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**CONTRIBUTION TO THE TO THE UN SECRETARY-GENERAL'S REPORT ON THE
IMPLEMENTATION OF THE WORLD SUMMIT ON THE INFORMATION SOCIETY**

by

International Telecommunication Union

**UN SECRETARY-GENERAL'S REPORT
ON THE IMPLEMENTATION OF THE WORLD SUMMIT ON THE INFORMATION
SOCIETY**

- INPUTS FROM ITU-

(January 2008)

I. EXECUTIVE SUMMARY

1. As stated in the Strategic Plan of the Union (2008-2011), adopted during ITU Council 2007, the implementation of the outcomes of the World Summit on the Information Society (WSIS) continues to be one of the priorities of the Secretary-General of the International Telecommunication Union (ITU).
2. At the policy level, Council 2007 strengthened the Union's mandate in relation to WSIS implementation. A High-Level Segment provided Ministers and Councillors from Member States the occasion to exchange views on two WSIS-related issues of strategic importance to the Union: Cybersecurity and ICT Infrastructure. Council also adopted Resolution 1282 on ITU's role in implementing the outcomes of the WSIS.
3. At the operational level, ITU has been carrying out the tasks assigned by the WSIS outcomes-documents in particular, in its capacity as:
 1. Lead facilitator (along with UNESCO and UNDP) in organizing the multi-stakeholder implementation of the *Geneva Plan of Action*.
 2. Facilitator of Action Lines C2 (Information and communication infrastructure) and C5 (Building confidence and security in the use of ICTs).
 3. Co-facilitator of Action Lines C1, C3, C4, C6, C7 and C11.
4. Moreover, the three Sectors of the Union (Standardization, Radiocommunication, and the Development Sectors) have carried out major initiatives that advance the WSIS outcomes.
5. Within ITU, the effective coordination of ITU's strategies and activities in relation to WSIS has been ensured by a WSIS Task Force established under the chairmanship of the Deputy Secretary-General.
6. The present document initially provides an overview of activities undertaken in 2007 by ITU in the context of WSIS implementation. The second part highlights innovative initiatives as well as planned future activities to ensure the full implementation of the WSIS outcomes.

**II. OVERVIEW OF ITU'S ACTIVITIES UNDERTAKEN DURING 2007 IN THE
CONTEXT OF WSIS IMPLEMENTATION**

Leading WSIS Action Line Facilitation

7. In 2007, a second round of Action Line consultation meetings took place in Geneva from 14- 25 May 2007. With regard to overall coordination of WSIS Action Lines, ITU with UNESCO and UNDP organized on 25 May 2007 a second meeting of WSIS Action Line Facilitators. This meeting had three main objectives:
 1. Exchange information among facilitators and other stakeholders;
 2. Identify issues that need to be improved; and
 3. Discuss the modalities of reporting and the overall implementation process¹;

Facilitation and implementation of the WSIS Action Lines

Action Line C2: Communication Infrastructure

8. ITU, in collaboration with UNDP, organized on 16 May 2007, a joint Facilitation Meeting on WSIS Action Lines C2, C4 and C6. The meeting succeeded in improving synergies across the three Action Lines. A Plan of Action focused on the six following components was approved: (1) Promotion of National ICT-Strategies; (2) Harmonization of the ICT Policies in different regions; (3) Development of regional and large-scale national initiatives; (4) Launch of global thematic ICT Infrastructure initiatives; (5) Development of a Virtual Financing Platform and (6) Deployment of an Online Tool for ICT Development Assessment.
9. In line with the *Geneva Plan of Action*, ITU has undertaken several initiatives including:
 1. The harmonization of ICT policies in three regions (Sub-Saharan countries, Caribbean countries and Pacific Island States);
 2. The launch of a virtual space dedicated to the thematic ICT infrastructure initiatives;²
 3. Comprehensive research work on the ICT broadband infrastructure in Africa;
 4. The Connect Africa Initiative (see below Para 53);
 5. Capacity-Building Activities on ICT Policies in the Pacific Island States;
 6. Regional project on ICT Applications and Satellite Diversity in the Pacific Island States, among others.
10. In the implementation of Action Line C2, ITU continues to be at the forefront of providing global standards for telecommunication. The most important standardization activities are related to Next Generation Networks (NGN), with the approval of specific standards on signaling protocols for QoS resource control, security, multimedia services over NGN, fixed-mobile convergence, service level requirements and architectural framework to provide new services based on Internet Protocol Television (IPTV). Charging and accounting principles for NGN (including related telecommunication economic and policy issues) continue to be studied at international and regional levels.
11. Recommendations approved by the 2007 World Radio Conference will facilitate the access to the orbital/spectrum resources and related applications for a broader range of users.

Action Line C3: Access to Information and Knowledge

¹ The report from the meeting is available at: <http://www.itu.int/wsis/implementation/consultations.html>

² See: <http://www.itu.int/jive/index.jspx?categoryID=159>

12. ITU continued to promote universal access with equal opportunities for all, to scientific knowledge and the creation and dissemination of scientific and technical information. In 2007, ITU held numerous workshops, conferences and symposiums, making materials widely available for free on the web. In addition, a number of online resources have been made available, including web-based information portals, practical ICT toolkits and online databases, while existing resources updated.
13. As part of its work on standards development for telecommunications equipment, software and associated telecommunications services, ITU published a telecommunication accessibility guidelines and an accessibility checklist for the standards community to ensure that they takes into account, at an early stage, the needs of those for whom accessibility to ICTs may be restricted³.
14. ITU increased its dialogue with academia and Universities by organizing a series of forward-looking conferences on standardization related issues⁴.

Action Line C4: Capacity-Building

15. ITU, together with UNDP, organized on 16 May 2007 a meeting on WSIS Action Line C4.
16. In addition, ITU continued to implement major capacity-building initiatives including:
 1. Face-to-face and virtual workshops in ICT and telecommunication regulations and policy, rural communications, business management, corporate management, spectrum management and standardization.
 2. The development of a Public Digital library containing more than 25 ICT and Telecommunication courses.
 3. The promotion of distance learning activities at the regional level by training local and regional experts to conduct distance learning courses in various domains and assisting them in creating regional open-source e-learning platforms.
 4. Formulation and implementation of various large scale human capacity building projects such as the rehabilitation and reconstruction of the Information and Communication Training Institute (ICTI) in Kabul, Afghanistan. This project includes the construction of the new building, and development of training programmes.

Action Line C5: Building confidence and security in the use of ICTs

17. Delegates from different WSIS stakeholder groups, participated in the Second C5 Facilitation Meeting, which was convened by ITU on 14-15 May 2007⁵. The guiding themes for the meeting included: progress by stakeholders in implementing activities, consideration of future framework discussions to improve international cooperation and coordination as well as future work plans. Considering the global nature of the legal, technical and institutional challenges posed by the issue of cybersecurity, ways to build partnerships that cut across themes and stakeholders were also discussed.

³ See: <http://www.itu.int/ITU-T/studygroups/com16/accessibility/>

⁴ See: <http://www.itu.int/ITU-T/uni/kaleidoscope/>

⁵ Full documentation on the meeting is available at <http://www.itu.int/wsis/c5/index.html>

18. On 17 May 2007, alongside partners from governments, industry, regional and international organizations, academic and research institutions, ITU launched the Global Cybersecurity Agenda (GCA) as a global framework for dialogue and international cooperation aimed at proposing strategies for solutions to enhance security and confidence in the Information Society⁶. (See Para 50).
19. A High-Level Experts Group (HLEG) has been established to formulate proposals to the ITU Secretary-General on possible long-term strategies to promote Cybersecurity in five key work areas:
1. Legal measures;
 2. Technical and Procedural Measures;
 3. Organizational Structures;
 4. Capacity-Building; and
 5. International Cooperation.
20. In its Development Sector, the ITU supported facilitation of this Action Line through two interrelated pillars. The first is a new ITU Study Group on “Securing information and communication networks: Best practices for developing a culture of Cybersecurity”. As part of this Group’s activity a *Report on Best Practices for a National Approach to Cybersecurity* is being developed outlining a *Framework for Organizing a National Approach to Cybersecurity*. In its current draft form, the *Framework* identifies five key elements of a national effort, including:
- 1) Developing a national cybersecurity strategy;
 - 2) Establishing national government-industry collaboration;
 - 3) Creating a national incident management capability;
 - 4) Detering cybercrime; and,
 - 5) Promoting a national culture of cybersecurity.
21. The second and interrelated pillar is the *ITU Work Programme to Assist Developing Countries*⁷ which sets out a detailed agenda how ITU is assisting Member States to develop cybersecurity capacities. The *Cybersecurity Work Programme* scopes out a set of high level assistance activities including a series of regional capacity-building events on Frameworks for Cybersecurity and Critical Information Infrastructure Protection (CIIP)⁸ and the release of a National Cybersecurity/CIIP Self-Assessment Toolkit and a Botnet Mitigation Toolkit⁹
22. ITU has also developed an ICT Security Standards Roadmap in order to assist in the development of security standards by bringing together information about existing standards and current standards work in key standards development organizations¹⁰.

Action Line C6: Enabling Environment

23. ITU continued to carry out activities seeking to foster the development of an enabling environment among its members.

⁶ See: <http://www.itu.int/cybersecurity/gca/>

⁷ See: <http://www.itu.int/ITU-D/cyb/cybersecurity/docs/itu-cybersecurity-work-programme-developing-countries.pdf>

⁸ See: <http://www.itu.int/ITU-D/cyb/events/>

⁹ For more details, see <http://www.itu.int/cyb>

¹⁰ See: <http://www.itu.int/ITU-T/studygroups/com17/ict/index.html>

24. Key publications have been released in 2007, including:
1. The 8th edition of Trends in Telecommunication Reform 2007: The Road to Next-Generation Networks (NGNs);
 2. New modules have been included in the ITU/*InfoDev* ICT Regulation Toolkit. This web-based tool provide regulators, telecom service providers, policy-makers, sector experts and the general public with the latest updates on regulatory topics, best practices and case studies.
25. A series of regional regulatory meetings, workshops, training events and direct assistance activities were organized during 2007. Bringing together regulatory authorities from all around the world, the 7th Global Symposium for Regulators (GSR), which took place in Dubai from 5 to 7, February 2007 focused on the best practice guidelines needed to facilitate the migration of Next Generation Networks.
26. A new Global Capacity-Building Initiative (GCBI) was launched, together with *InfoDev* and the World Bank. It includes targeted, client-oriented capacity-building activities for policy makers and regulators from developing and least developed countries.
27. ITU continued to carry out studies and established Recommendations on questions related to the broad aspects of spectrum management. The improvement of the international spectrum regulatory framework was considered during the 2007 World Radiocommunication Conference.

Action Line C7: ICT Applications

28. In 2007, the ITU has undertaken a number of Action Line C7 supporting activities including the unveiling of new websites providing access to a comprehensive set of resources on e-services and ICT applications and the deployment of newslogs providing regular updates¹¹. In addition, new scoping studies and policy reviews of available reference materials and guidelines to support national decision-making and implementation of ICT applications and services in the areas of e-health, e-government, and e-environment are under preparation and will be made available in early 2008.
29. The standards negotiated at ITU are also key enablers for ICT Applications in fields such as E-government, E-business, E-learning, E-health, E-employment, E-environment, E-agriculture and E-science.
30. In 2007, under the banner of the World Standards Cooperation (WSC), ITU together with IEC (International Electrotechnical Commission) and ISO (International Organization for Standardization) have adopted a harmonized approach to address the inclusion of patented technology in standards. These world's leading international standards organizations, have aligned their policies which allow for commercial entities to contribute the fruits of their research and development (R&D) activity safe in the knowledge that their intellectual property rights are respected.

Action Line C8: Cultural diversity and identity, linguistic diversity and local content

31. ITU carried out a number of activities supporting cultural diversity and identity, linguistic diversity and local content. A special initiative was launched on "Assistance to Indigenous People" to create dedicated actions and projects with respect to equitable access, use and

¹¹ <http://www.itu.int/itu-d/cyb/>

knowledge of ICTs, based on preservation of their heritage and cultural legacy. The planned activities includes:

1. Identification and support of self-sustaining projects for indigenous communities in the Americas region;
2. Provision of ICT equipment for telecentres giving indigenous people access to ICTs with the aim of increasing their knowledge and use of ICTs to help them become members of the global information society;
3. Promotion of ICT education through online training courses, encouragement of research on information, and adapting innovative forms of networking;
4. A study on ICT access, use and knowledge for indigenous communities in Africa and Arab regions and identification of particular needs for development of their respective ICT portals;
5. A workshop on ICTs for indigenous communities' representatives/leaders in the Africa Region for development of Guidelines for their ICT portals.

32. Also in relation to Action Line C8, ITU continued studying issues relating to Internationalized Domain Names (IDN) to contribute to easier and greater use of the Internet in those countries where the native or official scripts are not represented in International Reference Alphabet (IRA) characters.

Action Line C9: Media

33. ITU carried out various studies for IPTV that will enable enhanced, media rich delivery of contents to users of ICTs.

Implementation of other WSIS outcomes

Emergency telecommunications (Para 91 of TAIS)

34. ITU carried out various actions related to Emergency Telecommunications including:

1. Disaster Relief: Assistance was provided to a number of countries.
2. Direct Assistance to countries in the areas of policy, regulation, technology and designing of National Emergency Telecommunications Plans (NEPT) and drafting of Standards Operating Procedures (SOPs).
3. The organization from 10-12 December of a Global Forum on Effective Use of Telecommunications/ICT for Disaster Management. This event aimed to bring together the main stakeholders active in developing, deploying and using Telecommunications/ICT for disaster mitigation and to serve as a forum where they could identify concrete strategies and adopt practical measures.

International Internet Connectivity (Para 77c.ii and 50d of TAIS)

35. ITU-T Study Group 3 continued to study the question of International Internet Connectivity¹².

36. Proposals have been made to revise ITU-T Recommendation D.50, which deals with this matter, and further discussions will take place in 2008 with respect to that Recommendation.

Connect the World Initiative

¹² A status report of current work contributed to the second meeting of the Internet Governance Forum and can be found at: http://www.intgovforum.org/Substantive_2nd_IGF/IGF_internet_interconnection_contribution.pdf

37. As part of the Connect the World initiative launched by ITU in 2005, the Union together with global and regional partners¹³, organized in October 2007, the first of a series of Connect the World regional events – the Connect Africa Summit in Kigali, Rwanda. A total of \$55 Billion was committed by stakeholders, mostly industry, towards the expansion of ICT networks over the next five years. This successful approach will be replicated in other regions. (see also Para 52)
38. As part of the Connect the World initiative, ITU also teamed up with the Grameen Foundation in 2007 to co-publish the Grameen Village Phone Direct Manual for stakeholders to implement their own Village Phone initiative as a means of expanding ICT access to underserved populations, especially in rural and remote areas. This publication is currently available in English, French and Spanish and will soon also be available in Arabic, Chinese and Russian to promote the spread and adaptation of this successful grass-roots model across the world.

Child Helplines (Para 92 of TAIS)

39. ITU-T Study Group 2 is in the process of preparing an ITU Recommendation which calls for easy-to-remember numbers, accessible from all phones to be made available free of charge. Study Group 2 has obtained inputs from Child Helplines International, ITU Member States and ITU Sector Members. A draft Recommendation has been prepared and should be finalized during 2008.

World Telecommunication and Information Society Day

40. The worldwide celebration of World Telecommunication and Information Society Day took place on Thursday, 17 May 2007. The second ITU World Information Society Day Award was presented to three laureates: H.E. Dr Margarita Cedeño de Fernández, First Lady of the Dominican Republic, for her pioneering work in the expansion of telecentres throughout the Dominican Republic; Ms Mitchell Baker, on behalf of Mozilla Corporation of the United States, for its work in open source software; and Professor Mark Krivocheev of the Russian Federation for his lifetime's work on television imagery.
41. On this occasion, ITU also launched a portal¹⁴ on national reports on WSIS implementation. Reports include comprehensive descriptions of the national mechanisms established to advance WSIS objectives, as well as information on e-strategies and key initiatives undertaken since WSIS in 2005. For each country, links to the ITU ICT Eye profile, Connect the World projects, and WSIS Stocktaking database are also given. The portal remains open to new submissions.

Monitoring and Benchmarking

Composite Indices

42. At the 2006 Plenipotentiary Conference, ITU Membership called for the development of a single ITU index to measure countries' progress towards becoming information societies. To this end, ITU prepared a background document with an overview of index methodologies and indicators for the 6th World Telecommunication/ICT Indicators Meeting, which took place in December 2007. The meeting made a number of recommendations regarding the single ITU

¹³ Including the African Union, the World Bank Group and the United Nations Global Alliance for ICT and Development, in partnership with the African Development Bank, the African Telecommunication Union, the United Nations Economic Commission for Africa and the Global Digital Solidarity Fund.

¹⁴ See: <http://www.itu.int/wisd/2007/wsis-implementation/flash/index.html>

index, including recommendation on the methodology and choice of indicators to be included in the index. The single ITU index is expected to be finalized and published during 2008.

Partnership on Measuring ICT for Development

43. The Partnership on Measuring ICT for Development, which was officially launched in 2004 and today represents the most comprehensive and successful international collaboration in terms of measurement of the international information society. This multi-stakeholder partnership includes ITU, UNCTAD, OECD, UNESCO Institute for Statistics, the World Bank, four UN Regional Commissions (ECA, ECLAC, ESCAP, ESCWA) and Eurostat. It is a direct response to the WSIS' call to measure the information society. Guided by its overall objective to help countries collect and disseminate more extensive, better and internationally harmonized ICT statistics, it has achieved a number of notable successes. These include the identification of a core list of ICT indicators that all countries are encouraged to collect. The Partnership also provides a framework for raising resources to assist developing countries and has carried out capacity-building workshops and provided technical assistance across various different regions of the developing world including methodological training materials and manuals. The Partnership is currently preparing a Global Partnership Report, which will be presented at the 2008 Global Partnership Meeting, scheduled to take place in May 2008.

Maintaining the WSIS Stocktaking Database (Para 120)

44. The WSIS Stocktaking is a publicly-accessible database of WSIS-related implementation activities initiated during the Tunis phase of WSIS and maintained since under the stewardship of ITU. The Stocktaking Database has also become an effective tool for the exchange of information on the projects in relation to the implementation of the 11 Action Lines. By December 2007, more than 3500 projects were registered in the database and the number of entries continues to grow.

45. In order to expand the functionality and interactivity of this publicly-available tool, several improvements were made during 2007. The database architecture was adjusted in order to accelerate responsiveness of the search interface. All existing hyperlinks (URLs) were reviewed and updated. The level of interactivity has been improved by allowing stakeholders to directly update their entries. Finally, all WSIS stakeholders have now the possibility of installing the stocktaking database web-interface directly onto their own website.

ICT Success Stories Portal

46. ITU continued to maintain the ICT Success Stories Portal. The portal showcases innovative business models, good governance examples, local development strategies and replicable best practices in various fields of everyday life as well as the lessons learned from multi-stakeholder partnerships across different geographic, economic and regulatory environments using different ICT technologies. A searchable online database permits access to over 600 ICT projects from some 70 countries.

Internet Governance Forum

47. ITU played an important facilitation role and participated actively in the second Internet Governance Forum meeting held in Rio de Janeiro, Brazil, during November 2007.

48. Three events were organized and co-organized by ITU:

1. Open Forum on Cybersecurity entitled “Can we win the war against cyber-threats?” on 12 November 2007.
2. Thematic workshop on Multilingualism entitled “Towards international standards for a truly multilingual global Internet Multilingualism” on 13 November 2007 (in collaboration with UNESCO and ICANN).
3. Thematic Workshop on Diversity entitled “Making accessibility a reality in emerging technologies and the web” on 13 November 2007.

ITU also facilitated the participation of experts from developing countries to the Forum through fellowships made available with the kind assistance of the Government of Canada.

49. As a follow-up, ITU will initiate joint projects with relevant stakeholders such as UNESCO and ICANN and will lead the Dynamic Coalition on ICT accessibility. Through the Global Cybersecurity Agenda (GCA), ITU will coordinate international efforts to promote cybersecurity.

III. INNOVATIVE INITIATIVES AND FUTURE ACTIONS

Innovative multi-stakeholders initiatives

The Global Cybersecurity Agenda (GCA)

50. As noted in Para 18, on 17 May 2007, ITU Secretary-General launched the GCA: a framework for international cooperation in cybersecurity¹⁵. The GCA is made up of seven main strategic goals¹⁶ and builds upon the following five work areas or pillars: (1) Legal Measures; (2) Technical and Procedural Measures; (3) Organizational Structures; (4) Capacity Building; and (5) International Cooperation. It will build on existing national and regional initiatives to avoid duplication of work and encourage collaboration amongst all relevant partners.
51. In order to assist the ITU’s Secretary-General in developing strategic proposals to Member States, a High-Level Experts Group (HLEG) was established. The Group will provide advice to the ITU Secretary-General on strategies in all five work areas or pillars. It comprises renowned experts from governments, industry, relevant regional/international organizations, academic and research institutions and other experts from different regions of the world.
52. At the First Meeting of the HLEG¹⁷, which was held on 5 October 2007, the high-level experts agreed to produce five strategic reports, with one consolidated global strategic report to be delivered to the ITU Secretary-General on how best to achieve the seven strategic goals of the GCA. The Second Meeting of the HLEG will be held on 21 May 2008.

The Connect Africa Initiative

53. The *Connect Africa Initiative* is a global multi-stakeholder partnership aiming to mobilize the human, financial and technical resources required to bridge major gaps in ICT infrastructure across Africa.

¹⁵ See: <http://www.itu.int/cybersecurity/gca/>

¹⁶ See: <http://www.itu.int/osg/csd/cybersecurity/gca/goals.html>

¹⁷ See: http://www.itu.int/osg/csd/cybersecurity/gca/hleg/first_meeting/

54. *Connect Africa Initiative* was launched at a Summit of leaders in Kigali, Rwanda, 29–30 October 2007¹⁸, under the patronage of the President of Rwanda, Mr. Paul Kagame, as well as the Chairman of the African Union and President of Ghana, His Excellency, Mr. John Kufuor. It was organized by the International Telecommunication Union, the African Union, the World Bank Group and the United Nations Global Alliance for ICT and Development, in partnership with the African Development Bank, the African Telecommunication Union, the UN Economic Commission for Africa and the Global Digital Solidarity Fund.
55. *Connect Africa* unites partners to help implement a number of ICT projects of significant, catalysing the development of ICT infrastructure in Africa. Partners will build on the progress of countries which have established an attractive ICT policy and regulatory environment to accommodate the private sector investment required for sustainable network build-out. These projects will in turn trigger a cycle of further investment and development.
56. *Connect Africa* aims to complement, accelerate and reinforce existing public and private sector ICT projects and investments by targeting major gaps, mobilizing resources, and enhancing coordination between stakeholders, in support of national and regional activities and priorities.
57. At the *Connect Africa Summit* more than 55 billion USD were committed by participating public and private stakeholders to be spent over the next five years. Participants also established a list of regional connectivity goals to accelerate the implementation of the WSIS targets and the Millennium Development Goals.

Future actions

58. The following major events and initiatives are planned for 2008:
1. The 8th Global Symposium for Regulators (GSR) organized by ITU in collaboration with the National Telecommunications Commission of Thailand will take place in Pattaya, Thailand, from 11-13 March 2008¹⁹.
 2. Two symposia on ICTs and climate change will be organized in Kyoto (15-16 April 2008) and London (17-18 June 2008).
 3. The Second Meeting of the High Level Experts Group (HLEG) of the Global Cybersecurity Agenda (GCA) will be held on 21 May 2008.
 4. The cluster of WSIS related events will take place in Geneva from 13-23 May 2008.
 5. The Kaleidoscope event is scheduled to take place in May 2008 in Geneva to link universities to ITU's activities and studies on new and emerging technologies²⁰.
 6. In the context of the implementation of ITU Plenipotentiary Conference Resolution 123 on Bridging the Standardization Gap between developed and developing countries (Antalya, Turkey, 2006), annual forums are planned in each region and a Global Symposium on Standardization will be held on 20 October 2008, in Johannesburg, South Africa.
 7. ITU plans to build on the success of the *Connect Africa Summit* with a special focus on working with potential donors and other partners to help fill in major gaps in access to ICT infrastructure and services in each region. ITU is planning to organize the next regional Summit in the Asia-Pacific in late 2008.

¹⁸ See: <http://www.itu.int/ITU-D/connect/africa/2007/index.html>

¹⁹ See: <http://www.itu.int/ITU-D/treg/Events/Seminars/GSR/GSR08/index.html>

²⁰ See: <http://www.itu.int/ITU-T/uni/kaleidoscope/>