



WSIS Action Lines Roadmaps C2, C5, C6 (Draft as of 13 September 2019)

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INTRODUCTION

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 Action Line C2 (Information and Communication Infrastructure), Action Line C5 (Building Confidence and Security in the Use of ICTs), and Action Line C6 (Enabling Environment).

ITU WSIS Action Line Roadmaps for C2, C5 and C6 are detailed plans to guide progress towards achieving the WSIS Implementation goals. The Roadmaps serve as a reference and guiding tool on ITU's efforts on WSIS Action Lines as facilitator and implementer and they provide a broad vision and detailed overview of the activities planned within the mandate of the Union. Showing clear linkages with the Sustainable Development Goals (SDGs), they include timeframes, expected results, as well as relevant ITU strategic goals and resolutions.

The roadmap document was developed following the ITU Council 2009 upon its Resolution 1282, which called ITU to develop a roadmap for ITU's activities within its mandate in the WSIS implementation up to 2015 with special emphasis on Action Lines whereby ITU is the lead facilitator. ITU Council 2016 further highlighted the importance of continuing this exercise also in alignment with the Sustainable Development Goals (SDGs) until 2025. The roadmaps were updated in accordance to the outcomes of the World Telecommunication Development Conference (WTDC-17). In 2019, the roadmaps have been updated in accordance to the instructs of ITU PP- Resolution 140 (2018).

The roadmaps are living documents that will be updated regularly in an ongoing process.

**Roadmap for WSIS Action Line C2: Information and Communication
Infrastructure**

WSIS Outcomes ¹ (WSIS AL C2)	Proposed Timing ²	ITU Strategic Goals and Relevant Resolutions ³	Linkage with the SDGs	Expected Results of ITU Activities ⁴
Geneva Plan of Action and Tunis Agenda for the Information Society				
<p>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</p>	2020-2023	<p>Goal 1</p> <p>Buenos Aires Action Plan Objective 2</p> <p>Buenos Aires Action Plan Objective 3</p> <p>Regional Initiatives</p>	1, 2, 3, 4, 5, 8, 9, 10, 11, 16, 17	<p><u>Expected Results:</u></p> <ul style="list-style-type: none"> -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 <p><u>ITU Activities:</u></p> <ul style="list-style-type: none"> - ITU Assessment and regulatory Studies and toolkits - Enhancement of regulatory capacity through ITU exchange platforms and capacity building on regulatory functions and tools - The 19th edition of the Global Symposium for Regulators (GSR) was held from 9 to 12 July in Port Villa, Vanuatu under the theme of "Inclusive connectivity: The future of regulations". The event culminated with the adoption by ICT regulators of a set of best practice guidelines on fast forward digital connectivity for all - ITU-D provides high-quality data, research, analyses, and tools (GSR discussion papers, publications, databases) to support membership in implementing and reviewing strategies, policies, and legal and regulatory frameworks as well as tools to help policy makers and regulators in moving towards evidence-based decision-making

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 Timing ²	ITU Strategic Goals and Relevant Resolutions ³	Linkage with the SDGs	Expected Results of ITU Activities ⁴
<p>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</p>	2020-2023	<p>Goal 2 Goal 4</p> <p>Buenos Aires Action Plan Objective 2</p> <p>Buenos Aires Action Plan Objective 3</p> <p>Buenos Aires Action Plan Objective 4</p> <p>Regional Initiatives</p>	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17	<p>- ITU ICT Regulatory Tracker which tracks market and regulatory trends in the ICT sector and their implications</p> <p><u>Expected Results:</u></p> <ul style="list-style-type: none"> - 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 <p><u>ITU Activities:</u></p> <ul style="list-style-type: none"> - 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 strategies as well as on financing of universal service, including funds and disbursement of the fund - Enhancement of the human resource through provision of training - Collecting the best practices from Member States on universal service strategies, financing and 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 - ITU tracks market and regulatory trends in the ICT sector and their implications through the regulatory and tariff surveys
<p>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</p>	2016-2019	<p>Goal 1 Goal 2</p> <p>Buenos Aires Action Plan Objective 2</p>	1, 3, 5, 8, 9, 10, 11, 16, 17	<p><u>Expected Results:</u></p> <ul style="list-style-type: none"> - Improved ICT connectivity of schools and other public spaces <p><u>ITU Activities:</u></p> <ul style="list-style-type: none"> - As follow-up to the Connect Africa Summit the ITU/Craig and Susan McCaw Broadband Wireless Network project for Africa is implementing

WSIS Outcomes ¹ (WSIS AL C2)	Proposed Timing ²	ITU Strategic Goals and Relevant Resolutions ³	Linkage with the SDGs	Expected Results of ITU Activities ⁴
		Buenos Aires Action Plan Objective 4 Regional Initiatives		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
<p>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:</p> <p>D1: broaden access to orbital resources, global frequency harmonization and global systems standardization</p> <p>D2: encourage public-private partnership</p> <p>D3: promote the provision of global high-speed satellite services for underserved areas such as remote and sparsely populated areas</p> <p>D4: explore other systems that can provide high-speed connectivity</p>	2020-2023	Goal 1 Goal 3 Goal 4 Buenos Aires Action Plan Objective 2 Regional Initiatives	1, 3, 4, 5, 8, 9, 10, 11, 16, 17	<p><u>Expected Results:</u></p> <ul style="list-style-type: none"> - 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 <p><u>ITU Activities:</u></p> <ul style="list-style-type: none"> - 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

WSIS Outcomes ¹ (WSIS AL C2)	Proposed Timing ²	ITU Strategic Goals and Relevant Resolutions ³	Linkage with the SDGs	Expected Results of ITU Activities ⁴
				<p>(joint activity of BDT and BR)</p> <ul style="list-style-type: none"> - Bridging the Standardization Gap (BSG) activities under Recommendation 123 and WTSA-16 Resolution 44. - 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 and help bridge standardization gap between developing and developed countries. - ITU-T SG3 is developing a Recommendation and study aiming towards better governance of telecommunication regulation
<p>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</p>	2020-2023	<p>Goal 1 Goal 2</p> <p>Buenos Aires Action Plan objective 2 Buenos Aires Action Plan Objective 4</p> <p>Regional Initiatives</p>	1, 2, 3, 4, 5, 8, 10, 11, 16, 17	<p><u>Expected Results:</u></p> <ul style="list-style-type: none"> - 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 <p><u>ITU Activities:</u></p> <ul style="list-style-type: none"> - 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 - Development of technical standards (such as audiovisual media accessibility, telecom relay services, indoor and outdoor navigation for persons with vision impairments) that assist mainstreaming persons with disabilities and persons with specific needs in everyday life.

WSIS Outcomes ¹ (WSIS AL C2)	Proposed Timing ²	ITU Strategic Goals and Relevant Resolutions ³	Linkage with the SDGs	Expected Results of ITU Activities ⁴
<p>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</p>	2020-2023	<p>Goal 1 Goal 2</p> <p>Buenos Aires Action Plan Objective 2 Buenos Aires Action Plan Objective 4</p> <p>Regional Initiatives</p>	1, 2, 3, 4, 5, 8, 10, 11, 16, 17	<p><u>Expected Results:</u></p> <ul style="list-style-type: none"> - 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 <p><u>ITU Activities:</u></p> <ul style="list-style-type: none"> - 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/) - Provision of tools, guidelines and best practice examples on universal service strategies as well as on financing of universal service, including funds and disbursement of the fund - Collecting the best practices from Member States on universal service strategies, financing and management of universal access funds - Standardization initiatives
<p>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</p>	2020-2023	<p>Goal 1 Goal 2 Goal 3</p> <p>Buenos Aires Action Plan Objective 2 Buenos Aires Action Plan Objective 4</p> <p>Regional Initiatives</p>	1, 2, 3, 4, 5, 8, 10, 11, 16, 17	<p><u>Expected Results:</u></p> <ul style="list-style-type: none"> - Eradication of digital illiteracy - Facilitate people's access to ICT <p><u>ITU Activities:</u></p> <ul style="list-style-type: none"> - Development of ICT applications and services - Standardization initiatives
<p>H: Undertake international research and development efforts aimed at making available adequate and affordable ICT equipment for end users</p>	2016-2019	Goal 1	2, 4, 5, 8, 9, 10, 11, 16, 17	<p><u>Expected Results:</u></p> <ul style="list-style-type: none"> -Affordable ICT equipment

WSIS Outcomes ¹ (WSIS AL C2)	Proposed Timing ²	ITU Strategic Goals and Relevant Resolutions ³	Linkage with the SDGs	Expected Results of ITU Activities ⁴
		Buenos Aires Action Plan Objective 2 Regional Initiatives		<u>ITU Activities:</u> -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
<p>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</p>	2020-2023	Goal 1 Buenos Aires Action Plan Objective 2 Regional Initiatives	1, 3, 4, 5, 8, 9, 10, 11, 16, 17	<u>Expected Results:</u> 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. <u>ITU Activities:</u> - Workshop on Cross-Border Frequency Coordination - Assistance in setting up Basic Spectrum Management System for countries in need - Assistance in the construction of satellite networks for broadband Internet access in countries with low population density - Providing information on the broadband infrastructure (for every available means) by tools available to ITU (e.g. ITU Interactive Transmission Maps) and cost estimation models for new infrastructure. - Business Plan toolkit for planning network expansion - Development of guidelines on last mile connectivity - Development of standards enabling 5G and future networks - Provision of tools, guidelines and best practice examples on universal service strategies as well as on financing of universal service, including funds and disbursement of the fund - Collecting the best practices from Member States on universal service strategies, financing and management of universal access funds

WSIS Outcomes ¹ (WSIS AL C2)	Proposed Timing ²	ITU Strategic Goals and Relevant Resolutions ³	Linkage with the SDGs	Expected Results of ITU Activities ⁴
<p>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</p>	2020-2023	<p>Goal 1 Goal 4</p> <p>Buenos Aires Action Plan Objective 2</p> <p>Regional Initiatives</p>	1, 3, 4, 5, 8, 9, 10, 11, 16, 17	<p>- Provision of tools and guidelines on policy development for UAS 2.0</p> <p><u>Expected Results:</u></p> <ul style="list-style-type: none"> - 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. <p><u>ITU Activities:</u></p> <ul style="list-style-type: none"> - Assistance for the establishment of Internet Exchanges Points (IXPs) in regions/countries
<p>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</p>	2020-2023	<p>Goal 1</p> <p>Buenos Aires Action Plan Objective 2</p> <p>Regional Initiatives</p>	1, 2, 3, 4, 5, 8, 9, 10, 11, 16, 17	<p><u>Expected Results:</u></p> <ul style="list-style-type: none"> - 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 <p><u>ITU Activities:</u></p> <p>Affordable global connectivity</p>

WSIS Outcomes ¹ (WSIS AL C2)	Proposed Timing ²	ITU Strategic Goals and Relevant Resolutions ³	Linkage with the SDGs	Expected Results of ITU Activities ⁴
<p>L: Encourage and promote joint use of traditional media and new technologies</p>	2020-2023	<p>Goal 1</p> <p>Buenos Aires Action Plan Objective 2</p> <p>Regional Initiatives</p>	1, 2, 3, 4, 5, 8, 9, 10, 11, 16, 17	<p><u>Expected Results:</u></p> <ul style="list-style-type: none"> - 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 <p><u>ITU Activities:</u></p> <ul style="list-style-type: none"> - 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 - Developing and promoting global standards for accessible audiovisual media
<p>WSIS+10 Outcome Documents (WSIS+10 Statement on the Implementation of WSIS Outcomes and WSIS +10 Vision for WSIS Beyond 2015</p>				
<p>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.</p>	2016-2019	<p>Goal 1</p> <p>Goal 3</p> <p>Goal 4</p> <p>Buenos Aires Action Plan Objective 2</p> <p>Regional Initiatives</p>	1, 2, 3, 4, 5, 8, 10, 11, 16, 17	<p><u>Expected Results:</u></p> <ul style="list-style-type: none"> - Development or improvement of national broadband plans to guide policies for increasing access to broadband services and promoting investment in networks <p><u>ITU Activities:</u></p> <ul style="list-style-type: none"> - 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

WSIS Outcomes ¹ (WSIS AL C2)	Proposed Timing ²	ITU Strategic Goals and Relevant Resolutions ³	Linkage with the SDGs	Expected Results of ITU Activities ⁴
				<p>take stock of national backbone connectivity (Optical fiber, Microwave links, Satellite Earth Stations, and Internet Exchange Points, IXPs) as well as of other key metrics of the ICT sector. Mobile Coverage (2G, 3G, 4G) datasets are under study for inclusion into the Map.</p> <ul style="list-style-type: none"> - A toolkit for ICT infrastructure placement is going to consider key variables for estimating the cost of network placements. The study will cover business plan examples and finance tools options. - Toolkit/Guidelines for last mile connectivity are being developed to allow delivery of ICT services in rural and remote areas.
<p>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.</p>	2020-2023	<p>Goal 1 Goal 3 Goal 4</p> <p>Buenos Aires Action Plan Objective 2</p> <p>Regional Initiatives</p>	1, 3, 4, 5, 8, 9, 10, 11, 16, 17	<p><u>Expected Results:</u></p> <ul style="list-style-type: none"> - Improved infrastructure for broadband access to ICT services of acceptable price and quality, in urban, rural and remote areas <p><u>ITU Activities:</u></p> <ul style="list-style-type: none"> - The ITU Conformity and Interoperability (C&I) programme is enhancing the conformity and interoperability of ICT products and reducing the digital divide as well as the Standardization Gap by assisting developing countries with human resource and infrastructure capacity building. More information at https://itu.int/go/CI_Development.
<p>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.</p>	2020-2023	<p>Goal 2 Goal 4</p> <p>Buenos Aires Action Plan Objective 2</p> <p>Regional Initiatives</p>	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17	<p><u>Expected Results:</u></p> <ul style="list-style-type: none"> - Conformity and Interoperability Training Programme: covering all aspect pertaining to ICT products, from C&I regimes, testing, establishment of Laboratories, Mutual recognition Agreements, certification models, and IoT readiness. - 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

WSIS Outcomes ¹ (WSIS AL C2)	Proposed Timing ²	ITU Strategic Goals and Relevant Resolutions ³	Linkage with the SDGs	Expected Results of ITU Activities ⁴
				<ul style="list-style-type: none"> - Guidelines on rural connectivity, including policy, appropriate technologies and power supply issues, and best practices -Development of Guidelines on ICT / IoT Products type approval, as well as ICT products development ready from the sketch for international markets/certification <p><u>ITU Activities:</u></p> <ul style="list-style-type: none"> - Forums on Universal Access and services aimed at promoting universal service and access and broadband deployment in the regions - Provision of tools, guidelines and best practice examples on universal service strategies as well as on financing of universal service, including funds and disbursement of the fund - Collecting the best practices from Member States on universal service strategies, financing and management of universal access funds - Provision of tools and guidelines on policy development for UAS
<p>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.</p>	2020-2023	<p>Goal 3</p> <p>Buenos Aires Action Plan Objective 2 Buenos Aires Action Plan Objective 4</p> <p>Regional Initiatives</p>	1, 3, 5, 11, 13	<p><u>Expected Results:</u></p> <ul style="list-style-type: none"> - 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 <p><u>ITU Activities:</u></p> <ul style="list-style-type: none"> - 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

**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 Timing ⁶	ITU Strategic Goals and Relevant Resolutions ⁷	Linkage with the SDGs	Expected Results of ITU Activities ⁸
Geneva Plan of Action and Tunis Agenda for the Information Society				
<p>A1: Promote cooperation among the governments at the United Nations and with all stakeholders at other appropriate fora to enhance user confidence, build trust, protect both data and network integrity, and consider existing and potential threats to ICTS</p>	2020-2023	<p>ITU Strategic Goal 3 (Target 3.1)</p> <p>ITU-D Objective 2/Output 2.2 (Buenos Aires Action Plan)</p> <p>ITU-T Objective 1</p> <p><u>GCA</u></p> <p>1. Legal Measures</p> <p>2. Technical and Procedural Measures</p> <p>3. Organizational Structures</p> <p>4. Capacity Building</p> <p>5. International Cooperation</p> <p><u>Resolutions</u></p> <p>PP Res. 130 (Rev. Dubai 2018), 174 (Rev.</p>	<p>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</p>	<p><u>Expected Results:</u></p> <p>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.</p> <p><u>ITU Activities:</u></p> <p>ITU activities under ITU-D and SG 2 Q3</p> <p>ITU activities under ITU-T SG 13, 17, 20 and other relevant Study Groups</p> <p>ITU activities under Child Online Protection initiative</p> <p>ITU activities under WSIS Forum</p>

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 Timing ⁶	ITU Strategic Goals and Relevant Resolutions ⁷	Linkage with the SDGs	Expected Results of ITU Activities ⁸
		Busan, 2014), 179 (Rev. Dubai, 2018) WTDC Res. 45 (Rev. Dubai, 2014), 67, 69 (Rev. Buenos Aires, 2017) WTSAs Res. 50, 52 (Rev. Hammamet, 2016), 58 (Rev. Dubai 2012)		
A2: Address other information security and network security issues	2020-2023	ITU Strategic Goal 3 (Target 3.1) ITU-D Objective 2/Output 2.2 (Buenos Aires Action Plan) Regional Initiatives (AFR3, ARB2, ASP5, CIS3, EUR4) ITU-T Objective 1 <u>GCA</u> 2. Technical and Procedural Measures	7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 17.8	<u>Expected Results:</u> 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 networks and systems. <u>ITU Activities:</u> 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 Timing ⁶	ITU Strategic Goals and Relevant Resolutions ⁷	Linkage with the SDGs	Expected Results of ITU Activities ⁸
		3. Organizational Structures 5. International Cooperation <u>Resolutions</u> PP Res. 130 (Rev. Dubai 2018), 174 (Rev. Busan, 2014) WTDC Res. 45 (Rev. Dubai, 2014), 67, 69 (Rev. Buenos Aires, 2017) WTSA Res. 50, 52 (Rev. Hammamet, 2016), 58 (Rev. Dubai 2012)		
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	2020-2023	ITU Strategic Goal 3 (Target 3.1) ITU-D Objective 2/Outcome 2.2 (Buenos Aires Action Plan) Regional Initiatives (AFR3, ARB2, CIS3, EUR4)	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> Member States have access to specified toolkits, guidelines and reports for a more coordinated response to cyber-threats. <u>ITU Activities:</u> Roll out the Guide to Developing a National Cybersecurity Strategy to support Member States with developing national strategies Technical Recommendations under ITU-T Study Group 17 activities Guidelines of the Child Online Protection Initiative

WSIS Outcomes ⁵ (WSIS AL C5)	Proposed Timing ⁶	ITU Strategic Goals and Relevant Resolutions ⁷	Linkage with the SDGs	Expected Results of ITU Activities ⁸
		ITU-T Objective 1 <u>GCA</u> 1. Legal Measures 2. Technical and Procedural Measures 4. Capacity Building 5. International Cooperation <u>Resolutions</u> PP Res. 130 (Rev. Dubai 2018), 174 (Rev. Busan, 2014), 179 (Rev. Dubai 2018) WTDC Res. 45 (Rev. Dubai, 2014), 67, 69 (Rev. Buenos Aires, 2017) WTSA Res. 50, 52 (Rev. Hammamet, 2016), 58 (Rev. Dubai 2012)		
B2: Governments, in cooperation with the private sector, should prevent, detect and respond to cyber-crime and misuse of ICTs	2020-2023	ITU Strategic Goal 3 (Target 3.1)	7.1, 7.a, 7.b, 9.1, 9.c,	<u>Expected Results:</u>

WSIS Outcomes ⁵ (WSIS AL C5)	Proposed Timing ⁶	ITU Strategic Goals and Relevant Resolutions ⁷	Linkage with the SDGs	Expected Results of ITU Activities ⁸
<p>by: Considering legislation that allows for effective investigation and prosecution of misuse</p>		<p>ITU-D Objective 2/Output 2.2 (Buenos Aires Action Plan)</p> <p>Regional Initiatives (AFR3, ARB2, CIS3, EUR4)</p> <p><u>GCA</u> 1. Legal Measures 5. International Cooperation</p> <p><u>Resolutions</u> PP Res. 130 (Rev. Dubai 2018), 174 (Rev. Busan, 2014)</p> <p>WTDC Res. 45 (Rev. Dubai, 2014), 67, 69 (Rev. Buenos Aires, 2017)</p>	11.3, 11.b, 16.2, 17.8	<p>Facilitation of Member States' access to resources developed by other relevant international organizations when developing national legislation to combat cybercrime.</p> <p><u>ITU Activities:</u></p> <p>Participation of ITU-D Secretariat (Telecommunication Development Bureau) in international initiatives such as Commonwealth Cybercrime Initiative (CCI) and the World Bank led effort on elaborating a Cybercrime toolkit</p> <p>ITU-D activities such as the creation of Cybercrime Legislation resources in collaboration with relevant international organizations who have lead mandates in this area</p> <p>ITU activities under Child Online Protection initiative</p>
<p>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</p>	2020-2023	<p>ITU Strategic Goal 3 (Target 3.1)</p> <p>ITU-D Objective 2/Output 2.2 (Buenos Aires Action Plan)</p> <p><u>GCA</u></p>	1.4, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 16.2, 17.8	<p><u>Expected Results:</u></p> <p>An institutional framework is being facilitated for governments to cooperate with the private sector on cyber-risk prevention, detection and response.</p> <p><u>ITU Activities:</u></p> <p>ITU-D activities under the CIRT Programme and ITU-D SG 2 Q 3</p>

WSIS Outcomes ⁵ (WSIS AL C5)	Proposed Timing ⁶	ITU Strategic Goals and Relevant Resolutions ⁷	Linkage with the SDGs	Expected Results of ITU Activities ⁸
		1. Legal Measures 3. Organizational Structures 4. Capacity Building 5. International Cooperation <u>Resolutions</u> PP Res. 130 (Rev. Dubai 2018), 174 (Rev. Busan 2014), 179 (Rev. Dubai, 2018) WTDC Res. 45 (Rev. Dubai, 2014), 67, 69 (Rev. Buenos Aires, 2017)		ITU activities under Child Online Protection initiative
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	2020-2023	ITU Strategic Goal 3 (Target 3.1) ITU-D Objective 2/Output 2.2 (Buenos Aires Action Plan) Regional Initiatives (ARF3, ARB2, ASP5, CIS3, EUR4) <u>GCA</u> 3.Organizational	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 hubs for the prevention, detection and recovery from cyber-incidents by Member States. <u>ITU Activities:</u> 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

WSIS Outcomes ⁵ (WSIS AL C5)	Proposed Timing ⁶	ITU Strategic Goals and Relevant Resolutions ⁷	Linkage with the SDGs	Expected Results of ITU Activities ⁸
		Structures 4.Capacity Building 5.International Cooperation <u>Resolutions</u> PP Res. 130 (Rev. Dubai 2018), 174 (Rev. Busan, 2014) WTDC Res. 45 (Rev. Dubai, 2014), 67, 69 (Rev. Buenos Aires, 2017)		
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	2020-2023	ITU Strategic Goal 3 (Target 3.1) ITU-D Objective 2/Output 2.2 (Buenos Aires Action Plan) Regional Initiatives (ARF3, ARB2, ASP5, CIS3, EUR4) <u>GCA</u> 4.Capacity Building 5.International Cooperation	1.4, 4.1, 4.3, 4.5, 5.b, 9.1, 9.c, 16.2, 17.8	<u>Expected Results:</u> Workshops and training programmes organized with/for Member States at a global, regional and national level. <u>ITU Activities:</u> ITU regional cybersecurity forums and regional and national workshops ITU-D training programs and Centres of Excellence (CoE) ITU activities under Child Online Protection initiative

WSIS Outcomes ⁵ (WSIS AL C5)	Proposed Timing ⁶	ITU Strategic Goals and Relevant Resolutions ⁷	Linkage with the SDGs	Expected Results of ITU Activities ⁸
		<u>Resolutions</u> PP Res. 130 (Rev. Dubai 2018), 174 (Rev. Busan 2014), 179 (Rev. Dubai, 2018) WTDC Res. 45 (Rev. Dubai, 2014), 67, 69 (Rev. Buenos Aires, 2017)		
C: Governments, and other stakeholders, should actively promote user education and awareness about online privacy and the means of protecting privacy	2020-2023	ITU Strategic Goal 3 (Target 3.1) ITU-D Objective 2/Output 2.2 (Buenos Aires Action Plan) Regional Initiatives (ARF3, ARB2, EUR4) <u>GCA</u> 4.Capacity Building 5.International Cooperation <u>Resolutions</u> PP Res. 130 (Rev. Dubai 2018), 174 (Rev. Busan 2014),	1.4, 4.1, 4.3, 4.5, 5.b, 9.1, 9.c, 16.2, 17.8	<u>Expected Results:</u> Workshops and training programmes comprise all relevant aspects of Cybersecurity. <u>ITU Activities:</u> 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 Timing ⁶	ITU Strategic Goals and Relevant Resolutions ⁷	Linkage with the SDGs	Expected Results of ITU Activities ⁸
		179 (Rev. Busan, 2018) WTDC Res. 45 (Rev. Dubai, 2014), 67, 69 (Rev. Buenos Aires, 2017)		
D: Take appropriate action on spam at national and international levels	2020-2023	ITU Strategic Goal 3 (Target 3.1) ITU-D Objective 2/Output 2.2 (Buenos Aires Action Plan) Regional Initiatives (AFR3, ARB2, ASP5, CIS3, EUR4) ITU-T Objective 1 <u>GCA</u> 2. Technical and Procedural Measures 3. Organizational Structures 5. International Cooperation <u>Resolutions</u> PP Res. 130 (Rev. Dubai)	9.1, 9.c	<u>Expected Results:</u> Collaboration with relevant entities for further study of spam and its mitigation. Development of necessary technical standards. <u>ITU Activities:</u> ITU-T Study Group 17 activities ITU-D collaboration with ISOC on Spam

WSIS Outcomes ⁵ (WSIS AL C5)	Proposed Timing ⁶	ITU Strategic Goals and Relevant Resolutions ⁷	Linkage with the SDGs	Expected Results of ITU Activities ⁸
		2018), 174 (Rev. Busan, 2014) WTDC Res. 45 (Rev. Dubai, 2014), 67, 69 (Rev. Buenos Aires, 2017) WTSAs Res. 50, 52 (Rev. Hammamet, 2016), 58 (Rev. Dubai 2012)		
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	2020-2023	ITU Strategic Goal 3 (Target 3.1) ITU-D Objective 2/Output 2.2 (Buenos Aires Action Plan) Regional Initiatives (AFR3, ARB2, CIS3) <u>GCA</u> 1. Legal Measures <u>Resolutions</u> PP Res. 130 (Rev. Dubai 2018), 174 (Rev. Busan, 2014)	1.4, 9.1, 9.c	<u>Expected Results:</u> Facilitate Member State access to cyber legislation resources developed by relevant institutions and guidelines on different aspects of Cybersecurity. <u>ITU Activities:</u> Roll out the Guide to Developing a National Cybersecurity Strategy to support Member States with developing national strategies ITU-D maintenance of the Global Cybersecurity Index (GCI) and country profiles for highlighting best national practices including on the legal aspects of Cybersecurity

WSIS Outcomes ⁵ (WSIS AL C5)	Proposed Timing ⁶	ITU Strategic Goals and Relevant Resolutions ⁷	Linkage with the SDGs	Expected Results of ITU Activities ⁸
		WTDC Res. 45 (Rev. Dubai, 2014), 67, 69 (Rev. Buenos Aires, 2017)		
<p>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.</p>	2020-2023	<p>ITU Strategic Goal 3 (Target 3.1)</p> <p>ITU-D Objective 2/Output 2.2 (Buenos Aires Action Plan)</p> <p>Regional Initiatives (AFR3)</p> <p><u>GCA</u></p> <p>1. Legal Measures</p> <p>2. Technical and Procedural Measures</p> <p><u>Resolutions</u></p> <p>PP Res. 130 (Rev. Dubai 2018), 174 (Rev. Busan, 2014)</p> <p>WTDC Res. 45 (Rev. Dubai, 2014), 67, 69 (Rev. Buenos Aires, 2017)</p>	9.1, 9.c	<p><u>Expected Results:</u></p> <p>Facilitate the provision to Member States of relevant resources developed by relevant institutions on data privacy, data and consumer protection.</p> <p><u>ITU Activities:</u></p> <p>ITU collaboration with relevant international organizations that are working on the aspects of right to privacy, data and consumer protection.</p> <p>Economic and policy Recommendation by ITU-T Study Group 3 on customer redress mechanism and consumer protection</p> <p>Technical Recommendations under ITU-T Study Group 17 activities</p> <p>Work under the ITU-T Focus Group on Data Processing and Management to support IoT and Smart Cities & Communities</p> <p>Work under the ITU-T Focus Group on Application of Distributed Ledger Technology (FG DLT)</p> <p>Work under the ITU-T Focus Group on AI for Health</p>

WSIS Outcomes ⁵ (WSIS AL C5)	Proposed Timing ⁶	ITU Strategic Goals and Relevant Resolutions ⁷	Linkage with the SDGs	Expected Results of ITU Activities ⁸
		WTSA Res. 50, 52 (Rev. Hammamet, 2016), 58 (Rev. Dubai 2012)		
G: Share good practices in the field of information security and network security and encourage their use by all parties concerned	2020-2023	<p>ITU Strategic Goal 3 (Target 3.1)</p> <p>ITU-D Objective 2/Output 2.2 (Buenos Aires Action Plan)</p> <p>Regional Initiatives (AFR3, ARB2, ASP5, CIS3, EUR4)</p> <p><u>GCA</u></p> <p>1. Legal Measures</p> <p>2. Technical and Procedural Measures</p> <p>4. Capacity Building</p> <p>5. International Cooperation</p> <p><u>Resolutions</u></p> <p>PP Res. 130 (Rev. Dubai 2018), 174 (Rev. Busan, 2014)</p>	1.4, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 17.8	<p><u>Expected Results:</u></p> <p>Member States have access to guidelines and good practices in the field of information security and network security.</p> <p><u>ITU Activities:</u></p> <p>Roll out the Guide to Developing a National Cybersecurity Strategy to support Member States with developing national strategies</p> <p>ITU-D maintenance of the Global Cybersecurity Index (GCI) and country profiles for highlighting best national practices on key aspects of Cybersecurity</p> <p>Technical Recommendations under ITU-T Study Group 17 activities</p>

WSIS Outcomes ⁵ (WSIS AL C5)	Proposed Timing ⁶	ITU Strategic Goals and Relevant Resolutions ⁷	Linkage with the SDGs	Expected Results of ITU Activities ⁸
		WTDC Res. 45 (Rev. Dubai, 2014), 67, 69 (Rev. Buenos Aires, 2017) WTSA Res. 50, 52 (Rev. Hammamet, 2016), 58 (Rev. Dubai 2012)		
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	2020-2023	ITU Strategic Goal 3 (Target 3.1) ITU-D Objective 2/Output_2.2 (Buenos Aires Action Plan) Regional Initiatives (AFR3, ARB2, ASP5, CIS3, EUR4) ITU-T Objective 1 <u>GCA</u> 2. Technical and Procedural Measures 3. Organizational Structures 5. International Cooperation	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

WSIS Outcomes ⁵ (WSIS AL C5)	Proposed Timing ⁶	ITU Strategic Goals and Relevant Resolutions ⁷	Linkage with the SDGs	Expected Results of ITU Activities ⁸
		<p><u>Resolutions</u> PP Res. 130 (Rev. Dubai 2018), 174 (Rev. Busan, 2014)</p> <p>WTDC Res. 45 (Rev. Dubai, 2014), 67, 69 (Rev. Buenos Aires, 2017)</p> <p>WTSAs Res. 50, 52 (Rev. Hammamet, 2016), 58 (Rev. Dubai 2012)</p>		
<p>I: Encourage further development of secure and reliable applications to facilitate online transactions</p>	2020-2023	<p>ITU Strategic Goal 3 (Target 3.1)</p> <p>Regional Initiatives (AFR3, ARB2, ASP5, CIS3, EUR4)</p> <p>ITU-T Objective 1</p> <p><u>GCA</u> 2. Technical and Procedural Measures 5. International Cooperation</p>	1.4, 9.1, 9.c	<p><u>Expected Results:</u></p> <p>Continue providing a global platform for Member States, industry, universities etc. to collaborate on the development of relevant security standards.</p> <p><u>ITU Activities:</u></p> <p><u>ITU-T Study Group 3 activities on guidelines for digital identity, policy framework and principles for data protection in the context of big data relating to international telecommunication services</u></p> <p>ITU-T Study Group 17 activities</p> <p>Work under the ITU-T Focus Group on Application of Distributed Ledger Technology (FG DLT)</p>

WSIS Outcomes ⁵ (WSIS AL C5)	Proposed Timing ⁶	ITU Strategic Goals and Relevant Resolutions ⁷	Linkage with the SDGs	Expected Results of ITU Activities ⁸
		<u>Resolutions</u> PP Res. 130 (Rev. Dubai 2018), 174 (Rev. Busan, 2014) WTSA Res. 50, 52 (Rev. Hammamet, 2016), 58 (Rev. Dubai 2012)		
J: Encourage interested countries to contribute actively to the ongoing United Nations activities to build confidence and security in the use of ICTs	2020-2023	ITU Strategic Goal 3 (Target 3.1) ITU-D Objective 2/Output 2.2 (Buenos Aires Action Plan) ITU-T Objective 1 <u>GCA</u> 5.International Cooperation <u>Resolutions</u> PP Res. 130 (Rev. Dubai 2018), 174 (Rev. Busan 2014), 179 (Rev. Dubai, 2018)	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 Timing ⁶	ITU Strategic Goals and Relevant Resolutions ⁷	Linkage with the SDGs	Expected Results of ITU Activities ⁸
		WTDC Res. 45 (Rev. Dubai, 2014), 67, 69 (Rev. Buenos Aires, 2017) WTSA Res. 50, 52 (Rev. Hammamet, 2016), 58 (Rev. Dubai 2012)		
WSIS+10 Outcome Documents (WSIS+10 Statement on the Implementation of WSIS Outcomes and WSIS +10 Vision for WSIS Beyond 2015				
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.	2020-2023	ITU Strategic Goal 3 (Target 3.1) ITU-D Objective 2/Output 2.2 (Buenos Aires Action Plan) Regional Initiatives (AFR3) ITU-T Objective 1 <u>GCA</u> 1. Legal Measures 2. Technical and Procedural Measures <u>Resolutions</u>	9.1, 9.c	<u>Expected Results:</u> Providing to Member States relevant resources on the rights to privacy, data and consumer protection, as specific aspects of Cybersecurity. <u>ITU Activities:</u> 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 Work under the ITU-T Focus Group on Data Processing and Management to support IoT and Smart Cities & Communities Work under the ITU-T Focus Group on Application of Distributed Ledger Technology (FG DLT) Work under the ITU-T Focus Group on AI for Health

WSIS Outcomes ⁵ (WSIS AL C5)	Proposed Timing ⁶	ITU Strategic Goals and Relevant Resolutions ⁷	Linkage with the SDGs	Expected Results of ITU Activities ⁸
		PP Res. 130 (Rev. Dubai 2018), 174 (Rev. Busan, 2014) WTDC Res. 45 (Rev. Dubai, 2014), 67, 69 (Rev. Buenos Aires, 2017) WTSA Res. 50, 52 (Rev. Hammamet, 2016), 58 (Rev. Dubai 2012)		
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.	2020-2023	ITU Strategic Goal 3 (Target 3.1) ITU-D Objective 2/Output 2.2 (Buenos Aires Action Plan) Regional Initiatives (AFR3, CIS3) ITU-T Objective 1 <u>GCA</u> 2.Technical and Procedural Measures 5.International Cooperation	9.1, 9.c	<u>Expected Results:</u> Continue providing a global forum 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 Timing ⁶	ITU Strategic Goals and Relevant Resolutions ⁷	Linkage with the SDGs	Expected Results of ITU Activities ⁸
		<u>Resolutions</u> PP Res. 130 (Rev. Dubai 2018), 174 (Rev. Busan, 2014) WTSA Res. 50, 52 (Rev. Hammamet, 2016), 58 (Rev. Dubai 2012)		
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.	2020-2023	ITU Strategic Goal 3 (Target 3.1) ITU-D Objective 2/Output 2.2 (Buenos Aires Action Plan) Regional Initiatives: (ARB2, EUR4) <u>GCA</u> 4.Capacity Building 5.International Cooperation <u>Resolutions</u> PP Res. 130 (Rev. Dubai 2018), 174 (Rev.	4.1, 4.5, 16.2	<u>Expected Results:</u> Providing an international partnership framework for increasing awareness on the risks of the children online and promoting global collaboration for their mitigation. <u>ITU Activities:</u> ITU activities under Child Online Protection initiative

WSIS Outcomes ⁵ (WSIS AL C5)	Proposed Timing ⁶	ITU Strategic Goals and Relevant Resolutions ⁷	Linkage with the SDGs	Expected Results of ITU Activities ⁸
		Busan 2014), 179 (Rev. Dubai, 2018) WTDC Res. 45 (Rev. Dubai, 2014), 67, 69 (Rev. Buenos Aires, 2017)		
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.	2020-2023	ITU Strategic Goal 3 (Target 3.1) ITU-D Objective 2/Output 2.2 (Buenos Aires Action Plan) Regional Initiatives: (AFR3, ARB2, ASP5, CIS3, EUR4) ITU-T Objective 1 <u>GCA</u> 2. Technical and Procedural Measures 3. Organizational Structures 4. Capacity Building 5. International Cooperation	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 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 Timing ⁶	ITU Strategic Goals and Relevant Resolutions ⁷	Linkage with the SDGs	Expected Results of ITU Activities ⁸
		<u>Resolutions</u> PP Res. 130 (Rev. Dubai 2018), 174 (Rev. Busan, 2014) WTDC Res. 45 (Rev. Dubai, 2014), 67, 69 (Rev. Buenos Aires, 2017) WTSA Res. 50, 52 (Rev. Hammamet, 2016), 58 (Rev. Dubai 2012)		
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.	2020-2023	ITU Strategic Goal 3 (Target 3.1) ITU-D Objective 2/Output 2.2 (Buenos Aires Action Plan) <u>GCA</u> 1. Legal Measures 2. Technical and Procedural Measures 3. Organizational Structures	1.4, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 17.8	<u>Expected Results:</u> Development and regular update of the Global Cybersecurity Index (GCI) for measuring the cybersecurity national commitment of Member States. <u>ITU Activities:</u> ITU-D maintenance of the Global Cybersecurity Index (GCI) and country profiles for highlighting best national practices key aspects of Cybersecurity.

WSIS Outcomes ⁵ (WSIS AL C5)	Proposed Timing ⁶	ITU Strategic Goals and Relevant Resolutions ⁷	Linkage with the SDGs	Expected Results of ITU Activities ⁸
		4. Capacity Building 5. International Cooperation <u>Resolutions</u> PP Res. 130 (Rev. Dubai 2018), 174 (Rev. Busan, 2014) WTDC Res. 45 (Rev. Dubai, 2014), 67, 69 (Rev. Buenos Aires, 2017)		
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.	2020-2023	ITU Strategic Goal 3 (Target 3.1) Regional Initiatives (AFR3, ARB2, ASP5, CIS3, EUR4) ITU-T Objective 1 <u>GCA</u> 2. Technical and Procedural Measures 5. International Cooperation <u>Resolutions</u> PP Res. 130 (Rev. Dubai	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 Timing ⁶	ITU Strategic Goals and Relevant Resolutions ⁷	Linkage with the SDGs	Expected Results of ITU Activities ⁸
		2018), 174 (Rev. Busan, 2014) WTSA Res. 50, 52 (Rev. Hammamet, 2016), 58 (Rev. Dubai 2012)		

Roadmap for WSIS Action Line C6: Enabling Environment

WSIS Outcomes ⁹ (WSIS AL C6)	Proposed Timing ¹⁰	ITU Strategic Goals and Relevant Resolutions ¹¹	Linkage with the SDGs	Expected Results of ITU Activities ¹²
Geneva Plan of Action and Tunis Agenda for the Information Society				
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	2020-2023	Goals 1 & 4 ITU-D Objective 3	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	<p>One of the core focus areas is the work of policy makers and Telecom/ICT regulators to design and adopt flexible, forward-looking and light-handed regulatory frameworks for digital innovations getting off the ground.</p> <p>To assist membership in designing such frameworks, ITU-D:</p> <ul style="list-style-type: none"> - convenes global forums to discuss global trends in regulation for Sector Members and other national and international stakeholders. These include the Global Symposium for Regulators (GSR) as well as strategic dialogues on policy, legal, regulatory, and economic and financial issues and market developments. The 19th edition of the Global Symposium for Regulators (GSR) was held from 9 to 12 July 2019 in Port Vila, Vanuatu under the theme of "Inclusive connectivity: The future of regulation". The event culminated with the adoption by ICT regulators of a set of best practice guidelines on Fast Forward Connectivity for All. - Convenes the Regional Economic Dialogues in ICTs/Telecommunication (REDs), which provides a platform at which economical and financial issues affecting the sector in different countries are discussed, and possible solutions considered. - Raises awareness and builds capacity through various trainings and workshops focused on ICT development, broadband infrastructure, applications and services, 5G, International Mobile Roaming (IMR), cost modelling and pricing, policy and regulatory collaboration in the area of digital financial services

⁹ 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.

¹⁰ A proposed time scale will be shown for each outcome, if possible and feasible, including intermediate stages, if justified.

¹¹ Relevant ITU Strategic Goals and Resolutions should be linked with each outcome.

¹² 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 ⁹ (WSIS AL C6)	Proposed Timing ¹⁰	ITU Strategic Goals and Relevant Resolutions ¹¹	Linkage with the SDGs	Expected Results of ITU Activities ¹²
				<p>and digital financial inclusion, and digital economy.</p> <ul style="list-style-type: none"> - Publishes discussion papers, reports and studies, including: the flagship Global ICT Regulatory Outlook annual series that focuses on policy and regulatory trends in the ICT sector bringing together cutting-edge research on various topics.; The ICT Regulation Toolkit that assists regulators in the design of effective and enabling regulatory frameworks by sharing information on key regulatory issues and best practices, and that will be updated in 2020. Publications in 2018/19 included the ITU Report on Setting the stage for 5G: Opportunities and challenges; the report on Digital identity in the ICT ecosystem; the Report on the economic contribution of broadband, digitization and ICT regulation; and a Report on Regulatory challenges and opportunities in the new ICT ecosystem, among others. - Provides high-quality data, research, analyses, and tools to support membership in implementing and reviewing strategies, policies, and legal and regulatory frameworks as well as in moving towards evidence-based decision-making. In the framework of the ICT Regulatory Tracker, a tool to monitor and measure the changes taking place in the telecommunication/ICT regulatory environment, ITU introduced the G5 Benchmark: the Gold Standard for Collaboration amongst Regulators. It is a powerful, straightforward tool for policy-makers and regulators that enables to track how regulatory frameworks are evolving in the digital economy and dives deep into policy trends. - Provides knowledge exchange tools and platforms, including thematic portals on International Mobile Roaming (IMR) Resources, Quality of Service, the Digital Ecosystem, Infrastructure Development and a new Regional Regulatory Associations Portal to enable inclusive dialogue and enhanced cooperation and to raise national and regional awareness about the importance of an enabling environment. - Carries out projects and policy support to foster universal and affordable access to the digital world by providing stakeholders with a platform to identify the appropriate policy, regulatory,

WSIS Outcomes ⁹ (WSIS AL C6)	Proposed Timing ¹⁰	ITU Strategic Goals and Relevant Resolutions ¹¹	Linkage with the SDGs	Expected Results of ITU Activities ¹²
				<p>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.</p> <ul style="list-style-type: none"> - provides direct assistance to many countries in the fields of developing policy and regulatory frameworks, establishment of an independent regulatory authority, training of broadband strategies, cost modelling for the provision of affordable services, consumer protection framework for ICT sector. <p>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.</p>
<p>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:</p> <ol style="list-style-type: none"> i. Develop a working definition of Internet governance; ii. Identify the public policy issues that are relevant to Internet governance; 	2020-2023	<p>Goal 4 C09 Res 1305 ITU-D Objective 3</p>	<p>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</p>	<p>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.</p> <p>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.</p> <p>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.</p> <p>Results of activities in this area include:</p>

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<p>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;</p> <p>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.]</p>			developing countries	<ul style="list-style-type: none"> • 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.
<p>c. Governments are invited to:</p> <p>i. facilitate the establishment of national and regional Internet Exchange Centres;</p> <p>ii. manage or supervise, as appropriate, their respective country code Top-Level Domain name (ccTLD);</p> <p>iii. promote awareness of the Internet.</p>	2020-2023	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	<p>Results of activities in this area include:</p> <ul style="list-style-type: none"> • 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

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				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.	2020-2023	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: <ul style="list-style-type: none"> • 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.
e. Governments should continue to update their domestic consumer protection laws to respond to the new requirements of the Information Society.	2020-2023	Goal 4 ITU-D Objective 3 ITU-D Objective 4	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	Consumers are confronted with new issues brought about by the wider availability of new Information and Communication Technologies (ICTs) in terms of greater choice of devices, online services and applications. Identifying pro-active policy and regulatory measures in addition to co-regulatory and self-regulatory solutions and initiatives geared towards educating and empowering consumers is essential to protect the rights of all users in an open, transparent and inclusive digital world. In the framework of GSR and ITU's knowledge exchange and data, research and analysis work, tools are created for effective regulation and assistance provided to members to update their national consumer protection laws to respond to the new requirements of the Information Society. A GSR19 discussion paper on building confidence in a data driven economy by assuring consumer redress was presented during the last GSR19. The GSR Best Practice Guidelines 2014 focused on consumer protection in a digital world. BDT also developed guidelines, resources and material to increase awareness of the threats to ICT stakeholders and increase

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			16.b: Promote and enforce non-discriminatory laws and policies for sustainable development	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.	2020-2023	Goal 4 ITU-D Objective 1 ITU-D Objective 3 ITU-D Objective 4	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	<p>ITU organizes the annual GSR and all the various GSR materials and best practice guidelines are posted on the BDT website.</p> <p>ITU aims at improving the exchange of information between Member States and all relevant organizations through the organization of national, regional and global events, workshops, establishment of online forums and platforms, etc.</p> <p>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.</p> <p>ITU Journal and ITU Kaleidoscope (ITU-T led) – jointly provide a platform for participation in academic research, publication and discussion, with the results available at no cost to the public.</p>
g. Governments need to formulate national strategies, which include e-government strategies, to make public administration more transparent, efficient and democratic.	2020-2023	Goal 4 ITU-D Objective 1 ITU-D Objective 3 ITU-D Objective 4	16.6: Develop effective, accountable and transparent institutions at all levels 16.7: Ensure responsive,	<p>Results of activities in this area include:</p> <ul style="list-style-type: none"> • 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.

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			inclusive, participatory and representative decision-making at all levels	
<p>h. Develop a framework for the secure storage and archival of documents and other electronic records of information.</p> <p>i. Governments and stakeholders should actively promote user education and awareness about online privacy and the means of protecting privacy.</p>	2020-2023	<p>Goal 1 & 4</p> <p>ITU-D Objective 3</p> <p>ITU-D Objective 4</p>	<p>16.10: Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements</p> <p>16.b: Promote and enforce non-discriminatory laws and policies for sustainable development</p>	<p>An ITU report has been prepared on the usage of mobile phones for commerce in developing countries in collaboration with the International Trade Centre (ITC).</p> <p>An ITU report on Digital identity in the ICT ecosystem was prepared. This paper defines digital identity in the ICT ecosystem and provides an overview of the various types of digital identity systems. A 2016 GSR discussion paper was prepared on maintaining trust in a digital connected society focusing on privacy and data protection rules. The paper discusses the legal frameworks and regulations that apply to the processing of the personal data which lies at the core of the digital connected society.</p>
<p>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.</p>	2020-2023	<p>Goal 1 & 4</p> <p>ITU-D Objective 3</p> <p>ITU-D Objective 4</p>	<p>16.b: Promote and enforce non-discriminatory laws and policies for sustainable development</p>	<p>ITU is working with ARCTEL, a regional regulatory association on a multi-phase project to develop the legal and policy framework for e-commerce in Portuguese-speaking countries.</p>
<p>k. Encourage the ongoing work in the area of effective dispute settlement systems, notably alternative dispute resolution (ADR), which can promote settlement of disputes.</p>	2020-2023	<p>Goal 4</p> <p>ITU-D Objective 3</p>	<p>16.3: Promote the rule of law at the national and international levels and ensure equal access to justice for all</p>	<p>ITU organizes the annual GSR and all the various GSR materials and best practice guidelines are posted on the BDT website.</p> <p>ITU organizes annually several regional economic dialogues (REDs) as well as multiple thematic workshops, including for Africa, Latin America and the Caribbean, Europe and CIS countries.</p> <p>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, and that will be updated in 2020.</p>

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				ITU-T Study Group 3 is conducting a study on dispute resolution processes.
<p>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.</p>	2019-2023	<p>Goals 1 & 2 ITU-D Objective 3 ITU-D Objective 4</p>	<p>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-,</p>	<p>Results of activities in this area include:</p> <ul style="list-style-type: none"> 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.

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			small- and medium-sized enterprises, including through access to financial services	
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.	2019	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: <ul style="list-style-type: none"> • Increased awareness of the relevant ICT related issues amongst SMEs through the development of relevant tools and guidelines. • BDT has produced a number of studies and publications, such as, the report on the economic contribution of broadband, digitization and ICT regulation, focusing on the regional econometric modelling reports. Results are now available for Africa, the Americas, other regions will follow soon. The outcomes of these regional reports will be a key reference material to illustrate the impact of fixed and mobile broadband on the economy, where the regions stand in terms of digitization and the impact of digitization on GDP. These also highlight the impact of regulation and institutions on the development of the digital economy.
n. Governments should act as model users and early adopters of e-commerce in accordance with their level of socio-economic development.	2019	Goals 1 & 2 ITU-D Objective 4	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.	2020-2023	Goals 1 & 3 ITU-D Objective 4 ITU-T objectives	10.3: Ensure equal opportunity and reduce inequalities of outcome [...within and among countries...],	Results of activities in this area include: <ul style="list-style-type: none"> • Raised awareness on the importance of standards through the provision of appropriate tools and guidelines. • The former 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

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			including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard	<p>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.</p> <ul style="list-style-type: none"> ITU-T Study Group 3 is developing economic and policy ITU-T Recommendations on guidelines for Mobile Financial Service Agents, on consumer protection in mobile financial services, on guidelines for e-money issuers, on interoperability for competition in mobile financial services, on mobile financial services transaction cost model, and on guidelines for MOU between telecommunications regulators and central banks taking into account the Zambian experience and existing MOU.
p. Governments, in cooperation with other stakeholders, should promote the development and use of open, interoperable, non-discriminatory and demand-driven standards.	2020-2023	Goal 4 ITU-D Objective 4 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	<p>Results of activities in this area include:</p> <ul style="list-style-type: none"> 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.	2019	Goal 4 ITU-D Objective 2 ITU-D Objective 3	17.16: Enhance the global partnership for sustainable development, complemented by multi-stakeholder	<p>Results of activities in this area include:</p> <ul style="list-style-type: none"> 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

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		ITU-R objectives	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	to accelerate the development of wireless technology in these countries.
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.	2019	Goal 4 ITU-D Objective 3 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	Results of activities in this area include: <ul style="list-style-type: none"> • 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.

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			level, and through a global technology facilitation mechanism when agreed upon	
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;	2019	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	<p>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.</p> <p>ITU also implemented a series of Regional Initiatives on ICT accessibility through the ITU regional offices for the Arab states, CIS countries and Europe.</p>
b. foster broadband development and deployment;	2019	Goals 1 & 4 ITU-D Objective 2 ITU-D Objective 3	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	<p>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.</p> <p>ITU publishes the flagship Global ICT Regulatory Outlook series which focuses on policy and regulatory trends in the ICT sector bringing together cutting-edge research on various topics.</p> <p>Two new series of evidence-based studies and white papers were launched to address the trends and issues related to the new digital ecosystem and to Artificial Intelligence. One of the core focus areas is the work of policy makers and regulators to design and adopt flexible, forward-looking and light-handed regulatory frameworks for digital innovations getting off the ground.</p> <p>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, and that will be updated in 2020.</p> <p>In the framework of the ICT Regulatory Tracker, a tool to monitor and measure the changes taking place in the telecommunication/ ICT regulatory environment, ITU introduced the G5 Benchmark: the Gold</p>

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			<p>productive capacity in developing countries, in particular least developed countries</p> <p>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</p>	<p>Standard for Collaboration amongst Regulators. It is a powerful, straightforward tool for policy-makers and regulators that enables to track how regulatory frameworks are evolving in the digital economy and dives deep into policy trends.</p> <p>ITU organizes annually several regional economic dialogues (REDs) and multiple thematic workshops, including for Africa, Latin America and the Caribbean, Europe, and CIS countries.</p> <p>ITU is carrying out projects and policy support to foster universal and 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.</p>
<p>c. nurture innovation and entrepreneurship by stimulating investment by ensuring effective and fair competition;</p>	2019	<p>Goal 4 ITU-D Objective 3</p>	<p>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</p>	<p>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.</p>

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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;	2019	Goals 3 & 4 ITU-D Objective 4	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 Global ICT Regulatory Outlook 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, and that will be updated in 2020. 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;	2019	Goal 4 ITU-D Objective 4	9.1: Develop quality, reliable, sustainable and resilient infrastructure, including regional	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, and that will be updated in 2020. ITU also provides support, assistance and training in this area to developing countries.

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			and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all.	
f. foster an intellectual property rights framework that balances the interests of creators, implementers and users.	2019	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, and that will be updated in 2020. ITU also provides support, assistance and training in this area to developing countries.