



## WSIS Forum 2011 Outcome Document



### Action Line: C1/C7e-gov/C11 (UNDESA)

Wednesday 18 May, 11:30 – 13:00, Room II

On Wednesday, 18 May, the United Nations Department of Economic and Social Affairs will convene the third Facilitation Meeting on implementing the outcomes of the World Summit on the Information Society (WSIS) in Conference Room II of the Conference Centre of the International Labour Organization (ILO) from 11:30 – 13:00.

Participants exchanged information and discussed progress in implementing three of the 11 WSIS Action Lines: the role of public governance authorities and all stakeholders in the promotion of ICT for development (Action Line C1); ICT applications - e-government (action Line C7); and international and regional cooperation (Action Line C11).

The purpose of the Sixth Facilitation Meeting, which was open to all stakeholders from the public and private sectors, the civil society, the international organizations, was to provide a platform for participants to exchange information and experiences; to identify the propriety areas for implementation within the Action Lines; and to create synergies among different stakeholders for more effective knowledge sharing and collaboration in order to ensure the implementation of WSIS at the international, regional and national levels. The meeting also contributed to further coordination of major stakeholders' activities to support strategic planning and implementation of accessible, inclusive and participatory governments. One of the current trends for e-government development was active and strong citizens' and businesses' involvement in public services delivery. This tendency is based on an unprecedented accessibility and openness of public administrations data and possibilities for citizens and businesses to build value added public services on top of it.

The participants mentioned the continued challenge of human capacity-building in e-government and other fields, from building the awareness and understanding of the potential of ICTs between government and citizens, through developing the skills of policymakers, civil servants and industry professionals, to addressing the needs of citizens and micro-enterprises. The need for continued research and work in the area of the evolving e-government initiatives and now citizen engagement applications – not as a luxury but is a necessity in trying to earn and restore public trust in government.

The participants underlined that the WSIS Forum is widely regarded as a major improvement in the facilitation of WSIS action lines and the Forum's inclusiveness and openness and its new thematic focus have been responsible for increased physical and remote participation in the meeting. However it is concerned about the lack of dedicated resources for the facilitation of action lines and would like to see more collaboration between action lines' facilitators between annual meetings, fostering the cross-cutting value of ICTs in different domains.

The meeting will be chaired by Vyacheslav Cherkasov from DESA.

Speakers included: Mr. Makane Faye, OIC, e-Applications, UNECA; Mr. Gherardo Casini, Head, UNDESA Office in Rome; Mr. Randy Ramusack, United Nations Technology Officer, Microsoft Corporation; Mr. Michael Szafraniec, Operations Manager, CareWays Community, (Australia); Mr. Hani Eskandar, Technical Officer, BDT, International Telecommunication Union; Mrs. Andreea Stoiciu, Director at the Institute for Management and Sustainable Development (IMDD) (Romania); Dr. Yuri Hohlov, Chairman of the Board, Institute of the Information Society (Russia); Ms. Esperanza Magpantay, Statistician, Market Information and Statistics Division, BDT, International Telecommunication Union.