WSIS Action Line
Roadmaps for
C2, C5 and C6

2016

Information and
Knowledge Societies for
Sustainable Development Goals
www.wsis.org

ITU

WSIS Action Lines Roadmaps C2, C5, C6

(Version 1.1)

INTRODUCTION

ITU WSIS Action Line Roadmaps for C2, C5 and C6 are detailed plans to guide progress towards achieving the WSIS Implementation goals. They provide a broad vision and detailed overview of the activities planned within the mandate of the Union also showing clear linkages with the Sustainable Development Goals (SDGs).

In line with its mandate and the WSIS outcome documents, the ITU continues to play a key role in the WSIS implementation and follow-up process in particular, as the WSIS Action Lines Sole Facilitator for AL C2 (Information and Communication Infrastructure), AL C5 (Building Confidence and Security in the Use of ICTs), and AL C6 (Enabling Environment).

With the aim of strengthening the implementation mechanism, ITU Council 2009 agreed on the framework for roadmaps of ITU's activities in its role as the sole facilitator for the above mentioned WSIS action lines in the implementation of WSIS up to 2015. ITU Council 2016 further highlighted the importance of continuing this exercise also in alignment with the Sustainable Development Goals (SDGs) till 2025.

Roadmaps are detailed plans to guide progress towards achieving the WSIS Implementation goals. They provide a broad vision and detailed overview of the activities planned within the mandate of the Union. Direct links between the activities and the strategic goals and relevant resolutions, programmes and initiatives of the ITU are highlighted that also clearly display the linkages with the SDGs. The roadmaps include timeframes, expected results, as well as list relevant partners. The roadmaps are living documents that will be updated regularly in an ongoing process.

WSIS Action Line C2: Information and Communication Infrastructure

WSIS Outcomes[1] (WSIS AL C2)	Proposed[2] Timing	ITU Strategic Goals and Relevant Resolutions[3]	Linkages with the SDGs	Expected Results of ITU Activities[4]
Geneva Plan of Action and Tunis Agenda for the Information Society				
A: Governments should take action, in the framework of national development policies, in order to support an enabling and competitive environment for the necessary investment in ICT infrastructure and for the development of new services	2016-2019	Goal 1 DUAP Objective 2 Regional Initiatives	2, 4, 5, 8, 9, 10, 11, 16, 17	**Expected Results:** **-Implementation of the reference framework for harmonization of telecommunication/ICT regulatory policies** **-Development of competitive telecommunication/ICT markets** **-Harmonized technical standards to provide increased connectivity of networks and services** **- Policy and Regulatory Assistance for the establishment of harmonized policies for the ICT market on regional and sub-regional basis** ITU Activities: **- ITU Assessment Studies** **- The 16th edition of the Global Symposium for Regulators (GSR) was held in Sharm el- Sheikh, Egypt, from 11 to 14 May 2016. One of the discussion papers presented there has focused on emerging technologies and infrastructure platforms and their implications for the global regulatory agenda**

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[1] WSIS outcomes for each action line will be listed in accordance with the Geneva Plan of Action and Tunis Agenda for the Information Society, and the WSIS+10 Outcome Documents (WSIS+10 Statement on the Implementation of WSIS Outcomes and WSIS +10 Vision for WSIS Beyond 2015. These outcomes could be further sub-divided if justified and in accordance with the ITU mandate.

[2] A proposed time-scale will be shown for each outcome, if possible and feasible, including intermediate stages, if justified.

[3] Relevant ITU Strategic Goals and Resolutions should be linked with each outcome. ITU Strategic Goals and Relevant Resolutions: www.itu.int/ITU-D/pdf/op/ITU-D-StrategicPlan-2008-2011.pdf.

[4] This column lists the planned ITU activities and results that are expected by ITU's activities. ITU can only carry out these activities upon the individual request of the concerned administration.

WSIS Outcomes[1] (WSIS AL C2)	Proposed[2] Timing	ITU Strategic Goals and Relevant Resolutions[3]	Linkages with the SDGs	Expected Results of ITU Activities[4]
B: In the context of national e-strategies, devise appropriate universal access policies and strategies, and their means of implementation, in line with the indicative targets, and develop ICT connectivity indicators	2016-2019	Goal 2 Goal 4 DUAP Objective 2 DUAP Objective 4 Regional Initiatives	**1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17**	**Expected Results:** **- Development of a harmonized strategy for universal access, taking into account the needs of young people, women, persons with disabilities and specific needs, and indigenous peoples** <u>ITU Activities</u>: **- Direct assistance through programs** **- Implementation of relevant projects (RIs /others) for: Rural Telecoms, ICT Services and Entrepreneurship Development** **- ICT Applications and Satellite Diversity** **- Feasibility study on Digital Broadcasting Roadmap** **- Provision of tools, guidelines and best practice examples on universal service funds and disbursement of the fund** **- Enhancement of the human resource through provision of training** **- Collecting the best practices from Member States management of universal access funds** **- Provision of tools and guidelines on policy development** **- Survey on the availability of national ICT policies in the Member States**
C: In the context of national e-strategies, provide and improve ICT connectivity for all schools, universities, health institutions, libraries, post offices, community centres, museums and other institutions accessible to the public, in line with the indicative targets	2016-2019	Goal 1 Goal 2 DUAP Objective 2 DUAP Objective 4 Regional Initiatives	**1, 3, 5, 8, 9, 10, 11, 16, 17**	**Expected Results:** **- Improved ICT connectivity of schools and other public spaces** <u>ITU Activities</u>: **- As follow-up to the Connect Africa Summit the ITU/Craig and Susan McCaw Broadband Wireless Network project for Africa is implementing broadband wireless networks and developing ICT applications to provide free or low cost digital access for schools and hospitals, and for underserved populations in rural and remote areas in selected countries**

WSIS Outcomes[1] (WSIS AL C2)	Proposed[2] Timing	ITU Strategic Goals and Relevant Resolutions[3]	Linkages with the SDGs	Expected Results of ITU Activities[4]
D: Develop and strengthen national, regional and international broadband network infrastructure, including delivery by satellite and other systems, to help in providing the capacity to match the needs of countries and their citizens and for the delivery of new ICT-based services. Support technical, regulatory and operational studies by the International Telecommunication Union (ITU) and, as appropriate, other relevant international organizations in order to: D1: broaden access to orbital resources, global frequency harmonization and global systems standardization D2: encourage public-private partnership D3: promote the provision of global high-speed satellite services for underserved areas such as remote and sparsely populated areas D4: explore other systems that can provide high-speed connectivity	2016-2019	Goal 1 Goal 3 Goal 4 DUAP Objective 1 DUAP Objective 2 Regional Initiatives	**1, 3, 4, 5, 8, 9, 10, 11, 16, 17**	**Expected Results:** **- Development of high-quality and affordable telecommunication/ICT services** **- National telecommunication/ICT master plans to meet the requirements of developing countries** **- Enhanced human capacities in the area of broadband communication networks** **- Ease of access to submarine cables for all countries, and especially landlocked countries** **- Support for the elaboration of spectrum-management plans at the national, regional and global levels, including the transition to digital broadcasting** **- Assistance in using the tools to support the developing countries in improving the international coordination of terrestrial services in border areas** **- Assistance to countries in fostering people-inclusive strategies in digital broadcasting, to include the availability of universal broadcasting receivers for commercial use at affordable prices** ITU Activities: **- Identification of the broadband infrastructure gaps by every means and tools available to ITU (e.g. ITU Interactive Transmission Maps)** **- Development and implementation of projects in partnership with public and private sector to fill the gaps using the most suitable technology (space and/or terrestrial)** **- Direct assistance on the utilization of spectrum and orbital resources (joint activity of BDT and BR)** **- Bridging the Standardization Gap (BSG) activities under Recommendation 22** **- Standardization activities: Develop relevant ITU Recommendations to provide worldwide harmonized standards to ensure interworking, interoperability, availability of services and network access; Organize workshops to disseminate information on ITU standardization work on NGN, optical access, audio coding, IPTV etc, to help bridge standardization gap between developing and developed countries.**

WSIS Outcomes[1] (WSIS AL C2)	Proposed[2] Timing	ITU Strategic Goals and Relevant Resolutions[3]	Linkages with the SDGs	Expected Results of ITU Activities[4]
E: In the context of national e-strategies, address the special requirements of older people, persons with disabilities, children, especially marginalized children and other disadvantaged and vulnerable groups, including by appropriate educational administrative and legislative measures to ensure their full inclusion in the Information Society	2016-2019	Goal 1 Goal 2 DUAP objective 2 DUAP Objective 4 Regional Initiatives	**1, 2, 3, 4, 5, 8, 10, 11, 16, 17**	**Expected Results:** **- Development of a harmonized strategy for universal access, taking into account the needs of young people, women, persons with disabilities and specific needs, and indigenous peoples** **- ICT connectivity for persons with disabilities, women and girls, youth and children and indigenous people** **- Implementation of Youth Education Scheme and Youth Incentive Scheme programs in collaboration with sponsors** ITU Activities: **- Provision of tools and guidelines for training policy makers, regulators and other stakeholders on e-accessibility and services needed for persons with disabilities, including the joint ITU-G3ICT e-Accessibility Policy Toolkit for Persons with Disabilities (**http://www.e-accessibilitytoolkit.org/**)** **- Implementation of projects for indigenous and marginalized people** **- ICT portal for indigenous people**
F: Encourage the design and production of ICT equipment and services so that everyone, has easy and affordable access to them including older people, persons with disabilities, children, especially marginalized children, and other disadvantaged and vulnerable groups, and promote the development of technologies, applications, and content suited to their needs, guided by the Universal Design Principle and further enhanced by the use of assistive technologies	2016-2019	Goal 1 Goal 2 DUAP Objective 2 DUAP Objective 4 Regional Initiatives	**1, 2, 3, 4, 5, 8, 10, 11, 16, 17**	**Expected Results:** **- Development of a harmonized strategy for universal access, taking into account the needs of young people, women, persons with disabilities and specific needs, and indigenous peoples** ITU Activities: **- Provision of tools and guidelines for training policy makers, regulators and other stakeholders on e-accessibility and services needed for persons with disabilities, including the joint ITU-G3ICT e-Accessibility Policy Toolkit for Persons with Disabilities (**http://www.e-accessibilitytoolkit.org/**)** **- Standardization initiatives**

WSIS Outcomes[1] (WSIS AL C2)	Proposed[2] Timing	ITU Strategic Goals and Relevant Resolutions[3]	Linkages with the SDGs	Expected Results of ITU Activities[4]
G: In order to alleviate the challenges of illiteracy, develop affordable technologies and non-text based computer interfaces to facilitate people's access to ICT	2016-2019	Goal 1 Goal 2 Goal 3 DUAP Objective 2 DUAP Objective 4 Regional Initiatives	**1, 2, 3, 4, 5, 8, 10, 11, 16, 17**	**Expected Results:** **- Eradication of digital illiteracy** **- Facilitate people's access to ICT** ITU Activities: **- Development of ICT applications and services** **- Standardization initiatives**
H: Undertake international research and development efforts aimed at making available adequate and affordable ICT equipment for end users	2016-2019	Goal 1 DUAP Objective 2 Regional Initiatives	**2, 4, 5, 8, 9, 10, 11, 16, 17**	**Expected Results:** **-Affordable ICT equipment** ITU Activities: **-ITU is carrying out a project to foster affordable access to the digital world by providing stakeholders with a platform to identify the appropriate policy, regulatory, technical and commercial measures to achieve affordable access to international bandwidth**
I: Encourage the use of unused wireless capacity, including satellite, in developed countries and in particular in developing countries, to provide access in remote areas, especially in developing countries and countries with economies in transition, and to improve low-cost connectivity in developing countries. Special concern should be given to the Least Developed Countries in their efforts in establishing telecommunication infrastructure	2016-2019	Goal 1 DUAP Objective 2 Regional Initiatives	**1, 3, 4, 5, 8, 9, 10, 11, 16, 17**	**Expected Results:** **Consolidation and dissemination of information related to the deployment and operation of networks based on interoperable international mobile telecommunications (IMT), satellite networks and fibre-optic networks suited to providing enhanced broadband coverage and connectivity in rural areas at affordable prices to the users.** ITU Activities: **- Workshop on Cross-Border Frequency Coordination** **-Assistance in the construction of satellite networks for broadband Internet access in countries with low population density**

WSIS Outcomes[1] (WSIS AL C2)	Proposed[2] Timing	ITU Strategic Goals and Relevant Resolutions[3]	Linkages with the SDGs	Expected Results of ITU Activities[4]
J: Optimize connectivity among major information networks by encouraging the creation and development of regional ICT backbones and Internet exchange points, to reduce interconnection costs and broaden network access	2016-2019	Goal 1 Goal 4 DUAP Objective 2 DUAP Objective Regional Initiatives	1, 3, 4, 5, 8, 9, 10, 11, 16, 17	**Expected Results:** **- Promoting the establishment of national and regional Internet exchange points (IXPs)** **- Promoting the development of local content and localized access** **- Promoting IPv4 to IPv6 migration.** ITU Activities: **- Assistance for the establishment of Internet Exchanges Points (IXPs) in regions/countries**
K: Develop strategies for increasing affordable global connectivity, thereby facilitating improved access. Commercially negotiated Internet transit and interconnection costs should be oriented towards objective, transparent and non-discriminatory parameters, taking into account ongoing work on this subject	2016-2019	Goal 1 DUAP Objective 2 Regional Initiatives	1, 2, 3, 4, 5, 8, 9, 10, 11, 16, 17	**Expected Results:** **- Studies of policies that enable reduction of the prices paid by users for the different telecommunication services** **- Reduced cost of access to the international fibre-optic network, especially for landlocked developing countries and small island developing states** **- Promotion of cooperation and information sharing** **- Implementation of national programmes on conformance and interoperability, establishing cooperation agreements with regional laboratories to assist in this regard, and setting guidelines in accordance with international best practices, including regulatory frameworks that need to be considered** **- Promoting the development, as appropriate, of national, subregional and regional IXPs, subject to national decision** **- Study of legal and regulatory options and actions at the regional, subregional and local levels to be implemented in order to achieve an effective reduction in the cost of international mobile roaming for the user** ITU Activities: **Affordable global connectivity**

WSIS Outcomes[1] (WSIS AL C2)	Proposed[2] Timing	ITU Strategic Goals and Relevant Resolutions[3]	Linkages with the SDGs	Expected Results of ITU Activities[4]
L: Encourage and promote joint use of traditional media and new technologies	2016-2019	Goal 1 DUAP Objective 2 Regional Initiatives	**1, 2, 3, 4, 5, 8, 9, 10, 11, 16, 17**	**Expected Results:** **- Formulation of strategic plans and regulatory frameworks for the transition to smart and sustainable development in various relevant spheres** **- Convergence of telecommunications, broadcasting and information technologies and introduction of new media** **- Assistance in the development of frameworks for new and emerging technical issues as well as for utilizing new technologies** ITU Activities: **- Convergence of telecommunications, broadcasting and information technologies and introduction of new media are promoted** **- Development of guidelines on digital broadcasting transition** **- Direct assistance on transition from analog to digital broadcasting including customization of roadmap, deployment of pilot systems and network planning**
WSIS+10 Outcome Documents (WSIS+10 Statement on the Implementation of WSIS Outcomes and WSIS +10 Vision for WSIS Beyond 2015				
a. Develop a well-planned, well-maintained, robust, economic, and efficient Broadband infrastructure to ensure the delivery of high quality services including, affordable access to the Internet, information and technologies for citizens.	2016-2019	Goal 1 Goal 3 Goal 4 DUAP Objective 1 DUAP Objective 2 Regional Initiatives	**1, 2, 3, 4, 5, 8, 10, 11, 16, 17**	**Expected Results:** **- Development or improvement of national broadband plans to guide policies for increasing access to broadband services and promoting investment in networks** ITU Activities: **- To show a global perspective of broadband connectivity that allows membership to identify broadband investment opportunities, ITU Interactive Transmission Maps is continuously adding network links from all regions. The maps are a cutting-edge ICT-data mapping platform to take stock of national backbone connectivity (Optical fiber, Microwave links and Satellite Earth Stations) as well as of other key metrics of the ICT sector. IXPs are planned to be included in the Map.**

WSIS Outcomes[1] (WSIS AL C2)	Proposed[2] Timing	ITU Strategic Goals and Relevant Resolutions[3]	Linkages with the SDGs	Expected Results of ITU Activities[4]
b. Development of affordable network/consumer telecommunications equipment, access and services by economy of scale, development, and conformity and interoperability, by international standards are key elements.	2016-2019	Goal 1 Goal 3 Goal 4 DUAP Objective 1 DUAP Objective 2 Regional Initiatives	1, 3, 4, 5, 8, 9, 10, 11, 16, 17	**Expected Results:** **- Improved infrastructure for broadband access to ICT services of acceptable price and quality, in urban, rural and remote areas** ITU Activities: **- The ITU Conformity and Interoperability (C&I) programme was initiated at the request of ITU's membership to enhance the conformity and interoperability of ICT products and reduce the digital divide and the Standardization Gap by assisting developing countries with human resource and infrastructure capacity building.**
c. Using policy and financing mechanisms such as Universal Service Funds and/or Public-Private Partnership, to connect and cover rural and remote areas with affordable Broadband information and communication infrastructure. To attract private investment, competition and adequate market liberalization policies to develop the infrastructure, financing, and new business models need to be studied and deployed, taking into account national circumstances.	2016-2019	Goal 2 Goal 4 DUAP Objective 2 DUAP Objective 4 Regional Initiatives	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17	**Expected Results:** **- Development or improvement of national broadband plans to guide policies for increasing access to broadband services and promoting investment in networks** **- Improved access to broadband infrastructure, services and applications in urban and rural areas, especially access for landlocked developing countries** **- Support to non-profit cooperatives that provide services in underserved rural and suburban areas** **- Guidelines on rural connectivity, including policy, appropriate technologies and power supply issues, and best practices** ITU Activities: **- Forums on Universal Access and services aimed at promoting universal service and access and broadband deployment in the regions**

WSIS Outcomes[1] (WSIS AL C2)	Proposed[2] Timing	ITU Strategic Goals and Relevant Resolutions[3]	Linkages with the SDGs	Expected Results of ITU Activities[4]
d. Emergency telecommunication services should be secured. A resilient and robust information and communication infrastructure is an essential step to ensure the continuity of communications in cases of disruptive events such as natural disasters.	2016-2019	Goal 3 DUAP Objective 2 DUAP Objective 5 Regional Initiatives	**1, 3, 5, 11, 13**	**Expected Results:** **- Design of national and subregional emergency communication plans and early-warning systems, with special focus on SIDS and LDCs, taking into account the impact of climate change** **- Identification of suitable technologies to be used for emergency communications** ITU Activities: **- ITU members have approved Recommendations for disaster management and emergency telecommunication services** **- Emergency telecommunications an integral part of its projects integrating telecommunications/information and communication technology in disaster predication, detection, and alerting** **- The "2nd Global Forum on Emergency Telecommunications (GET-2016): SAVING LIVES" took place in Kuwait City, Kuwait, at the Regency Hotel, from 26-28 January 2016**

Roadmap for WSIS Action Line C5: Building Confidence and Security in Use of ICTs

Note: GCA – Global Cybersecurity Agenda

WSIS Outcomes[5] (WSIS AL C5)	Proposed[6] Timing	ITU Strategic Goals and Relevant Resolutions[7]	Linkages with the SDGs	Expected Results of ITU Activities[8]
Geneva Plan of Action and Tunis Agenda for the Information Society				
A1: Promote cooperation among the governments at the United Nations and with all stakeholders at other appropriate fora to enhance user confidence, build trust, and protect both data and network integrity	2016-2019	Goal 3 (Target 3.1) ITU-D Objective 3 (Dubai Action Plan) ITU-T Objective 1 GCA 1. Legal Measures 2.Technical and Procedural Measures 3. Organizational Structures 4. Capacity Building 5.International Cooperation Resolutions PP Res. 130, 174, 179 (Rev. Busan, 2014) WTDC Res. 45, 67, 69 (Rev. Dubai, 2014) WTSA Res. 50, 52, 58 (Rev. Dubai 2012)	1.4, 4.1, 4.3, 4.5, 5.b, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 16.2, 17.8	<u>Expected Results:</u> Continue to act as a platform that fosters close international cooperation to increase awareness on the security of cyberspace and share experiences and best practices for further action at a global level. <u>ITU Activities:</u> ITU activities under ITU-D and SG 2 Q3 ITU activities under ITU-T SG 13, 17 and other relevant Study Groups ITU activities under Child Online Protection initiative ITU activities under WSIS Forum

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5 WSIS Outcomes for each Action Line will be listed in accordance with the Geneva Plan of Action and Tunis Agenda for the Information Society. These outcomes could be further sub-divided if justified and in accordance with the ITU mandate.
6 A proposed time scale will be shown for each outcome, if possible and feasible, including intermediate stages, if justified.
7 Relevant ITU Strategic Goals and Resolutions should be linked with each outcome.
8 In this column should be listed the results that are expected by ITU as the sole Facilitator / co-Facilitator (F), Partner (P), or Implementer (I).

WSIS Outcomes[5] (WSIS AL C5)	Proposed[6] Timing	ITU Strategic Goals and Relevant Resolutions[7]	Linkages with the SDGs	Expected Results of ITU Activities[8]
A2: Address other information security and network security issues	2016-2019	Goal 3 (Target 3.1) ITU-D Objective 3 (Dubai Action Plan) ITU-T Objective 1 GCA 2.Technical and Procedural Measures 3. Organizational Structures 5.International Cooperation Resolutions PP Res. 130, 174 (Rev. Busan, 2014) WTDC Res. 45, 69 (Rev. Dubai, 2014) WTSA Res. 50, 52, 58 (Rev. Dubai 2012)	7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 17.8	Expected Results: Facilitate an institutional framework for close global cooperation among Member States. This includes helping set up global incidence warning and response systems, protocols and procedures. Continue providing a framework for defining security protocols and standards for software and hardware. ITU Activities: ITU-D capacity building activities under the CIRT programme ITU activities under ITU-T SG 17 and other relevant Study Groups

WSIS Outcomes[5] (WSIS AL C5)	Proposed[6] Timing	ITU Strategic Goals and Relevant Resolutions[7]	Linkages with the SDGs	Expected Results of ITU Activities[8]
B1: Governments, in cooperation with the private sector, should prevent, detect and respond to cyber-crime and misuse of ICTs by: Developing guidelines that take into account ongoing efforts in these areas	2016-2019	Goal 3 (Target 3.1) ITU-D Objective 3 (Dubai Action Plan) ITU-T Objective 1 GCA 1. Legal Measures 2. Technical and Procedural Measures 4. Capacity Building 5. International Cooperation Resolutions PP Res. 130, 174, 179 (Rev. Busan, 2014) WTDC Res. 45, 67, 69 (Rev. Dubai, 2014) WTSA Res. 50, 52, 58 (Rev. Dubai 2012)	1.4, 4.1, 4.3, 4.5, 5.b, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 16.2, 17.8.	Expected Results: Member States have access to specified guidelines for a more coordinated response to cyber-threats. ITU Activities: Development of a National Cybersecurity Strategy (NCS) Toolkit facilitated by ITU-D Technical Recommendations under ITU-T Study Group 17 activities Guidelines of the Child Online Protection initiative

WSIS Outcomes[5] (WSIS AL C5)	Proposed[6] Timing	ITU Strategic Goals and Relevant Resolutions[7]	Linkages with the SDGs	Expected Results of ITU Activities[8]
B2: Governments, in cooperation with the private sector, should prevent, detect and respond to cyber-crime and misuse of ICTs by: Considering legislation that allows for effective investigation and prosecution of misuse	2016-2019	Goal 3 (Target 3.1) ITU-D Objective 3 (Dubai Action Plan) GCA 1. Legal Measures 5.International Cooperation Resolutions PP Res. 130, 174, 179 (Rev. Busan, 2014) WTDC Res. 45, 67, 69 (Rev. Dubai, 2014)	7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 16.2, 17.8	Expected Results: Facilitation of Member States' access to resources on national legislation to combat cyber-threats. ITU Activities Participation of ITU-D Secretariat (Telecommunication development Bureau) in international initiatives such as Commonwealth Cybercrime Initiative (CCI) and the World Bank's led effort in elaborating a Cybercrime toolkit ITU-D activities such as the creation of Cybercrime Legislation resources in collaboration with relevant international organizations who have lead mandates in this area. ITU activities under Child Online Protection initiative.

WSIS Outcomes[5] (WSIS AL C5)	Proposed[6] Timing	ITU Strategic Goals and Relevant Resolutions[7]	Linkages with the SDGs	Expected Results of ITU Activities[8]
B3: Governments, in cooperation with the private sector, should prevent, detect and respond to cyber-crime and misuse of ICTs by: Promoting effective mutual assistance efforts	2016-2019	Goal 3 (Target 3.1) ITU-D Objective 3 (Dubai Action Plan) GCA 1. Legal Measures 3. Organizational Structures 4. Capacity Building 5.International Cooperation Resolutions PP Res. 130, 174, 179 (Rev. Busan, 2014) WTDC Res. 45, 67, 69 (Rev. Dubai, 2014)	1.4, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 16.2, 17.8	Expected Results: An institutional framework is being facilitated for governments to cooperate with the private sector on cyber-risk prevention, detection and response. ITU Activities: ITU-D activities under the CIRT Programme and ITU SG 2 Q 3 ITU activities under Child Online Protection initiative

WSIS Outcomes[5] (WSIS AL C5)	Proposed[6] Timing	ITU Strategic Goals and Relevant Resolutions[7]	Linkages with the SDGs	Expected Results of ITU Activities[8]
B4: Governments, in cooperation with the private sector, should prevent, detect and respond to cyber-crime and misuse of ICTs by: Strengthening institutional support at the international level for preventing, detecting and recovering from such incidents	2016-2019	Goal 3 (Target 3.1) ITU-D Objective 3 (Dubai Action Plan) GCA 3.Organizational Structures 4.Capacity Building 5.International Cooperation Resolutions PP Res. 130, 174 (Rev. Busan, 2014) WTDC Res. 45, 69 (Rev. Dubai, 2014)	1.4, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 17.8	Expected Results: Facilitating, promoting and helping expand a global network of incident response teams and regional cybersecurity hubs for the prevention, detection and recovery from cyber-incidents by Member States. ITU Activities: ITU-D activities under CIRT Programme Assisting Members States in the establishment of Computer Incident Response Teams (CIRTS) Cooperation with relevant international computer incident response associations such as FIRST, AP-CERT, Africa CERT, OIC CERT
B5: Governments, in cooperation with the private sector, should prevent, detect and respond to cyber-crime and misuse of ICTs by: Encouraging education and raising awareness	2016-2019	Goal 3 (Target 3.1) ITU-D Objective 3 (Dubai Action Plan) GCA 4.Capacity Building 5.International Cooperation Resolutions PP Res. 130, 174, 179 (Rev. Busan, 2014) WTDC Res. 45, 67, 69 (Rev. Dubai, 2014)	1.4, 4.1, 4.3, 4.5, 5.b, 9.1, 9.c, 16.2, 17.8	Expected Results: Workshops and training programmes organized with/for Member States at a global, regional and national level. ITU Activities: ITU regional cybersecurity forums and regional and national workshops ITU-D training programs and CoE. ITU activities under Child Online Protection initiative

WSIS Outcomes[5] (WSIS AL C5)	Proposed[6] Timing	ITU Strategic Goals and Relevant Resolutions[7]	Linkages with the SDGs	Expected Results of ITU Activities[8]
C: Governments, and other stakeholders, should actively promote user education and awareness about online privacy and the means of protecting privacy	2016-2019	Goal 3 (Target 3.1) ITU-D Objective 3 (Dubai Action Plan) GCA 4.Capacity Building 5.International Cooperation Resolutions PP Res. 130, 174, 179 (Rev. Busan, 2014) WTDC Res. 45, 67, 69 (Rev. Dubai, 2014)	1.4, 4.1, 4.3, 4.5, 5.b, 9.1, 9.c, 16.2, 17.8	Expected Results: Workshops and training programmes comprise all relevant aspects of Cybersecurity. ITU Activities: ITU regional cybersecurity forums and regional and national workshops ITU-D training programs and CoE. ITU activities under Child Online Protection initiative
D: Take appropriate action on spam at national and international levels	2016-2019	Goal 3 (Target 3.1) ITU-D Objective 3 (Dubai Action Plan) ITU-T Objective 1 GCA 2.Technical and Procedural Measures 3. Organizational Structures 5. International Cooperation Resolutions PP Res. 130, 174 (Rev. Busan, 2014) WTDC Res. 45 (Rev. Dubai, 2014) WTSA Res. 50, 52 (Rev. Dubai 2012)	9.1, 9.c	Expected Results: Collaboration with relevant entities for further study of spam and its mitigation. Development of necessary technical standards. ITU Activities: ITU-T Study Group 17 activities ITU-D collaboration with ISOC on Spam

WSIS Outcomes[5] (WSIS AL C5)	Proposed[6] Timing	ITU Strategic Goals and Relevant Resolutions[7]	Linkages with the SDGs	Expected Results of ITU Activities[8]
E: Encourage the domestic assessment of national law with a view to overcoming any obstacles to the effective use of electronic documents and transactions including electronic means of authentication	2016-2019	Goal 3 (Target 3.1) ITU-D Objective 3 (Dubai Action Plan) GCA 1. Legal Measures Resolutions PP Res. 130, 174 (Rev. Busan, 2014) WTDC Res. 45 (Rev. Dubai, 2014)	1.4, 9.1, 9.c	Expected Results: Facilitate Member State access to cyber legislation resources developed by relevant institutions and guidelines on different aspects of Cybersecurity. ITU Activities Development of a National Cybersecurity Strategy (NCS) Toolkit facilitated by ITU-D ITU-D maintenance of the Global Cybersecurity Index (GCI) and country profiles for highlighting best national practices including on the legal aspects of Cybersecurity.
F: Further strengthen the trust and security framework with complementary and mutually reinforcing initiatives in the fields of security in the use of ICTs, with initiatives or guidelines with respect to rights to privacy, data and consumer protection.	2016-2019	Goal 3 (Target 3.1) ITU-D Objective 3 (Dubai Action Plan) ITU-T Objective 1 GCA 1. Legal Measures 2. Technical and Procedural Measures Resolutions PP Res. 130, 174 (Rev. Busan, 2014) WTDC Res. 45 (Rev. Dubai, 2014) WTSA Res. 50 (Rev. Dubai 2012)	9.1, 9.c	Expected Results: Facilitate the provision to Member States of relevant resources developed by relevant institutions on data privacy, data and consumer protection. ITU Activities ITU collaboration with relevant international organizations that are working on the aspects of right to privacy, data and consumer protection. Technical Recommendations under ITU-T Study Group 17 activities

WSIS Outcomes[5] (WSIS AL C5)	Proposed[6] Timing	ITU Strategic Goals and Relevant Resolutions[7]	Linkages with the SDGs	Expected Results of ITU Activities[8]
G: Share good practices in the field of information security and network security and encourage their use by all parties concerned	2016-2019	Goal 3 (Target 3.1) ITU-D Objective 3 (Dubai Action Plan) ITU-T Objective 1 GCA 1. Legal Measures 2.Technical and Procedural Measures 4. Capacity Building 5. International Cooperation Resolutions PP Res. 130, 174 (Rev. Busan, 2014) WTDC Res. 45, 69 (Rev. Dubai, 2014) WTSA Res. 50, 52, 58 (Rev. Dubai 2012)	1.4, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 17.8	Expected Results: Member States have access to guidelines and good practices in the field of information security and network security. ITU Activities: Development of a National Cybersecurity Strategy (NCS) Toolkit facilitated by ITU-D ITU-D maintenance of the Global Cybersecurity Index and country profiles for highlighting best national practices on the legal aspects of Cybersecurity. Technical Recommendations under ITU-T Study Group 17 activities

WSIS Outcomes[5] (WSIS AL C5)	Proposed[6] Timing	ITU Strategic Goals and Relevant Resolutions[7]	Linkages with the SDGs	Expected Results of ITU Activities[8]
H: Invite interested countries to set up focal points for real-time incident handling and response, and develop a cooperative network between these focal points for sharing information and technologies on incident response	2016-2019	Goal 3 (Target 3.1) ITU-D Objective 3 (Dubai Action Plan) ITU-T Objective 1 <u>GCA</u> 2.Technical and Procedural Measures 3. Organizational Structures 5.International Cooperation <u>Resolutions</u> PP Res. 130, 174 (Rev. Busan, 2014) WTDC Res. 45, 69 (Rev. Dubai, 2014) WTSA Res. 50, 58 (Rev. Dubai 2012)	1.4, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 17.8	<u>Expected Results:</u> Facilitating, promoting and helping expand a global network of incident response teams and regional cybersecurity centres for the prevention, detection and recovery from cyber-incidents by Member States. <u>ITU Activities:</u> ITU-D activities under CIRT Programme ITU-T Study Group 17 activities
I: Encourage further development of secure and reliable applications to facilitate online transactions	2016-2019	Goal 3 (Target 3.1) ITU-T Objective 1 <u>GCA</u> 2.Technical and Procedural Measures 5.International Cooperation <u>Resolutions</u> PP Res. 130, 174 (Rev. Busan, 2014) WTSA Res. 50, 52, 58 (Rev. Dubai 2012)	1.4, 9.1, 9.c	<u>Expected Results:</u> Continue providing a global platform for Member States, industry, universities etc. to collaborate on the development of relevant security standards. <u>ITU Activities:</u> ITU-T Study Group 17 activities

WSIS Outcomes[5] (WSIS AL C5)	Proposed[6] Timing	ITU Strategic Goals and Relevant Resolutions[7]	Linkages with the SDGs	Expected Results of ITU Activities[8]
J: Encourage interested countries to contribute actively to the ongoing United Nations activities to build confidence and security in the use of ICTs	2016-2019	Goal 3 (Target 3.1) ITU-D Objective 3 (Dubai Action Plan) ITU-T Objective 1 GCA 5.International Cooperation Resolutions PP Res. 130, 174, 179 (Rev. Busan, 2014) WTDC Res. 45, 67, 69 (Rev. Dubai, 2014) WTSA Res. 50, 52, 58 (Rev. Dubai 2012)	1.4, 4.1, 4.3, 4.5, 5.b, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 16.2, 17.8	<u>Expected Results:</u> Facilitate a framework for close global cooperation amongst various Member States under existing and future United Nations activities. <u>ITU Activities:</u> ITU activities under ITU-D and SG 2 Q3 ITU activities under ITU-T SG 17 and other relevant Study Groups ITU activities under WSIS Forum ITU activities under Child Online Protection initiative

WSIS Outcomes[5] (WSIS AL C5)	Proposed[6] Timing	ITU Strategic Goals and Relevant Resolutions[7]	Linkages with the SDGs	Expected Results of ITU Activities[8]
<td colspan="5" style="background-color:yellow">**WSIS+10 Outcome Documents (WSIS+10 Statement on the Implementation of WSIS Outcomes and WSIS +10 Vision for WSIS Beyond 2015**</td>				
a. Encourage further strengthening of the trust, and security framework with complementary and mutually reinforcing initiatives in the fields of security in the use of ICTs, with initiatives or guidelines with respect to rights to privacy, data and consumer protection.	2016-2019	Goal 3 (Target 3.1) ITU-D Objective 3 (Dubai Action Plan) ITU-T Objective 1 GCA 1. Legal Measures 2. Technical and Procedural Measures Resolutions PP Res. 130, 174 (Rev. Busan, 2014) WTDC Res. 45 (Rev. Dubai, 2014) WTSA Res. 50 (Rev. Dubai 2012)	9.1, 9.c	Expected Results: Providing to Member States relevant resources on the rights to privacy, data and consumer protection, as specific aspects of Cybersecurity. ITU Activities ITU collaboration with relevant international organizations that are working on the aspects of right to privacy, data and consumer protection Technical Recommendations under ITU-T Study Group 17 activities
b. Support greater development, and encourage implementation to international standards for security, in particular open standards. Continue to assist developing and least developed countries to participate in global standards development and related processes.	**2016-2019**	Goal 3 (Target 3.1) ITU-T Objective 1 GCA 2.Technical and Procedural Measures 5.International Cooperation Resolutions PP Res. 130, 174 (Rev. Busan, 2014) WTSA Res. 50, 52, 58 (Rev. Dubai 2012)	9.1, 9.c	Expected Results: Continue providing a global forum for Member States, industry, universities etc. to collaborate on the development of relevant security standards. ITU Activities: ITU-T Study Group 17 activities

WSIS Outcomes[5] (WSIS AL C5)	Proposed[6] Timing	ITU Strategic Goals and Relevant Resolutions[7]	Linkages with the SDGs	Expected Results of ITU Activities[8]
c. Ensure special emphasis for protection and empowerment of children online. In this regard, governments and other stakeholders should work together to help all enjoy the benefits of ICTs in a safe and secure environment.	**2016-2019**	Goal 3 (Target 3.1) ITU-D Objective 3 (Dubai Action Plan) GCA 4.Capacity Building 5.International Cooperation Resolutions PP Res. 130, 174, 179 (Rev. Busan, 2014) WTDC Res. 45, 67, 69 (Rev. Dubai, 2014)	4.1, 4.5, 16.2	Expected Results: Providing an international partnership framework for increasing awareness on the risks of the children online and promoting global collaboration for their mitigation. ITU Activities: ITU activities under Child Online Protection initiative ITU activities under the ITU-T JCA-COP

WSIS Outcomes[5] (WSIS AL C5)	Proposed[6] Timing	ITU Strategic Goals and Relevant Resolutions[7]	Linkages with the SDGs	Expected Results of ITU Activities[8]
d. Strengthen support for the establishment of national Computer Incident Response Teams (CIRTs) including CIRTs responsible for government-to-government cooperation for incident management, where needed, and regional and international coordination among them, for real-time handling and response of incidents, especially for national critical infrastructures, including information infrastructure, taking into account national legislations.	2016-2019	Goal 3 (Target 3.1) ITU-D Objective 3 (Dubai Action Plan) ITU-T Objective 1 GCA 2.Technical and Procedural Measures 3.Organizational Structures 4.Capacity Building 5.International Cooperation Resolutions PP Res. 130, 174 (Rev. Busan, 2014) WTDC Res. 45, 69 (Rev. Dubai, 2014) WTSA Res. 50, 58 (Rev. Dubai 2012)	1.4, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 17.8	Expected Results: Facilitating, promoting and helping expand a global network of incident response teams and regional cybersecurity hubs for the prevention, detection and recovery from cyber-incidents by Member States. ITU Activities: ITU-D activities under CIRT Programme Assisting Members States in the establishment of Computer Incident Response Teams (CIRTS) Cooperation with relevant international computer incident response associations such as FIRST, AP-CERT, Africa CERT, OIC CERT ITU-T Study Group 17 activities

WSIS Outcomes[5] (WSIS AL C5)	Proposed[6] Timing	ITU Strategic Goals and Relevant Resolutions[7]	Linkages with the SDGs	Expected Results of ITU Activities[8]
e. Continue to promote the development of assessment frameworks to measure readiness of countries on various aspects of confidence and security in the use of ICTs.	2016-2019	Goal 3 (Target 3.1) ITU-D Objective 3 (Dubai Action Plan) GCA 1. Legal Measures 2.Technical and Procedural Measures 3. Organizational Structures 4. Capacity Building 5.International Cooperation Resolutions PP Res. 130, 174 (Rev. Busan, 2014) WTDC Res. 45 (Rev. Dubai, 2014)	1.4, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 17.8	Expected Results: Development and regular update of the Global Cybersecurity Index (GCI) for measuring the cybersecurity national commitment of Member States. ITU Activities: ITU-D maintenance of the Global Cybersecurity Index (GCI) and country profiles for highlighting best national practices on the legal aspects of Cybersecurity.
f. Promote research and cooperation enabling effective use of data and software in particular electronic documents and transactions including electronic means of authentication and improve security methods.	2016-2019	Goal 3 (Target 3.1) ITU-T Objective 1 GCA 2.Technical and Procedural Measures 5.International Cooperation Resolutions PP Res. 130, 174 (Rev. Busan, 2014) WTSA Res. 50, 52, 58 (Rev. Dubai 2012)	1.4, 9.1, 9.c	Expected Results: Continue providing a global platform for Member States, industry, universities etc. to collaborate on the development of relevant security standards. ITU Activities: ITU-T Study Group 17 activities

Roadmap for WSIS Action Line C6: Enabling Environment

WSIS Outcomes[9] (WSIS AL C6)	Proposed[10] Timing	ITU Strategic Goals and Relevant Resolutions[11]	Linkages with the SDGs	Expected Results of ITU Activities[12]
Geneva Plan of Action and Tunis Agenda for the Information Society				

WSIS Outcomes[9] (WSIS AL C6)	Proposed[10] Timing	ITU Strategic Goals and Relevant Resolutions[11]	Linkages with the SDGs	Expected Results of ITU Activities[12]
a. Governments should foster a supportive, transparent, pro-competitive and predictable policy, legal and regulatory framework, which provides the appropriate incentives to investment and community development in the Information Society	2018	Goals 1 & 4 ITU-D Objective 2	2.a: Increase investment, including through enhanced international cooperation, in rural infrastructure, agricultural research and extension services, technology development and plant and livestock gene banks in order to enhance agricultural productive capacity in developing countries, in particular least developed countries	ITU organizes the annual Global Symposium for Regulators (GSR) and all the GSR discussions papers and best practice guidelines are posted on the BDT website. ITU publishes the flagship Trends in Telecommunication Reform series pinpointing major challenges and issues for ICT policy and regulation in the transforming digital economy. The ICT Regulation Toolkit assists regulators in the design of effective and enabling regulatory frameworks by sharing information on key regulatory issues and best practices. ITU has launched the ICT Regulatory Tracker, a tool to monitor and measure the changes taking place in the telecommunication/ ICT regulatory environment. It covers over 150 countries and showcases regulatory progress within the same country, amongst regions and worldwide. ITU organizes annually several regional economic and financial fora, including for Africa, Latin America and the Caribbean, and Arab States. These Fora were held in conjunction with ITU-T Study Group 3 Regional Groups as part of the ITU coordination activities. ITU has been carrying out a project to foster affordable access to the digital world by providing stakeholders with a platform to identify the appropriate policy, regulatory, technical and commercial measures to achieve affordable access to international bandwidth, bringing together fiber-optic and satellite communication stakeholders, as well as policy makers and regulators. ITU is undertaking several activities within its mobile roaming imitative Let's roam the world. The main objective of this initiative is to support Members in the definition and adaptation of best practices and guidelines for all stakeholders around the world on international mobile roaming. ITU-D Study Groups provide an opportunity for all Member States and Sector Members to share experiences, present ideas, exchange views, and achieve consensus on appropriate strategies to address ICT priorities. ITU-D Study Groups develop reports, guidelines, and recommendations based on input received from the membership.

WSIS Outcomes[9] (WSIS AL C6)	Proposed[10] Timing	ITU Strategic Goals and Relevant Resolutions[11]	Linkages with the SDGs	Expected Results of ITU Activities[12]
b. We ask the Secretary General of the United Nations to set up a working group on Internet governance, in an open and inclusive process that ensures a mechanism for the full and active participation of governments, the private sector and civil society from both developing and developed countries, involving relevant intergovernmental and international organizations and forums, to investigate and make proposals for action, as appropriate, on the governance of Internet by 2005. The group should, inter alia: i. develop a working definition of Internet governance; ii. identify the public policy issues that are relevant to Internet governance;	2018	Goal 4 C09 Res 1305 ITU-D Objective 3	17.16: Enhance the global partnership for sustainable development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology and financial resources, to support the achievement of the sustainable development goals in all countries, in particular developing countries	Activities related to Item b. have been undertaken since 2003. However, some elements mentioned in Item b., specifically items ii and iii, are considered an ongoing activity, due to the dynamic nature of the Internet. It is recommended therefore, to periodically assess the outcomes of the Working Group on Internet Governance (WGIG), to ensure that public policy issues on Internet governance that are currently raised are properly addressed. During the ITU Council Session 2009, Resolution 1305 identified a set of issues that should be discussed and addressed by ITU. It is also recommended to build capacity in ITU Member States, on the current arrangements on Internet governance in order to have a better understanding of the technical and policy requirements the Membership may have. Results of activities in this area include: • Extended international cooperation among all Member States and with relevant regional organizations for building capacity on issues pertaining to Internet governance. • Increased awareness and capacity of relevant stakeholders (policy-makers, regulators, etc.) with regards to Internet governance issues. • Assistance extended to Member States to ensure that they can participate in and contribute to regional and global discussions on topics related to Internet governance, and hold national discussions with the relevant stakeholders on these topics. • Extended ways in which developing Member States can better engage in the discussions (organization of training, events, dynamic coalitions, the establishment of regional/sub-regional forums, etc.) • Increased capacity in Member States through the development of guidelines, resources and material. • Increased involvement by Member States in issues related to Internet through facilitating their participation in regional and global events.

WSIS Outcomes[9] (WSIS AL C6)	Proposed[10] Timing	ITU Strategic Goals and Relevant Resolutions[11]	Linkages with the SDGs	Expected Results of ITU Activities[12]
iii. develop a common understanding of the respective roles and responsibilities of governments, existing intergovernmental and international organizations and other forums as well as the private sector and civil society from both developing and developed countries; iv. [Prepare a report on the results of this activity to be presented for consideration and appropriate action for the second phase of WSIS in Tunis in 2005.]				

WSIS Outcomes[9] (WSIS AL C6)	Proposed[10] Timing	ITU Strategic Goals and Relevant Resolutions[11]	Linkages with the SDGs	Expected Results of ITU Activities[12]
c. Governments are invited to: i. facilitate the establishment of national and regional Internet Exchange Centres; ii. manage or supervise, as appropriate, their respective country code Top-Level Domain name (ccTLD); iii. promote awareness of the Internet.	2018	Goals 1 & 4 ITU-D Objective 3	9.c: Significantly increase access to information and communications technology and strive to provide universal and affordable access to the Internet in least developed countries by 2020	Results of activities in this area include: • A more effective use of Internet through: (1) the deployment of facilities such as Internet Exchange Points (IXPs) to make better use of the infrastructures at the regional level, (2) building capacity on ccTLDs and their effective use with the Member States. • Increased capacity in Member States through the development of guidelines, resources and material to facilitate the establishment and running of national and regional Internet Exchange Points. • Increased capacity in Member States through direct assistance, capacity building activities for managing ccTLDs and other internet resources so that each country can take the necessary decisions regarding their ccTLD. • Improved exchange of technical information between Member States and relevant organizations on issues related to ccTLDs and other internet resources through events, direct assistance, etc. • Increased capacity in Member States through the provision of tools and guidelines for training policy-makers, regulators and other stakeholders on the benefits of socio-economic development that the Internet, related applications and services can bring to a country. This includes awareness of the related cybersecurity threats.
d. In cooperation with the relevant stakeholders, promote regional root servers and the use of internationalized domain names in order to overcome barriers to access.	2018	Goals 1 & 4 PP Res 102, 133, C09 Res 1305 ITU-D Objective 3	9.1: Develop quality, reliable, sustainable and resilient infrastructure, including regional and trans-border infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all	Results of activities in this area include: • Assistance to Member States in elaborating strategies for the establishment of regional root servers, and International Domain Names (IDNs), especially in relation to the effective use of ccTLDs and regional generic Top Level Domain name (gTLDs). • Improved exchange of technical information between Member States and relevant organizations on issues related to internationalized domain names.

WSIS Outcomes[9] (WSIS AL C6)	Proposed[10] Timing	ITU Strategic Goals and Relevant Resolutions[11]	Linkages with the SDGs	Expected Results of ITU Activities[12]
e. Governments should continue to update their domestic consumer protection laws to respond to the new requirements of the Information Society.	2018	Goal 4 ITU-D Objective 2 ITU-D Objective 3	9.1: Develop quality, reliable, sustainable and resilient infrastructure, including regional and trans-border infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all 16.b: Promote and enforce non-discriminatory laws and policies for sustainable development	In the framework of GSR, tools are created for effective regulation and assistance provided to members to update their domestic consumer protection laws to respond to the new requirements of the Information Society. The GSR Best Practice Guidelines 2014 focused on consumer protection in a digital world. BDT have produced a number of studies and publications, such as on the application of economic modeling, mobile termination rates, competition and price regulation. BDT also developed guidelines, resources and material to increase awareness of the threats to ICT stakeholders and increase understanding of the possible roles of the different stakeholder groups in protecting consumers.
f. Promote effective participation by developing countries and countries with economies in transition in international ICT forums and create opportunities for exchange of experience.	2018	Goal 4 ITU-D Objective 1 ITU-D Objective 4 ITU-D Objective 3	17.16: Enhance the global partnership for sustainable development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology and financial resources, to support the achievement of the sustainable development goals in all countries, in particular developing countries	Improved exchange of information between Member States and relevant organizations through the organization of events, workshops, establishment of online forums, etc. ITU-D Study Groups provide an opportunity for all Member States and Sector Members (to share experiences, present ideas, exchange views, and achieve consensus on appropriate strategies to address ICT priorities. ITU-D Study Groups develop reports, guidelines, and recommendations based on input received from the membership.
g. Governments need to formulate national strategies, which include e-government strategies, to make public administration more transparent, efficient and democratic.	2018	Goal 4 ITU-D Objective 1 ITU-D Objective 3	16.6: Develop effective, accountable and transparent institutions at all levels 16.7: Ensure responsive, inclusive, participatory and representative decision-making at all levels	Results of activities in this area include: • Assistance to Member States in building capacity for the establishment of national ICT strategies, including e-government strategies through the provision of relevant guidelines, toolkits, and training programmes. • Assistance to Member States in formulating and implementing national ICT strategies and sectoral e-strategies and master plans.

WSIS Outcomes[9] (WSIS AL C6)	Proposed[10] Timing	ITU Strategic Goals and Relevant Resolutions[11]	Linkages with the SDGs	Expected Results of ITU Activities[12]
h. Develop a framework for the secure storage and archival of documents and other electronic records of information. i. Governments and stakeholders should actively promote user education and awareness about online privacy and the means of protecting privacy. j. Invite stakeholders to ensure that practices designed to facilitate electronic commerce also permit consumers to have a choice as to whether or not to use electronic communication.	2018	Goal 1 & 4 ITU-D Objective 3	16.10: Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements 16.b: Promote and enforce non-discriminatory laws and policies for sustainable development	An ITU report has been prepared on the usage of mobile phones for commerce in developing countries in collaboration with the International Trade Center (ITC).
k. Encourage the ongoing work in the area of effective dispute settlement systems, notably alternative dispute resolution (ADR), which can promote settlement of disputes.	2018	Goal 4 ITU-D Objective 2	16.3: Promote the rule of law at the national and international levels and ensure equal access to justice for all	ITU organizes the annual GSR and all the GSR discussion papers and best practice guidelines are posted in the BDT website. ITU organizes annually several regional economic and financial fora, including for Africa, Latin America and the Caribbean, and the Arab States. These Fora were held in conjunction with ITU-T Study Group 3 Regional Groups as part of the ITU coordination activities. The ICT Regulation Toolkit assists regulators in the design of effective and enabling regulatory frameworks by sharing information on key regulatory issues and best practices.

WSIS Outcomes[9] (WSIS AL C6)	Proposed[10] Timing	ITU Strategic Goals and Relevant Resolutions[11]	Linkages with the SDGs	Expected Results of ITU Activities[12]
I. Governments, in collaboration with stakeholders, are encouraged to formulate conducive ICT policies that foster entrepreneurship, innovation and investment, and with particular reference to the promotion of participation by women.	2018	Goals 1 & 2 ITU-D Objective 3	4.4: By 2030, increase by [x] per cent the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship 5.b: Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women 8.3: Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services	Results of activities in this area include: • Improved exchange of information between Member States and relevant organizations on best practices for sustainable and forward-looking national ICT strategies fostering entrepreneurship and innovation. • ITU is developing a toolkit for ICT innovation policy/governance and ICT innovation ecosystem. The toolkit will contain guidelines and best practices for the ICT Innovation policy and governance, and guidelines on developing a vibrant ICT ecosystem.

WSIS Outcomes[9] (WSIS AL C6)	Proposed[10] Timing	ITU Strategic Goals and Relevant Resolutions[11]	Linkages with the SDGs	Expected Results of ITU Activities[12]
m. Recognizing the economic potential of ICTs for Small and Medium-Sized Enterprises (SMEs), they should be assisted in increasing their competitiveness by streamlining administrative procedures, facilitating their access to capital and enhancing their capacity to participate in ICT-related projects.	2018	Goals 1 & 3 ITU-D Objective 4	8.3: Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services	Results of activities in this area include: • Increased awareness of the relevant ICT related issues amongst SMEs through the development of relevant tools and guidelines. • BDT have produced a number of studies and publications, such as on the application of economic modeling, mobile termination rates, and competition and price regulation.
n. Governments should act as model users and early adopters of e-commerce in accordance with their level of socio-economic development.	2018	Goals 1 & 2 ITU-D Objective 3	16.6: Develop effective, accountable and transparent institutions at all levels	Results of activities in this area include raised awareness on the potential of e-commerce and provided governments with the necessary tools to promote and further develop e-commerce, in collaboration with relevant stakeholders.
o. Governments, in cooperation with other stakeholders, should raise awareness of the importance of international interoperability standards for global e-commerce.	2018	Goals 1 & 3 ITU-D Objective 3 ITU-T objectives	10.3: Ensure equal opportunity and reduce inequalities of outcome […within and among countries…], including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard	Results of activities in this area include: • Raised awareness on the importance of standards through the provision of appropriate tools and guidelines. • The Focus Group on Digital Financial Services addresses a series of critical issues currently preventing digital financial services from reaching unbanked or under-banked populations. The Focus Group is developing a standardization roadmap for interoperable mobile money services and best practices to support national policy-makers and regulatory authorities in their efforts to encourage the adoption and use of these services.

WSIS Outcomes[9] (WSIS AL C6)	Proposed[10] Timing	ITU Strategic Goals and Relevant Resolutions[11]	Linkages with the SDGs	Expected Results of ITU Activities[12]
p. Governments, in cooperation with other stakeholders, should promote the development and use of open, interoperable, non-discriminatory and demand-driven standards.	**2018**	Goal 4 ITU-D Objective 3 ITU-T objectives	11.3: By 2030, enhance inclusive and sustainable urbanization and capacity for participatory, integrated and sustainable human settlement planning and management in all countries	Results of activities in this area include: • Assistance to developing countries in undertaking activities to ensure that international standards are followed. • Provision of tools and guidelines to countries, and awareness raising on the need to incorporate and ensure that existing standards are adhered to when developing national e-strategies and applications. • ITU also provides support, assistance and training to developing countries in bridging the standardization gap on ICT technologies. ITU-T has 13 Regional Groups to stimulate effective participation in ITU-T Study Groups and increase the number of quality Contributions from the various regions. • ITU organizes annual Regional ICT Standardization Forums as part of activities under WTSA Resolution 44 on bridging the standardization gap. The Forums discuss current standardization topical issues in ITU-T study groups and focus groups to engage more developing countries in the standardization work and could also feature capacity building on ITU-T Recommendations.
q. ITU, pursuant to its treaty capacity, coordinates and allocates frequencies with the goal of facilitating ubiquitous and affordable access.	2018	Goal 4 ITU-D Objective 2 ITU-R objectives	17.16: Enhance the global partnership for sustainable development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology and financial resources, to support the achievement of the sustainable development goals in all countries, in particular developing countries	Results of activities in this area include: • Assistance to developing countries in undertaking activities to ensure rational, efficient and economical use of frequency bands. • Provision of tools and guidelines to countries, and awareness to efficiently and effectively manage the radio spectrum and therefore to accelerate the development of wireless technology in these countries.

WSIS Outcomes[9] (WSIS AL C6)	Proposed[10] Timing	ITU Strategic Goals and Relevant Resolutions[11]	Linkages with the SDGs	Expected Results of ITU Activities[12]
r. Additional steps should be taken in ITU and other regional organisations to ensure rational, efficient and economical use of, and equitable access to, the radio-frequency spectrum by all countries, based on relevant international agreements.	2018	Goal 4 ITU-D Objective 2 ITU-R objectives	17.6 Enhance North-South, South-South and triangular regional and international cooperation on and access to science, technology and innovation and enhance knowledge sharing on mutually agreed terms, including through improved coordination among existing mechanisms, in particular at the United Nations level, and through a global technology facilitation mechanism when agreed upon	Results of activities in this area include: • Assistance to developing countries in undertaking the necessary activities to ensure rational, efficient and economical use of frequency bands. • Provision of tools and guidelines to countries, and awareness to efficiently and effectively manage the radio spectrum and therefore to accelerate the development of wireless technology in these countries.
WSIS+10 Outcome Documents (WSIS+10 Statement on the Implementation of WSIS Outcomes and WSIS +10 Vision for WSIS Beyond 2015				
a. promote digital inclusion and social and economic empowerment, in particular for youth, women, persons with disabilities and indigenous peoples;	2018	Goals 1 & 2 ITU-D Objective 4	5.b: Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women	A series of reports to support decision makers on how to ensure accessible ICT devices and services are widely available in their countries. These publications, available in all 6 official ITU languages and accessible e-book versions, include the Model ICT Accessibility Policy Report and the joint G3ict-ITU reports on Making Mobile Phones and Services accessible for Persons with Disabilities, and Making Television Accessible Report. ITU also implemented a series of Regional Initiatives on ICT accessibility through the ITU regional offices for the Arab states, CIS countries and Europe.

WSIS Outcomes[9] (WSIS AL C6)	Proposed[10] Timing	ITU Strategic Goals and Relevant Resolutions[11]	Linkages with the SDGs	Expected Results of ITU Activities[12]
b. foster broadband development and deployment;	2018	Goals 1 & 4 ITU-D Objective 2	2.a: Increase investment, including through enhanced international cooperation, in rural infrastructure, agricultural research and extension services, technology development and plant and livestock gene banks in order to enhance agricultural productive capacity in developing countries, in particular least developed countries 9.1: Develop quality, reliable, sustainable and resilient infrastructure, including regional and trans-border infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all	ITU organizes the annual Global Symposium for Regulators (GSR) and all the GSR discussions papers and best practice guidelines are posted on the BDT website. ITU publishes the flagship Trends in Telecommunication Reform series pinpointing major challenges and issues for ICT policy and regulation in the transforming digital economy. The ICT Regulation Toolkit assists regulators in the design of effective and enabling regulatory frameworks by sharing information on key regulatory issues and best practices. ITU has launched the ICT Regulatory Tracker, a tool to monitor and measure the changes taking place in the telecommunication/ ICT regulatory environment. It covers over 150 countries and showcases regulatory progress within the same country, amongst regions and worldwide. ITU organizes annually several regional economic and financial fora, including for Africa, Latin America and the Caribbean, and the Arab States. These Fora were held in conjunction with ITU-T Study Group 3 Regional Groups as part of the ITU coordination activities. ITU is carrying out a project to foster affordable access to the digital world by providing stakeholders with a platform to identify the appropriate policy, regulatory, technical and commercial measures to achieve affordable access to international bandwidth, bringing together fiber-optic and satellite communication stakeholders, as well as policy makers and regulators.
c. nurture innovation and entrepreneurship by stimulating investment by ensuring effective and fair competition;	2018	Goal 4 ITU-D Objective 2	8.2: Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value-added and labour-intensive sectors	ITU is developing a toolkit for ICT innovation policy/governance and ICT innovation ecosystem. The toolkit will contain guidelines and best practices for the ICT Innovation policy and governance, and guidelines on developing a vibrant ICT ecosystem.

WSIS Outcomes[9] (WSIS AL C6)	Proposed[10] Timing	ITU Strategic Goals and Relevant Resolutions[11]	Linkages with the SDGs	Expected Results of ITU Activities[12]
d. recognize the economic potential of ICTs for Small and Medium-Sized Enterprises (SMEs), contribute to increasing their competitiveness by streamlining administrative procedures, facilitating their access to capital, reducing the cost of doing business and enhancing their capacity to participate in ICT-related projects;	2018	Goals 3 & 4 ITU-D Objective 3	4.4: By 2030, increase by [x] per cent the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship 8.3: Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services	ITU organizes the annual GSR and all the GSR discussions papers and best practice guidelines are posted on the BDT website. ITU publishes the flagship Trends in Telecommunication Reform series pinpointing major challenges and issues for ICT policy and regulation in the transforming digital economy. The ICT Regulation Toolkit assists regulators in the design of effective and enabling regulatory frameworks by sharing information on key regulatory issues and best practices. ITU also provides support, assistance and training in this area to developing countries.
e. ensure confidence and security in the development and the use of ICTs;	2018	Goal 4 ITU-D Objective 3	9.1: Develop quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all.	The ICT Regulation Toolkit assists regulators in the design of effective and enabling regulatory frameworks by sharing information on key regulatory issues and best practices. ITU also provides support, assistance and training in this area to developing countries.
f. foster an intellectual property rights framework that balances the interests of creators, implementers and users.	2018	Goal 4 ITU-D Objective 2	8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value-added and labour-intensive sectors	The ICT Regulation Toolkit assists regulators in the design of effective and enabling regulatory frameworks by sharing information on key regulatory issues and best practices. ITU also provides support, assistance and training in this area to developing countries.