ENABLING INCLUSIVE AND SUSTAINABLE GROWTH

SUMMARY OF IGF 2016
ABRIDGED REPORT

The 11th Internet Governance Forum (IGF)
6-9 December 2016
Jalisco, Mexico

IGF **Internet Governance Forum**

The 11th Internet Governance Forum (IGF): 'Enabling Inclusive and Sustainable Growth'

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Summary of IGF 2016 – Abridged Report

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EDITOR'S INTRODUCTION

This is a 'short report' of the 11th Internet Governance Forum in Jalisco, Mexico ('IGF11') – essentially a shorter version of the 'long report' of the meeting. The IGF Secretariat is charged with producing a record of the event, and is taking new approaches to presenting the material.

The 11th meeting had two key organisational features:

- A set of main sessions on the most important themes for the year
- Many smaller sessions comprising workshops, Best Practice Forums, Dynamic Coalitions and so on grouped into eight themes, such as access and diversity, human rights and cybersecurity.

In this short version we present the highlights of the meeting, as summarised by the chair, a brief summary of the main sessions, and the introductory text to each of the eight themes.

The long version has the full theme reports, in which we set out the main aspects of debate and discussion for each theme, together with edited reports of the workshops and other session types that fall under the themes. It is apparent of course, that various topics in these themes are 'cross-cutting' across other themes – for example, access and diversity issues are common to gender and youth, and human rights. But the IGF organisers have taken care to emphasise approaches that are most suited to each theme, with discussion points and speakers to match.

In addition, we summarise the preparations for the meeting and give a brief overview of the 'day 0' and new session formats introduced at IGF11. There was also a record number of Open Forums organised by partners at IGF11, and we also include brief descriptions of the main points covered in these sessions.

Finally, we list all the sessions by type (e.g. main session, workshop) with hyperlinks to the video, transcripts and reports.

The long report contains detailed reports from the main sessions and a selection of workshops and other session types.

The IGF annual meeting generates a lot of material, which is increasing in volume each year. As we have a mandate for the IGF until 2025, following the 10-year renewal, it will only get more challenging to present the meetings, and we welcome suggestions on any aspects of presentation that the community would find of most value.

PREPARING FOR IGF11

Planning the annual IGF meeting takes a lot of work and is the responsibility of a major multistakeholder exercise in its own right, that of the Multistakeholder Advisory Group (MAG).

The 11th IGF took on added impetus following the decision at the end of 2015 of the World Summit on the Information Society (WSIS) to renew the IGF's mandate for a further 10 years. That was among the statements in the WSIS outcome document, but another and crucial part of the document was its commitment build on the UN General Assembly's resolution of 25 September 2015, 'Transforming our world: the 2030 Agenda for Sustainable Development', which adopted the 17 Sustainable Development Goals (SDGs).

The MAG had two meetings to decide the agenda for IGF11 (and also to confirm the venue and other administrative details). The first was the 'open consultations and MAG meeting' on 4-6 April 2016, in Geneva, where these were among the decisions:

- It was announced that the 2016 IGF annual meeting was 'tentatively' scheduled to be held from 6-9 December in Guadalajara, Mexico, at the Instituto Cabanas (a UNESCO World Heritage Site), pending final confirmation from Mexico as the host country, and the UN
- It was decided that the main theme and title of the 2016 IGF would be: 'Internet Governance Forum 2016 Enabling Inclusive and Sustainable Growth', and there would be a main session on the SDGs
- The MAG chair appointed Ambassador Benedicto Fonseca Filho (Ministry of External Affairs, Brazil) as special advisor to assist with outreach efforts within the UN and with senior policymakers
- It was decided to give space to National and Regional IGFs (NRIs), Best Practice Forums (BPFs), Dynamic Coalitions (DCs), and intersessional work on Connecting the Next Billion (CNB, Phase II) to hold main/thematic sessions
- There was agreement that BPF work should continue on the themes of Internet Exchange Points (IXPs), IPv6, cybersecurity, and gender and access.

To confirm the main sessions, the MAG held a virtual meeting on 25 August, in line with the established main session guidelines. It was emphasised that all main sessions should be inclusive of those participating online and through remote hubs, and should be forward looking and seek to produce outputs that could feed, if possible, into other relevant Internet governance processes and forums after the annual meeting.

There was good news from the IGF Secretariat's update on the annual meeting. It had received more than 260 workshop proposals, more than ever, and also 46 requests for Open Forums, again the most yet received. Updates were given on the NRIs, BPFs, DCs, and themes such as cybersecurity; for the BFIs it was agreed that increased outreach and a longer-term view is key to the success of the BPFs. It was noted that a new BPF on Anti-Corruption was indeed being launched (although it would be too early to have a session at the 2016 IGF).

The MAG also set up a working group to advocate for the introduction of new session types at the IGF – namely 'lightning' talks and 'unconference', which have become popular in other venues. Lightning and unconference sessions were held for the first time on an experimental basis at IGF 2016. Lightning session are events that are quicker, more informal versions of full-length workshops or presentations; unconference sessions are talks that are not pre-scheduled – participants reserve a speaking slot by signing up on a scheduling board on a first-come, first-served basis.

To promote extensive stakeholder inclusion, transcripts and webcasts from all of the sessions were made instantly available throughout the meeting and summaries of all the sessions are

published on the IGF's website. To complement these outputs, the Geneva Internet Platform,[1] in cooperation with the IGF Secretariat, the Internet Society (ISOC), the Internet Corporation for Assigned Names and Numbers (ICANN) and the DiploFoundation, delivered detailed and immensely useful reporting from all sessions. These summaries were published online and in daily printed newspapers distributed at the venue for delegates. All sessions were also live streamed, and session videos were instantly uploaded for online viewing, providing even further opportunity to participate and enhance institutional memory of the dialogue that took place.

IGF social media channels such as Twitter #IGF2016 and Facebook were also particularly active during the week as additional platforms for dialogue. Elon University's Imagining the Internet Center conducted interviews to gather opinions about Internet evolution, inform policy and create a historic record. Videos of all Elon University interviews are available. Daily video highlight films and UN press releases were produced and made instantly available to the global media to extend the IGF's outreach.

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[1] http://digitalwatch.giplatform.org/events/11th-internet-governance-forum

11th IGF CHAIR'S SUMMARY

Executive Summary

The 11th IGF marked the first gathering of the global multistakeholder community since the renewal of the IGF's mandate for 10 years by the United Nations (UN) General Assembly at the WSIS+10 High Level Event[2] last year. With the meeting theme of 'Enabling Inclusive and Sustainable Growth', the IGF meeting was a platform for engaged and informed discussions about, among many other things, how the Internet can support and help to enable sustainable growth as envisaged by the 2030 Agenda for Sustainable Development.

In the course of four days, more than 2,000 delegates[3] from 123 countries participated in about 200 sessions, with thousands more engaging online. The programme was developed in a bottom-up and inclusive manner in consultation with the growing IGF community, with a view to enhancing wide-ranging and diverse multistakeholder participation. The busy and productive meeting featured interactive dialogue and debate, and addressed a broad range of themes and issues including:

- The Internet and sustainable development
- Access and diversity
- Youth and gender challenges pertaining to the Internet
- The protection and promotion of human rights online
- Cybersecurity
- The need to enhance multistakeholder cooperation
- Critical Internet resources
- Internet governance capacity-building.
- Other emerging issues that may affect the future of the open Internet.

The IGF is unique in that it is convened by the UN Secretary-General to be an open, multistakeholder forum bringing all stakeholders together as equals. Its UN mandate gives it convening power and the authority to serve as a neutral space for all stakeholders. As the community embarked on the second decade of the IGF, exchanges throughout the week recognised the important contribution the Internet makes in promoting social inclusion and economic growth. The importance of the Internet and its governance as a powerful tool to promote social inclusion and economic growth using transparent and inclusive multistakeholder approaches are clear.

IGF11 Highlights

Many sessions throughout the week provided the community with spaces to explore the important question of how to harness renewed global interest in increasing access to the Internet in a way that supports development efforts in line with the Sustainable Development Goals (SDGs). Participants reiterated that digital literacy and the development of local and culturally diverse and relevant content are fundamental for inclusive growth. An emerging consensus has developed among the IGF community that the Internet's core values of openness, freedom, resilience, safety and decentralisation are fundamental for enabling inclusive and sustainable growth – as also expressed by UNESCO's Internet Universality framework.[4]

Many delegates emphasised that international cooperation and strategic partnerships cultivated through the IGF can help bridge digital divides and provide new opportunities for people living in poverty, women and girls, children, disabled people, older people, indigenous

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[2] http://workspace.unpan.org/sites/Internet/Documents/UNPAN96078.pdf

[3] http://www.intgovforum.org/multilingual/content/igf-2016-attendance-statistics

[4] http://www.unesco.org/new/en/communication-and-information/crosscutting-priorities/unesco-internet-study/internet-universality

peoples, marginalised groups, and rural communities that still lack acceptable access to the Internet and to and training in the use of ICTs.

The IGF has remained a critical platform to facilitate dialogue on human rights and their connections with Internet policy and governance; discussions about the importance of human rights on the Internet have similarly become increasingly prominent at the IGF. In 2016, increased attention was also paid to the importance of civil and political rights – including the ways in which the promotion and protection of these rights can support sustainable development.

The successful transition of the IANA functions[5] to the multistakeholder community in October 2016 marks an important milestone for the Internet governance community. The transition was finalised after many months of careful planning by community volunteers, leading to productive exchanges about the post-transition IANA and the new community-based accountability mechanisms to ensure transparent and stable management of this crucial Internet function. At the IGF, various workshops and sessions endeavoured to learn from the successes and challenges of this multistakeholder exercise.

A number of sessions addressed the growing challenges stemming from increased use of the Internet around the world, along with the ways in which such use may threaten the security and development benefits of the Internet. Stakeholders stressed the need for cybersecurity measures to be implemented in cooperation with all stakeholders and international expert bodies, with the IGF providing a space for such collaborative efforts. Security professionals, law enforcement agencies, programmers and business people, among others, have to work together to address new threats and challenges to online security for both individuals and organisations. Cyberattacks, cybercrime and issues related to privacy and surveillance are challenges that require urgent collaboration and cooperation as well.

In the Internet's tradition of allowing for unlimited creation of new opportunities, the Internet of Things (IoT) and artificial intelligence have the potential to bring about ground-breaking benefits to mankind and our quality of life. The challenge is to foster this continuous development and to enable the IoT to further grow into the Internet and Internet governance processes. Issues such as standardisation, interoperability and security are similar to issues the Internet community dealt with in its earlier days, and offer substantial opportunities for multistakeholder cooperation and mutual learning. Internet and trade also featured prominently as many participants said that trade, as well as copyright, intellectual property and data protection, will be central aspects of Internet governance.

National, Regional and Youth IGFs (NRIs) have been emerging since the IGF was convened in 2006. They are independent in their work, and organised in accordance with the core IGF principles of being multistakeholder, bottom-up, inclusive, open, transparent and non-commercial. The NRI network has nearly doubled since the 10th IGF; growing from 37 NRIs at the end of 2015 to more than 70 recognised NRIs.[6] The NRIs are active and immensely useful contributors to the IGF community's intersessional activities. The linkages between the NRIs and the global IGF have increased significantly thanks to many joint work activities such as the organisation of sessions held during the 11th IGF, collaborative work on developing publications containing guidelines, and best practices on how to establish and run an NRI. Records from the NRIs' regular fortnightly meetings[7] also serve as inputs to the global IGF, providing more local and issue- specific perspectives to policy challenges.

In 2016, the IGF furthered its work on Policy options for connecting and enabling the next billion(s). The intersessional initiative focused on local and regional specifics to enable

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[5] https://www.icann.org/news/announcement-2016-10-01-en
[6] NRIs information is on the IGF website
[7] Meeting summary reports: https://www.intgovforum.org/multilingual/content/coordination-meetings

meaningful access and also investigated how ensuring meaningful Internet access can support the SDGs. CENB Phase II[8] builds on the IGF community's work on this topic in 2015 (Phase I). Together, over 120 contributions from a diversity of stakeholders are reflected in this initiative, which helps to illustrate the need for not only enabling more people to access the Internet, but also for them to benefit from and be empowered by its developmental potential.

The IGF Best Practice Forums (BPFs) continue to offer unique platforms to investigate topical Internet policy challenges by collecting community input and experiences in a flexible and bottom-up manner. The BPFs gather knowledge that exists with different groups, organisations, experts and individuals to make it available as a resource for the broader community in the form of best practice outcome documents.[9] Through their outreach efforts and continued calls for contributions, the BPFs enabled more diverse and varied participation in IGF processes, including from a wider variety of regions and stakeholder groups. By continuously involving new people in their work, the various BPFs also contributed to enlarging the global footprint of the IGF. As a part of the 2016 community intersessional activities, the third cycle of BPFs focused on Gender and Access, Understanding the Commercial and Economic Incentives behind a Successful IPv6 Deployment, Contributing to the success and continued development of Internet exchange points (IXPs), and Building Confidence and Security in the use of Information and Communications Technologies (ICTs) through Enhanced Cooperation and Collaboration. BPFs worked throughout the year in an open and inclusive way via open mailing lists, regular virtual meetings and BPF workshops during the 11th IGF meeting.

Using their first-ever shared main session at IGF 2015 as a starting point, IGF Dynamic Coalitions held regularly monthly meetings and coordinated closely before IGF 2016. Over the course of the year, DCs have made significant progress toward synchronising their work and adopting fundamental common standards of transparency and inclusiveness (open archives, open membership, open mailing lists), and have developed targets and deadlines for the publication of papers. They have also jointly participated for the second time in a survey to gather feedback on their papers. While there are currently 16 DCs, the community of DCs is also growing: two new coalitions, on Community Connectivity and Innovative Approaches to Connecting the Unconnected emerged in 2016. Several more have recommitted to their activities, notably the coalitions on Internet and Climate Change and the Youth Coalition. Other groups, on defining 'publicness' in the digital age and on schools on Internet governance, are in an exploratory phase and have expressed interest in launching DCs of their own.

The participation of Governments and policymakers has increased significantly this year, with far more open forum sessions held than in any previous IGF. Organisers of these 32 open forums[10] – a session type traditionally reserved for governments, IGOs and international organisations – included the governments of China, Cuba, Egypt, Germany, Indonesia, Japan and Mexico, as well as the African Union, European Commission, Organisation of American States (OAS), OECD, ITU and UNESCO, among others. A delegation of 12 members of the European Parliament, the largest ever to come to an IGF, was also in attendance.

The IGF brought together a number of UN and intergovernmental organisations as organisers of Day 0 events, open forums, and workshops. Over the course of the week, the World Intellectual Property Organisation (WIPO), which participated in the meeting, the ITU, UNESCO, the office of the UN Special Rapporteur on Freedom of Expression, the World Bank, and the OECD all held or co-organised sessions. As an indicator of the expanding relevance of Internet governance in diverse policy areas, for the first time UN Women and UNICEF also

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[8] https://www.intgovforum.org/multilingual/content/policy-options-for-connecting-and-enabling-the-next- billions-phase-ii
[9] https://www.intgovforum.org/review/2016-igf-best-practice-forums-bpfs-draft-outputs-as-of-2-november
[10] https://www.intgovforum.org/multilingual/content/igf-2016-open-forums

organised IGF events - on SDG 5 and the use of ICTs by women, and children's rights research, respectively.

WIPO's participation in the 11th IGF again demonstrated the numerous areas of convergence between intellectual property (IP) and Internet governance. A balanced and well-functioning IP system contributes to inclusive and sustainable growth on the Internet by providing guarantees and incentives for innovation to take place and for creators to flourish.

The World Economic Forum (WEF) made significant contributions to the meeting. It participated in a main session on the IGF's intersessional activities, and held both a Day 0 event and open forum on connectivity, which brought in a number of partners including the Institute of Electrical and Electronics Engineers (IEEE), Global Connect, and the Alliance for Affordable Internet, as part of its ongoing Internet for All initiative.

To help orient first-time participants to the IGF and help them understand the organisational processes, as well as to foster their integration into the IGF community, a set of continuous activities throughout the 2016 programme was developed under the Newcomers track[11] by the MAG and the IGF Secretariat. Communication with new IGF participants will be continued between sessions through a IGF newcomers mailing list.[12]

For the first time in the IGF workshop proposal process, proposers were invited to define their workshops with thematic tags, including write-in tags of their own choosing.[13] As part of an approach to structuring the programme in a bottom-up way, the most popular tags were used to determine the sub-themes for the 2016 meeting. This saw the inclusion of youth issues and sustainable development as new sub-themes. Although they did not constitute their own themes, tags on trade, digital literacy and connecting the unconnected were also frequently used and were some of the most discussed issues in workshops.

IGF11 also introduced new session types in the programme, including lightning and 'unconference' sessions.[14] The experimental session formats provided an opportunity to engage with IGF participants, in particular young people, within informal, lively settings. The 20-minute lighting sessions proved to be very popular. Held every day of the meeting during the lunch breaks, in a communal and central outdoor area of the venue, the sessions covered topics as varied as broadband affordability, Internet governance challenges in the Middle East and North Africa, the accountability of algorithms, and access to knowledge and culture online. 'Unconference', in which participants proposed topics for presentation and discussion on a communal board, gave space to unplanned sessions on digital violence, African Internet rights, and free trade and Internet governance in Latin America.

The IGF Village[15] included a record number of stands, with 40 exhibitors (twice as many as 2015). It gave exhibitors from across the stakeholder spectrum the opportunity to advance their work, and network and create partnerships among the IGF's participants.

Opening Ceremony and Opening Session

"Indeed, the Internet and information and communication technologies (ICTs) can play an important, enabling role in our efforts to fulfil the great promise of the 2030 Agenda for Sustainable Development," stated UN Assistant Secretary-General Lenni Montiel in a message from UN Secretary-General Ban Ki-moon at the opening ceremony. Noting that ICTs can deliver smart solutions to address climate change, hunger, poverty, women's empowerment

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[11] https://www.intgovforum.org/multilingual/content/igf-newcomers-track
[12] Mailing list: igfnewcomers@intgovforum.org
[13] https://www.intgovforum.org/multilingual/content/igf-2016-faqs-on-workshop-and-open-forum- proposals
[14] https://www.intgovforum.org/multilingual/content/new-session-formats-at-igf-2016
[15] https://www.intgovforum.org/multilingual/content/igf-village

and more, the Secretary-General's statement urged delegates to keep working to ensure universal access to a more open information society.

Ensuring equitable access is one of the main challenges of modern society, said Miguel Ruiz Caban□as, Undersecretary for Multilateral Affairs and Human Rights at the Ministry of Foreign Affairs of Mexico, who added his strong support for the 17 SDGs. "We are truly pleased that this event will foster the enabling of sustainable and inclusive growth and fight climate change with cross-cutting policies that contribute to access and use of the Internet."

Alejandra Lagunes, Coordinator of the National Digital Strategy of Mexico and Chairperson of the 2016 IGF, said, "Clearly we need to build on our points of agreement and exchange of ideas so that we can make the most of all of the potential of the Internet."

Local authorities and other speakers at the opening ceremony echoed the call for an open and universally accessible Internet while emphasising the importance of net neutrality and more international coordination on cybersecurity issues. As IGF11 was the first since the 10-year renewal by the UN General Assembly in 2015, speakers emphasised the importance of the multistakeholder platform for public policy dialogue.

Main Sessions

Assessing the role of Internet governance in the Sustainable Development Goals (SDGs)

This session was timely as it took place in the first year that the global community began implementing the Agenda for Sustainable Development. The need to enable the SDG goals and targets to become real and lasting tools for change was stressed by UN Assistant Secretary-General Lenni Montiel, who also noted that the Internet and ICTs provide reasons for being immensely optimistic about the Internet governance community's ability to support and enable sustainable development.

The session had a 'town hall consultation' with dialogue between expert 'setting the scene' speakers and participants attending the session and engaged online. Panellists noted the importance of transparent and inclusive multistakeholder approaches to sustainable development, including the significant role that the IGF can continue to play in facilitating debates with diverse stakeholders such as those from the development community, in supporting the 17 SDGs. The need to address the challenges women, youth, and older and disabled people face in sustainable development was also emphasised.

Panellists noted that in ensuring that the Internet and other ICTs do in fact support sustainable development, it remains vital to put people first, not technology.

Sustainable development, Internet and inclusive growth

This second main session on the sustainable development had three major themes – inclusion, capacity-building and content. In his opening remarks Lenni Montiel, called on the IGF community to play its important role: all three pillars of the SDGs need the Internet.

Connecting women, youth and disabled people is important, but the real target is to empower people – to bring them into the Internet governance processes and ultimately give them ownership of their Internet.

Only a holistic approach to capacity building – access alone is not sufficient – can fully embrace the opportunities created by the changing technologies. All stakeholders need to keep an open mind, cooperate and create partnerships to invest in capacities on the demand and supply side. Trust is an important factor as is an enlightened regulatory and policy environment.

Both content and services need to be relevant for local users – they lead to more users and growth of the Internet. Creation of relevant content in local languages and the development of skills to put content online and develop services require investment but also create opportunities to earn money, for example when such content and services become globally available. Governments bear a crucial responsibility as they can act as facilitators or obstacles.

National and Regional IGFs (NRIs)

For the first time, the NRIs organised a main session where IGF initiatives from 41 countries and regions, including three Youth IGFs, were represented. The objective of this session was to raise the visibility of IGF initiatives, and to illustrate the differences that exist across countries and regions concerning Internet governance issues.
The session was divided into two segments. The first part showcased the different
approaches to the broader issues of Internet governance. Topics discussed were access and enhancing opportunities for the unconnected and underconnected, and secure, resilient and trusted Internet from the NRIs' perspectives. The second segment discussed the main challenges the NRIs are facing in their work. The session clearly illustrated that issues and challenges faced by the NRIs are different across countries and regions, further emphasising the importance of increased engagement between the IGF community and the NRIs.

Human Rights: Broadening the Conversation

The main session on human rights focused on three major dimensions, namely civil and political rights; economic, social and cultural rights (ESCRs); and the ways in which these rights are inherently related. Moderators introduced the overall framing for the session, and engaged discussants and participants on the interconnection between civil and political rights on one hand, and ESCRs on the other.
Stakeholders stressed the importance of a multistakeholder approach to addressing challenges concerning online human rights. The session demonstrated that there are a variety of ways to engage on ESCRs and other human rights and that the IGF is becoming an increasingly important platform to discuss these broad issues, and what policy actions are needed and how the IGF community can help to ensure that the Internet is used to enable sustainable development and to promote human rights globally.

IGF Dynamic Coalitions

Dynamic coalitions (DCs) are grassroots, multistakeholder IGF groups, the first of which emerged in 2006 at the Athens IGF, and in which individuals and organisations come together on particular issues. Traditionally defined by their independent nature and internal procedures, a process to coordinate DCs and better integrate them into the main IGF programme has taken place. In 2015, DCs held a main session together for the first time. Building on that success, they agreed to come together again at IGF 2016 to demonstrate the value of their work and engage with participants.
Closer collaboration among DCs was evident at IGF11 – the DCs devised a format in which each of their speakers would be questioned by a moderator in a challenging way. Acting as an 'agent provocateur' and moving around the panel of DC speakers, the moderator prompted DCs into a defence or explanation of the ideas and assumptions in their work.
True to the spirit of coalitions, this brought dynamism to the session and helped to highlight the varied issues covered by the 12 participating DCs:

- Accessibility and disability
- Blockchain technologies
- Child online safety
- Community connectivity
- Core Internet values
- Gender and Internet governance
- Innovative approaches to connecting the unconnected
- Internet and climate change
- Internet of Things
- Net neutrality

- Public access in libraries and Internet rights and principles.

Trade Agreements and the Internet

For the first time, a main session was held on trade policy and the Internet, which reflected the growing importance of trade issues, including domain name dispute resolution and access to registrant data, the use of encryption standards and source code disclosure mandates, and cross-border information flows. The session complemented the dialogues taking place in forums such as the WTO and in trade agreements such as the Trans-Pacific Partnership (TPP), Trade in Services Agreement (TISA), Trans-Atlantic Trade and Investment Partnership (TTIP), and Regional Comprehensive Economic Partnership (RCEP).

It was emphasised that there is a need to ensure that discussions on trade policy are not isolated from broader multistakeholder discussions of those same topics – in particular, because national trade ministries and trade negotiators do not always perceive these as being Internet governance issues, but view them simply as trade issues.

Speakers emphasised that trade agreements have a history of involving governments, citizens and private sector actors in actions which can be beneficial to the economy in a wider perspective but may result in harming core values, principles and rights for the Internet. Openness and transparency in trade agreements is needed with civil society actors participating in these debates. Governments in the private sector realise that trade agreements need to involve a dialogue with civil society. At the same time; however, it was noted that negotiations with government experts are often facilitated through specialised spaces which may not always be accessible to the general public.

IGF Best Practice Forums (BPFs) and Policy Options for Enabling and Connecting the Next Billion(s)

This session presented the outputs of the 2016 IGF stakeholder-driven Best Practice Forums (BPFs) on IXPs, IPv6, Gender and Access, and Cybersecurity, and showcased the outcome of Phase II of the IGF's work on policy options for connecting the next billion(s). The session highlighted that these community activities have resulted in resources from which policymakers can draw when addressing Internet policy issues. The session also gathered community suggestions on how these outputs may be taken forward into other relevant Internet governance forums and how the IGF community's work between sessions could be enhanced looking ahead to 2017 and beyond.

Shaping the Future of Internet Governance: An open dialogue between pioneers and young leaders

This main session was designed to provoke a conversation between different generations about the state of art of the Internet ecosystem, proposing a future agenda for this environment. Newcomers and younger generations engaged in a dialogue with historical Internet actors debating Internet governance challenges and nurturing an exchange of experiences and ideas on various issues before the Internet community.

Throughout the session it was emphasised that the Internet governance community should provide education and capacity building opportunities for young people. Some highlighted the need for formal school/university training while others said that immersion of young people in the field work was most important as this would give young leaders more legitimacy when it came time to influence real policy and decisions in the complex and always changing Internet governance field.

Other important points raised were the need for actions to improve general awareness of Internet governance, particularly at local and regional levels; the issue of parental control and parental education in the context of discussions about child protection and content blocking, and the need for more youth participation in various spaces related to Internet governance.

Taking Stock: Emerging issues – future of the IGF and IGF retreat consultation

The traditional 'taking stock' session held in the afternoon of the last day allowed all participants in an open microphone format to reflect on their experience at the meeting; raise emerging issues that they wanted the IGF to address in 2017, and suggest ways for the IGF to improve. This year the session also sought further consultation from the community on the proceedings, ideas and suggestions from the IGF Retreat held in July 2016. The proceedings document is available for review on the IGF website.

IGF11 THEMES

ACCESS AND DIVERSITY

Access and diversity were recurring themes throughout IGF11. In particular, the conference highlighted:

- Access to the Internet in ways that support the Sustainable Development Goals (SDGs)
- Bridging digital divides by providing both access and training in the use of ICTs and the Internet
- Gender and access, specifically issues concerning women
- Equitable access to knowledge and culture, including in public places
- Access to education.

The main sessions featured many points on access and diversity. In '[Assessing the role of Internet governance in the Sustainable Development Goals (SDGs)](#)', it was noted that target 9C of the SDGs calls for universal and affordable access to the Internet in least developed countries by 2020. But at the end of 2016, 53% of the world's population, 3.9 billion people, did not have access to the Internet. In the 48 least developed countries, which comprise 12% of the world's population, only about 1 in 7 people were online by the end of 2016. "We need to think of bold new steps to rally all actors to put the Internet in the service of the poor, women, disabled people and indigenous populations," said one of the speakers.

It was noted that the multistakeholder model has facilitated significant accomplishments over the past decade, and every one of the SDGs "provides a compelling reason to achieve universal affordable connectivity and there is a clear, tactical roadmap within the SDG agenda that compels us to do so and is our guiding way". Examples were given about how access can address goals on health and wellbeing, education, gender and more.

A key point was made several times – that people must be put first, as there is a tendency to talk mainly about technology, and that "those in the development community are not persuaded yet that the Internet is as important for development as many of us think it is here". The original goal of the World Summit on the Information Society (WSIS) is for a people-centred information society. It is also a point that underpins all aspects of working towards the SDGs.

Other points made in the SDG session:

- 'Connecting the next billion' is a key value that informs conferences of many types around the world, and for which the IGF plays a central role
- Effective multistakeholder institutions are needed to guarantee values like universal and democratic access to the Internet and to knowledge, and to avoid Internet governance being driving by markets and the interests of governments
- Public-private partnerships and local stakeholder groups are needed for projects such as extending the Internet to remote areas in countries
- The engagement, education and empowerment of users should be a fundamental objective of the IGF, especially national and regional IGFs, as a large part of Internet governance remains in the hands of private companies and other non-state actors
- Governments need support as some have many responsibilities that can distract from critical issues like Internet infrastructure development
- Affordability of data on the Internet is a major concern in some countries and will greatly hinder its reach to communities such as farmers.

The main session on 'Sustainable development, Internet and inclusive growth', addressed the barriers for inclusion, capacity building and the importance of local content and language. Among the access and diversity points:

- Internet access should be a constitutional right
- National broadband plans should address both supply- and demand-side needs
- The poorest and the most marginalised users often only have narrow, unstable connections and on low-powered equipment. This means Internet services should have minimal technical and resource requirements
- Interactive content and services can empower marginalised groups more than only 'passive' content
- Basic literacy skills are essential for everyone to access the Internet
- At the infrastructure level, innovation is needed to enable last mile access to remote villages that are not on national power grids and/or pose geographical challenges.

See also the theme report on 'Sustainable development and the Internet economy'.

Presentations at Dynamic Coalitions main session included several access and diversity themes:

- The DC on Community Connectivity (DC3), new in 2016, shared its analysis of community networks and their relationship to connectivity, finding not only that the networks help provide access but render it sustainable over time
- The DC on Accessibility and Disability (DCAD) has annually produced accessibility guidelines which have helped to greatly improve IGFs for persons with disabilities, including the 2016 one, and that the next target will be the training of on-site IGF staff. DCAD is working to promote the standardisation of key technologies, including the Internet of Things, in continuous support of persons with disabilities
- The DC on Public Access in Libraries (DC-PAL) is committed to the issue and study of connectivity, particularly for under-served communities. It reminded participants of the vital role libraries play in providing open, accessible spaces for Internet use in rural and remote areas, as well as in delivering locally-produced content and government services online
- In its latest publication, the DC on Net Neutrality (DCNN) has looked at the relationship, or what is often seen as the tension, between net neutrality and zero rating. Among the views presented in DCNN's book, both favouring and critically deconstructing zero rating, it questions the notion that the zero-rating policy is an important enabler of access, in light of the several other measures and policies that accomplish the same objective.

For the first time, National and Regional IGFs ran a main session to highlight many initiatives, especially access and improving opportunities for the unconnected and underconnected. Messages from the session confirm points made in other main sessions and workshops and include:
- The Internet needs to be preserved as an open, secure, stable, resilient and trustworthy space
- Access and enhancing opportunity for connecting the unconnected include national and sub-regional issues, such as identifying underconnected groups, like women and youth or those in remote areas in a country or sub-region/region
- While there is a need to have access to broadband and availability, the Internet needs also to be accessible in terms of practices, through capacity building, useful content, local languages, etc.
- Internet access with mobile technology should be seen only as a temporary solution because of the limitations it brings

- More efforts are needed at national level and in the regions for multistakeholder groups tp implement IPv6, fibre optics, and other new technologies like white space technology.

Gender and access also featured in the IGF's [Best Practice Forums main session](). In 2016, the IGF furthered its seminal work on 'Policy options for connecting and enabling the next billion(s)' by investigating challenges and opportunities for addressing and overcoming barriers to meaningful Internet access, promoting meaningful access in diverse contexts and regions, and ensuring that access also supports the achievement of the UN Sustainable Development Goals. See the theme report on gender and youth issues for more on women.

One aspect of access was discussed in the final main session – that of how young people can be empowered to take part in Internet governance conferences and discussions, including those organised by the IGF. See also the theme report on gender and youth issues for more.

CRITICAL INTERNET RESOURCES

The 'nuts and bolts' of the Internet are essential and underpinning components of many Internet governance topics, given the importance of standards and technology to providing good quality access and content where it is needed.

A milestone was reached shortly before IGF11, namely the successful transition of the IANA (Internet Assigned Numbers Authority) functions to the multistakeholder community in October 2016. The transition was finalised after many months of planning by community volunteers, leading to productive exchanges about the post-transition IANA and the new community-based accountability mechanisms to ensure transparent and stable management of this crucial Internet function. At the IGF, various workshops and sessions endeavoured to learn from the successes and challenges of this important multistakeholder exercise.

The [main session on Best Practice Forums (BPFs)]() included reports from the BPF on Internet exchange points (IXPs), which collected best practices that have contributed to building strong and successful IXPs. Exchanging traffic at an IXP has a number of benefits that can contribute to a more affordable, stable, faster and more reliable Internet of a higher quality in a region. The success of an IXP is measured by its ability to sustainably contribute to the development of its local Internet ecosystem. The BPF on IXPs focused on the management and operation of an IXP and identified factors that can contribute to success. More on IXPs and also content delivery networks (CDNs) were discussed in a [workshop]().

There was also a report from the [BPF on IPv6](), the Internet's addressing system that was developed to deal with IPv4 exhaustion and to make the Internet future-proof. The fast-growing number of networks that already supports IPv6 today is proof that IPv6 is a technically feasible option for business. This BPF has collected case studies on commercial experiences with IPv6 deployment to better understand challenges and incentives.

The Internet of Things (IoT) was highlighted in several places in the IGF11 sessions, including in a [dedicated Dynamic Coalitions session](). Issues and challenges such as standardisation, interoperability, and security are very similar to those the Internet community dealt with in earlier days, and offer substantial opportunities for multistakeholder cooperation and mutual learning.

A point raised in the main session on [assessing the role of Internet governance in the Sustainable Development Goals (SDGs)]() is that a large part of Internet governance remains in the hands of private companies and other non-state actors because they control critical parts of the Internet infrastructure, which makes it imperative that wider society understands what

the critical resources are and how to develop policy that brings them into the accountability of the public domain, and in line with open standards.

Indeed, in a [workshop on internet standards](#), it was said that the availability of open Internet standards is not the problem, as there are already a wide set of agreed standards. The problem is with the implementation process with challenges such as different implementation approaches depending on infrastructure maturity among countries, and prioritisation of standards: which are essential?

GENDER AND YOUTH ISSUES

There was a raft of issues concerning women, young people and children at IGF11, and they divide logically into these three groups.

Gender and women

Gender is a term mostly used to mean women and the importance of involving them in all aspects of Internet governance. Among the most powerful contributions to this theme came in the major theme for IGF11, namely the relationship with the Sustainable Development Goals (SDGs), of which several goals especially impact women, including health and wellbeing, education, and of course the goal on gender itself (goal 5: Achieve gender equality and empower all women and girls).

In the main session, '[Assessing the role of Internet governance in the SDGs](#)', it was noted that not only is the lack of access to ICTs and the Internet still a huge concern, but also that the global Internet user gender gap is even increasing. "We believe that connecting people to the global network and ensuring they have the skills and the freedom to use connectivity productively is our highest mission," noted Daniel Sepulveda, then deputy assistant secretary, US State Department, who added: "We also cannot afford to deny that the challenge is disproportionately real for women and disenfranchised communities."

It was notable that in a contribution by Doreen Bogdan, chief of the ITU's strategic planning and membership department, examples where multistakeholder action on technology have been successful all featured women. The ITU together with UN Women has launched a multistakeholder initiative called Equals, which is a global partnership for bridging the digital gender divide, and presented in an [open forum](#) at IGF11, in line with SDG 5.

A complementary main session on sustainable development and inclusion featured a sub-session on the inclusion of women and youth. Points about women included:
- Digitising government services helps bridge gaps
- Women can be empowered with training in IT
- Publicising pioneering female Internet figures such as China's Qihang Hu (and leading by example) is important, as a speaker from the Internet Society said in highlighting the senior role of women in his organisation.

Young people

A major new strand at IGF11 was the debate about how to include young people more in the Internet governance process. The final main session, '[Shaping the future of Internet governance](#)', was designed to provoke a conversation between different generations about the state of the Internet ecosystem, and provoked much discussion about empowering and involving young people in the IGF and wider Internet and ICT policy and debate.

For the first time, the NRIs organised a main session where IGF initiatives from 41 countries

and regions, including three Youth IGFs, were represented.

It was noted by young people that there can be a lack of information and in some sessions young people were not called to speak. There can be a view that young people are newcomers and lacking in their capacity to contribute. But luminaries such as Vint Cerf stressed the importance that the disruption of having new ideas and views can have at the IGF and other forums. The paradox is that young people are at the forefront of using the Internet in new ways – but can be marginalised in framing its development.

To help young people become more engaged, IGF11 introduced some new session types, including 'lightning' and 'unconference' sessions, as experiments. These informal formats were popular. Meanwhile over 150 participants attended an open forum by the European Union Youth IGF delegation.

Concerning the SDGs, a need emphasised several times is that making sustainable change in poverty, health, education and other goals will need jobs for young people, particularly in developing countries, so they can provide for families and communities.

Children

Children's issues at the IGF embraced two main inter-linked topics – child protection online, and their digital rights. In keeping with the major theme on SDGs, it was mentioned that children are a vulnerable group, and their right to access information, and to privacy and safety online need to be enforced in order to achieve the goals. For the first time at the IGF, UNICEF organised a session on children's rights research.

It was also noted that there are still some 60 million children of primary school age not attending school and 26 million teachers are needed around the world – ICTs can help fill that gap. It was mentioned too that women's inclusion in the digital world is critical to children's digital rights and access.

CYBERSECURITY

Cybersecurity used to be a little-known concern in Internet circles, and one addressed mainly by the technical community. Not any more – of all the themes at IGF11, cybersecurity was probably the most cross-cutting among stakeholders from all parts of the Internet governance spectrum and the most urgent, occupying a dozen or more sessions. It is no exaggeration to say that 'cyber' issues will dominate Internet discussions for the foreseeable future.

While intergovernmental forums, in particular the Group of Governmental Experts (GGE) which operates under the First Committee of the UN General Assembly, may produce concrete policy, it is the IGF that is bringing dialogue and collaboration among all stakeholder groups – government, private sector, technical community and civil society – which is key to addressing cybersecurity challenges and contributing to an open, stable, secure and trustworthy Internet.

Highlights of the cybersecurity theme at IGF11 included a Best Practice Forum (BPF) session, which built on the previous work of the IGF CSIRTS (Computer Security Incident Response Teams) and Spam BPFs. Its work was also guided by the WSIS+10 review process which produced an outcome document with a focus on building confidence and security in the use of IT, making an IGF BPF related to cybersecurity even more relevant.

A particular challenge for those addressing cybersecurity is that with so many parties converging on the topic with a multistakeholder approach, there is not yet a common language or set of terminologies that can make dialogue and understanding easier. It is a highly complex

and wide-ranging theme that now involves people in the development community; with the Sustainable Development Goals (SDGs) being a major topic at IGF11, concerns about cybersecurity and trust on the Internet are among the issues threatening to delay collaboration between those in development and the Internet community.

Indeed, a key workshop at IGF11 combined the three topics – cybersecurity, development and governance, recognising that since the WSIS review, cybersecurity has become part of the debate. However, there is still a lack of understanding if not fear among policymakers, in particular from developing countries, about cybersecurity and cybercrime.

The biggest tension currently in cybersecurity is the conflict between government demands for information and the rights of citizens and professionals such as journalists to preserve their privacy. In the case of journalists this can have tragic results if weak encryption leads to hacking by corrupt officials.

Consumers on the Internet have great concerns about privacy and security, and as the next billion come on line, particularly on mobile systems, these concerns will grow. While much emphasis at IGF11 was on protection by government and agencies, and on professional collaboration, there are also ideas about how citizens can become more aware of and responsible for their digital security. See the report from the workshop, 'Empowering and educating the next billion Internet users' – issues include how the terms of using mobile apps can be made easier to understand, whether more safeguards can be built in, and wider use of digital technologies such as mobile money. And see also the workshop, 'What makes cybersecurity awareness campaigns effective?'

Finally, a topic related to the infrastructure theme is that changes to the Internet can affect issues such as cybersecurity, as highlighted in a workshop on the move towards IPv6 (see the workshop, 'Can law enforcement catch bad actors online anymore?').

HUMAN RIGHTS ONLINE

Human rights took centre stage at IGF11 with a main session, 'Human rights: Broadening the conversation'. This is not new for the IGF – concerns about human rights in the digital age have been discussed since 2006, and the Internet Rights and Principles Dynamic Coalition was established at the IGF in Hyderabad 2008. But there has been much progress in the IGF and elsewhere on 'digital' human rights.

For example, the DC on Internet Rights and Principles has issued a document that defines a number of new digital norms, and there are initiatives such as the Brazilian Marco Civil and the Italian Bill of Internet Rights. At IGF11, a German initiative for a new European Union charter of digital fundamental rights was presented (see digitalcharta.eu).

It is becoming clear that individuals have the same rights online as they do offline and as such there is no need to 'invent' new human rights but there is a need to continue to develop understanding of existing rights. The adoption of the Universal Declaration of Internet Governance Principles at the Netmundial conference in Brazil in 2014 was also a major step forward, but these principles need mechanisms for implementation.

There are international bodies that can translate the IGF discussions and the Netmundial principles into concrete action, including the UN Human Rights Council with its special rapporteurs on freedom of expression and privacy in the digital age – it is said to be a strong intergovernmental body which has opened itself to more involvement of non-governmental stakeholders, using the IGF debates as inspiration.

That debate was to the fore in the main session. It examined civil and political rights (CPR), economic, social and cultural rights (ESCR) and linkages between the two classes of rights.

On CPR, it was reported that the Human Rights Council resolution on the promotion and protection of human rights on the Internet has taken hold and states now know that they are being scrutinised, and they can no longer claim that there is no clear framework of human rights on issues related to the Internet. But despite ESCR's long history, they are still not being addressed on an equal footing, and with the same weight, as CPR, including in debates on Internet governance.

The indivisibility and equal status of CPR and ESCR was emphasised, and as was the close links between ESCR and the Sustainable Development Goals (SDGs) through the right to development.

A separate workshop highlighted the [Global Information Society Watch's 2016 report on economic, social and cultural rights and the internet, which was announced at IGF11.](#) See also [here](#). Another workshop also explored [the internet and ESCRs, and working from experience to policy](#).

A cross-cutting topic is the rights of children and young people. See also the report of the workshop, '[Children's rights to privacy, safety and freedom of expression](#)', in the gender and youth theme, which homed in on the UN Charter on the Rights of the Child (UNCRC). Another is the rights of disabled people, such in the workshop '[Bridging the digital device gap for the blind through technology](#)', which clearly has a place in the access and diversity theme too. Similarly, rights in certain regions also cross into access and diversity, as discussed in the workshop '[The right to access the Internet in Latin America](#)', while legal aspects in Asia were explored in '[Strategic litigation in defence of freedom of expression online in South and Southeast Asia'](#).

One of the IGF's new 'lightning' sessions was entitled: '[Human rights online: What has Internet governance got to do with refugees?](#)' This was spurred by data from the United Nations High Commission for Refugees (UNHCR) that estimates that over 65 million people have been forced from home; over 20 million are refugees and more than half are under the age of 18. Internet access and mobile phones play a pivotal role in providing information, helping families to stay connected and giving newcomers the necessary tools to being able to start a new life in another part of the world.

Considering that offline rights should also be protected online, is enough being done to ensure equal access and to protect the rights refugees and displaced people? What sort of political, technical and social cultural challenges arise in order to enable and protect the rights of refugees online and allow their participation in the online environment? The session explored these issues with various country examples.

Finally, concerns about journalists and press freedom surfaced in several workshops and also in the cybersecurity theme. In one workshop, '[Encryption and safety of journalists in the digital age](#)', highlights from UNESCO's study, Human Rights Aspects of Encryption, were presented by Wolfgang Schulz, who said: "Encryption impacts both freedom of expression and privacy; encryption and anonymity empowers journalists to browse, read, develop and share opinions and information without interference." He cautioned against restrictions put on encryption on the basis of theoretical speculation of risks, rather than evidence.

Guy Berger, UNESCO's director for freedom of expression and media development, explained that the publication was conducted in the context of UNESCO's endorsement of the [Connecting the Dots Outcome document](#) that "recognises the role that anonymity and

encryption can play as enablers of privacy protection and freedom of expression, and facilitates dialogue on these issues".

SUSTAINABLE DEVELOPMENT AND THE INTERNET ECONOMY

This theme was addressed extensively at IGF11 in the two main sessions, 'Assessing the role of Internet governance in the Sustainable Development Goals (SDGs)' and 'Sustainable development, Internet and inclusive growth'. The session on inclusive growth was particularly relevant to exploring links between sustainable development and the Internet economy and was split into three sub-sessions – inclusion (women and youth), capacity building (and obstacles to inclusive growth), and local relevant content.

There were many points made in the sub-sessions – among the most important:

- There is huge potential that is not tapped because of lack of opportunities to develop women entrepreneurs
- Strong and broad support from government, accompanied by enabling policy and regulatory frameworks, are essential for any plans to enable inclusive growth. Examples of such frameworks include those that encourage innovation, create national broadband plans that address both supply- and demand-side needs, enshrine Internet access as a constitutional right, and codify ubiquitous connectivity for everyone
- Favourable conditions, including incentives, are needed to encourage investments and financing of infrastructure initiatives, especially those that are capital intensive
- The cultivation of digital skills for teachers is indispensable
- At the infrastructure level, innovation is needed to enable last mile access to remote villages that are not on national power grids and/or pose geographical challenges to traditional telecoms infrastructure. Other technologies such as Internet exchange points enable cost-effective routing of traffic
- There are many young people entering the workforce in developing countries – making sustainable change for poverty, health, education and other goals will need jobs for them so they can provide resources for families and communities. Many new jobs will need ICT skills.

A major issue in capacity building is to be able to demonstrate the benefits of connectivity to those who are either unconnected or have chosen not to connect – approaches that can work include UNESCO's global movement on information literacy, and peer learning in community settings.

There was agreement that there is a critical need to support local languages and local content to enable inclusive growth. Key points include:

- With more locally relevant content, the user experience will be improved and more users will see the benefit of connecting to the Internet – it is a virtuous circle
- Government services can drive people to go online and so provide conditions for more investment
- Locally produced content now has a much larger potential global market. For example, only 26% of content is locally produced in Latin America, but with the Internet, any of the 300 million Spanish speakers around the world is a potential consumer
- Barriers for creating content should be removed, intellectual property issues addressed, and support provided for the media and arts communities. Sharing content needs appropriate platforms
- The World Intellectual Property Organisation (WIPO) participated in IGF 2016, showing the convergence between intellectual property (IP) and Internet governance. A balanced and well-functioning IP system contributes to inclusive and sustainable

growth on the Internet by providing guarantees and incentives for innovation to take place and for creators to flourish

- There are important questions on how to finance the production of local content and how they can be monetised.

Above all, given how critical the Internet and ICTs have become for both developed and developing economies, civil society and the private sector must build bridges with government officials and be as inclusive as possible to have any chance of achieving any of the SDGs. If partnerships can be built and maintained it will greatly increase the chances that robust information infrastructure (ICTs and the Internet) will be built and used.

MULTISTAKEHOLDER COOPERATION

This theme underpins the work of the IGF and was particularly prominent at IGF11 owing to the 10-year renewal of the IGF by the UN General Assembly in 2015. The endorsement of the importance of the IGF as multistakeholder platform for public policy dialogue was stressed by many speakers, not least in the main theme of the conference, relationships with the Sustainable Development Goals (SDGs).

The main session – 'Assessing the role of Internet governance in the Sustainable Development Goals (SDGs)' – featured a 'town hall consultation' with a multistakeholder dialogue between expert 'setting the scene' speakers and participants attending the session and engaged online. Panellists noted the importance of transparent and inclusive multistakeholder approaches to sustainable development, including the significant role that the IGF can continue to play in facilitating debates with diverse stakeholders such as those from the development community, in supporting the 17 SDGs. The need to address the challenges faced by women, youth, and older and disabled people in sustainable development was also emphasised.

Panellists noted that in ensuring that the Internet and other ICTs do in fact support sustainable development, it remains vital to put people first, not technology – this was a point made by other participants across the themes at IGF11.

An important milestone for the Internet governance community achieved shortly before IGF 2016 was the successful transition of the Internet Assigned Numbers Authority *(*IANA*)* functions to the multistakeholder community. The transition was finalised after careful planning by community volunteers, leading to productive exchanges about the post-transition IANA and new accountability mechanisms to ensure transparent and stable management of this crucial Internet function. At the IGF, various workshops and sessions endeavoured to learn from the successes and challenges of this important multistakeholder exercise.

Other issues where multistakeholder discussions were to the fore:

- A topic rising rapidly up the Internet governance agenda is the Internet of Things (IoT) and challenges such as standardisation, interoperability and security are similar to issues the Internet community dealt with in its earlier days, and offer substantial opportunities for multistakeholder cooperation. There were several sessions and workshops where IoT was explored
- National, Regional and Youth IGFs (NRIs) have been emerging since the IGF was convened in 2006. They are independent in their work, and organised in accordance with the core IGF principles of being multistakeholder and non-commercial in their organisation and work. NRIs were the subject of a main session at IGF11
- Trade agreements and the Internet was also a main session topic. It was emphasised that there is a need to ensure that discussions on trade policy are not isolated from broader multistakeholder discussions – and indeed that the IGF's 'bottom-up' philosophy can complement the often secretive nature of high level trade negotiations,

helping to break down barriers and introduce more voices into these processes, albeit at an informal level.

One of the most famous Internet figures, Vint Cerf, engaged in a session that brought together young people with those with long experience, with the idea of probing how the younger generation can learn and become involved. He drew attention to the Internet Engineering Task Force, which "you can't join. All you can do is show up, and if your ideas get traction, then they'll proceed… I'd argue we should take your point and try some experiments. Instead of pigeonholing people into particular functions and categories, why don't we take problems and organise a multistakeholder discussion around the problem? That's what multistakeholderism is supposed to be about."

How to involve young people better was a particular theme at IGF11 and new formats such as the short 'lightning' sessions helped this cause.

The IGF closely monitors participation at its events, such as by counting the gender balance in sessions, and participants in sessions are always quick to point out where voices are missing, such as those from developing countries who may find it too costly to travel, or also find it hard to take part remotely. One speaker noted too that it isn't enough simply to 'tick boxes' and just get diverse participation – this can "maybe even make our multistakeholder processes look better than they actually are… So how do we bring people here that represent different views, different experiences, and keep them in the process for the longer term, make sure that their participation is about content, and give them the opportunity to learn?"

Uniting people around content can be challenging. For example, with topics such as cybersecurity where, because of the multistakeholder model, there are people coming together from many different backgrounds, but there is not yet a common language or common set of terminologies that helps the dialogue. Complex subjects like this will require much preparation to unite technical interests with the social and political – but this is exactly what the IGF is for.

EMERGING ISSUES

On the final day of the IGF there was a main session, 'Shaping the future of Internet governance', in which the one of the key and recurring issues at the meeting was discussed in depth – how to involve and develop the next generation of young participants in the work of the IGF and in Internet governance around the world. This is not a new issue but can be seen as 'emerging' as very important now.

This session provoked conversation between young and older generations about the state of art of the Internet ecosystem, proposing a future agenda. Throughout the session it was emphasised that the Internet governance community should continue to provide education and capacity building opportunities for young people, and it was said by several young people that the IGF can be a daunting experience and it can be hard to get their voices heard in some sessions.

Some highlighted the need for formal school/university training while others said that immersion of young people in the work is most important as this would give young leaders more legitimacy to influence policy and decisions in the complex and always changing Internet governance field.

Internet fragmentation is a topic that has risen up the agenda of various meetings – including at a high level at the World Economic Forum in Davos, for example, and was examined in two workshops at IGF11.

In **Internet fragmentation: Net neutrality, i**t was recognised that there are different concepts of Internet fragmentation – technical fragmentation (developments in the underlying infrastructure that impede systems), governmental fragmentation (policies and actions that constrain or prevent the use of and access to the Internet), and commercial fragmentation (actions and policies that prevent or constrain the exchange of resources and access to information). Threats of fragmentation may come from any of these, at both global and national levels.

Also, it was highlighted that the Internet works well without strong structural oversight by any international or intergovernmental bodies. However, there is a need for more balance of the existing structures to increase the legitimacy of current governance arrangements, and to solve and avoid issues like fragmentation. In this regard, the participation of all stakeholders is relevant.

In the other workshop, **Internet fragmentation: Getting the next billion online, a** number of issues were highlighted in this session, some of which have cross-over with the access and diversity theme:

- Developing countries are most impacted by Internet fragmentation and it impacts on how the next billion will come online, and how they will be able to access the same digital opportunities
- Social gaps between the rich and the poor are extending into digital divides defined by affordability, sometimes within the same country
- Network connectivity is still a challenge as networks are either non-existent or insufficient in terms of capacity and quality
- Capacity building is required not just for basic digital skills but also on enabling people to meaningfully participate and make use of the digital opportunities; capacity building for policymakers to establish an enabling environment is essential.

Social media and youth radicalisation in the digital age was an important workshop on one of most pressing issues concerning the Internet, and is likely to remain so. In 2015, UNESCO organised the first conference on Internet youth and radicalization at a time when people thought the topic was taboo, and following that the UN Secretary-General presented a UN action plan for preventing violent extremism and radicalisation, and the subject is now much more out in the open.

Participants raised a number of questions related to criminalisation of hate speech, freedom of religious expression, balancing rights, personalised content, etc. A common theme was that all stakeholders need to critically assess the problem of youth radicalisation and join their efforts to invest in holistic and effective solutions that take consideration of human rights implications and gender issues, and which take counter-measures and youth empowerment actions.

There were a number of issues raised in the workshop, **Smart cities and big data: Boundless opportunities?**

There are no clear narratives about what smart cities initiatives are

- Are smart cities a global or local solution?
- There are still too many doubts about the impact of smart city initiatives on citizens and their participation in decision making, their privacy, who is involved, etc.
- There is a lack of public policies to help shape these initiatives.

Participants agreed that the terms smart cities and big data still have to be understood, and in particular their impacts on privacy and citizen participation. There is much to do in making smart city initiatives work for development, democracy and human rights, and not against them.

Public Wi-Fi/open access models in developing countries – this workshop could also feature in the access and diversity theme – but Wi-Fi/open access is very much an emerging issue in developing countries given the paucity of fixed systems and often costly mobile data services. Among the questions:

- Are existing public Wi-Fi models feasible solutions to overcoming cost as a barrier to access? Is their coverage a limiting factor?
- Is reducing risk a good way of moving forward to establish public Wi-Fi especially through the public-private partnership (PPP) model? What models can be complementary to GSM mobile networks?
- Is the existing licensing and regulatory regime creating a non-level playing field between telecoms service operators and over the top providers in competition for the same services?
- What are the relationships between fibre networks, public Wi-Fi projects and community networks?
- What other spectrum access/community self-provision models are contributing to affordable access to broadband?

In keeping with the SDG theme there was a forward looking workshop on 'Security, privacy and the ethical dimensions of ICTs in 2030'. It raised these issues:

- Considering the extensive impact that ICTs will have on the achievement of the SDGs, what actions need to be taken now to ensure the implementation and impact of ICTs will be beneficial to all of humanity?
- There is a need to infuse ICTs with an ethical component that focuses on the role of humans and the preservation of human values
- Privacy issues will evolve as new technologies, such as artificial intelligence and virtual reality, become ubiquitous
- To achieve the SDGs, it is important to consider roles, accountability, transparency and education in an open multistakeholder process.

Trade agreements have become a key issue and are likely to be on the agenda of many governments, and the IGF can play an important role in 'bottom-up' debate in what are traditional top-down negotiations. In a workshop entitled 'Meet TiSA: The trade agreement you've probably never heard of', the Trade in Service Agreement (TiSA) was discussed as a case in point, as its proposals contain provisions on data flows and data localisation, which could affect rights to personal data protection and privacy and there could be negative effects on freedom of expression and the rule of law. However, TiSA should not undermine net neutrality.

It was said that trade is not bad per se, but it cannot be used to undermine human rights and fundamental freedoms online. If digital rights are included, these need to be adequately protected in the text. There needs to be more awareness about how trade agreements work and how the Internet community can be engaged in the discussions. The organisers of the workshop proposed several sessions on TiSA at RightsCon 2017, held in Brussels.

Another trade workshop was 'Trans-Pacific Partnership (TPP): Good or bad for the Internet?' Although the US was clearly going to pull out of TPP other countries are considering putting it into effect. Issues at the workshop included:

- Are the copyright and trademark aspects of the TPP threats to Internet freedom?
- Are the liberal e-commerce aspects of TPP worthy of support and if so, do they offset the intellectual property issues?
- Should intellectual property rights (IPR) be included in trade agreements or not?

Conclusions were that everyone agreed that there is a need for acknowledgement of cyber-evidence but opinions vary on cyber laws, with some saying they are needed, others saying they are not, and others saying that if they are necessary, a precaution is needed to make them effective.

OPEN FORUMS OVERVIEW

Youth IGF – EU Delegation Open Forum

Over 150 participants attended this open forum during which it was underlined that youth represents one of the most important layers of the multistakeholder model. In their messages to decision-makers, young people underlined the need for capacity-building in different aspects of Internet governance, among them safe and responsible use of the Internet, a culture of cybersecurity, privacy, entrepreneurship, Internet functionality, and Internet ethics. They underlined the importance of the availability of training sessions in local languages and that these be accessible in different regions of the world. It was also emphasised that media literacy needs to be part of the school curricula. They said that they need the help from leaders not only on how to set up a youth IGF meeting, but how to make it sustainable.

Open Forum – Mexico's National Digital Strategy Impact

This session, organised by the host country, highlighted gob.mx, which is a single point of access for all citizens that promotes innovation in government, boosts efficiency, and transforms processes to provide the population with information, integrated services and a digital platform for participation. Through gob.mx/tramites, Mexican government aims to democratise access to public services emphasised by the UN and the SDGs. Within a year of the launch of the portal in 2015, gob.mx registered nearly 200 million visits.

Open Forum – Japan and the G7 ICT Ministers Meeting

Vice Minister Shigeki Suzuki shared the outcomes and further work of the G7 ICT ministers meeting in Takamatsu, Kagawa, emphasising that the G7 members had reaffirmed fundamental principles such as promoting and protecting the free flow of information, and supporting a multistakeholder approach. Speakers from the EU, other countries and from business and the Internet Society backed up the messages.

Open Forum – Germany

Germany set up a steering committee for its national IGF in 2016 it has 26 members, representing seven stakeholder groups (national parliament, national government, business, technical community, academic community, civil society and youth) with four members for each stakeholder group plus two youth delegates from the German youth IGF. It was stressed by speakers that a national agenda for Internet governance has to include both a broad spectrum of public policy issues (including cybersecurity, digital economy and human rights) as well as technical issues and the interlinkage between the two layers. A number of initiatives were discussed including a controversial draft of a European charter for digital rights, which was drawn up in Germany, and a decision by the German government has decided to fund a new research institute that will cover the Internet and society.

Open Forum – IEEE - Advancing Solutions for Internet Inclusion

This session noted that universal internet connectivity and inclusion has emerged as one of the most important opportunities and challenges to be addressed. Among the topics covered:

- What does it mean to be a 'netizen', and what role/control will governments have in Internet and information sovereignty?
- Concerns are growing about privacy in the Internet of things (IoT), and transparency about what is being done with the information collected, and the need for standards to certify the level of privacy provided by each device and service.

- Requiring technology to access important services if done too soon or improperly can itself lead to digital exclusion for those who can't afford it or for whom it is otherwise inaccessible.
- Last mile connectivity is not just the responsibility of large corporations, but can also be done by civil enterprises and others.
- Regulations can be interpreted in many different ways and require clarifications from policymakers with the help and input of technologists. There is a need for a database of best and worst practices.

Open Forum – ISOC - Future Internet Scenarios in 5-7 years

This session was hosted by the Internet Society, which has gathered community input on the future of the Internet, receiving over 1,100 responses from about 135 countries. Participants divided into breakout groups to tackle the following questions:

- Will all segments of society have an equal opportunity to meaningfully participate in and benefit from the Internet?
- Will countries that are ahead in Internet technology, infrastructure and innovation simply accelerate their lead in the future or will developing regions equalise the gap?
- Will differences in connection technology, quality, and level of Internet openness lead to fundamentally different Internet experiences and levels of opportunity?

Some of the solutions that were raised were user friendly and accessible e-government interfaces, toolkits with mobile access equipment, parents' awareness about benefits of the Internet, children and young training about safety online, and recognition of organisations that have made big advances in access to Internet and local technology development. The most popular proposal was about understanding local needs and why people want to be connected, and that it isn't just costs, but having access to content in a language you understand, and getting more e-government services. See also http://www.internetsociety.org/future-internet

Open Forum – Internet and Jurisdiction

The forum updated participants on the Global Internet and Jurisdiction Conference, which took place in Paris in November 2016. The conference summary is available at http://www.internetjurisdiction.net/uploads/pdfs/GIJC-Secretariat- Summary.pdf Key messages are:

- Enact global solutions rather than unilateral approaches
- Move beyond dialogue and toward the development of operational solutions
- Ensure transparency and accountability for cross-border requests regarding data, content, and domains
- Identify good practices and establish systems for their monitoring and evaluation
- Establish clear rule of law and due process systems for interactions across borders
- Further expand outreach efforts to broaden geographic inclusion in the Internet and jurisdiction policy network.

Open Forum – WIPO - Copyright and Disabilities

This forum was hosted by the World Intellectual Property Organization (WIPO) and covered the Marrakesh Visually Impaired Persons Treaty (2013) and other initiatives such as the Accessible Books Consortium (ABC), noting they can have a great impact on the production and distribution of books via the Internet. The book famine and the lack of access to information is linked to the low rate of employment of people with disabilities and is only

partially caused by legal issues; technological and economic factors including access to the Internet are often the major barriers. The network of libraries around the world could play a key role in enabling customised and targeted access to people with disabilities, but enabling access for people with disabilities other than visual impairment presents challenges that need to be addressed in parallel.

Open Forum – OAS - Cybersecurity Programme

The Cybersecurity Program of the Inter-American Committee against Terrorism (CICTE) has been building the cybersecurity capabilities of the members of the Organization of American States (OAS), to prevent and respond to cyber incidents for over a decade. Its aims are to increase access to knowledge and information on cyber threats and risks; to enhance the technical and policy capacity of governments and critical infrastructure operators to detect cyber threats, respond to cyber incidents, and combat cybercrime; and to promote more robust, effective and timely information-sharing, cooperation and coordination among cybersecurity stakeholders at the national, regional and international level.

Speakers stressed the importance of protecting cyberspace from cyber threats, while preserving Internet openness and fundamental values, such as privacy, freedom of speech, and the free flow of information. The adoption of a multistakeholder approach in the formulation of cybersecurity strategies was also highlighted. The methodology employed to assist member states in the formulation of national cybersecurity strategies is a learning and ongoing process, and the Cybersecurity Program is open to comments and recommendations from different sectors.

Open Forum – DiploFoundation

The session updated participants on activities of the DiploFoundation (Diplo), which helps to increase the role of small and developing states and improve global governance and international policy development. Participants heard about the Geneva Internet Platform (GIP) project and the creation of hubs worldwide. GIP was created to serve permanent missions in Geneva (especially from small and developing countries) with briefings on developments in Internet governance and digital policy. Digital Watch (DW) – an initiative of the GIP in partnership with the Internet Society – provides an Internet governance and digital policy observatory. The forum also heard speakers from hubs in Tunis, Jakarta and Rio.

Open Forum – Access Now

Brett Solomon presented the history and origins of the organisation, which advocates for digital rights. It runs a 24-hour helpline that offers technical assistance and advice to civil society. Issues discussed included surveillance reform, net neutrality, and intermediary liability as priority areas. Access Now has a grants programme for civil society to receive funding and support.

Open Forum – INFOTEC Mexico - Impact of e-Commerce in Vertical Markets

This open forum, proposed by AMIPCI (Mexican Internet Association) and INFOTEC Mexico explored the impact of e-commerce in vertical markets. A major part of the forum was a case study about the shoe industry in Mexico.

Open Forum – ITU - WSIS Action Lines and the SDGs

The session recognised that the effective implementation of the WSIS Action Lines can help accelerate the achievement of the SDGs, and that the WSIS process, including the WSIS Forum

and the WSIS Stocktaking, is positioned to be one of the key global ICT-related processes for supporting the implementation of the SDGs. Participants also appreciated that the ITU had organised this session in the Americas region, thus bringing to the table a regional perspective. A regional WSIS stocktaking report, 'ICT Projects and WSIS Action Line related activities in the Americas region (2014-2016)' was launched at the session, which also welcomed the WSIS Prizes 2016 awardees from the region who showcased their projects. Participants were invited to submit proposals for the WSIS Forum 2017: Information and Knowledge Societies for SDGs.

Open Forum – African Union

There is a need for African countries to agree on continent-wide Internet governance priorities to maximise uptake of ICTs, but few have yet achieved a multistakeholder approach in their Internet governance processes. This session heard about the challenges facing Africa for ICT to become an enabler of the SDGs, and included presentations by Africa's IGF (AfIFG) and the African School of Internet Governance (AfriSIG).

Open Forum – Cyberspace Administration of China - Fostering Culture Diversity and Exchanges on the Internet

Speakers from China's Cyberspace Administration emphasised the importance of culture diversity and exchanges and the critical role of the Internet. Fostering cultural diversity and exchanges is the key to building a cyberspace of shared destiny.

Open Forum – Freedom Online Coalition

Several Freedom Online Coalition (FOC) member governments had declines in scores in the Freedom House 2016 Freedom of the Net Report, and it was suggested that the FOC re-examine its admission criteria and how it evaluates its existing membership. AccessNow presented the FOC with a petition of nearly 50,000 signatures from 148 different countries calling on world leaders to end government-sponsored, intentional disruptions of Internet and mobile services as part of the #KeepItOn campaign. The campaign documented at least 51 shutdowns in the first 11 months of 2016, and asked the FOC member governments to work together to counter this troubling trend. Justin Keyes, US Department of State, noted that the FOC committed in October 2016 to issuing a joint statement on network shutdowns, with the governments of Ghana and the US leading the drafting process for the FOC with input from external stakeholders.

Open Forum – ICANN

The main purpose of the ICANN session is to update participants on ICANN's work and to address questions. ICANN's CEO noted that much of his focus had been on improving transparency by including more information in reports issued by ICANN. The organisation is working on 'demand driven engagement' to better understand the needs of each of the ICANN stakeholder groups in all regions. Engagement in ICANN means far more than just attending a meeting; lots of work takes place online and anyone is welcome to sign up and participate in any working group. Issues such as DNS security and stability, and making ICANN more inclusive and accountable were highlighted in the discussion.

Open Forum – European Commission

This session presented the Global Internet Policy Observatory (GIPO), which is funded by the European Commission. It provides a practical and automated tool to navigate through the

maze of issues and documents related to Internet policy and governance. See http://www.giponet.org

Open Forum – Egypt

The forum discussed the challenges that face the expansion and diffusion of ICTs and building information societies, particularly in developing countries. The session featured a number of presentations, including from Egypt's Information and Decision Centre, which supports the government of Egypt in ICT policy; the Egyptian Telemedicine Foundation; Africa's wide needs, by the chair of Nigeria's IGF; and the role of Egypt's Ministry of Communications and Information Technology in supporting social responsibility. There was also a presentation on the UN World Food Program and use of ICTs in Egypt.

Open Forum – CGI.br - Fostering Dialogue on Internet Observatories and Maps

This session explored issues concerning observatories such as the importance of common taxonomies, availability of funding sources, respecting and promoting multilingualism, the and the importance of aligning with the global IGF agenda.

Open Forum – World Economic Forum - Internet for all: Improving global and regional coordination

This forum was organised by the World Economic Forum. Key issues raised were:

- The offline population is mainly in Asia Pacific and Africa and disproportionately female
- 'Business as usual' will result in missing the 1.5 billion target of new internet users by 500 million
- Decision makers, whether companies, civil society and governments, don't have the data needed to make decisions on policies, investment, and new initiatives
- Defining Internet access clearly is important, in terms of capacity, content and accessibility for all kinds of people, including persons with disabilities
- Local communities need to be included in collaboration and coordination efforts among stakeholders
- Countries aren't benefiting from discussions with the multilateral development banks, finance ministers and the technical communities.

Speakers addressed all these topics, and Vint Cerf, speaking on behalf of People Centered Internet, made the following four points in concluding. First, the internet has almost a biological characteristic. It's made up of a lot of parts, lives in an environment that keeps changing, and the way that organisms survive is that they adapt to changing conditions. So to increase internet penetration, top down approaches are less effective, generally, than making sure you have enabled and empowered people who are motivated to build pieces of the Internet and find places to connect to. Second, it is important to consider the readiness of people to connect to the Internet. If we want another 3 billion people to be connected we have to ask for each of them, are you ready to be connected? Readiness in all of its dimensions, financial and educational and everything else, is very important. Third, what we need is for the right stakeholders, and a critical mass of stakeholders, to be working together to accomplish the objective of connecting new users. Lastly, it is important to consider people-centred internetworking. The most important metric we have is, did we make anyone's life better when we took the actions that we took?

Open Forum – British Computer Society - Cyber Identity

This forum was organised by the British Computer Society to explore identity access and management systems (IdAM). Questions asked included how to ensure IdAM systems do not exclude people and now to resolve security and privacy conflicts of interest. There was also a complementary lightning session on cyber identity.

Open Forum – UNESCO

The session covered UNESCO's concept of Internet universality and its ROAM principles (that the Internet should be human Rights-based, Open, Accessible, and governed by Multistakeholder participation) can contribute to the achievement of the Sustainable Development Goals. UNESCO has launched a project to develop Internet development Indicators to make the ROAM principles effective tools for policy. It is also conducting a study on the multistakeholder model, and a new study on privacy, free expression and transparency was launched just before the IGF.

Guy Berger introduced UNESCO's plans to transform the ROAM principles into Internet development Indicators. This will be done through an 18-month project involving regional consultations, feedback through an online platform, and piloting the indicators in three countries. He acknowledged the challenge of creating a holistic package with a limited number of indicators. Berger also announced the UNESCO publication on privacy, free expression and transparency. Among the topics covered include the need for privacy by design, applying privacy rights to foreign citizens, and higher standards for corporate behaviour through self-regulation and co-regulation

There was a report on the EURid-UNESCO world reports on internationalised domain name (IDN) deployment. The report is now online and regularly updated. While there has been much progress with universal acceptance of IDNs, they still represent just 2% of worldwide registered domain names. The top three scripts used in IDNs are Latin, Han and Cyrillic.

In the discussion, it was observed that the multistakeholder model is likely different today than when it was first developed in the 1980s when the Internet was much smaller. The question was raised of how the multistakeholder model is different from other forms of public deliberation.

Open Forum – OECD Digital Economy Ministerial

Forum participants heard a summary of the OECD Digital Economy Ministerial Meeting that was held in 2016 in Cancún, Mexico, which had a declaration as a key output. A new OECD project on digitisation was also mentioned (now known as Go Digital – http://www.oecd.org/going-digital). Among the topics raised:

- The road ahead is collecting data and good analysis on the impact of digitisation in several sectors so that policymakers deal with facts and knowledge instead of suppositions
- The OECD should lead in analysing sectors other than ICT
- The challenge is coming up with a framework that can be applied to both developed and developing countries
- The OECD should channel the paragraph of the declaration that talks about multistakeholder arrangements to discuss the digital economy, and not only Internet Governance issues, to the G20
- Make the criteria for participation in the ministerials by developing countries more transparent
- Include the component of connectivity in the digitisation project

- The digitisation project should not look into Internet governance, so as not to overlap with other exercises currently in place
- Improve the manner in how controversies are discussed, so that they are not automatically taken away from future declarations.

Open Forum – ITU-UNESCO

The session provided insights into the work of the ITU-UNESCO Broadband Commission, which was launched in 2010 to look into digital development, connectivity, infrastructure, education and capacity building, while bringing in the expertise of a broad range of stakeholders. With the adoption of the 2030 Development Agenda in 2015 the Broadband Commission was reconstituted as the Broadband Commission for Sustainable Development, and as such is now focusing on the ICT in the SDGs.

The forum provided a platform for members of the Broadband Commission and other stakeholders to present initiatives, such as the US government's Global Connect Initiative, the WEF's Internet for All, Ericsson's Connect to Learn programme, and UNESCO's Internet Universality concept.

Speakers agreed that expanding connectivity to the unconnected areas of the world is essential for accelerating the implementation of the SDGs and for allowing all countries and individuals to be part of the digital era. Reference was made to ICTs in supporting the SDGs on education, women's empowerment, social and financial inclusion, accessibility, eradication of poverty, and peace and justice. Participants added a number of ideas:

- Not focusing solely on connectivity, but also on access and inclusion. Rolling out infrastructure is important, but making sure that communities see the value of ICTs and know how to use them is key for increasing the positive impact of ICTs
- Creating an enabling policy and regulatory environment to encourage investment and innovation
- Encouraging grassroots solutions tailored to the needs of the local and rural communities;
- Identifying ways to increase affordability
- Increasing collaboration among existing initiatives, and involving other sectors such as education, banking, health etc. to address the implementation needs of each SDG.

Open Forum – Cuba

This session comprises presentations by Cuba's Ministry of Education on the use of the Internet in the educational system in the country.

Open Forum – Cuba and Women

This forum detailed the experiences of the University of Informatics Sciences in the participation of women in ICT in Cuba and the inclusion of Cuban women in the ICT sector generally.

Open Forum – Commonwealth

The session was organised by the Commonwealth Telecommunications Organisation (CTO), and reviewed progress with initiatives such as the Commonwealth Cybergovernance Model, agreed by the Commonwealth ICT Ministers Forum, and the Commonwealth Cybercrime Initiative (CCI). A UK proposal to establish a Commonwealth IGF working group to contribute

to Phase III of the IGF inter-sessional work on access for the next billion(s) was agreed. The CTO will take this forward. It was also agreed that the re-launched Commonwealth IGF should engage in the IGF's intersessional coordination of the National and Regional IGFs (NRIs). The CTO will act as facilitator.

Open Forum – UN Women

The key issue raised during this forum was how to approach the challenges related to the gender digital divide. There was a presentation on Equals, the global partnership to end the gender digital divide. This presentation covered the 3 areas of action of this multistakeholder partnership: access, skills and leadership.

Open Forum – Indonesia IGF

This was a lively session that discussed a number of topics concerning social media, including:

- Social media role in civic engagement – decision making, information dissemination, political hacking, participation, fundraising
- Double edge sword of social media: it can help topple power (e.g. Tunisia) and help the incumbent to stay in power (e.g. Turkey)
- The Internet is polarising people – the echo chamber is real during elections or other political process.

WHAT ELSE HAPPENED AT IGF11?

'Day 0' Events

The day before the meeting itself kicks off, a number of sessions take place of varying types. Some serve as preparatory meetings for more detailed sessions to come. Others help to orient delegates. Some are also mentioned elsewhere in this report. Among these day 0 sessions at IGF11 were:

- [A host country session](#) organised by Mexico with speakers giving an update on the IGF as a multistakeholder space and Mexico's national digital strategy speakers made a clear link between Internet governance and the SDGs. The Internet's core values of openness, freedom, resilience, safety and decentralisation are fundamental for enabling inclusive and sustainable growth.
- A session entitled '[Advancing solutions for connectivity: improving global coordination and collaboration](#)' – this was organised by ICANN, the IEEE, the Internet Society, the ITU, Global Connect, UNESCO, the World Bank, and the World Economic Forum, and set the scene for collaborative discussion, particularly for the IGF's initiative, 'Connecting the Next Billion Phase II'.
- In '[Community networks: How to build connectivity?](#)', the session discussed the opportunities offered by community-built networks, and the various economic, social, and regulatory obstacles to developing them. While communities need to be active in looking for alternatives to get connected, several projects that aim to bring access to communities – such as Project Loon and Free Basics – were criticised by some as 'Internet for the poor'. They offer 'second-rate' digital citizenship with access to a limited set of content and services. The realistic alternatives remained an open question.
- A [session run by the OECD presented 'Broadband policies for LAC: a digital economy toolkit'](#), which aims to assist countries in the Latin American and Caribbean region to enhance their digital prospects. It is the result a two-year project involving 26 LAC countries and the OECD and the International Development Bank.
- In '[Protecting safety of journalists online and offline](#)', the UN Special Rapporteur on Freedom of Opinion and Expression criticised governments that criminalise reporters and equate them with terrorists.
- The session '[International media support: operational responses to online harassment](#)' noted that female bloggers and/or activists are usually the targets of online harassment. The best response, according to one speaker, is not from the victim herself, but from the community. "When positive responses are made by men, they have a positive impact for the situation, and for the victim."
- The Brazilian Internet Bill of Rights, known as Marco Civil, was the subject of a discussion during '[Internet bill of rights: enforcement and impact](#)'. Speakers noted that the most challenging part of the process – implementation – was taking place, with over 200 amendments being proposed. Some argued that many of the changes aim to weaken provisions such as net neutrality, non-liability of intermediaries, personal data protection, and privacy.
- UNICEF's session, '[Global Kids Online: from research on children's rights in the digital age to national and international policy](#)' – discussed the results of the first year of research of the Global Kids Online initiative – a call was made for stakeholders to seek the opinions of children. The younger generation should not be excluded from debates on children's safety and their rights online. And the [Internet of toys and things](#) was a topical look at children's engagement with the Internet and the dangers of connected toys.
- '[Mapping digital rights in the Middle East and North Africa](#)' – included a presentation on the Internet Legislation Atlas, and a visual tool that comprises a set of quantitative

indicators that allow Internet users to assess domestic legal instruments that regulate the digital space.

In addition, there were organisational sessions from the IGF and others, including:

- National and Regional IGFs: this 90-minute long session focused on the administrative and organisational issues of the National, Regional and Youth IGF Initiatives (NRIs), including looking at achievements in 2016 and ahead to 2017 work priorities for the NRIs
- The IGF Academy and Toolkit – which fosters national Internet governance structures and was started by iRights in 2016. See also http://igf.academy
- A newcomers mentor session helped participants who were attending the IGF annual meeting for the first time. (Further, during the main meeting days, this track included 'knowledge cafe´' sessions, 45 minute informal sessions open to all participants, but structured primarily for first time participants)
- The US Department of Commerce holds a pre-conference seminar for delegations from certain countries – at IGF11 it supported government and non-government participants from Afghanistan and Pakistan
- The Global Internet Governance Academic Network (GigaNet) held its 11th annual symposium on day 0. The symposium ran all day and had a number of panel sessions
- The Internet Governance Forum Support Association (IGFSA), which supports the IGF secretariat and funding activities, held its general assembly.

Lightning Sessions

This was a new format for the IGF - 20-minute sessions intended to be shorter, more informal versions of full-length workshops or presentations. Topics were selected from proposals for workshops that could not be accommodated into the main program. A total of 23 lightning sessions took place during the lunch breaks and held in a shaded outdoor plaza in front of the venue, which proved to be a gathering place for many IGF participants.
The sessions (with links to slides/reports) included:

Conflict management and human rights on the Internet

Fostering local Internet governance: Inclusion and openness

Protecting your cyber identity

Holding algorithms accountable to protect fundamental rights

Human rights online: What has Internet governance got to do with refugees?

Redefining broadband affordability for a more inclusive Internet

Research and policy advocacy tools for women's rights online
Trademarks enable sustainable growth

Unconference

Unconference, another new session format, comprised a number of unscheduled sessions held on day 3 over the course of 2 hours:

- Freedom of expression and religion in Asia: Desecrating expression – launch of a report

- #africaninternetrights – a best practice policy
- Derecho de videojuegos (videogames law) y Ciberseguridad: 'El Nuevo Internet of Toys'
- Free trade agreements and Internet governance in Latin America
- Violencia Digital in the World

In addition, a day 0 session (in two parts) entitled 'Collaborative leadership exchange' took an unconference format, where participants discussed key themes related to the IGF. There were more than 100 participants from organisations such as the Internet Society, DotAsia, ITU, Youth Observatory, Youth@IGF, ICANN, NIC.mx, Women with Disabilities Australia, European Institute, and the University of the West Indies. See here and here.

TAKING STOCK AND THE FUTURE OF THE IGF

In the usual 'taking stock' session on the final day, which reports on the future of the IGF, feedback was given on a retreat held in New York. This was spurred by the decision taken at the UN General Assembly's WSIS+10 review to renew the mandate of the IGF for 10 years. The WSIS+10 outcome document supported the recommendations of the report of the CSTD Working Group on improvements to the IGF, and that the IGF "should continue to show progress on working modalities, and participation of relevant stakeholders from developing countries".

The retreat was a concrete first step in following up on that mandate and its output document was still open for comments at IGF11. In an open mic part of the taking stock session, a wide range of comments were made about the future of the IGF, including the need to bring forward more young people; to broaden the scope of participants to more sectors such as other industries; and to keep on top of new technologies as the Internet will be very different in 10 years' time. It was reiterated that more attention needs to be paid to involving developing countries and their governments, and the Sustainable Development Goals (SDGs) should be formally integrated into the IGF's agenda.

Concerns though were expressed about current control of the Internet and freedom of expression, and threats to multistakeholder forums. It was stressed that for the IGF itself to achieve its full potential there must be support for strengthening and building national IGFs that are tied to the communities that they come from. There is an ambitious goal to double the number of IGFs, and 15 had been set up over the past year. Key aims for National and Regional IGFs (NRIs) should be to develop the demand side of the Internet and to address inequalities. But NRIs should be kept agile, avoiding centralisation and institutionalism.

Other points:

- An important point was about working better with mainstream media to get stories about Internet governance in front or larger and wider audiences. There is also a need for the IGF to build bridges with other processes and organisations, and to develop more accessible materials such as infographics and videos.
- A controversial point was that the IGF should set itself an end game and phase itself out – the idea should be to keep the Internet exciting and make Internet governance more boring.
- Concerns for the future of support from the US for developing countries were expressed.
- It was suggested that the UN Secretary-General could benefit from a special adviser for Internet governance to help makes links with the SDGs. In turn the IGF could also facilitate stakeholder groups from communities associated with certain goals.
- The IGF's Multistakeholder Advisory Group could evolve to develop a longer-term vision rather than proceeding from year to year.
- More needs to be done to involve the private sector in the IGF, and also diversity of participants in general.
- There was a view that the IGF should move towards having a binding policy as an outcome of discussions, and should put more resources into capacity building among the NRIs.
- A really ambitious aim was voiced – that the IGF should become a global instrument for resolving certain conflicts among nations.

The eleventh edition of the IGF took place in Jalisco, Mexico, from 6 to 9 December 2016. Approximately 2,000 participants from 123 countries across all regions and stakeholder groups attended the meeting.

Held on the overarching theme, 'Enabling Inclusive and Sustainable Growth', the programme gathered more than 200 sessions on a wide range of digital policy issues — from Cybersecurity and Human Rights, to Internet Economy and Gender & Youth issues online.

In keeping with the IGF's tradition of producing a complete record of annual meetings, this publication captures the discussions that took place over the course of the four-day meeting. Key issues are highlighted, and reports featured from the IGF's main sessions, workshops, open forums, and many others, as well as links to all transcripts and archived video.

IGF Internet Governance Forum