

IGF BOLIVIA 2020 (Virtual) REPORT

INTRODUCTION

The 3rd Bolivian Internet Governance Forum (IGF Bolivia 2020) was initially planned to take place in the last quarter of 2019. Unfortunately, Bolivia faced a political crisis due to the national elections held in September 2019, which lasted several months and prevented the event from taking place as planned.

Subsequently, the COVID-19 pandemic reached our region, settling in most of our countries, during the first months of 2020 and forcing governments to declare emergency quarantines, which affected the normal development of citizens' activities. In Bolivia, the quarantine began in the last week of March and lasted several days. Due to this situation, and with the firm intention of not postponing the forum once again, the organization of a virtual forum was planned, which was finally held on September 24, 25 and 26, with unprecedented success.

This third IGF Bolivia was organized, under the coordination of ISOC Bolivia Chapter, in 2017, and a second forum was organized in 2018. On both occasions, the thematic organization was in charge of a Program Committee composed of several organizations representing multiple stakeholders, always following a bottom-up approach. The current Program Committee is organized as follows:

First and Last Name	Organization	Professional Affiliation	Stakeholder Group
Roberto Zambrana	ISOC Bolivia Chapter	Engineer	Technical Community
Eduardo Trigo	CATELBO	Telecomm	Private Sector
Eliana Quiroz	Internet Bolivia	Social Comm	Civil Society
Gonzalo Landaeta	CBTI	Multiple	Private Sector
Jorge Nava	UMSA	Engineering	Academy
Lía Solís	NOG Bolivia	Engineering	Technical Community
Max Morales	ANDINUX	Informatics	Civil Society
Ramiro Vasquez	ATT	Engineering	Government
Fabiola Negretti	Vicemin. Telecomm	Law	Government
Roberto Zambrana	ISOC Bolivia Chapter	Engineer	Technical Community

The general coordination of the event was in charge of Roberto Zambrana, who can be contacted by e-mail: rzambrana@gmail.com, or by visiting the IGF Bolivia web page: www.igfbolivia.bo.

PREPARATION PROCESS

August 2019	Call for issues
February 2020	1st preparatory meeting (Workshop). Call for issues results presentation
June 2020	2nd preparatory meeting. Preliminary Program Organization
August 2020	3rd preparatory meeting. Final outline of the Program

The preparation process began after the organization of the Latin American Internet Governance Forum (LACIGF) that took place in Bolivia from August 6 to 8. Deploying a call for issues.

Due to the political crisis, the event that had been planned for the month of November 2019, had to be postponed to the month of September 2020. Therefore, a first preparatory meeting was scheduled, for the month of February 2020, gathering more than 30 people representing multiple parties at the Bolivian Catholic University. During this meeting, the results of the call for issues were reviewed, where more than 50 topics were identified, which were grouped into 5 clusters, related to the multiple stakeholders. The attendees were divided into three groups, according to related topics, and worked with the inputs to prioritize issues that should be present in the final agenda.

For the second meeting, 7 final thematic groups were defined and Program Committee members were asked to sign up as volunteers to work on the thematic groups of their interest. Other details of the organization of the event were also discussed, such as the ratification that the virtual format would be used. Throughout the months of June, July and August, the people registered in the thematic groups were in charge of defining the prioritized topic, the name, the format of the panel and its potential members. For this purpose, each of the stakeholder groups organized separate meetings.

Finally, at the third meeting, the final agenda for the event was presented and approved, as well as other important details related to logistics, live transmission, and others.

In relation to the formats, a new type of session called INVERTED PANEL was created for this opportunity, with the intention of giving the attendees a much more prominent role. In essence, in the first part of the panel, in an introductory manner, the details of the topic to be addressed and the groups into which the attendees would be divided were explained. Once inside the group, the participants had to reflect on the specific topic of the chosen group, under the guidance of a facilitator. All the ideas and proposals that gathered the consensus of the attendees were systematized, so that the group facilitator could present them in the plenary. The special guests on the panel were free to listen to the interventions in both groups, and even interact with the participants. At the conclusion of the group's work, everyone returned to the panel, and in turn, the facilitators briefly presented the groups' conclusions and recommendations, and the invited panelists had to comment on them.

This format was very attractive, and was highly valued by the attendees, and also by the invited panelists.

FORUM DETAILS

The event had the following agenda:



The image is a vertical program agenda for the IGF Bolivia 2020 forum. It features a dark blue background with white and light blue text. At the top, the IGF logo is displayed. Below it, the word 'PROGRAMA' is written in spaced-out letters, followed by 'IGF Bolivia 2020' in a larger font. The agenda is organized into three main sections, one for each day: Thursday (Jueves 24), Friday (Viernes 25), and Saturday (Sábado 26). Each section lists the time and the topics of the sessions. A large, semi-transparent watermark 'septiembre' is visible on the right side of the page. At the bottom, there is a call to action to register on the website www.igfbolivia.bo with a hand cursor icon.

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P R O G R A M A
IGF Bolivia 2020

Jueves 24 17:30 - 21:00

SESIÓN 1. PANEL INVERTIDO: "El desafío de conectar a Internet a los Bolivianos desconectados"
Grupo 1: "Alternativas de conectividad de Internet en el área rural y necesidades de ajuste normativo".
Grupo 2: "Servicios asequibles a Internet y nuevos modelos de comercialización"

SESIÓN 2. PANEL INVERTIDO: "El rol de Internet para enfrentar los desafíos en el contexto Educativo Boliviano"
Grupo 1: "La Red Académica y los beneficios para nuestra Comunidad Universitaria y Científica".
Grupo 2: "La comunidad educativa adaptándose a nuevas formas de aprender"

Viernes 25 18:00 - 21:00

SESIÓN 3. PANEL INVERTIDO: "La importancia de la Ciudadanía Digital en la consolidación de las iniciativas de Gobierno Electrónico"
Grupo 1: "Ciudadanía digital y enfoques efectivos de implementación".
Grupo 2: "Enfoques modernos de gestión y uso de firmas digitales"

SESIÓN 4. PANEL: "Ciberseguridad: Avances y desafíos en Bolivia"

Sábado 26 09:00 - 12:00

SESIÓN 5. PANEL: "Economía Digital post covid19 y comercio electrónico"

SESIÓN 6. PANEL: "Privacidad, Protección de datos e Inteligencia Artificial"

PRESENTACIÓN TÉCNICA: Seguridad en enrutamiento de internet: MANRS

Sábado 26 15:00 - 18:30

SESIÓN 7. PANEL: "Infodemia y procesos de comunicación en la era digital"

SESIÓN 8. PANEL: "Transparencia e información en elecciones"

Para participar regístrate en el sitio: www.igfbolivia.bo

Day 1 – Thursday September 24th

The following is the development of the event.

Opening Ceremony:

The Opening Ceremony of the event was attended by several multi-stakeholder personalities and special guests:

- Roberto García – FECOTEL (Private Sector)
- Marcelo Vera – Católica Boliviana University (Academic Sector)
- Gustavo Pozo – Vice minister of Telecommunications (Government)
- Oscar Robles – LACNIC
- Rodrigo de la Parra – ICANN
- Christian O’Flaherty – ISOC
- Maarten Botterman – ICANN
- Chengetai Masango – IGF Secretariat
- Cristian Tejada – Vice minister of Science and Technology



https://youtu.be/G2xEa_JoEH0?t=2232

SESSION 1. INVERTED PANEL: “The challenge of connecting disconnected Bolivians to the Internet”

Moderator: Roberto Zambrana

Facilitators: Lía Solís (Group: “**Internet connectivity alternatives in rural areas and needs for regulatory adjustment**”), Paola Escobari (Group: “**Affordable Internet services and new marketing models**”)

Invited Panelists

Roberto García – FECOTEL

Gustavo Pozo – Vice Minister of Telecommunications

Pablo Rocabado - ENTEL

Ramiro Vásquez – ATT

This was the first Inverted Panel in which relevant aspects of connectivity conditions in rural areas were discussed, as well as the evolution that the national regulatory framework needs to undergo. The other group discussed the current problems regarding the affordability of Internet services.

Roberto García mentioned the importance of incentives for the sector, especially to free some inflexible regulations. Gustavo Pozo mentioned the progress that has been made at the national level in the telecommunications sector, particularly regarding the adjustments to the requirements for the deployment of community networks. Pablo Rocabado mentioned that ENTEL's nationwide deployment, added to the recent implementation of international Fiber Optic interconnection, should contribute substantially to the reduction of service prices. Ramiro Vasquez, on behalf of the regulatory agency, acknowledged that there is a lot of ignorance in the existing regulatory framework and in the deployment of new services and offers by operators.

Below are the links to follow the session:

Room 1: https://youtu.be/G2xEa_JoEH0?t=5140

Room 2: <https://youtu.be/0Z-gZB4D1ec?t=1465>

SESSION 2. INVERTED PANEL: “The role of the Internet to face the challenges in the Bolivian Educational Context”

Moderator: Beatriz Cahuasa

Facilitators: Jorge Nava (Group: “**The Academic Network and the benefits for our University and Scientific Community**”), Teresa Ayllón (Group: “**The educational community adapting to new ways of learning**”)

Invited Panelists

Victor Hugo Cárdenas – FECOTEL

Peter Larrea Parra – Bolivian Spatial Agency

Carlos Sanabria – PIT Bolivia

Marcelo Vera Bacarreza –Católica Boliviana University

In the second session, after the dialogue within the working groups, the Invited Panelists addressed the issues raised. To begin with, Minister Victor Hugo Cardenas, presented the work developed in the Ministry of Education, regarding the deployment of the educational platform for more than 15 thousand educational units throughout the country, which includes content and videoconferencing services, to promote the alternative use of face-to-face classes. Peter Larrea mentioned the benefits of the Bolivian satellite Tupac Katari, to support the connectivity needs in rural areas, not only in satellite Internet services, but also in the transmission of video signal, belonging to the educational television. In his turn, Carlos Sanabria explained the need to generate more local content, in this case, educational content, and that the Traffic Exchange

Point could contribute to this task by interconnecting operators with the major content generators, such as universities and the Ministry of Education itself. Finally, Marcelo Vera, representative of the Catholic University, mentioned how important it is for universities not only to connect and take advantage of Internet resources, but also to deploy educational platforms with greater force, especially in view of the pandemic. This time should provide an opportunity to further advance the digital transformation and consolidate the National Academic Network.

Below are the links to follow the session:

Room 1: https://youtu.be/G2xEa_JoEH0?t=10913

Room 2: <https://youtu.be/0Z-gZB4D1ec?t=7110>

Day 2 – Friday September 25th

SESSION 3. INVERTED PANEL: “The importance of Digital Citizenship in the consolidation of e-Government initiatives”

Moderator: Ximena Mollinedo

Facilitator: Pablo Cordero (Group: “Digital citizenship and effective implementation approaches”),

Roberto Zambrana (Group: “Modern approaches to management and use of digital signatures”)

Invited Panelists

Gabriela Niño de Guzmán – Civil Society

Carlos Olivera – eGob and ICT Agency

José Machicado Moya – ADSIB

After the group work, the round of interventions of the Invited Panelists was initiated by Gabriela Niño Guzmán. She commented on the existence of regulations on the subject of digital citizenship, among others, but that there is still a very old regulatory framework, which collides with the new regulations, and this is something that must be resolved. He commented on how the new management model using information and communication technologies was introduced in the Municipal Government of La Paz. But in addition, a new model of attention to the citizens was worked on. Carlos Olivera then continued, mentioning the importance of working on process reengineering, training and other emerging issues, such as the drafting of a personal data protection law. Finally, José Machicado explained the importance of the use of the digital signature as a vehicle to advance in the Electronic Government.

Below are the links to follow the session:

Room 1: <https://youtu.be/BXrRKARhqQ4?t=1865>

Room 2: <https://youtu.be/N6JftEn6FMA?t=2843>

SESSION. PANEL: “Cybersecurity: Advances and Challenges in Bolivia”

Moderators: Maribel Garay, Lía Solís

Invited Panelists

Patricia Lopez – AGETIC

Fabian Espinoza Valencia – Católica Boliviana University

Julio Cesar Balderrama – AURORA

Alvaro X. Andrade –Ethical Hacking Consultants

Julio kicked off the Panel, commenting on the Cybersecurity Report on Risks and Advances developed by the OAS. Patricia López then presented the current regulatory framework on cybersecurity in Bolivia, as well as other complementary regulations and decrees. Álvaro Andrade, commented on the lack of culture on cybersecurity that is detected throughout the region, and that brings negative effects, which must be addressed and resolved. He mentioned that it is important to raise awareness on the subject. Finally, Fabián presented some spreadsheets on a cybersecurity report, which show the negative impacts produced by cybersecurity, and the cybercrime approach that must also be addressed.

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Below is the link to follow the session:

Room 1: <https://youtu.be/BXrRKARhqQ4?t=7498>

Day 3 – Sábado 26 de Septiembre

SESSION 5. PANEL: “Digital Economy post covid19 and e-commerce”

Moderators: Max Morales, Juan Cayoja

Invited Panelists

Francisco J. Mayorga – Privada Boliviana University

Adriana Foronda – Civil Society

Freddy F. Najjar – ENTEL

Karem Infantas – GENERAKNOW

The session began with Francisco Mayorga, commenting on the need to use digital platforms to promote a meeting between suppliers and consumers, as an essential basis for economic recovery in times of pandemic. Freddy Najjar spoke about the technological evolution and evolution of the different platforms and applications in recent years, as part of the disruptive approaches that have caused the extinction of many businesses. Karem Infantas, commented on the importance of the information that must exist, as baselines, to contrast what can be moved forward. She mentioned that there has not been a focus on the Knowledge Economy, something that should also be addressed in Bolivia. Finally Adriana Foronda, shows the situation of the digital economy in times of COVID, emphasizing the role of the Internet in the current situation, and how it has changed the relationship between people, government, companies. He also comments on the new services that have been produced to meet new demands. Consumer habits have also been changing throughout the quarantine period.

Below is the link to follow the session:

Room 1: <https://youtu.be/ONInMtXczTk?t=552>

SESSION 6. PANEL: “Data Protection, Video Surveillance and Artificial Intelligencel”

Moderators: Sergio Ardaya, Roxana Pérez del Castillo

Invited Panelists:

Karina Medinaceli – UMSA

Gustavo Parra – INFOEM México

Joel Gómez – Academia Mexicana de Derecho Informático

Karina Medinaceli introduces the topic of Data Protection in the world, in the region and in our country, through a comparative table, to better understand the contrast of situations. Gustavo Parra comments on the role of the personal data authority that must be conceived in the regulations of a country, understanding the different mechanisms that have been defined to designate, as well as the tuition that certain instances will have over these authorities. Joel Gómez reflects on the surveillance of people, and the connotations that have different strategies with different motivations, but that in this time may have increased, in relation to the surveillance of the behavior of people in terms of compliance with mobility restriction regulations.

Below is the link to follow the session:

Room 1: <https://youtu.be/ONInMtXczTk?t=6205>

SESSION 7. PANEL: “Infodemics and communication processes in the digital era”

Moderator: Judith Apaza

Invited Panelists:

Deborah Albu – Sociedad Civil

Juan Carlos Uribe – Chequea Bolivia

María Silvia Trigo – Bolivia Verifica

Carlos Arroyo – UCB Cochabamba

The session was initiated by Luis Rejas, who recounted the experience he had as part of the citizens' initiative to develop a sort of observatory on the COVID-19 pandemic, which would follow up on the information available. Deborah Albu, comments on the disinformation campaigns that have been presented during the months of the pandemic, with high influence in political campaigns as well. Juan Carlos Uribe commented in more depth on the attacks made in the political context. Carlos Arroyo also spoke about the research carried out at his University, and among the conclusions he exposed, he showed the communication deficiencies of the State, which added to the capacities of attention to the Pandemic.

Below is the link to follow the session:

Room 1: <https://youtu.be/-rx0retSHCo?t=4210>

SESSION 8. PANEL: “Transparency and information in elections”

Moderator: Verónica Rocha

Invited Panelists:

Abril Bustos – Fundación Construir

Sagrario Urgel – Observa Bolivia

Gabriela Vargas – Sociedad Científica de Estudiantes de Ciencia Política UCB

Francisco Bustos – Experto Electoral

Sagrario Urgel comments on the challenge faced by civil society regarding the capacity to articulate among the different organizations in order to pursue a strengthened democratic future, based on transparent electoral processes. Catalina Rodrigo comments on the existing gaps or information gaps regarding electoral processes. She mentions that democratic processes not only have to be present on election day. He talks about the construction of a democratic citizen, and that there must be a follow-up of the whole society to the electoral processes. Abril Bustos mentions that the credibility of the electoral processes has been substantially weakened. The electoral processes must be strengthened, particularly through the participation of young people. Finally, Francisco Canero spoke about the technologies that in these times can also be part of the electoral processes. But in spite of that, citizens still do not trust these resources, and in some cases, it could amplify the problems.

Below is the link to follow the session:

Room 1: <https://youtu.be/-rx0retSHCo?t=10257>

MEETING RECORDS

On the first day, the event was attended by more than 850 people, mostly from civil society and academia (60%), the private sector (30%), the technical community (5%) and the government (5%).

The attendees were 45% women and 55% men.

Most of the feedback and positive comments had to do with the new format of the session, called INVERTED PANEL, and with the possibility of online access.

Throughout the event, comments were made about the good organization and the possibility to participate remotely, which allowed many people to participate, regardless of the geographical origin of the participants.

BUDGET

#	TYPE OF EXPENSE	AMOUNT (USD) - TO BE FUNDED FROM THE GRANT AWARD FROM THE UN	AMOUNT (USD) -- TO BE FUNDED FROM OTHER SOURCES	AMOUNT (USD) - TOTAL IGF BUDGET
1.	Zoom special License	200		200
2.	VIDEO, STREAMING (camera man, equipment rental)	800		800
3.	Streaming Professional	1000		1000
TOTAL (USD)		2000	0	2000

CONTACT DETAILS AND MAIN SOURCES OF MEETING INFORMATION

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