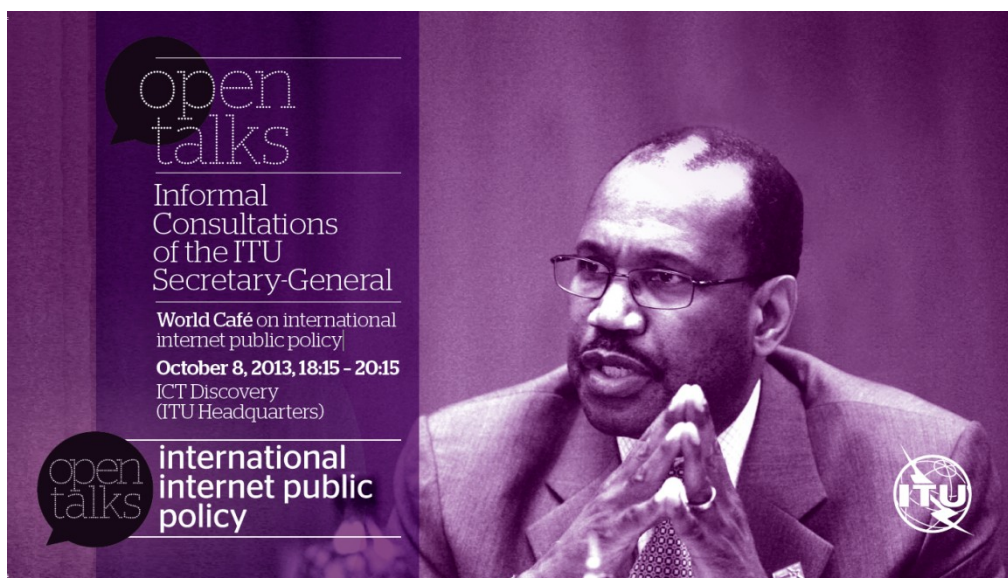# ITU Secretary-General's Open Talks Series
World Café on International Internet Public Policy

Role of Governments in the Multistakeholder model of the Internet
18:15-20:15, Tuesday, 8 October 2013, ICT Discovery Museum, ITU HQs, Geneva

Summary

The World Café held on 8 October 2013 was the first event of the ITU Secretary-General's informal consultation series, called "Open Talks", on international Internet-related public policy issues. The focus of the World Café discussion was the role of governments in a multi-stakeholder model of the Internet, particularly related to three questions.

The World Café assembled about 50 representatives of different stakeholders, including ITU's membership and non-membership and allowed all participants to be engaged actively in a fruitful conversation: exploring questions that matter, encouraging each other's contribution, connecting diverse perspectives and so sharing collective discoveries.

The photo collection of the event can be found at:

http://www.flickr.com/photos/itupictures/sets/72157636329691824/

Contents

1   Structure

The session was divided into three conversation rounds, each guided by a strategic question. In addition, two town-hall discussions were held to connect the various ideas that emerged, identify common opinions, and share different views. The programme was structured as follows:

Time	Program
18:15 – 18:30	Opening and Introduction
18:30 – 18:55	Conversation 1
18:55 – 19:20	Conversation 2
19:20 – 19:35	Midway Town Hall
19:35 – 20:00	Conversation 3
20:00 – 20:10	Final Town Hall
20:15 – 20:15	Closing

2   Purpose, goals and questions

A collaborative event enabled an active involvement of each and every participant to explore three key questions, listed below, related to the role of governments in the multistakeholder model of the Internet governance.

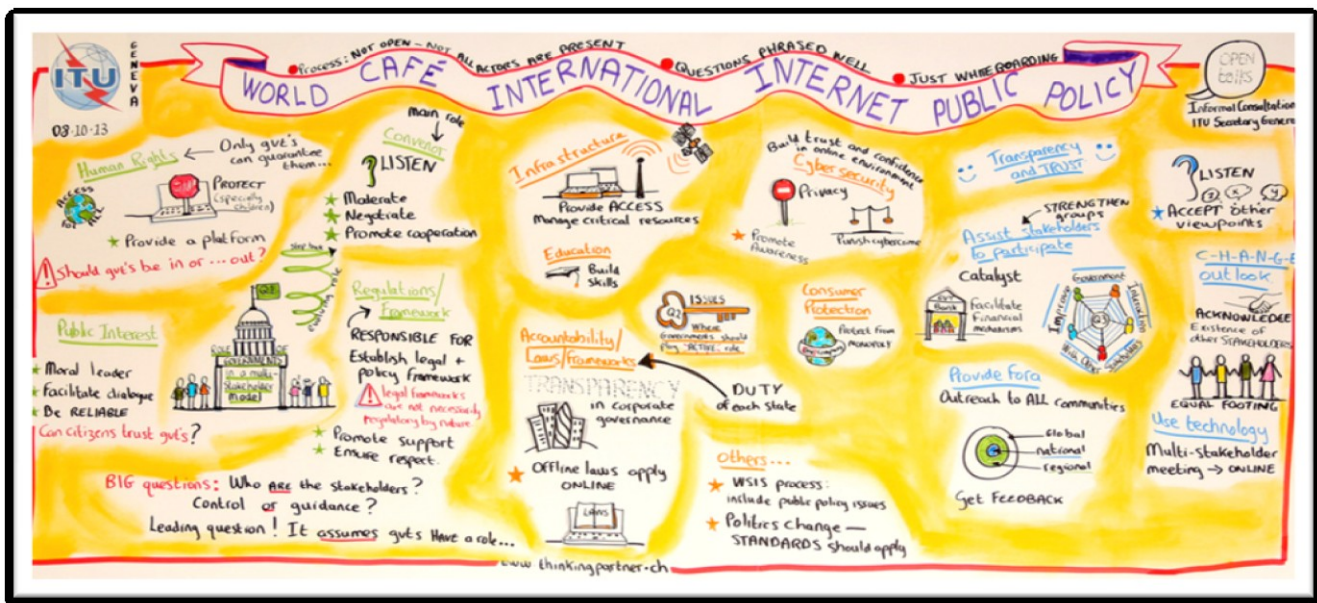| Theme	Goal
Conversation 1, Question 1 What is the role of governments in the multistakeholder model of Internet?	Connect participants to the topic; Determine the range of points of view
Conversation 2, Question 2 What are the key issues that government should play an active role in?	Focus on the key public policy issues related to the role of governments
Conversation 3, Question 3 How can governments improve their interaction with other stakeholders?	Envision new possibilities, explore new horizons and trends

3   Overall figures

The World Café assembled about 50 representatives of different stakeholders, including ITU's membership and non-membership, and allowed all participants engaged actively in a fruitful conversation.

- **50** participants, including ITU membership and non-membership
- **3** conversation rounds over **2 hrs**
- **105** ideas and suggestions
  - Conversation 1: 44 ideas
  - Conversation 2: 38 ideas
  - Conversation 3: 23 ideas

4   Visual Summary of the Outcome

A visual record summarizes the outcome of the session.

5   Summary of the Results of Conversation 1

Q. What is the role of governments in the multistakeholder model of Internet?

The multi-stakeholder model has been recognized at the World Summit on the Information Society (WSIS) as the way forward for the global governance of the Internet. The WSIS outcome documents provided a set of framework principles for the multi-stakeholder model. In particular, a reference to the role of governments in the multi-stakeholder model can be found in many paragraphs of the WSIS Tunis Agenda (2005) , including in the paragraph 35 which outlines the roles and responsibilities of each stakeholder group.

Several comments were made in responding to the first question as listed below:

a) Protecting Human Rights

- Governments should promote and adhere to human rights and the rule of law
- Protecting people or people's human rights
- Only Government can guarantee the human rights of their citizens
- Human Rights, Education and Learning: These three phases have already been running in the UN Human Right Councils
- Rights to access to the information and communication technologies (ICTs) and protecting children online (child online exploitation), and so on
- Providing a platform for opinions

b) Limited Role Broader

- Government has the main role in multistakeholder model of the internet
- Leading question: which contains, two assumptions:
    o Government have a role

o   The multistakeholder model is the only model
- Can an existing (old) political model be applied to an entity that is at its core transnational?
- Is it Control vs Guidance?
- What is the definition of multistakeholder model?
- Who are the stakeholders?
- What aspect of the internet do we talk about: Governance, Security, Apps, Technical matters (i.e. DNS, IP)?

c) Enabling framework

- The role of government is to encourage and promote open inclusive and transparent policy development processes
- Promoting support for the model among private sector, civil society and technical community
- Legal frameworks are not necessarily regulatory in nature
- Enabling framework to stimulate cooperation
- Enabling framework to ensure dialogue and stimulate cooperation

d) Ensuring respect for laws

- Ensure respect for applicable laws

e) Ensuring Public Interest

- The government should ensure an enabling environment for development and empowerment of marginalized people
- Ensuring public interest is taken into account in the model
- Facilitating environment to ensure dialogue
- A moral leader
- Government should work for the public good
- Government should act as a structure for which society can rely on

f) Acting as a Convener

- Governments should promote enhanced cooperation among all stakeholders
- Negotiating treaties in consultation with other stakeholders
- Government as an enabler
- Guiding role and listening role
- The role of the government is to listen
- Raising awareness as a moderator
- Facilitator for dialogue and interaction
- Facilitator public policy issues relations to the Internet?
- Government as a customer-buyer
- Government as a convener of different stakeholders
- Government as a collaborator
- Bridging different actions in public interest

g) Regulations

- Governments are responsible for preventing the use of the Internet for preventing the use of the Internet for criminal purposes/law enforcement (i.e. child pornography)
- Government also has a responsibility towards citizens

- Government as investor in critical Internet infrastructure
- Establishing legal and policy framework
- Governments are responsible for regulating infrastructure
- Legalizing framework- oversight the commercial side- terms and conditions?
- Legal and regulatory framework for development of infrastructure.

6   Summary of the Results of Conversation 2

Q.   What are the key issues that government should play an active role in?

WSIS outcome documents highlighted the role of governments in internet-related public policy issues. What are some of the key public policy issues of today that you think governments should be more active role in? The following ideas were emerged from the question 2:

a) Cybersecurity

- Security, Safety and privacy protection
- Security of key national infrastructure
- Cybersecurity
- Trust and Confidence in online environment
- Public services, Awareness on cybercrime
- Legal framework to deal with crimes committed online
- Responsibility of cybercrime
- Cybercrime
- Political environment changes; Standards should apply

c) Human Rights and Consumer Protection

- Human rights online
- Privacy protection
- Consumer protection
- Protection from monopoly
- Protection of freedom of expression and prohibiting illegal content

d) Accountability, Transparency Laws

- Legal and Regulatory Frameworks
- Creating an enabling environment in an appropriate legal and regulatory framework
- National frameworks, duty of state
- International frameworks/agreements and institutions
- Offline laws apply online
- Transparency in corporate governance

e) Infrastructure

- Infrastructure to ensure access to the internet
- Government should facilitate the environment for development (including but not limited to business, society , social groups, education); and the development of regular technology
- Government is responsible for maintaining the Internet for critical infrastructure, power services (electricity), emergency services, etc
- Provision of access to Internet
- Managing critical infrastructure resources

b) Protecting Minorities

- Connecting everyone to the internet (people with disabilities, low income etc)
- Stimulating Accessibility and Affordability
- Minority Group Protection

f) Education

- Education for kids
- Education awareness and skills, and capacity building
- E- education, e-skills
- Education and human rights values

g) Others

- The Golden Rule: treat others as you want to be treated
- Facilitating private sector led initiatives
- International cooperation
- WSIS process: talks about public policy issues
- How do we define Internet?
- E-education/e-skills, security of key infrastructure, legal framework/regulatory framework Cybercrime, human rights online

7   Summary of the Results of Conversation 3

Q.   How can governments improve their interaction with other stakeholders?

There is growing acknowledgement of a need to strengthen government's relations with both internal and external different stakeholders. How can governments improve their capability to engage with other stakeholders? Are current mechanisms adequate? How could they further improve? Clear proposals have been emerged in response to question 3:

a) Use Technology

- Use ICTs to ensure two way interaction with stakeholders
- Organizing multistakeholder meetings online
- Government could improve their interaction with other stakeholders (specially civil society) though online consultations (e-government)

b) Transparency and Trust

- Openness and Transparency: No hidden agenda for the Government
- Transparency
- Trust among different (all) stakeholders
- Legitimizing results discussed at a meeting through legal process

c) Assist Stakeholders to Participate

- Access to dialogue incentive to join the dialogue
- Governments have to facilitate financial mechanisms to stimulate stakeholders which do not have sufficient means
- Act as a catalyst to mobilize participation of other stakeholders
- Strengthen stakeholders groups

d) Provide forums for all

- Promote participation in national, regional and global for a
- Creating / Installing. Permanent platform for interactive, regular, formal and informal dialogue
- Government can provide a forum for discussion/consultation amongst different stakeholders
- Ensure outreach to all communities at local level throughout society
- Consultation with other stakeholders and feedback on consultation
- Establish open consultation processes with all key stakeholder constituencies

e) Change outlook

- Government should not be one strong stakeholder group
- Acknowledge existence of other stakeholders
- Accept viewpoints
- Show up/participate
- Learn to listen
- Governments communicating with other stakeholders on an equal footing and with balanced voting rights

8   Comments from the Town Halls Discussions

The two town-hall sessions had a brief summary of the discussion at the first, second, and third conversation rounds respectively, which yielded about 105 ideas and proposals. Few additional comments were made in reference to the first and second questions:

- The government has an important role helping with a framework enabling development of ICTs infrastructure.
- Government is important as a facilitator and policy maker. This process has not been open enough, because we don't hear the comment that governments take a 'hands off' approach to the internet.
- One of the basic needs for the multi-stakeholder model is to have a mutual recognition. The hostility about the governments should be resolved first. The other stakeholders would not be treated with the same skepticism.
- As long as the human rights can be guaranteed in the Internet, there should be not so much opposition to the government playing a role.
- Government may act as a catalyst to support the emergence of Internet Exchange Points (IXPs). When this is developed in a country, then the government could focus on the regulatory part.
- Government should not have a static role, but this should adapt to the needs of each country.

In addition, participants expressed their appreciation for the World Café process which allows for open dialogue and active engagement of everyone. Additional comments includes:

- Meetings like the World Café helps us as human beings. We have the opportunity as individuals to bring our own perspectives.
- Some participants were of largely the same background or viewpoint on the role of government in internet governance.
- This is a good step forward, but we are white-boarding. How can this – the World Café on international internet public policy – go through an evaluation or filtering process and so form a clear opinion? We should see how these points are brought forward.

In view of that, the participants were informed that the ideas and recommendations received during the World Café will, together with the essence of the discussion during other Open Talk Series on international public policy issues, be part of the ITU Secretary-General's information document to the next Council Working Group on International Internet-related public policy Issues (CWG- Internet) in November 2013.

9   Organizers

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