described the objective of the project at the launch: “The handbook aims to create a sense of understanding, respect, peace and harmony, transcending faith, gender, race, culture and class, creating a global conversation across a wide range of platforms in cyberspace so as to build a bridge of trust”.

**UK**

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info@e-wwg.com www.e-wwg.com

This guidebook specifically targets the areas that the GCAPs have personally identified to be critical for them while engaging with cyberspace. This guidebook contains a series of ‘Code of Conducts’ to provide guidelines of the “do’s and don’ts” when engaging with the Internet:
- Code of Conduct for Safety and Security
- Code of Conduct for Ethics
- Code of Conduct for Understanding and Respect
- Code of Conduct for Peace and Harmony

Furthermore, a variety of posters developed by the UK GCAPs were also launched. They creatively used multiple ICT tools to increase awareness of the young vulnerable digital citizens for safe and secure use of internet. eWWG’s technical paper published in the IEEE on multi-dimensional challenges facing digital youth and their consequences was also distributed.

Dr. Abbasi adds that: “We are delighted about the outcomes of this project. It is the first time that academic or business perspectives were not the only viewpoints taken into account when talking about IT security, and that the views and concerns of the most digitalized citizen’s, the most vulnerable group of internet users – the youth – have been voiced.”
imeetyouatWSISForum provided all registered onsite participants of the WSIS Forum 2012 with an online social networking community experience. This component of the WSIS Forum was especially designed for the WSIS Forum 2012 onsite participants.

The session provided an opportunity for providing feedback and sharing experiences on the platform.

Benefits of imeetyouatWSISForum were:

- Signing on to get to know the other attendees
- Discovering which of your Twitter and LinkedIn contacts were attending
- Building a personalized schedule of sessions to attend
- Downloading handouts and materials
- Viewing exhibitor profiles showcasing their services and products
- Searching for people interested in specific topics
- Scheduling one-on-one meetings with other attendees and exhibitors
- Getting recommendations on whom to meet
- Starting and joining online discussions about the topics that are industry-critical
- Access to the entire site via a mobile client
Social Networking events at WSIS Forum 2012
Reception Sponsored by Intel

Monday 14 May 2012
Venue Le Morillon Restaurant

All WSIS Forum 2012 participants were invited to the WSIS Forum 2012 Reception on the 14th at 18:00h
World Summit on the Information Society

Reception

On the occasion of the WSIS Forum 2012 the organizers have the pleasure of inviting you to a Reception which will be held on

Monday, 14 May 2012, at 18:00

Reception sponsored by Intel Corporation

VENUE

ILO Restaurant "Le Mètillon"
Floor R2 NORD
International Labour Organization
Ceremonial Coffee by Ethiopia

Venue: Gobelin R2

Open to all WSIS Forum 2012 Participants

Monday 14 May 2012 13:00

Venue: Gobelin R2
Networking Coffee: Sponsored by the Republic of Azerbaijan

Venue: Gobelin R2

Open to all WSIS Forum 2012 Participants

Tuesday 15 May 2012 16:00-16:15

Venue: Gobelin R2
Networking Coffee: Sponsored by Raising the Floor - International / CLOUD4All: "Helping to build a Global Public Inclusive Infrastructure"

Venue: Gobelin R2

Open to all WSIS Forum 2012 Participants

Thursday 17, May 2012  10:45-11:00
Public Opening of the ICT Discovery/ Reception

Tuesday 15 May 2012
Venue: ITU Premises (Montbrillant Building)

VISIT ICT DISCOVERY – and win a prize!
Exhibition

Exhibition Inauguration 13:00 – 13:15
WSIS Exhibition 2012 was held in the context of the WSIS Forum 2012 and took place at ILO Premises, R2 and R3 floors, May 14-18. This year we were very proud to welcome exhibitors from 13 countries, including 2 Strategic Partners and 5 Partners for Specific Activities. Different conceptions, innovative ideas and new developments in the area of ICTs were represented for the Exhibition attendees. Variety of literature, promotional materials and video, provided by a majority of participants, supported a better information exchange.

It was a unique opportunity for both exhibitors and other stakeholders to showcase at an international level activities carried out by them in context of the WSIS outcomes. This year event was even more remarkable due to the Exhibition Inauguration which took place on May 14. Series of Networking coffees on R2 level sponsored by Ethiopia, Republic of Azerbaijan and Raising the Floor-International created a pleasant atmosphere and established a mutually beneficial relationship for all participants.

Attendance of the Exhibition provided a great platform to raise questions and to talk with experts. Exhibitors also got an excellent opportunity to gather feedback about their work, to find out which aspects are the most interesting for visitors and to communicate with colleagues from the industry. A special atmosphere made communication between exhibitors and visitors not only useful but also enjoyable.

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<td>To represent Iran’s achievements towards WSIS Goals and Action Lines</td>
<td>To share Iran’s experiences and distribute related works</td>
<td>To communicate with the other participants and promote cooperation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>9.</th>
<th><strong>Information and Technology Organization</strong></th>
<th><strong>IT strategic plan of Islamic Republic of Iran - Measures taken on WSIS action lines of Islamic Republic of Iran</strong></th>
<th><strong>Iran</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Information about action and works taken based on experiences obtained in line of the goals and action lines in SWIS. Another goal which this organization follows is interaction with different countries and exchanging experiences and information. The organization also aims to familiarize other different countries with works and actions done in Islamic Republic of Iran in WSIS actions lines.</td>
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<tr>
<th>10.</th>
<th><strong>Autoridad Nacional de los Servicios Públicos</strong></th>
<th><strong>Connect Americas 2012</strong></th>
<th><strong>Panama</strong></th>
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<tbody>
<tr>
<td></td>
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<td>Promoting the Summit Connect Americas 2012 that will be held in Panama City, Panama 17 — 19 July 2012</td>
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<tr>
<td>Fundación Cibervoluntarios (Cybervolunteers Foundation)</td>
<td>Fundación Cibervoluntarios - Breaking social gaps through technology</td>
<td>Spain</td>
<td></td>
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<td>--------------------------------------------------------</td>
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<tr>
<td>The purpose is to make the labour of Fundación Cibervoluntarios known, as well as the two projects we have presented for the WSIS 2012 prizes. Fundación Cibervoluntarios (Cybervolunteers Foundation) is a non-profit organization made up of social entrepreneurs whose vision is to use new technologies as a means for social innovation and citizen empowerment. We direct our action to groups of people that may be excluded from information society, regardless of the reason, to empower them through the social use of technology. We started our workout in November 2001, so we have been working for more than 10 years with a main goal: to empower people through the social use of ICTs. We have presence in Spain, Ecuador, Argentina and Brazil and are participating in several European Projects. We want to share our experience and good practices, and we expect to come back with contacts and ideas for future projects. Last year we were awarded the honorable mention of the 2011 State award</td>
<td>Spain</td>
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<td>to Social Volunteering, handed over by their Royal Highnesses Prince and Princess of Asturias, and we also obtained a grant from google.org as one of the entities that are changing the world, within their program “Google Gives Back”.</td>
<td>12.</td>
<td>Global knowledge partnership foundation</td>
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<td><strong>Global knowledge partnership Foundation</strong></td>
<td><strong>Global knowledge partnership Foundation</strong></td>
<td><strong>Spain</strong></td>
<td></td>
</tr>
<tr>
<td><strong>GKPF: The Global Marketplace for Development</strong> Everything individual and organization involved in the field of development has abilities and needs. Over the last 14 years, GKPF has played a crucial role as the Global Marketplace for Development Abilities and needs. GKPF enables practitioners and organizations to bring forward and offer their Specific goods for all to see. In turn they are able to acquire the goods and abilities that are Needed to make themselves stronger and more effective. The trading on this Global Marketplace for Development is done through sharing knowledge, building partnerships and the Implementation of joint projects and activities. GKPF acts as market broker and market crier. GKPF supports</td>
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<tr>
<td>13</td>
<td>Gedaref digital city organization</td>
<td>GDCO – Sudan and Telecentres movement</td>
<td>Sudan</td>
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</table>

ICT is not part of the culture and not a priority in the developing world ... so a lot of work and joint partnership is required to improve the ICT development. One of the best global partnerships for community development is telecentre.org. More than 12,000 members are sharing knowledge, experience and best practices for community development... another global public private partnership is GDCO – DSE (Gedaref digital city organization in Sudan and digital city of Eindhoven in Netherlands) partnership with more than 10 global organizations which donated computers (750 computers) and replicated best global practice in Sudan. More than 70% of telecentres trainee are young’s and the majority are women. The future for these Telecentre in Sudan is constructing a mobile Telecentre (portable with solar energy and generator) for rural, under served and marginalized sectors.
<table>
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<th>14</th>
<th>E-Environment</th>
<th>Activities related to E-Environment</th>
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<td>Facilitating organizations of</td>
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<td>Action Line E-Environment</td>
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<tr>
<td></td>
<td></td>
<td>will share their projects</td>
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<tr>
<th>15</th>
<th>UNEP/Secretariat of the Basel Convention</th>
<th>E-waste: Challenges, Solutions and Benefits</th>
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<td></td>
<td></td>
<td>The exhibition stall will display publications related to the Basel Convention on the Control of Transboundary Movements of Hazardous Wastes and Their Disposal and various activities undertaken under the Convention, including the Mobile Phone Partnership Initiative (MPPI) , Partnership for Action on Switzerland</td>
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<tr>
<td>16</td>
<td>Computing Equipment (PACE); and e-waste related activities</td>
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<tr>
<td>17</td>
<td><strong>UNESCO</strong></td>
<td>Implementation of WSIS activities</td>
</tr>
<tr>
<td></td>
<td><strong>Geneva School of Diplomacy</strong></td>
<td><strong>E-Diplomacy and ITU in the twenty first century: New developments, new methods and new tools</strong></td>
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<td>Switzerland</td>
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The Geneva school of Diplomacy and international relations (GSD) is exploring and accessing the opportunities of ITU’s “Remote participation project” for the potential of increased participation in the internet governance using digital technologies. The work is framed around the question: Would ITU’s remote participation project shape current UN rules of procedure or would this change? This GSD would consider present-day challenges and opportunities to assist ITU to identify best practices in
<table>
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<th>#</th>
<th>Organization/Event</th>
<th>Description</th>
<th>Location</th>
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<tr>
<td>18</td>
<td>ITU Cyber Security</td>
<td>“managed remote participation” and to make recommendations for the future</td>
<td>Switzerland</td>
</tr>
<tr>
<td>19</td>
<td>ITU-R World Radiocommunication Conference</td>
<td></td>
<td>Switzerland</td>
</tr>
<tr>
<td>20</td>
<td>Raising the floor international</td>
<td>GPII/CLOUD4All: Creating a Global Public Inclusive Infrastructure</td>
<td>Switzerland</td>
</tr>
</tbody>
</table>

The exhibit will provide hands on demonstration of research and prototyping being carried out internationally to build a Global Public Inclusive Infrastructure that can allow affordable access to ICT by people facing barriers to access due to literacy, digital literacy, disabilities, or the effects of aging. The GPII will provide the base for auto-personalization where any ICT that an individual encounters will instantly transform into a form they can understand and use. (with larger print for a person with low vision, or voice output for someone who is blind, or the ability to have any text that is touched read aloud in...
one’s native language for some who cannot read, or a much simpler interface for those who do not understand computers or can’t deal with their complexity. The demonstration will show phones and computers that auto-transform to meet different user’s needs.

Based on open source technologies, the GPII will allow developing countries to better create, disseminate and support accessible/usable technologies for those who cannot use standard technology interfaces. And allow people who cannot understand or use today’s technologies to access, use, and benefit from them like their other countrymen. Highlighted will be the work of the new CLOUD4All consortium funded by the European Commission as part of FP7.

ITU Telecom World 2012

ITU Telecom World 2012 will be held at the Dubai International Conference and Exhibition Centre in Dubai from 14-18 October 2012. The event provides a unique global forum convening leading stakeholders from across the ICT ecosystem to engage in conferences, discussions, workshops, networking and showfloor events in a collective drive
to find meaningful ICT solutions to pressing global challenges and to harness the power of ICTs to create real change. Following the success of the format pioneered at World 2011, the event is focused on knowledge-sharing and networking at the highest level. For further information, visit world2012.itu.int

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<th>22</th>
<th>Coverity</th>
<th>Coverity Development Testing and the Open-Source SCAN initiative</th>
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<td></td>
<td></td>
<td>Development Testing – Finding and fixing software defects early in the software development process – to ensure high quality and highly secure ICT4D software applications.</td>
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<tr>
<td></td>
<td></td>
<td>SCAN initiative – Ensuring high quality and highly secure Open-Source ICT4D software applications</td>
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<td>UK</td>
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UK
The purpose of this meeting was to hold open consultations on the programme and schedule of the Seventh Annual IGF Meeting, which will be held in Baku, Azerbaijan, on 6-9 November 2012 and whose main theme will be “Internet Governance for Sustainable Human, Economic and Social Development”. The consultation focused on the selection of workshops for this year’s IGF.

Further information available at [www.intgovforum.org/cms](http://www.intgovforum.org/cms)
During this meeting, members of the Internet Governance Forum’s Multistakeholder Advisory Group (MAG) deliberated on the input received in the previous day’s IGF Open Consultation and also discussed the workshop proposals and refinements to the programme and schedule of the Seventh Annual IGF Meeting to be held in Baku, Azerbaijan, on 6-9 November 2012.

Further information available at [www.intgovforum.org/cms](http://www.intgovforum.org/cms)
Closing Ceremony

Friday 18 May 2012  
15:00 – 15:15

The closing ceremony brought the 5 day event to a close.

The Strategic Partners and partners for specific activities were awarded certificates during the closing ceremony.

Dr Touré, Secretary General, ITU appreciated the hosts, ILO for the excellent facilities and thanked the ILO Director General. He added that while much progress has been made, with just 2 and a half years to go there is a need to call on all players to keep their efforts in building a truly global information society that benefits all people of the world.

This year’s forum has attracted more than 1,250 WSIS stakeholders from more than 140 countries. Welcomed several highest level representatives including more than 305 ministers and deputies.
ambassadors, CEOs and civil society leaders who contributed passionately toward the program of the forum.

Remote participation was an integral component of the WSIS forum over 1000 stakeholders followed and contributed to the outcomes of the event in a remote manner from all parts of the world. Dr. Touré congratulated the remote participation team for its great success.

The on-site networking was facilitated by the Imeetyouatwsis online community platform, where more than 503 on-site participants actively used the tool prior to and during the event, which has facilitated fruitful networking opportunities leading to win-win partnerships. The forum was followed on social networks at wsis in Twitter through the Imeetyou@wsis forum and WSIS Process page on Facebook. Action Line facilitators from various UN agencies, regional commissions, the private sector, governments, and civil societies not only reported and accessed their own efforts towards WSIS implementation and follow-ups but also shared their future plans to achieve the targets set by WSIS+10 plan of action.

WSIS project prizes were added as a new element to the WSIS Forum. This will continue in the future. The forum consisted of more than 150 sessions structured in 20 different types of meetings in several parallel streams.

This year’s celebration of ITU day centered the theme of women and girls in ICT – with the long-term goal being to further extend opportunities to girls and women. ITU awarded 3 distinguished laureates for their outstanding achievements on using ICTs to empower girls and women.

WSIS goals drew attention to many issues that still need to be further addressed. During the Ministerial Round Table, ministers also emphasized the need for national strategies and further international collaboration toward WSIS+10. Moving forward to 2015, ITU will carry out its role to manage the WSIS+10 progress and we will also do our best to provide the necessary themes for developing the vision that correspond to the real needs of the knowledge society.

HE Ambassador Obaid Salem Al Zaabi, Permanent Representative, UAE expressed his appreciation for the WSIS Forum and said that UAE was looking forward to participating again in the future.

Representative of TRA, UAE said that UAE was honored and humbled to be an active partner of such an important event and thanked all organizers, the WSIS team, and Secretary General, ITU for his leadership. The partnership between the UAE and the ITU has led to productive forum and we can be proud of this output.

Mr. Carlos Martinez, Global Director, Service Providers in Developing Economies, Intel World Ahead Group expressed that WSIS forum 2012 provided Intel the opportunity to meet with governments, civil organizations, and also other private companies. WSIS also provided the opportunity to share ideas, new business models like reaching the 3rd billion with prepaid broadband, and also new initiatives. WSIS also provided the opportunity to learn from each other’s experience and share success stories. He reiterated that the WSIS Project prizes awarded this year is a very good idea.
WSIS provided Intel the opportunity to collaborate to cooperate and highlighted that cooperation is a must amongst all stakeholders. He said that Intel is honoured and proud of being one of the strategic partners of the WSIS Forum and looked forward to the WSIS Forum 2013.

Dr Indrajit Banerjee; Director, Knowledge Societies Division (CI/KSD); Communication and Information Sector (CI), UNESCO thanked Dr. Hamadoun Touré, and expressed this sincere appreciation to all participants- without whom such events cannot happen, he thanked them for their participation, passion and commitment. He thanked the entire ITU WSIS team and UNESCOs for doing an excellent job.

The certificate ceremony ended with awarding of certificates. ITU awarded certificates to all the Strategic Partners and Partners for Specific Activities thanking them for their support and participation.
Dear Friends at the WSIS Forum 2012,

Welcome to Geneva. We are pleased that you are here and able to participate in the WSIS Forum 2012, which is an important event to foster collaboration in achieving the WSIS outcomes.

On behalf of the United Nations Commission on Science and Technology for Development (CSTD), I have the pleasure to warmly invite you to attend the CSTD meeting on enhanced cooperation on public policy issues pertaining to the Internet, starting at 11 a.m. on 18 May 2012, in the Governing Body Room of the International Labor Organization.

Although this meeting is not part of the WSIS Forum, it is being held during and at the same venue as the WSIS Forum for your convenience, enabling all relevant participants already present or to join this open, inclusive, and interactive meeting. All interested participants are invited to join and contribute, both in person and remotely.

The UN General Assembly, in its resolution on "Information and communications technologies for development" (A/RES/65/164), invites the Chair of the CSTD to convene a "one-day open, inclusive and interactive meeting, involving all Member States and other stakeholders, particularly those from developing countries, including the private sector, civil society and international organizations, with a view to identifying a shared understanding about enhanced cooperation on public policy issues pertaining to the Internet in accordance with paragraphs 34 and 35 of the Tunis Agenda."

This one-day open consultation will be chaired by Mr. Ferrante de la Peña, Chair of the CSTD. It will be comprised of opening addresses by various stakeholders, including from civil society and the business, technical, and academic communities, offering their expertise in this area followed by a general discussion among all participants to view of identifying a common definition of "enhanced cooperation" all relevant stakeholders are welcomed.

For more information, please see the Report of the Secretary-General on enhanced cooperation on public policy issues pertaining to the Internet (A/65/77, Add.3) and the Tunis Agenda for the Information Society.

The outcome of the meeting will be examined at the 12th session of the CSTD on Tuesday, 22 May 2012. Additional information on the 12th session of the CSTD is available at www.uncSTD.org.

Best wishes for a very successful WSIS Forum and we look forward to welcoming you to our meeting on May 18th.

Yours sincerely,

Mong Haeri
Head of the CSTD Secretariat
WSIS Forum 2012: Strategic Partners & Partners for Specific Activities

“Organizers of the WSIS Forum 2012 would like to thank the Strategic Partners and Partners for Specific Activities for their significant contribution towards strengthening all activities related to the Forum.”

Strategic Partners

United Arab Emirates  Intel

Partners for Specific Activities

Belgium  Liège
Ethiopia (Federal Democratic Republic of)
Kazakhstan (Republic of)
Oman (Sultanate of)
Poland (Republic of)
Saudi Arabia (Kingdom of)
Tanzania (United Republic of)
Zimbabwe (Republic of)
UAE’s workshops at the WSIS Forum 2012:

1) **Thematic Workshop**: E-Transformation & Integration; Key Perspectives in Growing Government Entities (UAE), Monday 14 May 2012, 16:30 – 18:00, Room V

2) **Country Workshop**: UAE Success Stories Commitment and Dedication, Tuesday 15 May 2012, Room V

3) **Thematic Workshop**: Anakbut The UAE Advanced National & Education Network, Wednesday 16 May 2012, 11:00 – 12:45, Room V
Accelerating technology access to the next billion people.

The Intel World Ahead Program is bringing technology and Internet access to the next billion users—connecting communities and enriching lives. Through programs that increase access to digital devices, the Internet, and local content, Intel is helping transform education, improve healthcare, and increase economic opportunities for people everywhere.

Come see us at WSIS Forum – Information Booth B

intel.com/worldahead
Belgium - Liege

WSIS Forum 2012: Partner for Specific Activities

Belgium Liege workshop at the WSIS Forum 2012:

**Thematic Workshop** Connecting the World, Linking People (Liege Workshop) Tuesday 15 May 2012, 11:15 – 13:00
Ethiopia

WSIS Forum 2012: Partner for Specific Activities

1. **Ceremonial Coffee** by Ethiopia: Monday 14 May 2012, 13:00

2. **Ceremonial Coffee** by Ethiopia: Tuesday 15 May 2012
Kazakhstan Country Workshop at the WSIS Forum 2012:

**Country Workshop** Building of the Information Society and Development of E-Government in the Republic of Kazakhstan: Experience and Achievements (Kazakhstan) Monday 14 May 2012, 16:30 – 18:00, Room IX
Oman

WSIS Forum 2012: Partner for Specific Activities

Oman Workshops at the WSIS Forum 2012:

1. **Briefing Session** - e.oman activities related to WSIS, Monday 14 May 2012, 14:00 – 14:30, Room V

2. **Country Workshop** Oman’s ICT Capacity Building for Women and Girls (Information Technology Authority and Ministry of Education, Sultanate of Oman), Tuesday 15 May 2012, 16:15 – 18:00, Room V

3. **Thematic Workshop** Oman’s Municipality Services on the go: SMS Parking Services and Integrated app with Fix my Street from Muscat Municipality for Increased Efficiency and Effectiveness, Wednesday 16 May 2012, 09:00 – 10:45, Room VII
Poland

WSIS Forum 2012: Partner for Specific Activities

Poland is highly committed to building a fully inclusive information society around the world. Poland wants to be an active contributor to the WSIS Process and finds the forum a perfect place to share its activities with other WSIS stakeholders. Most recent main projects of Poland:

- Digital switchover: Act on the implementation of terrestrial digital television and nationwide information campaign;
- Sharing best practices: New Legislative Paradigms Fostering Development of Broadband Infrastructure (NLP-BBI), joint project with ITU on development of broadband infrastructure;
- ITU Regional Development Forum and Seminar for Europe and CIS on Transition to Digital Broadcasting, Borderline Frequency Coordination and Digital Dividend.
- Promotion of Internet development:
- Act on supporting the development of telecommunication services and networks
- Sytemic Project: actions aimed at promotion of the development of broadband Internet access and e-inclusion;
- Successful radio spectrum cross-border coordination process;
- Unique infrastructure inventory and mapping exercise performed by Polish regulatory (UKE);
- Polish Presidency in the Council of the EU – finalized process on Radio Spectrum Policy Program and roaming regulation in the European Union aiming at the creation of digital single market and bilateral roaming agreements with non-EU countries.

Poland Country Workshop at the WSIS Forum 2012:

**Country Workshop** "First step of adults 50+ into digital world!" – Poland’s success story in realization of C4 WSIS Action Line (Poland). Tuesday 15 May 2012, 16:15 – 18:00, Room III
Saudi Arabia Thematic Workshops at the WSIS Forum 2012:

1. **Thematic Workshop** King Abdullah Initiative for Arabic Content (King Abdulaziz City for Science and Technology (KACST) (Saudi Arabia) Monday 14 May 2012, 14:45 – 18:00, Room IV


3. **Thematic Workshop** Arabic Domain Names, Saudi Arabian Experience (CITC) Wednesday 16 May 2012, 16:15 – 18:00, Room IV
Quick Links

- WSIS Forum 2012 Official Website: www.wsis.org/forum
- Agenda: http://groups.itu.int/wsis-forum2012/Agenda/DraftAgenda.aspx
- Registration Link: http://groups.itu.int/wsis-forum2012/Registration/RegistrationInformation.aspx
- Venue Information: http://groups.itu.int/wsis-forum2012/Information/VenueInformation.aspx
- ImeetyouatWSIS: www.wsis.org/imeet
- Facebook WSIS Process: http://groups.itu.int/wsis-forum2012/CommunicationOutreach/WSISProcessonFacebook.aspx
- WSIS Flash: http://groups.itu.int/Default.aspx?tabid=1259
- Twitter WSIS Process #WSIS: http://groups.itu.int/wsis-forum2012/CommunicationOutreach/WSISProcessonTwitter.aspx
- Iwrite4WSIS: www.wsis.org/iwrite
- WSIS on You Tube: www.youtube.com/wsisprocess
- WSIS Stocktaking: www.wsis.org/stocktaking
- Partnership for Measuring ICT for Development: www.itu.int/ITU-D/ict/partnership/

For further information please write to the WSIS Secretariat at wsis-info@itu.int
DOCUMENTATION: WSIS FORUM 2012

Webcast:
http://www.itu.int/ibs/WSIS/201205forum/

Remote participation recordings:

Video Highlights and Interviews:
http://groups.itu.int/wsis-forum2012/Highlights/Videos.aspx

Photographs:
http://groups.itu.int/wsis-forum2012/Highlights/Photos.aspx

Presentations and Adobeconnect recordings:
http://groups.itu.int/wsis-forum2012/Agenda/DraftAgenda.aspx
Press Coverage

**News Headline:** Iran's Science-Technology University Receives WSIS 2012 Award  
**News Date:** 27/05/2012  
**Outlet Full Name:** OANA: Organization of Asica-Pacific News Agencies - Online  
**News Text:** Submitted by IRNA on Sun, 05/27/2012 - 08:10


http://www.oananews.org/content/news/technology/iran-s-science-technology-university-receives-wsis-2012-award

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**News Headline:** Developing countries utilize cost-effective option to bridge access gap  
**News Date:** 25/05/2012  
**Outlet Full Name:** Gender IT  
**News Text:** Developing countries utilize cost-effective option to bridge access gap

By FF for APCNews

On May 17th, during the WSIS Forum 2012 in Geneva, the Association for Progressive Communications offered a workshop on television white spaces, taking the opportunity to explore how this kind of spectrum can transform the connectivity landscape towards the goal of creating affordable access for all.


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**News Headline:** Nigeria: ICT - NITDA Moves to Enforce 'Buy-Nigeria' Directive  
**News Date:** 25/05/2012  
**Outlet Full Name:** AllAfrica.com  
**News Text:** Henceforth, it may not be business as usual for government agencies patronizing foreign computer brands as the Federal Government has said that non-patronage of approved local original equipment manufacturers by its ministries, departments and agencies (MDAs) will be an offence, even as new guidelines will soon be issued.

Director General of National IT Development Agency, NITDA, Prof. Cleopas Angaye, stated this at a two-day retreat for the National Technical Committee (NTC) on Development of Standards for Information Technology Hardware in Lagos.

It was also disclosed that after the retreat and issuance of the guidelines it would be regarded as economic sabotage if MDAs do not patronize Nigeria IT products, and that violators of this directive are liable to imprisonment and fine or both. "Indeed, it will be an offence punishable by a prison term and fine under the NITDA Act," said Prof. Angaye.

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**News Headline:** LES ÉMIRATS ARABES UNIS ONT SOULIGNÉ LEUR RÉUSSITE LORS DE L’ATELIER DES PAYS PENDANT FORUM SMSI À GENÈVE  
**News Date:** 16/05/2012  
**Outlet Full Name:** GENERATION NT (SITE INTERNET)  
**News Text:** LES ÉMIRATS ARABES UNIS ONT SOULIGNÉ LEUR RÉUSSITE LORS DE L’ATELIER DES PAYS PENDANT FORUM SMSI À GENÈVE

Le mercredi 16 Mai 2012 à 15:42 par Business Wire

La délégation des émirats arabes unis au Forum du Sommet Mondial sur la Société de l'Information(SMSI) 2012 a eu l'occasion de mettre en avant les progrès significatifs du pays lors de l'atelier des pays qui a eu ...

La délégation des émirats arabes unis au Forum du Sommet Mondial sur la Société de l'Information(SMSI) 2012 a eu l'occasion de mettre en avant les progrès significatifs du pays lors de l'atelier des pays qui a eu lieu le 15 Mai, la deuxième journée de l'événement international prestigieux à Genève.


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**News Headline:** المملكة السعودية تشارك في أعمال منتدى القمة العالمية لمجتمع المعلومات  
**News Date:** 16/05/2012  
**Outlet Full Name:** AME Info  
**News Text:** إنطلقت أعمال منتدى القمة العالمية لمجتمع المعلومات (WSIS Forum 2012) في جنيف وذلك بتنظيم من الاتحاد الدولي للاتصالات ومؤتمر الأمم المتحدة للتجارة والتنمية (UNCTAD) ومنظمة الأمم المتحدة للتربية والعلم والثقافة (UNESCO) وبرنامج الأمم المتحدة الإنمائي (UNDP). وكان من بين المشاركين الذين تجاوز عددهم 1500 مشارك، وزراء وممثلين رفيعي المستوى لما يزيد عن الأربعين دولة من الدول الأعضاء في الأمم المتحدة.

وتشارك المملكة العربية السعودية بوفد متخصص يمثلها أحد الشركاء الاستراتيجيين في هذا الحدث. ويرأس الوفد مгерفي محافظ هيئة الاتصالات وتقنية المعلومات رئيس اللجنة الوطنية لمجتمع المعلومات المهندس/ عبدالله بن عبدالعزيز الضوَّاب. ويترأس الوفد مركز مجموعة المهتمين بالاتصالات وتقنية المعلومات، ويبنئ الثقة والأمان في استخدام تكنولوجيا الاتصالات والمعلومات، والتنوع اللغوي والمحتوى المحلي.

http://www.ameinfo.com/ar-234819.html

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**News Headline:** UAE highlights success stories at the WSIS Forum 2012 country workshop in Geneva  
**News Date:** 16/05/2012  
**Outlet Full Name:** AME Info
News Text: The UAE delegation at the World Summit on the Information Society (WSIS) Forum 2012 has the opportunity to highlight its significant achievements during the country workshop held on May 15, the second day of this prestigious international event, in Geneva.

"The UAE has achieved several milestones with regard to the implementation of the WSIS action lines. Covering a spectrum of development from education to capacity building, the UAE has moved upwards in the ranks to reach its current elevated status on several different fronts. As a strategic partner for the WSIS Forum 2012, we are leading our region by example. Through our participation and strategic partnership, other Arab nations are coming forward and will continue to do so to join this global initiative to lessen the gap between the developed and developing nations with regard to the information society," stated HE Mohammed Nasser Al Ghanim, UAE Telecommunications Regulatory Authority (TRA) Director General and Chairman of the UAE WSIS National Committee.


News Headline: LES ÉMIRATS ARABES UNIS ONT SOULIGNÉ LEUR RÉUSSITE LORS DE L'ATELIER DES PAYS PENDANT FORUM SMSI À GENÈVE

News Date: 16/05/2012
Outlet Full Name: BFM Business - Online

Son Excellence Mohammed Nasser Al Ghanim, directeur général de l'Autorité de réglementation des Télécommunications et président du Comité national des Émirats Arabes Unis au (SMSI), a déclaré, « les Émirats Arabes Unis a réalisé plusieurs exploits relatifs à la mise en œuvre des lignes d'action du SMSI. Le pays qui a couvert un large spectre de développement allant de l'éducation jusqu'au renforcement des capacités, a grimpé dans le classement pour atteindre son statut actuel par rapport à de différents fronts. En tant que partenaire stratégique du Forum SMSI 2012, nous représentons un exemple aux autres pays de la région. Les autres pays arabes et grâce à notre participation et partenariat stratégique, suivent notre exemple afin de rejoindre l'initiative mondiale visant à réduire l'écart entre les pays développés et ceux en développement concernant la société de l'information ».


News Headline: UAE が世界情報社会サミットフォーラム 2012 に戦略的パートナーとして参加

News Date: 16/05/2012
Outlet Full Name: Business Wire - Online
News Text: 2012 年 5 月 16 日, 午後 08:46 日本標準時間（東京）
アラブ首長国連邦アブダビ (BUSINESS WIRE) -- アラブ首長国連邦 (UAE) は、電気通信規制局 (TRA) を含む影響力のある組織と重要な政府省庁を代表団として、5月14～18日にスイスのジュネーブで開催中の世界情報社会サミット (WSIS) フォーラム 2012 に参加しています。このイベントは、国際電気通信連合 (ITU)、国連教育科学文化機関 (ユネスコ)、国連開発計画 (UNDP)、国連貿易開発会議 (UNCTAD) が主催しています。

「目の前にあった課題を理解していた結果として、私たちは UAE WSIS 国内委員会を独自に設立しました。その目的は、WSIS 行動計画の実施に向けた取り組みを見守り、支援することです。この委員会を設立し、その全般的役割を策定したことは、我が国の仕組み、資産として大いに役立ってきた。UAE は、教育、インフラ、社会、セキュリティー、能力開発などに関連するさまざまな行動計画に関して、多数の成果を達成しています。わずか2年前と比べて UAE の順位が上昇したことから明らかのように、私たちは、電子政府におけるサービスを向上させる上でまさに飛躍的な進歩を遂げました。世界がこの業績に注目しており、私たちは世界の関係国の中で強固な足掛かりを維持できることを期待しています。」

http://www.businesswire.com/news/home/20120516005877/ja/
WSIS Forum 2012: Outcome Document

Summit on the Information Society

News Date: 16/05/2012
Outlet Full Name: Connect-World - Online
News Text: Written by International Telecommunication Union

Rate this item

WSIS Forum 2012 launches 10-year review to measure goals set at UN World Summit on the Information Society

Geneva, 14 May 2012 — Stakeholders from government, civil society and the private sector are meeting in Geneva this week to agree on an effective and meaningful review process (WSIS+10) for measuring progress towards targets set in 2005 in Tunis at the UN World Summit on the Information Society (WSIS), and to forge a common vision for new actions beyond 2015.

Co-organized by ITU, UNESCO, UNCTAD and UNDP, the WSIS Forum 2012 event (14-18 May) is the world's largest annual gathering of the 'ICT for development' community. It aims to define strategies and tactics to help countries and organizations more effectively harness the power of information and communication technologies (ICTs) to accelerate progress towards the Millennium Development Goals, now just three years away.

Topics on the agenda include rural development, ICT infrastructure, cybersecurity, multilingualism, environmental sustainability, education, healthcare and innovation. Over 1,500 representatives from around 150 countries are expected to attend the week-long event, which comprises almost 140 sessions.


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News Headline: Oman to attend IT summit in Geneva
News Date: 16/05/2012
Outlet Full Name: Times of Oman - Online
News Text: LATEST NEWS

Muscat: Oman, represented by the Information Technology Authority (ITA), will participate in the World Summit on the Information Society (WSIS) 2012 in Geneva, Switzerland, which begins today and will conclude on May 18.

Hosted by the International Telecommunications Union, the ITA will participate in a number of activities at the 2012 WSIS Forum. WSIS 2012 is the largest annual gathering of the world's 'ICT for development' community, including the UN agencies.

Heading the Sultanate's delegation to this forum is Dr Salim bin Sultan Al Ruzaiqi, CEO of ITA, along with representatives from the ministry of education; ministry of health; ministry of commerce and industry; telecommunications regulatory authority; and, Muscat municipality, who will all take part in the official opening of the Forum alongside high-level dignitaries from around the world.
WSIS Forum 2012: Outcome Document


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**News Headline:** International Telecommunication Union (ITU): WSIS Stocktaking Report reveals innovation, dedication in global commitment to connect the world

**News Date:** 15/05/2012  
**Outlet Full Name:** TMCnet.com - Smart Grid  
**News Text:** Smart Grid

International Telecommunication Union (ITU): WSIS Stocktaking Report reveals innovation, dedication in global commitment to connect the world

May 15, 2012 (M2 PRESSWIRE via COMTEX) --

The 2012 edition of the WSIS Stocktaking Report has been released today at the WSIS Forum 2012, which is taking place this week in (14-18 May).

The report provides a two-yearly summary of the ongoing WSIS Stocktaking process, which will serve as the central reference point for assessment and evaluation in the Overall Review of the WSIS Implementation (WSIS+10). Preparations for this review, which will be led by ITU, begin this week as part of this year’s Forum.

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**News Headline:** Director-General Represents UN Secretary-General at Opening of WSIS Forum 2012

**News Date:** 15/05/2012  
**Outlet Full Name:** United Nations News Service  
**News Text:** The Director-General

Director-General Represents UN Secretary-General at Opening of WSIS Forum 2012

14 May 2012

The Director-General participated in the opening of the World Summit on the Information Society (WSIS) Forum 2012 and delivered the statement of the Secretary-General Ban Ki-moon on the occasion, who urged the Forum to find better ways for the world to use information and communications technologies to protect people and the planet. Following, the Director-General stressed that these technologies bring the potential for profound societal change and noted the role of Geneva in serving as a platform for capitalizing on this potential for the common good and enabling the benefits to be shared equally.

http://www.itu.int/wsis/stocktaking/docs/reports/S-POL-WSIS.REP-2012-PDF-E.pdf

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News Headline: Harnessing Power of Technology to Advance Development

News Date: 15/05/2012
Outlet Full Name: Scoop Auckland
News Text: Harnessing Power of Technology to Advance Development

Tuesday, 15 May 2012, 3:17 pm

Press Release: UN News
“We can proudly say that the WSIS Forum is truly becoming a stakeholder-driven platform that displays our common desire and commitment to build a people-centric, inclusive and development-oriented Information Society,” said Hamadoun Touré, Secretary-General of the UN International Telecommunications Union (ITU), at the event’s opening.

The WSIS Forum aims to define strategies and tactics to help countries and organizations more effectively use ICTs to advance progress on the Millennium Development Goals (MDGs), which include eradicating hunger, reducing child mortality and improving maternal health, all by 2015.


News Headline: Nagrada za Ministarstvo za informacijsko društvo

News Date: 15/05/2012
Outlet Full Name: Limun.hr
News Text: Crnogorsko Ministarstvo za informacijsko društvo i telekomunikacije dobitnik je ovogodišnje nagrade Međunarodne unije za telekomunikacije (ITU) za Promociju informacijskog društva među osobama s invaliditetom. Nagrade ITU-a dodjeljuju se u više kategorija, a Crna Gora je...
dobila nagradu u kategoriji Etička dimenzija informacijskog društva.

Nagradu je na Svjetskoj konferenciji o informacijskom društvu WSIS Forum 2012. u Genevi primio potpredsjednik Vlade Crne Gore i ministar za informacijsko društvo i telekomunikacije Vujica Lazović. Svečanoj ceremoniji uručenja svih nagrada prisustvovalo je više od četdeset premijera i ministara iz zemalja Europe i svijeta.

http://limun.hr/main.aspx?id=815600

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**News Headline:** Iran Wins World Summit On Information Society Forum Prize  
**News Date:** 15/05/2012  
**Outlet Full Name:** OANA: Organization of Asica-Pacific News Agencies - Online  
**News Text:** Submitted by IRNA on Tue, 05/15/2012 - 12:03

Tehran, May 15, IRNA – The “Action Line C11: International and Regional Cooperation” acclaimed prize was awarded to the Islamic Republic of Iran at the World Summit on the Information Society (WSIS) 2012 in Geneva, Switzerland, on Tuesday.

http://www.oananews.org/content/news/general/iran-wins-world-summit-information-society-forum-prize

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**News Headline:** ITU's Broadband Commission Studies Impact of Broadband Growth on Economies  
**News Date:** 15/05/2012  
**Outlet Full Name:** Cellular-news - Online  
**News Text:** Published on:

A nation with a strong commitment to connectivity as a driver of national growth, Macedonia already boasts an impressive broadband penetration rate of 32%. Internet access in schools and Wi-Fi-based public Internet access points have been rolled out throughout the country, including remote areas. Schools now offer one Web-enabled computer for every 1.45 children, while university students and academics can freely access knowledge and research resources via the academic


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**News Headline:** UAE's Sharjah eGovernment and Emirates Identity Authority takes part in thematic sessions at WSIS Forum 2012  
**News Date:** 15/05/2012  
**Outlet Full Name:** AME Info  
**News Text:** The United Arab Emirates (UAE) spotlights two of its remarkable achievements to an international audience at the World Summit of the Information Society (WSIS) Forum 2012 taking place in Geneva. The work of the Emirate of Sharjah's eGovernment and the Emirates Identity Authority (EIDA) will discuss the projects highlighting the successes and challenges related to the country's effort to further its sustainable development through efficiency of processes and technological

**News Headline:** WSIS Forum 2012 recognizes outstanding achievements in getting the world connected  
**News Date:** 15/05/2012  
**Outlet Full Name:** Hitek Magazine  
**News Text:** ITU Secretary-General Dr Hamadoun Touré today announced the winners of 18 WSIS Project Prizes, as part of the Opening Ceremony of the WSIS Forum 2012 event, which is taking place this week in Geneva (14-18 May).

The prizes, which are being awarded for the first time this year, recognize excellence in the implementation of projects and initiatives which further the goals of the World Summit on the Information Society (WSIS) in improving connectivity to information and communication technologies (ICTs) in line with the 11 Action Lines laid out in the Tunis Agenda agreed at the UN World Summit on the Information Society.


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**News Headline:** Le Forum 2012 du SMSI fait, dix ans après, le bilan de l'état d'avancement de la réalisation des objectifs fixés par le Sommet mondial des Nations Unies sur la société de l'Information  
**News Date:** 14/05/2012  
**Outlet Full Name:** Global Security Mag - Online  
**News Text:** Des parties prenantes représentant des gouvernements, la société civile et le secteur privé se réunissent à Genève cette semaine pour convenir d'un processus (SMSI+10) visant à mesurer efficacement les progrès accomplis sur la voie de la réalisation des objectifs fixés en 2005 à Tunis lors du Sommet mondial des Nations Unies sur la société de l'information (SMSI) et à élaborer un projet concerté relatif aux nouvelles initiatives qui devront être prises après 2015.


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**News Headline:** Le Forum 2012 du SMSI rend hommage aux progrès remarquables réalisés en vue de connecter le monde  
**News Date:** 14/05/2012  
**Outlet Full Name:** Global Security Mag - Online  
**News Text:** Le Dr Hamadoun Touré, Secrétaire général de l'UIT, a annoncé les noms des lauréats des 18 prix récompensant des projets en rapport avec le SMSI, dans le cadre de la cérémonie d'ouverture du Forum 2012 du SMSI, qui a lieu cette semaine à Genève (du 14 au 18 mai).

Plus de 170 projets venant de 50 pays ont été présentés. Les propositions, qui ont été soumises à une procédure d’évaluation stricte en plusieurs étapes, émanent de gouvernements, d’organisations internationales, de la société civile, du secteur privé et de particuliers, reflétant ainsi le caractère multi-parties prenantes du processus du SMSI.

News Headline: Oman to attend IT summit in Geneva

News Date: 13/05/2012  
Outlet Full Name: Times of Oman - Online  

Muscat: Oman, represented by the Information Technology Authority (ITA), will participate in the World Summit on the Information Society (WSIS) 2012 in Geneva, Switzerland, which begins today and will conclude on May 18.

Hosted by the International Telecommunications Union, the ITA will participate in a number of activities at the 2012 WSIS Forum. WSIS 2012 is the largest annual gathering of the world's 'ICT for development' community.


News Headline: Revision of global ICT treaty

News Date: 10/06/2012  
Outlet Full Name: Screenafrica.com  
News Text: The formal mechanism for producing a consolidated input towards a revision of the International Telecommunication Regulations (ITRs) that shaped the ICT networks of today will see its final meeting take place from 20 to 22 June in Geneva. A report on the revision will be presented at the World Conference on International Telecommunications (WCIT) which runs in Dubai from 3 to 14 December.

Alongside this Council group, regional preparatory meetings, information sessions, and open consultations are the means used by the International Telecommunications Union (ITU) to solicit input and feedback from all its 193 Member States (including South Africa), its 700 private sector members – including many of the largest technology companies in the world – and 40 academic members, as well as non-member stakeholders.


News Headline: WSIS 2012 to focus on Women in ICT

News Date: 09/05/2012  
Outlet Full Name: Voice & Data  
News Text: World Summit on the Information Society Forum (WSIS) 2012 will have a special focus on women and girls in ICT this year.

The Forum will feature a high-Level dialogue around the theme of women and technology, featuring experts from around the world and prominent public figures including academy-award winning actor Geena Davis.
The event will take place in conference centre, ILO headquarters, Geneva, Switzerland from 14-18 May, 2012.

The event will also discuss strategies and tactics to help countries and organizations to effectively harness the power of information and communication technologies (ICTs) to accelerate progress towards the millennium.

http://voicendata.ciol.com/content/news1/112050904.asp
WSIS Forum 2013: Open Consultation Process on the Thematic Aspects and New Innovative Format

Following the outcomes of the WSIS Action Line Facilitators meetings during the WSIS Forum 2009, 2010, 2011 and 2012; and the exchange of views amongst several WSIS stakeholders, the organizers of the WSIS Forum, ITU, UNESCO, UNCTAD and UNDP are pleased to announce the Open Consultation Process on the thematic aspects and innovations on the format of the WSIS Forum 2013.

This consultation process aims at ensuring the participatory and inclusive spirit of the WSIS Forum 2013, scheduled to be held from 13-17 May in Geneva, by actively engaging governments, civil society, the private sector and intergovernmental organizations in the preparatory process.

The Open Consultation Process for the WSIS Forum 2013 is structured in five phases as follows:

1\(^{st}\) Phase : 8 October 2012 Opening of the Open Consultations:
- Online Dialogues on the WSIS Knowledge Communities
- Official submissions at wsis-info@itu.int

2\(^{nd}\) Phase: 30 November 2012 First Physical Meeting

3\(^{rd}\) Phase: 21 January 2013 Deadline for Submission of the Official Contributions and binding Requests for Workshops

4\(^{th}\) Phase: 15 February 2013 Final Review Meeting

5\(^{th}\) Phase: 16 April 2013 Final Brief on the WSIS Forum 2013