Internet Governance Forum

Report on Good Practices in Internet Governance
From the IGF
2006 - 2009

IGF Secretariat
September 2010

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Introduction

With the Vilnius meeting, The Internet Governance Forum has reached the end of its first mandate. Part of the work as this first mandate is completed it to review and gather the outputs of the IGF and meetings into several publications.

A part of the IGF meeting design since the beginning in Athens has included the inclusion of Good Practices[1] sessions in which the participants from the various stakeholder groups and the many regions and countries represented among the participants have discussed the variety of Internet governance themes from the perspective of the practice of Internet governance. Many have stated that in these sessions, the IGF was producing one of it more important outcomes. Though the reports of these sessions were to be found in the larger repository of the IGF meeting reports contributed by the sponsors of the meetings, there were not easily accessible or useable.

This document represents the first effort to gather the outcomes of these sessions from the first four years of the IGF into a single publication. This is the first step in an IGF secretariat project to make the outcomes of the IGF more accessible. This document serves not only as the first working publication of these best practice reports, but serves as a blueprint for a more extensive project to build an online repository for Best Practice reports.

Overview

At each of the IGF meetings since the first one held in Athens, workshops have been held discussing, and sharing, best practices. In responding to that call, it was decided that the IGF secretariat would begin work on a sustainable online good practices system, where the participants in the IGF could both record and research the wealth of practices that were being offered by the participants. The IGF online good practices in Internet governance (IGF-OGPS) is essentially a content management system[2] with the following purposes:

- To allow for a large number of people to contribute to and share information on good practices in Internet governance;
- To aid in easy storage and retrieval of information of good practice information from IGF participants;
- To allow for both simple and complex search of good practices data according to a variety of parameters and data attributes, such as theme, participants, and/or year;
- To reduce repetitive duplicate input of information that can be used for many different purposes by a wide range of people and groups;
- To improve the ease of report generation;
- To improve communication between IGF participants;
- To control access to information, based on the assignment of IGF-OGPS user roles. User roles define what information each user can contribute, edit or delete.

This report has been manually generated as the first outcome of that project. Not only does it serve the purpose of reporting on the good practices that have been discussed in the first four years of the IGF, it serves as an initial template of one type of report that the an IGF

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[1] Originally called Best Practice
[2] see for example, http://en.wikipedia.org/wiki/Content_management_system

participant should be able generate once the IGF Online Good Practices System (IGF-OGPS) has been completed. It also represents one way in which the data in the IGF Online good Practices Systems can be organized.

The report also represents the initial data with which the IGF-OGPS will be populated as it comes on line. Once the system is online, it will be possible for the authorized users, that is those who sponsored the meetings or who created the initial reports, to edit any of the data. It will also be possible for the organizers and reporters of any sessions that were not included in this report, because either reports were not submitted or were not located in this initial exercise, to add those reports to the system and hence to future reports. It will also be possible for other participants to enter data on the good practice session held in Vilnius at IGF 2010 as well as other good practice data that may be available but which was not discussed at any meeting.

These initial reports were generated from reports submitted to the IGF by the organizers and session rapporteurs. In an attempt to control the size of this document, and to standardize the formatting to some extent, most of the reports have been edited. Each report, however, does contain a pointer back to the original report. As the IGF-Online Good Practices System (IGF-OGPS) approaches release, a public beta test will be held where those responsible for the sessions reported in this paper will be contacted and will given the opportunity to test the system and to make any corrections they feel are necessary to the data captured in the IGF-OGPS and reported in this first report.

In an attempt to organize the material, it has been divided into the basic categories. For this report, the following categories were used:

- Access and Diversity
- Capacity Building
- Critical Internet Resources
- Internet Governance Practice
- Security Openness and Privacy

This set of categories is just an initial sorting and is meant to match, for the most part, the terminology used in the IGF programme. It will be possible in the online system to associate many category terms to each of the good practice records so that it will be possible to build reports differentiating a wide variety of categories and other attributes. The OGF-OGPS is being designed to be extensible, so a variety of attributes may be associated with the records as the system grows in use.

Access and Diversity

Theme Description

Panellists at past meetings highlighted that the issue of access to the Internet remained the single most important issue for many countries, in particular in the developing world. Speakers stressed the Internet's development impact. A theme that emerged during the first IGF meeting was that, while having one billion Internet users was considered a huge success, the focus should shift towards the next billion and the billions after that. The discussion eventually moved on to considering the last billion.

Several panellists questioned who the next billion people to connect to the Internet might be. One asserted that talking about one billion Internet users would have seemed unthinkable 10 years earlier. Providing statistics, another speaker pointed out that, since the first IGF meeting, much progress had been made in terms of broadband, quality of access and those actually connected to the Internet. In Hyderabad, it had been pointed out that the number of users on the Internet had increased to nearly one and a half billion – a significant growth since the beginning of the WSIS process.

Participants demonstrated that the underlining IGF theme – multi-stakeholder cooperation – was also extremely important with regard to access. There was acknowledgement that Governments had an important role to play, but had to work closely with private sector, civil society and the Internet community in that regard. Many participants spoke of the need for innovative solutions, including public-private partnerships, and for private companies to work with Governments and civil society to provide access to those living in rural areas.

There was a general understanding that every country had to find its own solution and that no solution fitted all circumstances. In that regard, the size of local markets was mentioned as a problem for small countries. One speaker pointed to the African experience, where a large continent had only an extremely small portion of the Internet, noting that each country had endeavoured to go it alone instead of adopting a regional approach.

Over the last four years, several sessions have been held covering a set of good practices in the area of Access and Diversity. This section includes the following reports:

- Finding the courage to provide balance (2007)
- Enhanced Internet enabled access and use of public sector information (2008)
- Digital Content Strategies and Policies (2008)
- Access for Everyone includes Persons with Disabilities (2009)
- Best practices for an Accessible Web (2009)

Title: Finding the courage to provide balance

Category - Access

Year: 2007

Abstract

This session covered two studies into the relationship between broadcasting and the Internet.

Organizers

The Best Practice Forum was organised by the World Broadcasting Union, the BBC, with the support of Panos, and the Council of Europe.

Speakers

Moderator: Nik Gowing, news-anchor for BBC World.

- Alexander Shulzycki, EBU Head of Strategic Information Service
- Matteo Maggiore, BBC
- Karol Jacobuwicz, Polish Media Scholar, and former Chair of the Council of Europe's CDMM

Summary:

The objective of the Forum was to discuss the first findings of two recent studies. The first study has been conducted by 'Human Capital' for the BBC and EBU, and is an analysis of the developing role that broadcasters can play in the future development of the Internet. The second study has been made by the EBU, and is an analysis of the pattern of use of web sites today, and the part played in the web landscape by public service broadcasters. Established media companies including public service media have become an important part of the web, and their web services are among the most used in many countries of the world. The first study concludes that broadcasters can play an important role in the future development of the Internet, cooperating with other Internet organisations for mutual benefit. The Internet was entering a new phase of convergence in which established media and the Internet both influence and transform each other. Rather than the takeover of all media by the Internet there was a blurring of the lines between networked and archive content, between tools and resources, and between content providers and content users. As long as broadcasters adapt themselves, they can and will make a decisive contribution to Internet, in three ways.

- By providing quality 'rich' content, which growing numbers of on line video users prefer
- By developing partnerships with network operators, meeting the conditions for the sizeable investment in infrastructure, which the rollout of broadband requires.
- By leveraging their brands to deliver on user demand for trusted guides, through their growing Internet content offer, and contributing to making self regulatory frameworks more robust and credible on public issues such as the protection of vulnerable users and linguistic and cultural diversity.

The second study conclusions included the following.

- The evolving pattern of use of the web is a significant and growing concentration on a relatively small number of sites (less than 1000), mostly from North America. The 'cottage industry' is present, but has few customers.
- The low barriers to entry to the web allow access by anyone to anyone, but equally they also allow unchecked market forces, which bring unprecedented levels of media concentration.
- Concentration on this scale may have an undesirable effect on the media and cultural ecosystem,
- Public service media may become an even more important element for society, providing a reference point in an increasingly concentrated web.

The conclusions of the discussion included that:

- Regulators must understand better the way that market forces, which are largely unchecked in the web environment, will shape the media content we see.
- Public service broadcasters must also understand the development of the web, and take an active part in it, in order to bring to users the advantages and features of the web, together with the societal benefits of public service media.

Further Information

Original Report

Title: Enhanced Internet enabled access and use of public sector information

Category: Access

Year: 2008

Abstract

This best practice forum was designed to improve understanding of the economic impacts of improved access and use of public sector information (ranging from meteorological and mapping information through to museums, archives and cultural information) and to highlight the use and applications of the OECD Council Recommendation for Enhanced Access 3 and More Effective Use of Public Sector Information.

Organizers

OECD

Speakers

Chair: Graham Vickery, OECD Secretariat

- Chris Corbin, ePSIplus, UK
- Rajeev Chawla, Commissioner, Survey Settlement & Land Records Department, Karnataka State, India
- Ilkka Lakaniemi, Nokia Siemens Networks, Finland
- Dr Govind, National Informatics Centre, Ministry of Communications and Information Technology, India

Summary

The forum was opened by Graham Vickery OECD Secretariat who briefly introduced panel members and outlined the themes in the OECD Council Recommendation on Public Sector Information (PSI), highlighting the most significant elements and reflecting on progress so far, particularly in relation to the IGF. Chris Corbin followed and welcomed the OECD Council Recommendation in terms of laying out the economic principles that should underlie access to and social and commercial use of public sector information.

This work has helped to clarify the European Commission Directive on Public Sector Information and to suggest new areas for possible extension of the Directive to make its use more economically efficient.

Rajeev Chawla gave a description of how land records and transactions involving these records have been transformed by their digitisation and placing on the Internet. This has hugely increased access, decreased user costs and improved economic efficiency. Ilkka Lakaniemi discussed the potential for new service delivery based on public sector information but pointed to barriers that have inhibited the development of these services, most of which are addressed in the OECD Recommendation. Finally Dr Govind gave a rundown on some of the initiatives of the Indian government to open up information and improve the use of this information for public and commercial use.

The Best practice Forum was completed with a Q & A session looking at how policy can contribute to improving access to and use of public sector information and what are the

biggest hurdles to improving access and use. Discussion was led particularly from developing countries that are in the process of improving access to and use of public sector information and follow-up contacts were made with various participants to provide further information and advice as well as diffusing information more widely, for example through press articles.

Further Information

Original Report

Title: Digital Content Strategies and Policies

Category: Access

Year: 2008

Organizer
OECD

Speakers

Chairs:
- Graham Vickery, Head of Information Economy Group,
- Sacha Wunsch Vincent, Organisation for Cooperation and Economic Development (OECD).

Speakers:
- Venkata Rao, Head of Portals & Consumer Marketing, Sify Corp
- Steve DelBianco , Executive Director, NetChoice
- Nicklas Lundblad, European Policy Manager, Public policy and Government Affairs, Google
- Santosh Anoo, Head of Strategy and Operations, Deloitte Consulting India Pvt. Limited
- Jeremy Malcolm, Project coordination, Consumers International KL Office for Asia Pacific and the Middle East
- Mark Carvell, Assistant Director, International Communications Policy, United Kingdom Department for Business, Enterprise & Regulatory Reform

Summary

The workshop was designed to shed light on digital broadband digital content development, access and use, and to provide and inform the context for policy discussion, analysis, review and development. In this context, it also presented the OECD Policy Guidance for Digital Content adopted at the recent OECD Ministerial on the Future Internet Economy. The digital content principles are grouped under three main themes, which provided a framework for discussion at the Workshop:

    1) Promoting an enabling environment;
    2) Enhancing the infrastructure;
    3) Fostering the business and regulatory climate.

Participants also provided valuable feedback on aforementioned policy fields and giving useful country specific contexts. The workshop was completed with a Q & A session on how to apply the OECD principles (also in a non OECD context), also pointing to areas for new work.

Further Information

Original Report

OECD Policy Guidance for Digital Content
http://www.oecd.org/dataoecd/20/54/40895797.pdf

Title: Access for Everyone includes Persons with Disabilities

Category: Access

Year: 2009

Abstract

The forum discussed maximizing joint efforts from various levels to create and promote the accessibility for disabled people and vulnerable groups, standard-setting and products optimization in terms of promoting information barrier-free, the experience on promoting information accessibility, and challenges and problems.

Organizers

The forum was co-organized by Internet Society of China, China Foundation for Disabled Persons, and China Communications Standardizations Association.

Speakers

Moderator: Mr. GAO Xinmin, Vice President, Internet Society of China

- Mr. Huang Chengqing, Vice-President, Internet Society of China;
- Ms. Sun Yongge, Director, Internet Society of China;
- Mr. Lambert van Nistelrooij, European Parliament;

Summary

The forum gave a brief introduction on current status of people with disabilities in China, and showed the latest efforts to promote information accessibility construction from various aspects, such as legislation, government financial and technical support, civil society initiatives, enterprises' products R&D, and active participation by social public. Specific cases were introduced in line with each part of efforts, included the annual China Information Accessibility Forum, China Digital Library for Visual Impairment, Baidu.com, Taobao.com, Harbin E-time Digital Tech Development Co., Ltd etc. Besides, the forum showed a series of efforts to promote web accessibility standard development and application in China, for example, the "Information Accessibility - for People with physical disabilities – Technical Requirements for Web Accessibility". Meanwhile, the examples of ICT benefit to European people, especially the project of Ambient Assisted Living to assist the Old group were demonstrated in the forum. Participants from EU, Brazil, India, Turkey, Hongkong, IGF Dynamic Coalition, and CDRI had active interactive with the speakers.

Main issues:

1. More efforts from various levels should be done to create/promote the accessibility, especially from the perspective of government and civil society. More specific regulations or rules should be set to push forward the accessibility construction. Further education program should be organized to raise public awareness to concerns about the needs of people with disabilities. Related industry and companies should be given more encouragement on accessibility products R&D.

2. International cooperation and exchange are necessary to promote making the accessibility standards more compatible and easy to share.

3. China will continue to perfect the information accessibility standards setting, especially the standards on picture and video accessibility. To promote the implementation of information accessibility using by the main portals and the websites frequently visited by people with disabilities will be a long-term work.

Further Information

Original Report
Webcast

Contacts: <zr@isc.org.cn>

Title: Best practices for an Accessible Web

Category: Access

Year: 2009

Abstract

The program of the workshop focused on the different aspects of web accessibility for persons with disabilities. Most of the Panellists were persons with disabilities themselves. The DCAD promotes working directly with persons with disabilities in order to benefit from their real-life experiences. The workshop highlighted the necessity to make the Internet accessible to all, regardless of individual capabilities of different users.

Organizers

The International Telecommunication Union (ITU) in collaboration with the Dynamic Coalition on Accessibility and Disability (DCAD). Organizations that are members of DCAD include, among others: the International Telecommunication Union (ITU), SKID, Council of Europe, Digital Accessible Information System Consortium (DAISY Consortium), Global Initiative for Inclusive Information and Communication Technologies (G3ict), the Indian Centre for Internet & Society, International Center for Disability Resources on the Internet (ICDRI), Internet Society (ISOC), Internet Society Argentina (ISOC-AR), UNESCO, Web Accessibility Initiative (W3C).

Speakers

Keynote speaker: Sami Al-Basheer, Director, ITU Telecommunication Development Bureau

Moderator: Jonathan Charles, BBC World.

Speakers:
- Shadi Abou-Zahra, Web Accessibility Initiative (WAI): "International Standards for Web Accessibility"
- Dipendra Manocha, Daisy Consortium: "Digital Accessible Information on the Web"
- Jorge Plano, ISOC Argentina: "Common Mistakes in Web Development and Avoiding Them"
- Peter Major: "A Survey of Accessibility Errors on Homepages of Official Government Websites"

Summary

The Web is fundamentally designed to work for all people, whatever their hardware, software, language, culture, location, or physical or mental ability. When the Web meets this goal, it is accessible to people with a diverse range of hearing, movement, sight, and cognitive ability, and provides unprecedented opportunities for people with disabilities to equally participate in the information society.

This workshop explores best practices in Web accessibility including in standardization, implementation, and business case development. The goal is to promote one Web that is accessible for all users including people with disabilities.

The panellists spoke and presented the different issues related to the web accessibility and the most current problems and errors that persons with different abilities encounter in the daily activities. Most of the websites are developed without taking care of accessibility hence they tend to include many barriers. One presentation has shown some of the most common mistakes that provoke barriers. Dipendra Manocha introduced how the Web Content Accessibility Guidelines provide the standards to make the web sites accessible. Similarly, the DAISY Standards provide standards to make the Digital Documents accessible to all. One another Panellist explained the most common on the homepages of official government websites have been examined. The survey is the starting point to raise awareness in enforcing recommendations to create accessible websites.

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A panellist from W3C shared information about some of the standards for web accessibility their industry group has already developed. A representative from the Daisy Consortium talked about how digital talking books can enable users to hear and navigate written materials presented in audible form for use. Finally, the last speaker shared his analysis on how official government websites respond to the need for accessible websites

Conclusions and further comments:

Ensuring web accessibility, benefits persons with and persons without disabilities. Promoting web accessibility provides social, technical and financial benefits. Web accessibility ensures equal opportunity for persons with disabilities just as it offers benefits for the families of persons with disabilities and the increasingly growing number of elderly web users. Accessible website can have unexpected beneficiaries, for example those who are illiterate. Promoting web accessibility at the early stages of web design can save money later when private companies and governments seek to ensure their websites are accessible.

The workshop was captioned.

Further Information

Original Report
Webcast

http://www.itu.int/ITU-T/accessibility
All the material and the presentations are available on the ITU-T website at the following address: <http://www.itu.int/ITU-T/worksem/accessibility/20091117/index.html>

Capacity building

Theme description

Since the inception of IGF, there has been a general understanding that it should have an overall development orientation that includes capacity-building as a cross-cutting priority. Discussions on capacity-building in development have centred on the importance of fostering the ability and knowledge of all stakeholders to participate in Internet governance processes.

Capacity building has been one of the two cross-cutting themes since the beginning of the IGF. It has frequently been the focus of sessions focused on good practices. This section includes the following reports:

- Building Local Legal Capacity on Internet Governance (2006)
- Moving Beyond the Talk: Partnerships in Practice (2007)
- Internet Governance Capacity Building (2008)
- Turkey, a nation transforming to Information Society (2008)
- UK, Partnership in Action (2008)
- Partnership in Action: International Examples of Good Practice (2009)
- Teaching Internet Governance - The experience of the Schools of IG (2009)

Title: Building Local Legal Capacity on Internet Governance

Category: Capacity Building

Year: 2006

Abstract

The workshop focused on building the legal capacity of policy makers, legislators, regulators, legal practitioners and users, by exploring the relationship that actions at the national level (laws, judicial decisions, etc) have on the development of international legal norms, as well as the effect of actions at the international level have on the evolution of national laws.

Organizers:

The World Bank, Alfa-Redi, Cyberspace Law Committee, Business Law Section, American Bar Association, Diplo Foundation, Global Internet Policy Initiative, Internet Society – Bulgaria, Science and Technology Law Section, American Bar Association

Speakers

Moderator: David Satola

- Peng Hwa Nanyang Ang, Technical University, Singapore;
- Fernando Barrio London Metropolitan University;
- Pierre Dandijou, UNDP;
- Jim Dempsey, Center for Democracy;
- Kristine Dorrain, National Arbitration Forum;
- Hanne Sophie Greve, Court of Appeals, Norway;
- Jovan Kurbalija , Diplo Foundation;
- Veni Markovsky, ISOC Bulgaria;
- Fred Tipson, Microsoft

Summary

Mr. Dempsey set the stage for the workshop by mapping substantive legal issues normally associated with Internet Governance against their "national" or "international" character. He stressed the importance of national telecommunications law and regulation as a key issue affecting the whole Internet medium, and that one practical lesson learned in developing national legal frameworks was technology neutrality. The workshop then examined three facets of the international legal dimension affecting Internet governance – public international law, other international initiatives, and industry-driven standards and codes of conduct.

First, Judge Greve discussed the impact of public international law, using the European Court of Human rights as an example. She emphasized roles that different formal, public international law fora, conventions and even customary international law play in influencing countries' behaviour. The workshop then looked at other international initiatives, such as domain name dispute resolution, played in national governance.

Ms. Dorrain gave examples from the Uniform Domain-Name Dispute-Resolution Policy (UDRP) and raised questions about why countries adopted such rules (and if not, why not), as well as whether reforms in UDRP would be desirable.

Finally, Mr. Tipson addressed the process by which industry standards and codes of conduct, for example, are adopted and implemented, stressing the importance of balanced multistakeholder involvement and consultation in their development.

The workshop then moved on to three case studies of development of national frameworks for Internet Governance.

In the first case study, Mr. Markovski gave an overview of the bottom-up approach taken in Bulgaria, including, the role that Bulgarian NGOs and civil society played in formulating an approach to addressing Internet Governance issues in the WSIS process. He emphasized the importance of first addressing governance issues locally, and then moving on to international governance issues.

In contrast, Dr. Ang noted the top-down, government-driven approach adopted in Singapore, noting that the high level of trust created in the process in Singapore also led to a high level of Internet penetration. Dr. Ang noted the phenomenon of the "first mover disadvantage", and cited examples where early attempts at addressing legal issues such as e-commerce, though path-breaking at the time, may now becoming obsolete and in need of reform.

Mr. Barrio spoke about efforts at shrinking the digital divide were policy-driven at the international level, but had the effect of restricting access to content, rather than increasing connectivity. He also observed that, in some circumstances, the development of national legal frameworks were "unwilling followers" of global ICT trends, and that traditional models of capacity building would need to be revisited if they were to be effective. It was noted from the floor that a regional initiative in South America has been successful in bringing together state and non-state actors in evolving regional policy on these issues.

In its final section, the workshop addressed questions of the role that multilateral organizations can play in developing capacity as well as identifying concrete recommendations for addressing capacity building issues. Mr. Dandijou noted a number of international organizations were involved in certain issues affecting Internet Governance, but also noted that national actors could better leverage those institutions to develop national legal frameworks, but that other factors – such as a lack of a common vocabulary – posed limitations. He recommended, in practical terms, that different national actors undertake a coherent approach with these international institutions and emphasized the need for advocacy, knowledge sharing and coaching as a way to better articulate their positions.

Mr. Kurbalija that noted that capacity building is not a one-size-fits-all proposition and described different capacity building programs tailored for different needs. He also emphasized the fundamental importance of inter-professional communication in developing Internet governance frameworks – different actors need to engage with each other - governmental actors, technologists, civil society and academia – in a dynamic way.

Further Information

Original Report

Title: Moving Beyond the Talk: Partnerships in Practice

Category: Capacity Building

Year: 2007

Abstract

The session explored how multi stakeholder partnerships (MSP) work in practice by highlighting a number of case studies in India, Ethiopia, Nepal, Kenya and the LAC region.

Organizers

Association For Progressive Communications (APC), Internet Society (ISOC), infoDev
Government of the UK, PANOS London

Speakers

Chair: Valerie Da Costa, infoDev

Key speakers:
- Anriette Esterhuysen, ED APC, South Africa
- Ashis Sanyal, Department of Information Technology, Government of
- Sylvia Cadena, WiLAC (wireless initiative LAC), Uruguay
- Ken Lohento, Panos Institute West Africa, Coordinator, Center for International ICT Policies for Central and West Africa (CIPACO)
- Dawit Bekele, Ethiopia, ISOC Africa Bureau Chief, formally manager of CATIA Ethiopia eFOSS initiative
- Murali Shanmugavelan, Programme Manager, Information Society, PANOS, London. -
- Alice Munyua, KICTANET, Kenya

Summary

The session explored how multi stakeholder partnerships (MSP) work in practice by highlighting a number of case studies in India, Ethiopia, Nepal, Kenya and the LAC region. These MSPs were diverse in their reach and purpose, ranging from community technical networking efforts to engaging the media to a nationwide plan to wire up India.

It was noted that although different stakeholders have unique interests and perspectives, MSPs can work effectively when the value proposition for each party to collaborate with the others is clearly spelled out. Each party must have a sense of the value of engaging other stakeholders and must be able to articulate how participation in the MSP helps them attain their goals.

This value proposition for all parties to engage one another for mutual benefit was also described as creating a win-win scenario. There must be a realization that the other stakeholders provide a unique and valuable input/perspective, which helps each stakeholder attain their own goals more effectively.
It was noted that for MSPs to work, a champion or broker is often needed. Some felt that civil society best plays this role. The broker is one who brings different parties together and

provides a neutral forum for collaboration to take place. All Panellists reiterated that successful MSPs take time and effort and are "hard work". Given the multiplicity of views, it is a big effort to bring those views together and into a cohesive whole. All participants agreed that for MSPs to work in practice, trust was critical. This trust is only built over a period of time.

After hearing how MSPs were started in Bulgaria and Ethiopia, it was noted that MSPs can be learned behaviour. In particular, governments that are not used to engaging other stakeholders in transparent, participatory processes could learn the value of these processes by starting small with less controversial topics and by getting used to engaging other stakeholders via less formal venues, such as tea sessions and informal chats.

Further Information

Original Report

Frequently asked questions about multi-stakeholder partnerships in ICTs for development; Lishan Adam, Tina James and Alice Munyua Wanjira, APC September 2007
French and English: http://www.apc.org/en/pubs/manuals/policy/all/frequently-asked-questions-about-multi-stakeholder

Title: Internet Governance Capacity Building

Category: Capacity building

Year: 2008

Abstract

The workshop presented the outputs of the 2008 round of online Internet Governance Capacity Building Programme (IGCBP) by DiploFoundation. The workshop explored the possibilities for extending the outreach (geographically, thematically and per target groups) of such the training methodology and of enlarging the pool of partners involved.

Organizers

DiploFoundation
- Partner: ISOC Venezuela

Speakers

Chair and Presenter: Vladimir Radunovic, Coordinator, IG Capacity Building Programme, DiploFoundation

- Priyanthi Daluwatte, Diplo Foundation, Sri Lanka
- Virginia Paque, ISOC, Venezuela
- Tony Ming, Commonwealth Secretariat
- Sivasubramanian Muthusamy, ISOC, India
- Marilia Maciel, IGF Remote Participation Working Group, Brazil
- Rafik Dammak, Youth, Tunisia

Summary

This workshop introduced important concepts for effective participation in digital online learning for Internet Governance Capacity Building, highlighting Diplo Foundation's approach to Internet Governance capacity development training programs - both online and in situ. A main focus was presenting follow-up activities by Diplo alumni and joint activities with Diplo partners to show the effectiveness of dynamic committed learning process that can be achieved online.

The workshop motto was "how to go beyond training" in order to "develop capacities on a long term base" - produce a multiplier effect, create a community of practitioners and involve them in national and global processes.

The key points on program training methodology:

- Multistakeholder-profile of participants with diverse backgrounds and professions, regional and age diversity.
- Knowledge and experience exchange among the participants as a dynamic base for knowledge exchange: this is particularly important in online courses to avoid "losing" participants because of isolation and lack of peer-to-peer

commitment and facilitator presence. Possibilities to increase dynamic interactions were visually diagrammed.

- Multilingualism in practice with bilingual sections: English, English/Arabic, English/French, English/Portuguese and English/Spanish, allowing for exploration of topics in English, as well as expression of ideas in other languages.

The key points on course-research-fellowship approach:

- Internships with IGF Secretariat, IGF and other meetings for immersion in policy processes and application of knowledge.
- Tutoring and per-topic discussion facilitation by peers: bringing in current issues and controversies that are of significance to each group.
- Online communication through the learning platform based on web2.0 communication tools: The interaction is text-based in order to be convenient for the participants from least developed countries, and all those that might be limited to dial-up connection. Diplo is also testing webinars, remote participation tools and the Second Life Program for some online meetings as well as other alternatives and emerging issues.
- Regional implementation of the IGCBP methodology
- Bringing the local content and problems into focus, and further encouraging regional partnerships and initiatives developed by participants from these regions.

Other highlights from the session included:

- Examples and first-person accounts from IG for India participants and others. This generated discussion about effective online technique and the importance of personalized interactions, personal experiences, and plans for the future.
- Ms. Nevine Tewfik (Egypt) from Cyber-Peace International joined in the discussion from the floor to mention the planning of joint collaboration between CPI and Diplo in similar training programs in the field of Internet Safety.
- Former Indian Ambassador and Diplo Senior Fellow Kishan Rana emphasized the importance of this kind of development initiatives and the necessity to support wide coverage of online programmes.

There was a high level of interest in the Remote Participation (Traditional RP and Hubs) initiative and the Youth and Web 2.0 projects. Discussants found the continuing projects to be intriguing for inclusion and follow-up initiatives.

Conclusions and further comments:

Regional educational and training institutions are encouraged to consider the similar training approach for building capacities within their region, related to the IG in general or to specific regional concerns. Diplo will be available for any assistance and partnership.

Diplo's IGCB Programme will continue looking for partners who are interested in helping Diplo IG team develop and improve the programme for the years to come in order to provide as many people from the developing countries with the opportunity to learn more about the most emerging issues related to the Internet as well as to involve them in the global and local debate on IG.

Further Information

Original report

DiploFoundation (www.diplomacy.edu/ig)

IGCBP on web: http://www.diplomacy.edu/ig/IG
Wikipedia IGF: http://en.wikipedia.org/wiki/Internet_Governance_Forum

Title: Turkey, a nation transforming to Information Society

Category: Capacity building

Year: 2008

Abstract

The session was organized in order to share the Turkish experience and knowledge with other IGF participants. Taking into account the multi-stakeholder nature of IGF, a multi-stakeholder session was organized.

Organizers

Information Technologies and Communications Authority of Turkey, the regulatory body in the fields of ICTs

Speakers

Chair: Dr. Turgut Ayhan BEYDOĞAN, member of the Information Technologies and Communications Authority.

- Mr. Türker GÜLÜM, member of Executive Board in Turkish Informatics Association,
- Mr. Deniz TUNÇALP, the manager of mobile signature operations of Turkcell Corporation,
- Mr. Ahmed Ramazan ALTINOK, the Chairman of the e-Government Advisory Group of the Turkish Prime Ministry

Summary

Mr. Türker GÜLÜM, made a presentation about Public – Private Partnership and the role of civil society in transformation to information society process. During his presentation he has informed participants about:

- Current situation of ICT usage in Turkey;
- Turkey's Information Society Transformation Policy;
- E – Transformation Turkey Project;
- E – Transformation Turkey Executive Board model;
- The role NGOs in this model;
- Internet Board model;
- Kamu BIB Working Group;
- Leading NGOs in Turkey in the fields of ICT.

Mr. Deniz TUNÇALP made a presentation on the internet banking applications and use of e-signature and m-signature at these applications. During his presentation he has touched upon: key advantages of, and technical aspect of, and security in, and business model for sample applications available to use with mobile electronic signature.

He has also provided some information on Mobile Banking in Turkey and "Mobile Signature Initiative: Towards a Global Mobile Identity".

Mr. Ahmed Ramazan ALTINOK, made a presentation about some key e – government applications of Turkey. In this context, he has focused on following projects:

- The Central Civil Registration System (MERNIS)
- The Identity Sharing System (KPS)
- National Judiciary Network Project (UYAP)
- The Customs Modernization Project (E-Customs)
- e-Health Project (Sağlık-NET)

The presentations were followed by a lively discussion on the issues presented and participants were asked many questions. It was recognized that sharing and debating countries' best practices are of critical importance in protecting parties from loosing time for reinventing the wheel and enabling people for taking step forward faster and more robust.

Further Information

Original Report

Title: UK, Partnership in Action

Category: Capacity Building

Year: 2008

Abstract
The workshop showcased how stakeholders have helped to find solutions to the issues arising from the use and misuse of the Internet that are of particular concern to everyday users. Examples highlighted in the session were drawn from multi-stakeholder cooperation in the areas of education, combating e-crime and child safety on the Internet and included work identified through the Nominet Best Practice Challenge competition.

Organizers:
Nominet

Speakers:
Chair: Ian Taylor MBE, Member of Parliament, United Kingdom

- Andrew Miller Member of Parliament, United Kingdom
- Alun Michael Member of Parliament, United Kingdom
- Margaret Moran Member of Parliament, United Kingdom
- Dr Jeremy Beale, Confederation of British Industry
- Emily Taylor Director Legal & Policy, Nominet

Summary
The workshop showcased real examples of how different stakeholders have addressed issues relevant to the IGF main themes. In particular the discussion focussed on showing how stakeholders have helped to find solutions to the issues arising from the use and misuse of the Internet that are of particular concern to everyday users. Examples highlighted in the session were drawn from multi-stakeholder cooperation in the areas of education, combating e-crime and child safety on the Internet and included work identified through the Nominet Best Practice Challenge competition.

Issues addressed:

Andrew Miller MP showcased the work of the UK Parliamentary IT Committee (PITCOM). This is designed to encourage Members of Parliament to engage with primary schools through a competition the committee has organised http://makeithappy.cc4g.net/. Since Hyderabad we have launched our third such event and have ambitious plans for the future. Projects like this and the other "best practice" presentations are hugely important as we can all learn one from another.

Alun Michael MP described his work with industry, government and law enforcement to improve cooperation between stakeholders. Working together has helped improve understanding of interrelation between the partners. All actors need to share the responsibility for providing a safer on-line environment. And this cooperation helps build improved trust, making the UK a more welcoming environment for e-business to flourish.

Simply leaving it to users to cope with the threats from crime and understand the choices they make in sharing personal information is no longer an option: there are challenges and threats to business and other users. And the point of the Internet Crime Reduction Partnership is to create a joined-up approach to enabling people to be – and to feel – safe on-line.

Margaret Moran MP highlighted work in the UK on addressing the needs of children on-line. She referred to the report for the Prime Minister by Dr Tanya Byron, a reputed child psychologist and media personality: Safer Children in a Digital World and to the creation of the UK Council for Child Internet Safety (UKCCIS), which unites over 100 organisations from the public and private sector working with the Government to deliver recommendations from Dr Tanya Byron's report.

Dr Jeremy Beale looked at the role of industry in meeting its responsibilities as part of an industry self-regulatory model. The Internet provides an excellent opportunity for businesses, but this will be undermined if users and businesses loose confidence. However, the nature of the medium is such that conventional legislative responses are too slow and are often not well targeted, making it hard to respond to rapid developments on the Internet. Examples of industry and cooperative initiatives show that more can be achieved through such partnerships, providing a strong framework for the development of e-business in the UK. He used examples of the Internet Watch Foundation – a UK self-regulatory body providing a public hotline and 'notice and takedown' service on behalf of the online industry. It works to minimise child sexual abuse content hosted around the world – and the dialogue between the banking sector and Nominet, the .uk registry on addressing phishing.

Emily Taylor focussed on the Nominet Best Practice Challenge: this initiative was designed to celebrate success – looking at ways organisations and individuals were helping to make a difference in making the Internet a safer, more inclusive, more fun place to be, focusing on solutions.

In her overview, Emily highlighted the entries and winners of each of the six categories – development, security, industry standards, personal safety, Internet for all and the open Internet – as well as a special award for Internet and culture for the British Library's sacred texts web resources

The Nominet Best Practice Challenge is now an established feature of the UK's IGF preparations. Winners included:

- Local initiatives like Age Concern Edinburgh Information Technology and Common Knowledge UK, focussing on improving access to the Internet for particular groups (older people and people with cognitive learning difficulties);
- A national charityYouthNet, providing an on-line volunteering resource;
- A joint government-law enforcement-private sector partnership Internet security awareness campaign, Get Safe Online;
- and major names like Barclays Bank and the Internet Watch Foundation.

Ian Taylor, summing up, noted the importance of multi-stakeholder cooperation in addressing Internet governance issues. The UK-IGF initiative is a key to improving the value the UK draws from the IGF and goes to the heart of the IGF's remit to facilitate the exchange of information and best practices. By looking at solutions and partnership in practice, it contributes to understanding Internet governance issues.

Background to the initiative:

The "UK-IGF" is a cooperative framework between government, parliamentarians, industry, civil society, and the technical community. The co-organisers – from industry, government and parliament – are from different stakeholder backgrounds, and the initiative is based on a multi-stakeholder partnership. While the proposal is to present UK best practice, the session was designed to promote engagement with other countries to compare and contrast approaches to similar issues.

Further Information

Original Report

Safer Children in a Digital World http://www.dcsf.gov.uk/byronreview/
UK Council for Child Internet Safety (UKCCIS) www.dcsf.gov.uk/ukccis/,
(www.ukigf.org.uk/resources/Best_Practice_Challenge_winners_booklet.pdf)

Title: Partnership in Action: International Examples of Good Practice

Category: Capacity building

Year: 2009

Abstract

This workshop aimed to highlight the exciting projects that have been recognised by the Manthan Project in South Asia, the UK Best Practice Challenge and the Australian & New Zealand Best Practice awards as making the Internet a better, safer, more accessible and more entertaining place.

Organizers

Speakers

- Ian Taylor MBE, Member of the UK Parliament: Chairman
- Lambert van Nistelrooij, Member of the European Parliament from the Netherlands: Ambient Assisted Living, a programme to improve life of elderly through ICT
- Osama Manzar, Founder, Digital Empowerment Foundation: Examples from South Asia
- Lesley Cowley, CEO of Nominet: Nominet Best Practice Challenge
- Henry Warren, Gemin-i.org (Rafi.ki Project)
- Will Gardner, CEO Childnet International: Hearing the voices of young people
- Cheryl Langdon-Orr, Director of auDA, co sponsor of the Australia-New Zealand Best Practice Awards
- Andrew Miller Member of the UK Parliament: Make It Happy programme.

Summary

Speakers outlined the motivation for the different initiatives. They emphasised the importance of learning from others and for promoting the exchange of ideas. The awards also help recognise achievements from the organisations that have made a real difference in their communities.

The Australian and New Zealand Internet Best Practice Awards work focus on security, access, openness and diversity, four key themes in the IGF, as well as a best youth initiative.

The UK's Nominet Best Practice Challenge started with a similar focus on four IGF themes, but has evolved these to cover six areas of interest: development, security, personal safety, raising industry standards, the Internet for all, and open Internet.

The Manthan Awards predates the IGF – it has been in existence since 2004 – and looks for best practices in e-Content and Creativity. Originally looking at India, it now addresses eight countries in south Asia: India, Pakistan, Bangladesh, Nepal, Sri Lanka, Maldives, Bhutan & Afghanistan in 13 categories.

Case Studies:

- Lambert van Nistelrooij MEP introduced the Ambient Assisted Living Joint Programme (www.aal-europe.eu). This is a joint research and development funding programme implemented by 20 European Union Member States and 3 Associated States. The objective of the programme is to enhance the quality of life of older people through the use of Information and Communication Technologies. The motivation is the demographic change and ageing in Europe.

  The concept of Ambient Assisted Living is:

  • to extend the time people can live in their preferred environment by increasing their autonomy, self-confidence and mobility,
  • to support maintaining health and functional capability of the elderly individuals,
  • to promote a better and healthier lifestyle for individuals at risk,
  • to enhance security, prevent social isolation and support maintaining the multifunctional network around the individual, and
  • to support carers, families and care organisations.

- Osama Manzar highlighted the case of Barefoot College which won the Manthan Award in 2006 and has been showcasing its work at all the subsequent award ceremonies. The Barefoot College is a non-government organisation that has been providing basic services and solutions to problems in rural communities, with the objective of making them self-sufficient and sustainable. These "Barefoot solutions" cover areas like solar energy, water, education, health care, people's action, communication, women's empowerment and wasteland development. It has developed contacts to use the Internet to sell rural handicrafts, now generating an income of Rupees 6 million. The University of Colombo had won an award for work on a Patient-Centric Telemedicine Solution.

  Osama also highlighted their work on developing a repository of case studies.

- Andrew Miller MP briefly described the UK Parliament initiative Make IT Happy this is a UK wide competition for primary school students aged 9 to 11. In 2009 the challenge was for the children to show how they would use IT to make people happy. For 2010, the award will be for schools that show how they have helped their community learn about the exciting possibilities of the internet.

- Cheryl Langdon-Orr outlined the range of applications that the Australia-New Zealand Best Practice Awards had seen, including from local State and Federal government. She highlighted the work of Hector's World (www.hectorsworld.com) on addressing cyber bullying and the New South Wales Rape Crisis Centre ().

- From the Nominet Best Practice Challenge, Henry Warren described the work of Rafi.ki, the winner of the best development project: it provides a secure online learning community that lets school pupils talk to children in schools all over the world, with schools in over 114 countries engaged. This included auto-translation services. Will Gardner outlined the work of Childnet International's KIDSMART web site, winner of the personal safety on-line award, which offers a wide range of interactive activities for young people to educate themselves about online safety issues.

Panel Discussion:

During the discussion, it was suggested that sharing best practice needed to be made more central in the work of the IGF: "bringing it centre stage" was how one commentator put it. It was suggested that examples needed to be made more accessible.

Will Gardner spoke about how Childnet had brought children into Parliament to talk about their views about the Internet, raising issues of interest and concern to them: he noted the importance of this work to improving accountability. This approach had also been adopted at the IGF with the work of the Cyber Peace Initiative and Childnet International to engage the voices of young people.

It was suggested that best-practice examples could usefully be brought in to other workshops in the IGF and to the work of Dynamic Coalitions.

A number of speakers highlighted the value of having a repository of best-practice examples and thought that it would be valuable to develop such a reference facility. It was noted that the Manthan Award has already been working on this.

Conclusions and further comments:
The workshop agreed that there was value in:

> 1. Developing a database of examples of good practice identified through some form of review process. This would not necessarily need to be done through the IGF;
> 2. The IGF should build more on best practice, looking at possible solutions to issues and concerns. This could be through using case studies and examples in thematic workshops and the work of Dynamic Coalitions;
> 3. Work was needed to make the identification of good practice and its presentation more effective: it needed to be in a way that could be understood and drawn on by the business community and civil society more easily.

Further Information

Original Report
Webcast

http://bestpracticeawards.org.au
http://www.nominet.org.uk/about/bestpracticechallenge/
http://www.manthanaward.org
http://makeithappy.cc4g.net
http://www.nswrapecrisis.com.au
http://www.rafi.ki
http://www.kidsmart.org.uk
http://www.barefootcollege.org

Title: Teaching Internet Governance - The experience of the Schools of IG

Category: Capacity building

Year: 2009

Abstract

Internet Governance is a cross cutting theme and there were no specific teaching programs that covered all aspects of Internet Governance from an integral perspective. The Workshop described the experience of the three Summer Schools on Internet Governance that took place during 2007 and 2008. Many of the former students of the different IG Schools are now deeply involved in different IG processes like ICANN, teaching, or in Government roles ruling the Internet.

Organizers

Arab School on Internet Governance
European Summer School on Internet Governance Euro SSIG
South School on Internet Governance SSIG

Speakers

- Moderator: Sandra Hoferichter - Euro SSIG

- Olga Cavalli - Professor Universidad de Buenos Aires
- George Victor Salama - National Telecom Regulatory Authority (NTRA) – Egypt
- William J. Drake - Graduate Institute International and Development Studies , Geneva, Switzerland.
- Wolfgang Kleinwaechter - Professor University of Aharus, Dennmark.
- Avri Doria - Adjunct Professor Lulea University of Technology

Summary

The value of the IG schools is bringing younger participants broadening the participation specially from representatives from developing countries, all with a multistakeholder approach and with a multi-background experience. The workshop reviewed the existing experiences and new improvements to be implemented in the IG schools after the three successful experiences,

These were the main issues identified:

- In each school local and regional aspects are specially considered, in order to make it a relevant learning space for young professionals interested in IG;
- For faculty members it is challenging to finding a correct level of complexity in their presentations as the students have different backgrounds and knowledge base;
- Logistics and preparation is a main part of the success, and is a complex task to do, specially the stage related with the selection of the fellowship candidates that will attend the schools.

Conclusions and further comments:

The three experiences, Europe, Arab Countries and Latin America, have resulted in successful experiences in relation with the local and regional impact and with the high involvement of new participants in the IG process.

Further Information

Original Report
Webcast

Critical Internet resources

Theme Description

The discussion of critical Internet resources has covered many issues and has extended to the cross-cutting theme of capacity-building and the other IGF themes of access and security, in addition to Internet routing and the basic need for electricity. Those issues have all been said to be critical to the Internet's development in its continuing deployment and evolution. The primary focus, however, has remained on domain names and Internet Protocol (IP) addresses and the Internet Corporation for Assigned Names and Numbers (ICANN) as the organization responsible for their management.

Arguments made over the years have called for a fair distribution of resources, facilitating universal access and ensuring the sustained and secure functioning of the Internet with due allowance for multilingualism.

The discussions on critical Internet resources in IGF meetings have also covered, among other issues:

(a) Management of root servers;
(b) Standards;
(c) Interconnection points;
(d) Telecommunications infrastructures, including converging and innovative technologies;
(e) Digital object identifiers;
(f) ENUM (Electronic Numbering);
(g) Radio spectrum, backbone and Internet service providers (ISPs);
(h) Regional management activities such as Regional Internet Registries (RIRs);
(i) Transition to multilingualism.

This section includes the following reports:

- CENTR : the functioning of the Domain Name System (2007)
- Public participation in Internet Governance: Emerging issues, good practices and proposed solutions (2007)
- Internet Traffic Exchange in Less Developed Internet Markets and the Role of Internet Exchange Points (2007)
- Best Practices in ccTLD Policy and Operations (2009)

Title: CENTR: the functioning of the Domain Name System

Category: Critical Internet Resources

Year: 2007

Abstract

The session offered presentations on how the Domain Name Systems works.

Organizers

CENTR : the functioning of the Domain Name System Multi-stakeholder panel comprising representatives from:
- Country code registries
- Government
- ICANN/IANA
- The Internet Society

Speakers

Moderator: Jeanette Hofmann

Summary

Presentations on how the Domain Name Systems works, and the IANA function, including the role of the United States Government. The discussions include both the expectations and the observation from different stakeholders. A Case Study was presented on E-IANA, collaboration.

Themes emerged involving both customers and suppliers. Topics included:

- How relationships have improved and evolved as the industry matured;
- Respect for local determination/decisions i.e. ccTLDs and the role of local stakeholders including government based on redelegation, the change of ccTLD based on objective criteria;
- Many forms of interaction between ccTLDs, ICANN/IANA e.g. regional organisations (CENTR, APTLD, LACTLD, AFTLD), ccNSO, ISOC) and the importance of participation.

The role capacity building was also discussed:

- People informed about regional organisations;
- ISOC development/training for ccTLDs;
- Grants and sponsorship available to aid participation in meetings;
- Effect of automation (eIANA) in strengthening respect for local decisions, e.g. through developing authentication methods as the foundation for trusted transactions.

Further Information

Original Report

Title: Public participation in Internet Governance: Emerging issues, good practices and proposed solutions

Category: Critical Internet Resources

Year: 2007

Abstract

Discussed the development of a self-regulatory mechanism to foster participation, access to information and transparency in Internet governance.

Organizers
- United Nations Economic Commission for Europe (UNECE)
- Council of Europe
- Association for Progressive Communications (APC).

Speakers
- Ms. Maud de Boer-Buquicchio, Deputy Director-General, Council of Europe (remote)
- Mr. Hans Hansell, Chief, Trade Policy and Governmental Cooperation Section, UNECE and UN Regional Commissions Focal Point, Digital Solidarity Fund
- Ms. Anriette Esterhuysen, Executive Director,Association for Progressive Communications (South Africa)
- Mr. Pavel Antonov, Bluelink Information Network (Bulgaria)

Summary

The main proposal coming from the best practice forum is the development of a self-regulatory mechanism to foster participation, access to information and transparency in Internet governance. Such a framework would not replace any existing institutional configuration, policies or regulations, but would underpin other processes and support them.

A model for such a mechanism could be the United Nations Economic Commission for Europe's Convention on Access to Information, Public Participation in Decision-making and Access to Justice in Environmental Matters (the "Aarhus Convention"). The Aarhus Convention firmly establishes access to information, transparency, accountability and participation in governance processes as a shared value, and supports institutions in implementing the convention.

The proposed mechanism should ensure that all the institutions which play a role in some aspect of governing the internet commit themselves in their activities to transparency, public participation (to enable all stakeholders to participate) and access to information.

The new proposal reflects the Council of Europe's commitment to the concept of public service value of the Internet.

The view was held that for Internet governance to satisfy democratic needs, the part to be played by users should be recognised and strengthened.

The forum also explored which tools, online and offline, should be available for public participation in Internet governance. In this context, the Council of Europe informed the best practice forum that it is preparing a set of e-democracy tools based on existing applications in its member states.

In the debate, it was clearly recognised that there is a wide variety of actors in Internet governance, a complexity that is to be taken into account in any agreed mechanism on public participation.

The participation of stakeholders, and particularly of Internet users in Internet governance should be enabled at several levels. One participant suggested that citizens should engage at national level, and why not by means of national IGFs. The importance of participation at the level of ICANN and the IGF was also stressed.

Further Information

Original Report

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APC contact
Frédéric Dubois, Information coordinator, Mobile +1 514 660 0664, frederic@apc.org

Title: Internet Traffic Exchange in Less Developed Internet Markets and the Role of Internet Exchange Points

Category: Critical Internet Resources

Year: 2007

Abstract

The workshop examined the drivers that determine national, regional, and international Internet traffic exchange, primarily focusing on less developed Internet markets.

Organizers

Internet Society (ISOC)

Speakers

Moderator: Sam Paltridge Organization for Economic Co-operation and Development's (OECD) Directorate of Science Technology

- Michuki Mwangi, the CTO of the Kenyan Internet Exchange Point (KIXP),
- Mike Jensen, an ICT expert with consulting experience in 40 African countries,
- Gabriel Adonalyo, Vice President of the Argentine IXP (NAP CABASE),
- Roque Gagliano, co-ordinator of the Latin American IXP Association (NAPLA),
- Bill Woodcock the Research Director at Packet Clearing House (PCH), a non-profit organization involved in establishing IXPs globally.

Summary

Introduction

The workshop examined the drivers that determine national, regional, and international Internet traffic exchange, primarily focusing on less developed Internet markets. Further, the session featured case studies from Latin America and Africa, highlighting the realities and challenges facing those regions in efficient delivery of Internet traffic.

1. Overview

In 1998, the OECD released the report Internet Traffic Exchange: Developments and Policy, which among other issues highlighted the role of Internet exchange points (IXPs) in rationalizing Internet traffic flows. Among its contributions to global Internet discussions, the report stimulated interest in the function and development of IXPs from a broad range of stakeholders, including governments and nongovernmental organizations.

Courtesy of data provided by Packet Clearing House (PCH), Mr. Paltridge noted that at the time of the meeting, 79 countries around the world had operational IXPs.

2. The role of IXPs

The panellists noted that the primary role of an IXP is to keep local traffic local and reduce costs associated with traffic exchange between Internet Service Providers (ISPs). In many developing countries, poor connectivity between ISPs often results in the routing of local traffic over expensive international links simply to reach destinations within the country of origin. In some countries, government regulations require that independently operated ISPs transit their traffic through the incumbent telecommunications operator. Both of these scenarios can place additional costs on ISPs. Mr. Mwangi explained, for example, that prior to the establishment of the Kenyan Internet exchange point (KIXP), ISPs were required to connect through the incumbent operator, which bundled transit prices for both local and international traffic. As a result, local traffic was billed to the originating ISP at the same expensive international transit rates.

Furthermore, traffic transiting international links experiences greater latency times, particularly in countries where international connectivity is dependent on satellite links. IXPs can improve the quality of Internet services in a country by reducing the delay associated with packet delivery. In Kenya, for example, implementing KIXP helped reduce latencies from over 700ms to below 100ms. Consequently, users benefited from improved response times, improving their Internet experience.

In addition to providing a more efficient exchange of local traffic, many of the Panellists noted that IXPs serve as a convenient hub for hosting value-added and critical infrastructure within a country. KIXP in Kenya and NAP CABASE in Argentina provide excellent examples. Both have implemented local instances of the Internet's F and J root servers in addition to local .com and .net resolution services. As a result, locally originated lookup requests for these services no longer need to transit international links for a response. Value-added infrastructure tools, including network time servers and routing looking glasses have also been implemented at both IXPs. The local presence of these services helps builds resilience in the national Internet infrastructure.

Mr. Adonalyo also indicated that the existence of an IXP in a country can encourage the local hosting of content and e-commerce services. He explained that prior to establishment of NAP CABASE, ISPs in Argentina exchanged local traffic in the United States, which contributed to the expatriation of local content and hosting services. The implementation of NAP CABASE, which created an in-country hub for local traffic, has increased the hosting of content in Argentina, including content formerly hosted overseas.

In both the Kenyan and Argentine cases, establishing an IXP was necessary to address the inefficiencies associated with the international switching of local traffic. As a result, the IXPs have improved the quality of service offered to their subscribed users, reduced participating ISPs costs associated with local traffic exchange, and have helped stimulate an environment for the repatriation and local hosting of content and e-commerce services.

3. IXP deployment, governance structures, and policies

3.1 IXP deployment in Latin America and Africa

The panellists from Africa and Latin America noted that individual ISPs or ISP associations are the predominant drivers of IXP implementation in their local area. Mr. Jensen noted that many ISPs in Africa, in fact, seek to form ISP associations expressly for the purpose of establishing an IXP. Mr. Gagliano pointed to Brazil as a notable exception in Latin America. There, the government-commissioned, multistakeholder Brazilian Internet Steering Committee (CGI.Br) initiated the Ponto de Troca de Tráfego Metro project (PTTMetro),

aimed at creating IXPs in cities throughout Brazil. At the time of this panel discussion, IXPs existed in 15 countries in Africa and 12 countries in Latin America.

3.2 IXP governance structures and issues

In Kenya and Argentina, the IXPs are operated as not-for-profit entities of the ISP association. In both instances, membership in the association is required in order to gain access to the IXP. In Kenya, KIXP does not have a separate governance structure and policies are established through committees of the Kenyan ISP association (TESPOK). NAP CABASE, however, operates as a separately managed entity of an ISP association (CABASE). Mr. Adonalyo explained that decisions are made through two management committees, one responsible for policy development and project analysis and another focusing on IXP technical operations. Mr. Gagliano noted that IXP management and operational models across Latin America are diverse and that both not-for-profit and for-profit IXPs exist on the continent.

Establishing an IXP in a location and manner considered neutral by its members was identified as important to the success of an association-based IXP. Mr. Mwangi noted that in order to ensure the acceptability of the IXP concept in Kenya, it was essential to emphasize the neutrality of the facility and obtain consent from prospective members on its location. Mr. Adonalyo explained that locating the NAP CABASE infrastructure in the facilities of the ISP association has underscored its neutrality. Implementing and maintaining carrier-neutral facilities can be a costly venture. Cost elements include power, air-conditioning, security, floor space rental, and staffing, among others. Basic membership fees and port charges are usually levied on IXP participants to offset operational costs. It was noted that surplus revenues, which can result from a growth in IXP membership, are often reinvested in facility enhancements and new services.

3.3 IXP policies

3.3.1 The evolution of IXP membership policies

The development of sound membership policies and attractive pricing structures are critical to ensuring the success of an IXP. The Panellists emphasized that polices and prices need to be reviewed regularly and adjusted to accommodate emerging issues and demands. In Kenya for example, the growth and success of KIXP attracted membership interest from a variety of data generators, such as the local ccTLD, the national revenue collection authority, and multimedia content providers. The previous membership criteria, which required participants to be licensed telecommunications entities, needed to be revised in order to accommodate a wider range of participants.

In Argentina, current policies require NAP CABASE participants to be CABASE association members, hold a telecommunication licence, and have an autonomous system number. Mr. Adonalyo explained, however, that NAP CABASE does consider, on a case-by-case basis, applications from participants that do not meet the stated criteria.

In addition to membership fees, IXPs generally charge a per megabit fee for connectivity. The discussion highlighted that peering price structures need to be reviewed regularly in order for the IXP to remain cost effective for its members and competitive over international transit costs. For instance, Mr. Adonalyo explained that the cost of international transit was at one point lower than the costs associated with exchanging traffic locally at the IXP. This lead to members de-peering from the exchange, preferring to switch local traffic over

international routes. Similarly in Kenya, initial membership fees and peering fees needed to be reduced in order to attract greater participation.

3.3.2 Peering policies

The benefits and disadvantages of different IXP peering policies was the subject of much discussion at the meeting and generated many questions from the audience. The peering policies of IXPs globally are diverse, with some encouraging or mandating multilateral peering and others allowing participating data carriers to peer bilaterally.

Mr. Mwangi explained that KIXP participants peer on a multilateral basis at the exchange point. He suggested that, particularly for small players in developing markets, a multilateral peering policy can enhance the attractiveness and value of the IXP to the participating community. He further noted that none of the participants in the KIXP have requested the option to peer bilaterally. Mr. Woodcock suggested that mandatory multilateral peering policies may not be successful in more mature markets, as large operators can perceive it as a requirement to enter into an open ended contract with unknown signatories. Mr. Gagliano explained that in Latin America, mandatory multilateral peering has discouraged some large carriers and content providers from connecting to an IXP. The consensus of the Panellists gravitated towards encouraging IXPs to adopt flexible peering policies that permit the coexistence of multilateral and bilateral peering arrangements.

4. Traffic measurement and IXP documentation

Mr. Mwangi noted that IXPs can provide valuable information on Internet usage patterns within a country by analyzing its traffic. This information can be particularly valuable to participating ISPs, by illuminating potential market opportunities. Mr. Mwangi presented an analysis of KIXP traffic data as an illustration (Figure 4). The data reveals that traffic flows are highest during week day business hours, indicating that ISP services are concentrated on corporate users. Spikes in daily and monthly traffic were also observed and attributed to a rush of users accessing student examination scores published on the Internet in 2007 and a free web-to-SMS product that was offered by a company on Valentine's Day in February, 2007. With this information, Mr. Mwangi highlighted the opportunity for ISPs in Kenya to increase traffic and maximize off-peak capacity by developing products and encouraging content attractive to home Internet users.

Mr. Woodcock encouraged IXP operators to publish basic data about their operations. The elements he recommended documenting included the number and name of participants at the exchange, the IP addresses held by the participants, and the aggregate traffic flowing through the exchange point. He noted that it would be possible to develop a more comprehensive picture of global Internet traffic with this information and that it would benefit a range of entities including government, industry, and development organizations.

5. Government involvement in IXPs

The panellists at the meeting described various government actions that have influenced the operation and sustainability of exchange points. Mr. Mwangi explained the Kenyan government shut down the KIXP two weeks after its initial launch in November 2000 on the objection that it infringed on the incumbent telecommunications provider's monopoly licence. After discussions with the regulator, KIXP was permitted to obtain an operating licence and resume operations in February 2002. The licence KIXP received stipulated that only licensed ISPs could participate in the exchange. While an unfortunate delay, Mr.

Mwangi noted that the incident opened channels of communication between the ISP community and the Kenyan government. With interest in the exchange growing, the government has permitted KIXP to modify its participation requirements and accommodate data providers that are not formally licensed ISPs. Mr. Gagliano indicated that regulations in some Latin American countries have made it difficult for ISPs or regional operators from one country to connect to an IXP in another.

Mr. Gagliano explained that the Chilean regulator requires all IXPs in the country be interconnected with one another. As a result, the routes of the ISPs connected to one exchange point are automatically announced to ISPs connecting at other exchanges. While noting that the policy was probably well intentioned, Mr. Woodcock questioned the wisdom of mandating such an approach. He indicated that such a policy could hinder growth by removing the incentives for an ISP to competitively expand its connections beyond a single exchange. Mr. Woodcock also mentioned that a move to implement mandatory interconnection of exchange points in India likely contributed to a lack of growth in the Internet sector over a four year period.

Government agencies have also taken interest in exchange points as a customer of services. In both Kenya and Argentina for example the national revenue collection authorities peer at the exchange points. As noted above, some governments have taken an active role in implementing IXPs as exemplified by the Brazilian PTTMetro project .

The panellists also discussed what role, if any, governments should have in IXP licensing and policy management. Mr. Jensen and Mr. Woodcock both indicated that governments should not require IXPs to be licensed nor mandate peering and other policies concerning IXP operations. They were, however, in support of government approaches that play a positive role to encourage ISPs to keep domestic traffic local.

Many panellists also noted that government policies aimed at encouraging competitive access to leased lines and wireless connections will help lower the costs associated Internet Traffic Exchange in Less Developed Internet Markets and the Role of Internet Exchange Points 10 with connecting to an IXP. Mr. Adonalyo indicated that governments can also play a positive role by restraining anti-competitive behaviour of incumbents, including attempts by large carriers to block the development of IXPs.

Overall, the panellists agreed that governments, through both beneficial and detrimental actions, can significantly influence the success of an IXP and the efficiency of traffic exchange in their local markets.

6. Challenges to the development of IXPs

A number of challenges to IXP development were described by the panellists. These included:

- Lack of Trust Between Service Providers – IXPs, particularly not-for-profit association models, rely on their participants to cooperate and coordinate to be effective. Building trust and emphasizing neutrality and mutual benefits were underscored as essential in order to bringing parties together to establish an exchange point. Mr. Jensen noted that a lack of trust between ISPs has discouraged cooperation and hindered the development of ISP associations and IXPs in Africa. Mr. Gagliano indicated that the challenges associated with

getting a critical mass of IXP supporters together have inhibited IXP expansion in many Latin American countries.

- Limited Technical Expertise – The success of an IXP hinges on its ability to route traffic in an efficient, cost effective manner. This requires competent engineers to implement and support day-to-day operations at both the participating ISPs and the IXP switching facility. Mr. Jensen noted that the cost of this expertise may actually exceed the cost of paying for international transit, leaving many ISPs to settle for switching traffic through international links. There is need, therefore, to develop a critical mass of local technical skills and expertise, particularly among smaller ISPs and the countries that are yet to establish Internet exchanges.

- Cost of Network Infrastructure – The absence of reliable and affordable local infrastructure can reduce the incentive and justification for operators to develop and connect to an IXP. In many countries, purchasing a domestic leased line across a city or region to connect to an IXP can be as, or more, expensive than sending traffic through an international link. Mr. Jensen observed that in many developing countries, monopoly pricing and restrictive government regulations on terrestrial and wireless circuits have stifled local traffic exchange and IXP growth.

- Cost of Hosting an IXP in a Neutral Location – The cost of operating IXP infrastructure in an appropriate, neutral facility can present challenges. In many countries, costs associated with leasing space, ensuring reliable power supply, providing adequate air-conditioning, security, and hiring IXP maintenance staff can outweigh the savings that participants might realize from its operation.

7. IXP growth

Mr. Woodcock explained that the number of IXPs continues to grow globally; however, many developing regions are lagging behind the developed world.

Region	Number of IXPs	Growth Rate
Africa	17	21%
Asia Pacific	67	54%
Europe	107	54%
Latin America	20	94%
North America	87	287%

Annualized growth rate of IXPs (as of Nov. 2007).
Presented by Bill Woodcock, PCH. Current data available at:
https://prefix.pch.net/applications/ixpdir/summary/growth-region

Conclusions and further comments:

The experiences and expert opinions shared at the session underscore the role of exchange points in keeping traffic local, improving the quality of Internet services, providing resilience in domestic infrastructure, and reducing costs. With global growth in Internet data traffic and the digitalization of traditionally analogue services, IXPs are also growing in importance as critical infrastructures. The development of operational practices, management polices, and local infrastructures that ensure their smooth and efficient operation require collaboration among many stakeholders.

Governments in particular can play a key role in establishing environments conducive to IXP growth and sustainability.

Overall, there is a need to create awareness about benefits and challenges of establishing IXPs, particularly in the developing world. To achieve this, there is a need to collate more information and data regarding the success of existing IXPs. The information can be used to develop and support the business case for their further growth and establishment. Further, as more IXPs are deployed in developing countries, there will still be a need to evaluate regionalization of Internet traffic.

From the workshop, it is evident that localization of Internet traffic through national IXPs is taking shape; however, the model for keeping traffic within one region is far from fully achieved. Consequently, there is a need to develop more effective regional interconnection models, encourage the deployment of IXPs in areas currently lacking them, and enhance existing IXP operations for greater impact

Further Information

Original Report

A transcript from the session is available on the ISOC website at:
http://www.isoc.org/educpillar/resources/igf-ixp-transcript-2007.pdf
https://prefix.pch.net/applications/ixpdir/summary/growth-region

Title: Best Practices in ccTLD Policy and Operations

Category: Critical Internet resources

Year: 2009

Abstract

The workshop examined the governance and technical challenges facing the administrators and operators of the world's 252 national domain names. The workshop compared governance frameworks and policy models, discussed accountability to the Internet community, and examined the procedures and technologies that make it possible for these national domains to thrive and support growing Internet economies within their regions. The high-level goal of the workshop was to map the roles and responsibilities of ccTLD administrators and communities and describe the elements of a model ccTLD policy and operational charter. Policy elements considered included the roles and responsibilities of respective stakeholders, the improvement of standards, procedures and management processes. Academic research on a measurement methodology for determining a ccTLD development index was discussed.

Organizers

ICANN
Packet Clearing House

Speakers

Moderator: Ian Taylor, MP, former Minister for Science and Technology (1994-97), current chair of the UK Conservative Party's Policy Task-force on Science, Technology, Engineering and Mathematics.

- Keisuke Kamimura, senior research fellow and associate professor at the Center for Global Communications (GLOCOM), International University of Japan.
- David Conrad, Vice President of Research and IANA Strategy at the Internet Corporation for Assigned Names and Numbers, ICANN.
- Erick Iriarte Ahon, General Manager of LACTLD,
- Sabine Dolderer, CEO and member of the Executive Board of DENIC eG
- Bill Woodcock, research director of Packet Clearing House

Summary

This workshop was the result of a merger, and thus covered a diversity of issues.

Keisuke Kamimura opened the session with comments on some of the findings of a research project, "Country Doman Governance", focusing on ccTLDs from a policy and technical perspective. The project aims to produce tools to improve the administration and governance of ccTLDs. Keisuke reported on statistical analysis his team had conducted, such as details of the total namespaces (second-level domains), prices, and actual use by classification. One finding was that out all namespaces, commercial and generic space is much in use, while others such as regional or more specific classified spaces are used to a

much lesser extent. From a policy perspective, he noted a strong correlation between engagement in ICANN -- i.e. through participation the ccNSO and or GAC -- and pricing. He suggested ccTLDs should cooperate more fully with these ICANN related processes and look beyond their national boundaries to contributing to the global Internet processes.

David Conrad followed with a with a fifteen-minute presentation on the ccTLD change-request process, explaining in detail the procedural model that the IANA follows in accepting, authenticating, processing, and effectuating changes to the root-zone registry data associated with each of the Country Code Top Level Domains. David outlined seven steps IANA follows in the change process: acceptance, validation, confirmation, verification, authorization, implementation and completion. Describing each of the stages in the process, from the submission of a change request, which can be made by anyone globally, so allowing openness in submission of changes, to completion and entry in the root zone. All requests are validated, and further checks conducted to establish the authority and support for the request. Final steps are authorized by the U.S. Department of Commerce, with their role being to ensure ICANN has followed documents procedures. The changes are then implemented by VeriSign, which makes the changes and published the changes to the root servers. Each step can be fast or slow depending on the situation, with delays usually occurring in the confirmation stage when IANA corresponds with the ccTLD managers and other interested parties.

Erick Ahon then gave a twenty-minute LACTLD regional update, discussing and comparing regulatory and governance models used by the nations of the Latin American and Caribbean region, and presenting a variety of statistics and statistical analysis in support of his observations. Erick presented how the ccTLDs in the LAC region develop policies. He noted the basis for policy development was RFC1591. A key element of that document is that each ccTLD is responsible for the development of its own policy, while ensuring service to the local and global community. He continued to describe different policies adopted by ccTLDs in the region, including governance structures and the role of government and other stakeholders, as well as noting the influence of bilateral free trade policies of the United States.

Sabine Dolderer proceeded to give a twenty-minute presentation on the German experience with internationalized domain name deployment, including more than 500,000 domains with non-ASCII characters, a market that is still growing strongly. Sabine said Germany and DENIC had more than 5 years experience of policy development and implementation regarding INDs and there should be lessons in their experiences for the new IND process underway now. She also noted that these policies had been coordinated with .AT (Austria) and .CH (Switzerland), as it was essential for policies to be as consistent as possible across the German speaking community of ccTLDs. Problems encountered early on included involving registrars in the process, and IDN support by Internet applications such as email.

Bill Woodcock gave the last presentation, spending twenty minutes discussing operational best-practices in the anycast networks that provide Domain Name Service for most of the world's ccTLDs, and explaining how ccTLD registries can avail themselves of the service-provision networks built for this purpose. He noted DNS has become the primary application for anycast, although it can be used for the local distribution of most types of content where localizing traffic is important. Most ccTLDs are anycast at this time nearly all the root name instances are anycast servers. Anycast has become the predominant method of distributing DNS servers geographically. The main reasons for using anycast are latency reduction, load balancing, attack mitigation geographically and configuration simplicity. It provides

redundancy and servers nearer to the users and an enhanced user experience, and protection against storms of attacks that are increasingly occurring on the net.

The session concluded with fifteen minutes spent on questions-and-answers, namely one regarding Internationalized Domain Names suggesting that they may introduce new problems particularly with cybersquatting, and one regarding language preservation. These were answered by Sabine and Keisuke who noted that extending the number of languages on the Internet was long overdue, and INDs would help more communication between peoples

A question regarding ccTLD redelegation rules, particularly over the role of government and other stakeholders in administering the ccTLD and who should have control over the ccTLD was answered by David Conrad. David noted IANA follows policies provided in RFC1591, also re-clarified in document ICP1. IANA staff do not judge one application better than others when there is contention among requests for redelegation, instead it relies on input from the local Internet community to ensure that the body requesting the redelegation has the support of the local Internet community. He noted it can be a complicated process and one where there is some controversy that can cause delays to the process.

Conclusions and further comments:

The session provided a broad overview of the operational and governance issues faced by the administrators of the world's Country Code Top Level Domains, and brought attendees up to date on the state of the art and best practices in the field. It gave participants pointers to additional sources of information, technologies, and communities-of-interest to support their ongoing and active participating in ccTLD management.

Further Information

Original Report
Webcast

Internet governance practice

Description of the theme

National representatives and the representatives of intergovernmental organization have given talks explaining how aspects of governance in their national or regional networks were organized.

This section includes the following reports:

- Outcomes of the OECD Ministerial meeting on The Future of the Internet Economy (2008)
- Code of good practice on information, participation and transparency in Internet governance (2009)
- The Internet in Sweden: Present, Future, Research (2009)
- The Use of Internet in the Arab Region: Prospects and the Future (2009)

Title: Outcomes of the OECD Ministerial meeting on The Future of the Internet Economy

Category: Internet Governance practice

Year: 2008

Abstract

The Open Forum reported on and discussed the main outcomes from the OECD Ministerial Meeting and the business, civil society/organized labour and Internet technical community Fora, where they related to the themes of the Internet Governance Forum. In respect to governance this included a discussion of the multistakeholder participation in public policy processes as developed in the context of the OECD Ministerial.

Organizers

OECD

Speakers

Chair: Ambassador David Gross, Coordinator for International Communications and Information Policy, United States.

- Peter Voss, Head of Division, International Policy for Information & Communication Technologies, Federal Ministry of Economics and Technology, Germany;
- Tom Walker, Director Europe and International, BERR, United Kingdom;
- Gulshan Rai, Director at the Ministry of Communications and Information Technology, India;
- Joseph H. Alhadeff, Vice President for Global Public Policy and Chief Privacy Officer, Oracle Corporation , Chair of BIAC's Information, Computer and Communication (ICCP) Committee, Vice Chair of ICC's Commission on EBusiness, IT and Telecoms;
- Katitza Rodríguez Pereda, Public Voice Coordinator;
- Bill Graham, Strategic Global Engagement, Office of the President, Internet Society (ISOC)
- Marcus Courtney, Head of Department, UNI Telecom Global Union.

Summary

Ambassador Gross opened the workshop by saying the Ministerial meeting had been one of the highpoints of his time working for the United States Government as the Coordinator for International Communications and Information Policy. He thanked the Korean hosts for their outstanding hospitality and the OECD Secretariat for their work in preparing the meeting. He underlined the importance of the Seoul Declaration to policy makers in respect to ICTs and the Internet before turning to introduce the speakers on the Panel. Joe Alhadeff said that the business community had found the Ministerial very useful by way of outreach across their community and to other stakeholders. He noted a highly successful one day forums for the business, technical community and civil society/organized labour communities had taken place the day before the Ministerial which was the culmination of work commencing in 2006. He said the Ministerial had assisted to highlight within the business community the role of the OECD as well as an opportunity to provide inventory of what they were doing in support of their recommendations.

Bill Graham spoke next as a representative of the Internet technical community. He noted that the Community had coordinated input from 17 different technical organizations and been able to put together a common statement to present to Ministers. Mr Graham stated the Internet is successful due to its unique model in that it is individuals who make the Internet what it is through local, bottom up processes. He said the technical community's goals included preserving the ability to connect, to communicate, to innovate, to share and to choose. They hoped to continue to work with the OECD to encourage open and collaborative processes for Internet governance. Mr Graham closed his remarks with some "takeaways":

1. Clarify working relationships and positions,
2. Hold exchanges on speakers, etc. with other stakeholders,
3. Have the opportunity to work with governments and contribute to background material.

Overall he concluded the event had been an excellent way to show the multistakeholder approach will work.

Peter Voss representing the German Government highlighted some of the elements he felt were most important in the Seoul Declaration. In the view of the German Government, the "Seoul Declaration" is valuable for three main reasons:

- First, it would enhance awareness of the fact that the Internet economy is important for everyone's future;
- Second, it would raise awareness of the fact that it is not only the task of governments to shape the future development of the Internet economy. Rather, such key issues as the security of the Internet depend on collaboration between governments, companies, civil society and users themselves;
- Third, the Seoul Declaration will help us above all to define common policy objectives that we all agree are well suited to promote the future development and security of the Internet economy – which is of such great importance to all of us.
-

Mr Voss particularly mentioned those sections dealing with ICTs and the environment as ones that deserve attention and action.

Marcus Courtney representing organized labour discussed how the follow up to the Ministerial should address the global financial crisis. He called for an expanded role for stakeholders, investment in next generation networks and job creation including in developing countries. He also underlined the importance of addressing human rights and collective bargaining rights in relation to ICTs.

Tom Walker, representing the UK Government, spoke about the positive message in the Seoul Declaration for cooperation with the IGF. He noted that Ministers had the participation of the OECD at the IGF and that he thought the organization had an important role to play in contributing an economic perspective to IGF events. He underlined the importance of this contribution in relation to debates of NGNs, the creation of market friendly environments and consumer protection. He said the vision Ministers articulated was one of open borders, level playing fields together with more jobs and wealth creation.

Katitza Rodríguez Pereda, participating from Civil Society, noted that Civil Society had coordinated the views of organisations from over 50 countries in putting together their statement for Ministers. She urged that there be greater Civil Society participation at the OECD particularly in areas such as discussion on privacy. She said she hoped Civil Society participation in OECD meetings would be formalized in the near future along with that of the technical community.

Gulshan Rai participated in the panel on behalf of the Indian Government. Dr Rai noted that India had adopted the Seoul Declaration and already had found it useful in several areas when making ICT policy. Dr Rai also talked about the importance of engagement for India in global forums discussing ICT policy and said the Miniserial had assisted them to initiate greater stakeholder communication. During the discussion period questions ranged across how events such as the Ministerial could help stakeholders coordinate their positions beyond national boundaries. These questions focused on how to empower users including in the area of privacy and how to make greater progress with the transition to IPv6 as requested by the Seoul Declaration as well as how to further develop broadband access.

Further Information

Original Report

Title: Code of good practice on information, participation and transparency in Internet governance

Category: Internet governance practice

Year: 2009

Abstract

The workshop provided an opportunity for IGF participants to discuss a draft Code of Practice on Information, Participation and Transparency in Internet Governance and to contribute to the next phase of the Code's development.

Organizers

Council of Europe
Association for Progressive Communications
ict Development Associates

Summary

The workshop provided an opportunity for IGF participants to discuss a draft Code of Practice on Information, Participation and Transparency in Internet Governance and to contribute to the next phase of the Code's development.

The draft Code has been prepared by the Council of Europe, the United Nations Economic Commission for Europe and the Association for Progressive Communications, following earlier discussions at IGF2 (Rio de Janeiro) and IGF3 (Hyderabad). It builds on the experience of existing Internet governance entities and of participation mechanisms in other governance domains, such as the UNECE Aarhus Convention. It seeks to provide a platform to enhance information and participation in all Internet governance bodies, and thereby further improve their transparency and accountability.

The session was organised as a workshop with discussion groups, rather than a series of presentations.

The principal actors involved in the field are, however, Internet governance entities. Wide-ranging discussions have been held during the preparation of the draft code, in particular with ISOC, IETF, W3C, ICANN, NRO, the Regional Internet Registries and ITU-T, all of whose information and participation arrangements and practices were assessed in a report published by the workshop sponsors during the May 2009 IGF consultation meeting. Participants from most of these entities, and other stakeholders, contributed to discussions during the workshop.

Following an introduction to the draft Code, participants in the workshop divided into two groups:

- One led by Jeanette Hofmann (London School of Economics, IGF MAG) and Brendan Kuerbis (Internet Governance Project), which discussed the question: Do you welcome the code of practice in principle?

- One led by Constance Bommelaar (ISOC) and Kieran McCarthy (ICANN), which discussed the question: What additions, deletions or changes would you suggest to the draft text?

The outcomes of these discussions were reported to the workshop as a whole, and followed by a general discussion on the most appropriate ways forward for the draft Code and the role it could play in fostering more inclusive engagement in Internet governance.

Conclusions and further comments:

The draft Code was commended by participants in the workshop as a positive initiative in itself, as a framework through which Internet governance entities could examine their current practices, and as a platform on which they could build transparency and inclusiveness in future, as the Internet continues to evolve and as it extends its impact within society, economy, culture and government.

Participants made a number of valuable suggestions for development of the Code's content and presentation, which are being considered as the Code is finalised.

Participants also discussed opportunities for a number of Internet governance bodies to engage with the Code during the period between IGF4 and IGF5, reviewing their own practice and looking into ways in which this might develop in response to the information and participation needs of stakeholders and the changing environment for Internet policy, standards and governance.

The sponsors of the draft Code are actively following up these discussions with ISOC, ICANN, W3C and other Internet governance bodies. They intend to finalise the Code and hope to implement a number of initiatives with specific IG bodies before IGF5 meets in Vilnius.

Further Information

Original Report
Webcast
Contact points:

Michael Remmert, Council of Europe, <michael.remmert@coe.int>
Karen Banks, Association for Progressive Communications, <karenb@gn.apc.org>
David Souter, ict Development Associates, <david.souter@runbox.com>

Title: The Internet in Sweden: Present, Future, Research

Category: Internet governance practice

Year: 2009

Abstract

This workshop gave a picture of leading Internet implementations, high usage, leading quality and balanced control mechanism. Several public private partnership development projects like "Ambient Sweden" were presented and discussed in the workshop as well as research work on Mobile Life and services on 100 Mbit mobile networks. The session dealt with best practices, particularly in Sweden.

Organizers

Sweden

Speakers

Moderator: Paul Kane CommunityDNS.net

Summary

At the time of the meeting, Sweden held the Presidency of the EU. As a country Sweden has a population of 9.2 million people. Sweden's GDP is 454 billion dollars which has a per capita income of about 36,000 dollars per year. The government is a constitutional monarchy and a vibrant parliamentary democracy. The country has a highly independent, local government structure, comprising of 24 regions. Each region has a high level of autonomy under the nation-state laws.

In terms of exports the electronic sector leads the way with electronics and telecom equipment, machinery, cars, paper, medicine, iron and steel. Well know industries include Volvo, Eriksson, Electrolux and Idea. The Nobel Prize is given out on the 10th of December of each year.

Sweden is one of the top five nations in the world concerning Internet penetration and Internet services.

1. The Swedish telecom regulator authority – PTS - has worked out strategies and goals for the robustness of Internet in Sweden, and has the governmental responsibility to overlook the implementation and usage according to Swedish law along with extensive multi stakeholder co-operation. Examples were shown how the strategies and goals are being full filled by private public partnerships.

2. The mission of the project Ambient Sweden is to make Sweden a leading internet nation in 2015. The steps through implementing ten focused topics from October 2008 to December 2009 were described. Human resources from industry, government, operators and academia are actively involve in the projects.

3. SICS is one of the most famous Internet research institutes in Sweden, used by operators manufactures and government in Sweden. SICS showed what applications can benefit from

the new mobile technology LTS when users will have up to 100 Mbit capacity in their mobile phones in the future. This research is part of Ambient Sweden and Mobile Life, combining technology with users and society. The vision is that you will always be connected to internet by your mobile phone.

A brief substantive summary and the main issues that were identified:

- It was interesting to learn how a nation on a private public partnership (PPP) are planning for a national task to became a leading Internet-nation
- The workshop were interesting, covering the current issues of today, the plan for the future and Sweden cooperating with other nations
- The emphasis in Sweden is very much one of strong partnerships where government, the regulator is there to assist parties, to inform parties of the duties they should undertake.
- The regulator PTS, importantly, create the forum where parties can exchange information in a secure way without worrying that the information exchanged could be used against them in an anti-competitive, or hostile way.
- Public/Private Partnerships are well established within Sweden and that is one of the ways they are driving the well being of their economy.
- Good experiences on how a nation can develop it's robustness for a stabile Internet and plan for further challenges
- People at the meeting commented that the goals for the project Ambient Sweden were both technical and social, and noted that there were challenges in the balance among several goals

The Secretariat proactively invited industry, government and others them to participate as well as bringing people. The research part covered research from several areas such as Internet of things, Sweden as a part of EIT ICT Labs, the KIC (Knowledge and Innovation Communities) for the future information and communication society. All this aims at radical transformation of Europe into a knowledge society with an unprecedented proliferation of Internet based services.

Conclusions and further comments

The multi stakeholder approach through public private partnerships was identified as a key success method to develop and integrate Internet usage in all parts of the society. It was also clear that different stakeholders like industry, operators, government, academia and users by building partnerships, confidence and trust can learn from each other and create new knowledge. Several examples of this were shown.

Further Information

Original Report
Webcast

Contacts:

PTS, The Swedish Post and Telecom Agency: Proceedings from the international conference – Resilient electronic communications A Multistakeholder Challenge: regulatory policy, public-private partnerships and government CERT-policy. http://www.pts.se/en-gb/Industry/Internet/Conference-on-Resilience/

The Royal Swedish Academy of Engineering Sciences: <Osten.franberg@iva.se> <Staffan.eriksson@iva.se>

Ambient Sweden: http://www.iva.se/PageFiles/0/AmbientSweden-folder-engelsk.pdf

Video presenting the 6 tracks of the project: http://www.iva.se/159/Projekt/Ambient-Sweden/Ambient-Sweden-webb-TV/

SICS Swedish Institute of Computer Science: <Staffan.Truve@sics.se adam@sics.se>, <magnus.madfors@ericsson.com>, <Ulf.Wahlberg@ericsson.com>

Press release on EIT ICT Labs wins prestigious European race for excellence in innovation

Title: The Use of Internet in the Arab Region: Prospects and the Future

Category: Internet governance practice

Year: 2009

Abstract

The Objective of this workshop was to debate about the usage of Internet in the Arab region and to what extents it is contributing effectively in integrating the Arab Internet user in the digital age.

Organizers

Speakers
- Hanane Boujemi- DiploFoundation
- Adel El-Zaim- IDRC
- George Victor- NTRA- Egypt
- Jawad Abbassi- Arab Advisors Group
- Anas Tawileh- Meedan
- Rafik Dammak- University of Japan
- Rafid Fatani- University of Exeter Dr. Mohammed Al-kanhal- King Abdulaziz Institute City of Science and Technology

Summary

The scope of this workshop covers access to Internet in the Arab region from three angles. It discusses the case study of Egypt highlighting the role of the government in enhancing the use of internet as a tool of development, the state vision and the initiatives in place.

The workshop has also given an insight of the facts and numbers about Internet users in the region and how the private sector is involved in promoting access. The other topic this workshop covered is the role of Internet in research. It explored how the Internet is used in universities and research centers both under the access aspect and the application aspect. The majority of the universities and research centers are offered access, and are participating in international research networks but the level and quality of usage vary significantly

Finally, the workshop delivered critical analysis of Internet usage in the Arab region, the current situation and how it can be used lucratively. It also described the role of civil society and gave a synopsis of Diplo's focus on capacity development challenges and community building of policy makers in Arab region.

The following was discussed:

- Emphasizing the importance of having online content originally in Arabic since the meaning could be lost in translation to encourage more access to the Web in the Arab region;
- Discussing filtering in the Arab region and to what extent it limits access to online content;

- The necessity of building and ICT knowledge industry to the Golf country since all the financial resources are available but no positive results reflect on the number of users having access to Internet;
- Launching initiatives that are compatible with the cultural backgrounds of Internet users in the region;
- Highlighting initiatives which components include developing search engines, automatic translation, linguistic tools, a digital library, book translation, an open content project, an Arabic interactive dictionary, and an Arabic corpus.
  Their goal is to analyze regulations and governance for digital content globally and establish a roadmap for Arabic content;
- Decoding why there is an increase in Arab users but significant increase is noticed as far online Arabic content is concerned;
- Setting the distinction between access to knowledge and access to understanding. The next phase of the Internet is going to enable access to understanding;
- Discussing the role of research and ICT capacity building in the region and its importance in bridging the knowledge gap.

Conclusions and further comments:

The workshop also discussed fact and figures about Internet penetration in the region and the type of connection mostly used. It also highlighted various aspects of Internet infrastructure and the future for the region.

Further Information

Original Report
Webcast

DiploFoundation- http://www.diplomacy.edu
IDRC- http://www.idrc.ca
Meedan- http://beta.meedan.net
ing Abdulaziz Institute- http://www.kacst.edu.sa/

Security, Openness and Privacy

Theme Description

The discussion on the related themes of security, openness and privacy has evolved since the inaugural IGF meeting, in 2006. In the first two years that cluster of issues was dealt with in two main sessions, one on security and one on openness. At the third IGF meeting the subject evolved under the title of "promoting cybersecurity and trust", with a focus on the following cluster of issues:

(a) Dimensions of cybersecurity and cybercrime;
(b) Fostering security, privacy and openness.

Discussions during previous years and a realization that there is a strong relationship between the issues have led to a formulation that today links security, openness and privacy. The debate began by looking to strike a balance between security, openness and privacy with the oft-expressed view that those concerns should mutually reinforce one another and that no solution fitted all situations.

The challenge in that dialogue was seen to be how to convert areas of tension or conflict into areas of convergence so that the issues of security, openness and privacy could be resolved in the proper perspective. Previous debates had shown that those issues were as complex in nature as they were important.

Some of the discussions related to the difficulty that many countries and organizations faced in fulfilling the commitments of the Universal Declaration of Human Rights when balancing protected freedoms with the need to protect society against misuses of the Internet such as terrorism or paedophilia. There was a clear sense that, while the rights set forth in the Declaration might be difficult to meet, all countries had the obligation to uphold them.

This section includes the following reports:

- The European approach to empowering and protecting children online (2008)
- Child Online Protection (2008)
- 2CENTRE, the Cybercrime Centres of Excellence for Training, Research & Education (2009)
- The Global Partnership for Ensuring Online Child Protection and Safety: Effective Strategies and Specific Actions (2009)
- Child Online Safety on Developing Countries: strategies to moving forward (2009)

Title: The European approach to empowering and protecting children online

Category: Security

Year: 2008

Abstract

The workshop addressed how several networks contribute to empower children and teenagers to use online technologies in a more responsible way to make the online environment a safer place for them. After a brief introduction by the Commission on the general framework and how it has developed over time, the networks were asked to present and discuss their activities. Participants were also encouraged to make contributions and in particular give feedback of their perspective of the European approach.

Organizers

European Commission, Safer Internet Programme

Speakers

Chair: Antti Peltomäki, Deputy Director-General, DG INFSO, European Commission
Secretary: Margareta Traung, Principal Administrator, Safer Internet programme, DG INFSO, European Commission

- Janice Richardson, INSAFE, project coordinator
- Adrian Dwyer, INHOPE: membership coordinator
- Pille Pruulmann-Vengerfeldt, University of Tartu and Bojana Lobe, University of Ljubljana
- Dieter Carstensen, chair of the eNACSO group
- Per-Åke Wecksell, Detective Inspector, National Criminal Police,Sweden
- Jutta Croll, Managing Director of Stiftung Digitale Chancen / Digital Opportunities Foundation

Summary

Children, young people and their families tend to be in the vanguard of new media adoption benefiting from early take-up of new opportunities afforded by these technologies. This means, however, that they may encounter a range of risky or negative experiences for which they may be unprepared: child sexual abuse material is being distributed online, they may get in contact with potential abusers (grooming), access harmful content or being bullied by their peers.

Addressing these risks has been the focus of a succession of Safer Internet programmes implemented by the European Commission since 1999. This is the only pan-European initiative relating to child protection online and has several actions that have proved effective. As part of its actions the programme has initiated a number of European networks bringing together different stakeholders such as NGOs, industry, researchers and law enforcement agencies in order to facilitate dialogue and exchange of best practice on specific issues.
The Best Practice Forum was designed to share the experiences of this pan-European initiative and to address how these networks contribute to make the online environment a safer place for children and young people.

The coordinator of INSAFE, Janice Richardson, presented what this network is doing in order to educate and inform children, families and schools about the possibilities and risks concerning the use of new communication technologies. She informed the meeting that INSAFE is coordinated by European Schoolnet and consists of 26 nodes across Europe, which organise awareness and dissemination activities at national and European levels in order to reach to schools, libraries and media. The members of the network are encouraged toshare experience and best practice and many resources have been created such as a good practice market place, an online good practice observatory and a virtual library.

Janice Richardson mentioned further some examples of good practice on how to reach to a broad public like a video clip produced in Germany, which has been translated into 15 languages and been broadcasted in several European countries, and the industry "TeachToday" initiative for developing tools for teachers. The Safer Internet day was mentioned as another successful example of how to reach out to the public. Since its first edition in 2004 by the Safer Internet programme, participation in this event has been steadily growing and 65 countries will take part at the next celebration on 10 February 2009. Many activities will take place at this day such as a collaboration platform for specialists in the form of a virtual universal exhibition, an EC celebration in Luxembourg and the launch of a video clip dealing with cyber bullying.

The next speaker Adrian Dwyer explained that INHOPE is an umbrella organization of the national Hotlines providing a possibility for the internet users to report about illegal content. The organisation was founded in 1999 under the European Commission's Safer Internet Action Plan to combat growing concerns related to the illegal content.

INHOPE represents and co-ordinates the global network of Internet hotlines and supports them in their fight against illegal content. The global network currently consists of 33 hotlines in 29 countries all over the world. All together INHOPE hotlines have processed 900,000 reports. Out of those 6.000 reports per month have been assessed as potentially illegal and been passed to Law Enforcement for action.

Adrian Dwyer mentioned further that INHOPE is currently looking at the possibility of creating a shared URL database for the member hotlines. A common database has several benefits as it would; reduce duplication of reports passed to Law Enforcement, provide a global view of the problem related to the images of child sexual abuse and provide more relevant information for developing strategies to tackle the problem.

Bojana Lobe and Pille Pruulmann-Vengerfeldt, two of the researchers participating in EU KIDS ONLINE, explained that the purpose of this network is to examine European research on cultural, contextual and risk issues in children's safe use of the Internet and new media. The network has research teams in 21 European countries and it has produced a number of reports, which are available at www.eukidsoline.net. Some of these reports define how to research children and online technologies in a comparative perspective like the Best Practice Research Guide and others are cross-national comparisons on children's online opportunities and risks across Europe.

The two speakers mentioned some of the findings of the cross-national comparisons, which show that the more parents use the internet, the more the children are too and that it's teenagers who are the digital pioneers. The comparisons also show that there are similarities in risk across countries and that disclosing personal information followed by exposure to pornography and to violent or hateful content and being bullied/harassed are the

greatest risks for teens. The network has also identified demographic similarities in risk and concludes that teens encounter more risks than others, children from lower SES encounter more risks than other children, social parental mediation is to prefer to technical approaches and finally that, below the age of 11, children's skills are perceived to be inferior to parents'. The European NGO Alliance for Child Safety Online (eNACSO) was presented byDieter Carstensen. He told the meeting that this network was recently established and currently consisted of 13 children's rights NGOs across Europe. The overriding goal is to create a safer online environment for children.

The purpose of the network is to share expertise and best practices on key policy areas related to child online safety and develop common approaches and strategies in relation to protecting children in relation to new and emerging technologies. On this basis, it will forge joint strategies for change and promote its recommendations to national, European and international decision-makers and other relevant stakeholders. The focus will be on the following areas: policy development & exchange of expertise, Internet governance and child protection, online child sexual abuse material and identification and protection of children who have been abused in the production of images, children's use of interactive technologies: protection and empowerment, online grooming, manipulation and sexual exploitation and child participation.

The next speaker Per-Åke Wecksell presented the Cospol Internet Related Child Abuse Material Project (CIRCAMP). This is a thematic network for facilitating cooperation of law enforcement agencies in Europe and internationally. It is run by the National Criminal Investigation Service in Norway and has members in 13 European countries plus Europol and Interpol.

Per-Åke Wecksell stated that the overall goal of CIRCAMP is to limit the market of commercial distribution of child abuse material that is produced and distributed through online technologies. Through cooperation the network will create a common understanding towards global policing of the Internet. It will further reduce harm on society by attacking the distribution of child abusive material on a European level, and disrupt the methods used by organized crime groups responsible for the illegal pay per view sites.

The implementation of the blocking solution in Denmark was mentioned as a best practice example where the national hotline run by Save the Children, industry and law enforcement cooperates since October 2005. The hotline acts a filter for the police and only relevant cases are forwarded to the police, who collects the reported URLs and after they have been evaluated creates the blocking list. 22 ISPs take part in the initiative not by law but by policy code . Their role is to implement the blocking list on DNS servers, to implement the STOP page and to provide statistics.

The last speaker, Jutta Croll, talked about the Youth Protection Round Table. This is a network for facilitating and coordinating exchange of views between pedagogical experts, child welfare specialists and technical experts on technical and pedagogical measures against unwanted and harmful online content. It has 32 members from 13 European countries and the purpose is to encourage a dialogue between technical specialists and children's welfare experts covering a broad variety of knowledge, skills and cultural backgrounds.

Jutta Croll stated that the goal for the Youth Protection Roundtable is to encourage a collaborative and cross-sector dialogue focusing on the optimal mix of effective technology-enhanced strategies on the one hand and education-based strategies on the other hand, to

enable youth (and responsible adults in the case of minors) for a safe and secure use of the Internet. The roundtable will produce two sets of Guidelines, which will be published on 3 April 2009: one for technical developments in respect of educational issues, and the other product-neutral guidelines for use of filter technologies and pedagogical measures in public and private areas.

In the discussion following the presentations, the European activities for empowering and protecting children online were referred to as "the reference" and delegates from developing countries, in particular, expressed their wish for a closer contact and cooperation with Europe.

Further Information

[Original Report](#)

INSAFE: http://www.saferinternet.org/
EU KIDS ONLINE: http://www.lse.ac.uk/collections/EUKidsOnline/
eNACSO: http://www.redbarnet.dk/enacso
YPRT: http://www.yprt.eu/yprt/content/sections/

Title: Child Online Protection

Category: Security, Openness and Privacy

Year: 2008

Abstract

The spread of Information and Communication Technologies has brought enormous benefit, to society, boosting economic growth, improving education and providing greater efficiency in business and government processes. Young people have an especially important role to play in the Information Society, both as potential beneficiaries and as future drivers of ICT development. However, as the number of children and young people accessing the Internet increases, so, too, does the likelihood that they will be exposed to inappropriate websites or encounter harmful situations online

Organizers

International Telecommunications Union (ITU)

Speakers

Chair and opening remarks: Malcolm Johnson, Director ITU Telecom Standardisation Bureau

Summary

The forum discussed the important issues of child protection in a very open manner, identifying challenges and opportunities, highlighting the difficulties that some stakeholders have in the daily work regarding coordination and communications with the other key players and the end users (the youth and children). The World Summit on the Information Society (WSIS) called for strengthened action to protect children from online abuse and also called upon the ITU to build confidence and security in the use of ICTs. In accordance with this mandate the ITU created the Global Cybersecurity Agenda, and within this framework is committed to connecting the world responsibly. Consequently ITU considered the protection of children online as a priority.

The "Child Online Protection" (COP) initiative, launched recently by ITU was presented as an example on how to harmonize the work and provide an international cooperation platform where all relevant stakeholders can express views, share projects and activities and agree on common ways forward. The key objectives of this initiative were mentioned:

- Identify the key risks and vulnerabilities to children online;
- Create awareness of the risks and issues;
- Develop practical tools to help governments, organizations, law enforcement and educators minimize those risks;
- Share knowledge and experience while facilitating international partnerships to define and implement concrete initiatives.

Further Information
Original Report

Title: 2CENTRE, the Cybercrime Centres of Excellence for Training, Research & Education

Category: Security, Openness and Privacy

Year: 2009

Abstract

The session discussed the development and delivery of effective cybercrime training to law enforcement on an international level.

Organizers

Cybercrime Centres of Excellence Network for Training, Research and Education (2CENTRE)

Speakers

Moderator: Jean-Christophe Le Toquin Director, Internet Safety, Legal and Corporate Affairs, Microsoft Europe Middle-East and Africa

- Dr. Joe Carthy, Head of School, UCD School of Computer Science and Informatics, University College Dublin
- Alexander Seger, Head of Department of Economic Crime and Information Society, Directorate General of Human Rights and Legal Affairs, Council of Europe
- General Amir Alphonse Sadek Tadros, General Department of Information and Documentation – Interior Ministry of Egypt

Summary

In developed and developing economies, Law enforcement has insufficient training options in IT forensics and cybercrime investigations and rely on courses provided by INTERPOL or foreign national law enforcement.

In addition, a number of countries have developed their own law enforcement cybercrime training programmes either alone or in conjunction with academic institutes. Law enforcement has also been provided with and availed of a large number of training courses, seminars, conferences and hands-on training provided by different industry players in locations throughout the world.

Both groups of actors – law enforcement and industry – have arrived at the realisation that ad hoc training provided on request or as part of ongoing but irregular support services do not provide sustainable, scalable, standards based, measureable skills delivering the requirements of the cybercrime forensics investigator today.

In order to continue the development and delivery of effective cybercrime training to law enforcement on an international level, it is necessary for them to partner with learning organisations and industry to create a network to take responsibility for the programmes and academic oversight, and where possible, offer of appropriate academic qualifications.

Conclusions and further comments

Law enforcement and industry face the same challenges, both in countries with developed or developing economies : they do not have a scalable and sustainable program to educate their staff in investigating or addressing cybercrime.

A program like 2CENTRE, which aims at building capacity for law enforcement at national level, while at the same time building international cooperation between national centres of excellence against cybercrime, met the interest of the participants.

Further Information

Original Report
Webcast

Title: The Global Partnership for Ensuring Online Child Protection and Safety: Effective Strategies and Specific Actions

Category: Security

Year: 2009

Abstract

This workshop focused on effective strategies and specific actions in developing and promoting a safe and productive experience for children and youth online, and protecting children and youth from exploitation and abuse.

Organizers

Speakers
- Ms.Carmen Madrinan and Mr. Anjan Bose, ECPAT International
- Mr. John Carre, NACSO
- Ms.Cristina Schulman, Council of Europe
- Mr.David Miles, Family Online Safety Institute
- Ms.Dorothy Attwood, AT&T
- Mr.IliasChantzos, Symantec Corporation EMEA
- Mns.Jean-Christophe Le Toquin, Microsoft EMEA
- Ms.Liz Butterfield, Hector's
- Ms. Nevine Tewfik and Ms.HalaTadros, Government/State: Cyberpeace initiative
- Councilor Hatem Bagato, head of Commissioner's Body, Egypt

Summary

The Panellists brought different perspectives, based on their work and experience, to bear on the issue of promoting safe and productive experiences on-line for children and youth, while addressing malicious, harmful or illegal behaviour on-line.

- Participants concurred that it is critical to mobilize various stakeholders, integrate diverse perspectives and address all the dimensions of the challenge in order to achieve results;
- More synergy is needed, with deeper understanding and cooperation between agencies;
- We need to reconcile freedom of access as well as responsibility;
- Industry has a responsibility to make the internet safer, but the onus is on users as well;
- Stopping information does not solve the problem;
- We need to create an enabling platform, to embrace the technology and shape it in more creative ways. Input from the users, primarily from the youth is essential for the proper design and development of products that are used by them;
- We must create a culture of responsibility and digital citizenship, with rights and responsibilities online, just as in the off-line world;

- Strengthen national collaboration and coordination, institute legal measures, consistently advocate and raise awareness, enforce and monitor. In this regard recommendations from major international forums such as the world congress on sexual exploitation of children should be promoted and highlighted for states to ensure their implementation;
- Awareness of regional and cultural differences and consideration of social norms is imperative;
- We must look at the issue of empowerment and safety from the perspective of developing countries. They are focused on getting knowledge and catching up (deeper IT penetration). We need to find a balance between empowerment and safety;
- Education is important for users, parents, care-givers and educators.

  - Provide tools and resources to teach skills
  - Peer to peer methodology is effective
  - Empower older children to mentor the young
  - Learning needs to be cross-curricular and fun
  - Provide clear legal basis in national legislations to investigate offences related to the sexual exploitation of children, including on Internet, and to hold offenders accountable.

- Efficient measures to be considered by all countries to prevent and combat sexual exploitation and sexual abuse of children, protect the rights of child victims and promote national and international co-operation.

The challenges discussed included:

- It is not so much a problem of money than a question of creating a culture of cooperation between people at national level. This can be done by bringing together all the key stakeholders who today are not used to discuss and coordinate their activities (NGOs, hotlines dealing with illegal content, industry and government, but also law enforcement, judges and prosecutors);
- Difficulties in implementing policies—no uniformity in approaches; those who monitor don't have child-friendly approaches; need better coordination between enforcers;
- Digital divide is widening between countries and between people;
- Children are not differentiating between off-line and on-line worlds;
- Addiction and psychological effects.

The Benefits discussed included:

- Benefits are multi-dimensional;
- Economic development;
- Cultural enrichment;
- Potential of technology to make us more humane;
- Sharing information between children can create a new sense of responsibility and engagement (example of an initiative on blood checks in the US).

The following action Items were developed:

- Reaffirm the need for national initiatives – experience and support from abroad can only help as much as there is a already rich debate in the country;
- Transfer knowledge and best practices;
- Fellowship opportunities from developed countries to emerging knowledge societies, to form qualified cadres in internet;
- Scholars from emerging knowledge societies to participate in international working groups when producing reports;
- FOSI is developing a Global Resources Directory Portal (GRD);
- In order to put a comprehensive legislative framework in place that is internationally harmonized and permits efficient international cooperation, countries should be encouraged to make use of the relevant instruments developed by the Council of Europe - the Convention on the Protection of Children against Sexual Exploitation and Sexual Abuse (CETS 201) and the Convention on Cybercrime (CETS 185);
- The Council of Europe – through the Project on cybercrime – to continue supporting widely the strengthening of comprehensive legislation on cybercrime, data protection and protection of children against sexual exploitation and sexual abuse and to promote relevant instruments globally;
- Call to add a clause to the Convention on the Rights of the Child (CRC) on on-line child protection;
- Set standards;
- Panellists continue to connect with each other and develop partnerships;
- We must have political will and leadership.

Further Information

Original Report
Webcast

Title: Child Online Safety on Developing Countries: strategies to moving forward

Category: Security, Openness and Privacy

Year: 2009

The aim of this workshop was to examine the growth of child sexual abuse on the internet, evaluate the effectiveness of various measures now available to combat it, identify and discuss public policies, judicial cooperation and procedures in a multi-stakeholder approach and to consider what further steps need to be taken, particularly at an international level, within a developing-nation perspective.

Speakers

Chair: Mr. Antonio Alberto Valente Tavares, Presidente of NIC.br Board of Directors

- Mr. Cláudio Soares Lopes, General Attorney at Rio de Janeiro State;
- Mr. Andre Estevao Ubaldino Pereira, Prosecutor at Minas Gerais State and Brazilian Federal Senate Special Adviser;
- Mr. Carlos Eduardo Miguel Sobral, chief of the Brazilian Federal Police Cybercrime Unit;
- Mr. Stenio Sousa Santos, chief of the Brazilian Federal Police Child Sexual Abuse and Hate Crimes Unit;
- Mrs. Izabela Piuzana Mucida, federal police officer
- Priscila Costa Schreiner, coordinator of Cybercrime Unit at Federal Public Attorney Office in Sao Paulo;
- Rodrigo Nejm, psychologist, SaferNet's awareness Director.
- Carlos Gregorio, II Justicia Senior Researcher, Argentine
- Thiago Tavares Nunes de Oliveira, Founder and President of SaferNet Brazil

Summary

Recommendations for the industry:

1. In order to eradicate child pornography on the Internet, the industry must, as part of a joint effort of all responsible parties, commit to a minimum of:

> 1.1 Notifying the corresponding authorities of any occurrences of child pornography detected in the profiles of users of online social networks, in order to enable the necessary investigations and actions.
> 1.2 Preserving all data necessary for investigations for a minimum of six months or otherwise surrender such data to the corresponding officials, upon court authorizations.
> 1.3. Preserving the content published by users of social networks for an equal period of time, and surrender such content to the appropriate officials, upon court authorization.
> 1.4. Fully complying with national laws regarding cybercrimes committed by citizens of the countries of Latin America and the Caribbean, or through Internet connections from these national jurisdictions.

1.5. Changing customer service so that it can respond within a reasonable period of time to all claims made by email or conventional mail by individuals who have been victimized by false or offensive communities.

1.6. Developing efficient filtering technology and implementing the involvement of human site administrators in order to prevent the publication of child pornography photographs and images in online social network services.

1.7. Developing tools to enable hotlines to which children and adolescents can direct reports in order to allow the company's officers to analyze and remove any illegal content and inform the appropriate authorities about the inclusion in such contents of signs of child pornography, racism or other hate crimes, preserving all related evidence.

1.8. Removing illegal content, whether by court order or upon the request of the relevant official authorities, while preserving the data necessary for identifying the authors of such content.

1.9. Developing tools for communications with the releva nt authorities in order to facilitate the management of reports, and the implementation of requests for the removal and preservation of data.

1.10. Properly informing national users on the common crimes committed in online social networks (child pornography, hate crimes, and attacks upon reputation, among others).

1.11. Developing educational campaigns on the law abiding and safe use of the Internet and on- line social networks.

1.12. Financing the publication and distribution of flyers to children and adolescents in public schools containing information concerning the safe use of the Internet and social networks.

1.13. Maintaining links in the sites of online social networks to sites for reporting problems or hotlines for the aid of children and adolescents.

Recommendations regarding public policies:

The need for the best interests of children to be the guiding principle for all measures adopted on this issue is to be borne in mind, specifically in the development of public policies intended to regulate online social networks.

2. The implementation of the following public policies is recommended:

2.1 Definition of response mechanisms for assisting the victims of abuse in the Information and Knowledge Society, particularly on the Internet or in online social networks. Likewise, information systems are to be created for providing assistance and quick support to children and adolescents concerned in any way about content on the Internet or in online social networks. For this purpose, it is possible to create mechanisms to aid online reporting, through toll free numbers, service centers, and so on.

2.2. Definition of protocols to channel the illegal content that is reported.

2.3. Creation of regional and international mechanisms for sharing information reported by private parties regarding these occurrences, in real time, in order to promptly generate protective policies and mechanisms. This is due to the type of problems involved in online social networks, which are often dispersed and not fully detected.

2.4. Promotion of efforts to raise public awareness and to spread information through the press, the mass media, as well as through the social networks themselves,

among others, all of which are effective means for promoting the responsible and safe use of tools of the Information and Knowledge Society.

2.5. Promote the commitment and participation of public and private associations, as well as national networks of centres for accessing the Internet (if any), to ensure their participation in protection and in alert campaigns on the possibilities and risks involved in the Internet and online social networks.

2.6. To promote specialized research in order to develop appropriate public policy. With regard to the online behaviour of children and adolescents, it is particularly recommended that research be conducted into the roles they play in the acquisition, production, storage and reproduction of illegal content, the protection measures they develop, the individual and collective motivations for such behaviours, as well as the actual dangers they face in the Information and Knowledge Society.

Recommendations for states and education institutions for prevention and for educating children and adolescents:

Prevention is a priority —regardless of the policy, regulation or legal approach- in addressing through education the aspects identified as risks of the Information and Knowledge Society, specifically the Internet and digital social networks. This effort must include the active participation of children and adolescents themselves, as well as their elders and other individuals in charge of their care and teachers, and consideration of the best interests of children and adolescents as the basic principle.

For this purpose, the following recommendations are to be considered:

1. State and educational institutions must consider the role played by parents, or those responsible for the care of children and adolescents, in the education of the latter, including on the responsible and safe use of the Internet and online social networks. It is the duty of the State and educational institutions to provide information and to strengthen the capability of parents and responsible adults about the potential risk to which children and adolescents are exposed in digital environments.

2. All measures involving the control of communications must respect the proportionality principle, and it must be determined that they are intended to protect and guarantee rights in a manner appropriate to this objective, and that no other measures exist for attaining the same results that would be less restrictive of such rights.

3. Children and adolescents must be clearly informed that the Internet is in no way a space free of rules, punishment or responsibility. They should be warned against believing that everything is allowed on the Internet, because each and every action will necessarily have consequences. They should be instructed in the responsible and safe use of the Internet and online social networks, specifically in regard to:

> 3.1. Anonymous participation and the use of pseudonyms are both possible in online social networks. The process of education must reflect on the positive aspects of using pseudonyms as a means of protection, and the responsible use thereof, which includes not using them to deceive or confuse others regarding an actual identity, among other concerns. Children and adolescents must be alerted to the possibility of their being in communication or sharing information with someone in fact different from the individual they think they are in communication with. They must also be cautioned about the possibility of phishing allowed by anonymous participation and the use of pseudonyms.

3.2. In the process of education it is necessary to emphasize, among other things, the respect for the personal affairs, privacy and reputation of others. It is important for children and adolescents to be aware that any data they reveal may end up endangering their rights and the rights of third parties.

3.3. Children and adolescents must be informed that distributing content banned by local and regional laws (particularly child pornography), harassment (particularly sexual harassment), discrimination, the promotion of racial hate, defamation, and violence, among others are not legal on the Internet or in online social networks and are liable to legal punishment.

3.4. The learning process must provide knowledge regarding the responsible and safe use by children and adolescents of privacy and safety policies and alerts included in access instruments and websites frequently used by children and adolescents, such as online social networks.

3.5. Education policies expressed in language consistent with the age of children and adolescents must include an informational and developmental strategy to aid children and adolescents in managing the potential risks derived from the Information and Knowledge Society, specifically with regard to the use of the Internet and online social networks.

3.6. Information must be provided about protection mechanisms and the civil, criminal and administrative liability for the violation of one's own rights or the rights of others on the net.

3.7. Warnings must be made about the dangers of identity theft and impersonation that exist in online environments and that can lead to deceit.

3.8. It is necessary to explain to children and adolescents in an easily understood manner the spirit of legislation concerning the protection of personal data and privacy so that they may grasp the importance of respect for the privacy of the personal information of each individual, themselves included.

3.9. Education is necessary in regard to the uncertainty of the veracity of content and the validation of data sources. Children and adolescents must be trained and taught how to search for and be discerning about sources.

4. It is particularly recommended that a comprehensive and continuing education about the Information and Knowledge Society be developed, especially on the responsible and safe use of the Internet and online social networks and in particular by means of:

4.1. Including, in all syllabuses at all educational levels, basic information on the significance of privacy and the protection of personal data and other aspects as mentioned in item three.

4.2. Producing educational material, specifically, audio-visual material, web pages and interactive tools (such as online games) showing both the potential and risk involved. Such material must include information related to the mechanisms for the protection of rights. The nature of these topics and materials calls for the participation of and discussion by all parties involved in order to take into consideration local and cultural peculiarities.

4.3. Teachers must be trained in how to enable the discussion and place the advantages and risks of social networks of the Information and Knowledge Society in due context, with the possible support of authorities responsible for the protection of personal data and any and all entities that work on that subject in different countries.

4.4. The education authorities supported by authorities responsible for the protection of data (if any), the academic sector, civil society organizations, private sector entities, and (when necessary) with the aid of international cooperation must assist educators and support all work in the areas mentioned.

5. The appropriate authorities should establish guidelines by which schools and other educational programs can resolve incidents that arise in the usage of the Internet and online social networks by children and adolescents, using these incidents as an opportunity to educate but always bearing in mind the best interests of the children involved and without violating their rights or entitlements, in particular their right to education.

Conclusions and further comments

The next IGF in Vilnius should examine, within a developing-nation perspective, what further steps need to be taken to implement these best practices recommendations to protect children on the Internet.

Further Information

Original Report
Webcast

The actors involved in the field; various initiatives that people can connect with, and contacts for further information:

SaferNet Brazil (contato@safernet.org.br)
- national cybercrime reporting center
- national helpline
- national awareness node

Brazilian Federal Police (ddh.cgdi@dpf.gov.br)
- Leading worldwide Police Operations against Child Sexual Abuse on the Internet, such as: Carrossel I, II and Turko

Federal Public Attorney Office (sci@prsp.mpf.gov.br)
- Google´s Orkut case in Brazil

General Attorney at Rio de Janeiro State State Special Comission Against Child Abuse and Sexual Turism for 2014 World Cup and 2016 Olympic Games wordwide events (http://www.mp.rj.gov.br)

II Justicia (carlos.gregorio@gmail.com)
- Memoradum of Montevideo - Memorandum on the protection of personal data and privacy in Internet social networks,
  specifically in regard to children and adolescents

 NIC.br / CGI.br (http://www.cgi.br/english/index.htm): Among the diverse responsibilities of the CGI.br, the main attributions are:
- to propose policies and procedures related to the regulation of Internet activities;
- to recommend standards for technical and operational procedures for the Internet in Brazil;
- to establish strategic directives related to the use and development of Internet in Brazil;
- to promote studies and technical standards for the network and services' security in the country;
- to coordinate the allocation of Internet addresses (IPs) and the registration of domain names using <.br>;

- to collect, organize and disseminate information on Internet services, including indicators and statistics.

Appendix - Good Practice Sessions not included in this reference.

The following sessions were identified in programs as being Best Practice Sessions. These sessions have not been included in this document because no report was found for those sessions. It is possible that they were not found because there were filed under a different name or it is possible that a report was never submitted. Once the IGF-OGPS system has come on line, the organizers and rapporteurs of those sessions will be able to add them to the system, should they wish to do so. Best Practices Forums reports from 2010 that are available at the time the IGF-OGPS is deployed will be added to the repository. Once the IGF-OGPS has been deployed it will be possible to generate a report similar to this once containing either all of the available reports or just the reports pertaining to a specific category, year, or topic.

Number	Name	Other Info
	2007	
2	Promoting Network Security and Constructing a Harmonious Internet	
3	Best Practice Forum: Tajikistan	
4	Best Practice Forum: Pacific Islands	
6	Best Practice Forum: Senegal	
7	Best Practice Forum: Sri Lanka	
9	Best Practice Forum: Tunisia	
10	Best Practice Forum: Kenya	
11	Best Practice Forum: Brazil	
13	Best Practice forum: Chile	
17	Best Practice Forum: Bulgaria	
18	Open ICT Standards for Greater Citizen Access: Best practices in government policy and procurement practices	
19	Signposts, Benchmarks, and the Public Interest: Solving the Challenge of Keeping an Open Medium Open	Re-titled: Finding The Courage To Provide Balance (in report)
22	Child Protection Online	
24	UK Best Practice - Lessons to be Learned and Developing Economic Benefits	
26	IG Capacity building Programme: A Model for Regional Training	
27	Consumer Protection and Data Breach Notification	
28	Internet Topology and Terminology	
34	ICT and Security Challenges - A selection of Case studies	
39	Public Service Value of the Internet	
41	Cybercrime Convention	
42	Successful participative policy-making in the frame of the United Nations: eLAC multi-stakeholder Delphi	
43	World Digital Forum - Low cost ICTs to bridge the digital divide	

Number	Name	Other Info
	2008	
61	Equal Access and equal Opportunity	
70	Self Regulatory Approach to Data Security and Privacy in India	
72	Virtual Worlds for Delivering Public Service and Innovation	
	2009	
95	Expanding broadband access for a global Internet economy: development dimensions	Webcast
445	Fostering Quality Internet Contents: Using Contest Mechanism to Demonstrate Internet Best Practice	Webcast