

# IGF MAG THEME DEFINITION DOCUMENT

**Date:** Tuesday, 26 February 2019

**Version:** 2

**Theme:** Digital Inclusion

**Sub-themes:** Access, Digital Capacity and Development

**Narrative description:**

Digital Inclusion is a term that encompasses a broad sector of key Internet governance issues. IGF 2019's Digital Inclusion track aims to provide a framework for assessing and considering the various elements and policies which can improve access to equitable opportunities in a digital age. Digital Inclusion is about both identifying those with less or no access to the Internet (e.g. underserved communities, marginalized groups, the minorities, people with disabilities or people lacking digital literacy) and it is about activities related to the achievement of an inclusive information society. Inclusion also means bringing everyone to the discussion table and ensuring everyone's voice is heard and treated equally in the decision-making processes. Digital inclusion is about having the right access, skills, motivation and trust to confidently go online. Furthermore, fostering digital inclusion contributes to a stronger economy and enhanced economic development through shared wealth, shared employment, and equal opportunity for all.

**Link to SDGs:** 1, 3, 4, 5, 7, 8, 9, 10, 11, 12, 16

Sub-Theme 1	Illustrative policy questions
Access	<ol style="list-style-type: none"><li data-bbox="529 1087 1367 1178">1. What can be done to extend broadband Internet access to all, are there new sustainable commercial models for last-mile connectivity?</li><li data-bbox="529 1213 1367 1352">2. What would be the components that could bring about and define equitable access to the Internet, e.g. a minimum quality of connection and service, or a mix of available Internet access and technologies?</li><li data-bbox="529 1388 1367 1572">3. What are the roles of different stakeholders in enabling the extension of Internet connectivity? For example, how can governments and regulators support last-mile connectivity? How can other stakeholders such as business and civil society contribute to sustainable models for ubiquitous and affordable Internet access?</li><li data-bbox="529 1608 1367 1667">4. What can be learnt from the disruptors such as TVWS, connectivity balloons and drones?</li><li data-bbox="529 1703 1367 1793">5. Affordability of digital or broadband services has become a worldwide priority and a task for all stakeholders with a shared responsibility for identifying and meeting affordability targets.</li><li data-bbox="529 1829 1367 1887">6. What factors should be considered when seeking to understand and tackle affordability issues, e.g. that affordability varies based</li></ol>

## IGF MAG THEME DEFINITION DOCUMENT

on personal circumstances, or that affordability might need to take into account the time and money spent on travelling to where Internet access is available?

7. What strategies do we use to promote a neutral taxation system, the development of local content, and incentives to promote ICT usage in both the private and public sectors?
8. One of the biggest inhibitors of access is often the lack of or outdated infrastructures, such as fibre, tower, and power. What can be done to tackle these infrastructure barriers and what are the appropriate roles of the public and private sectors in doing so? How do we prioritise funding towards last mile infrastructure and how do we ensure that laying fibre when building roads and bridges becomes the norm?
9. Community network is one of solution to bring the decent infrastructure to some remote area, but in some area to build the community network sometimes violate the regulation. What should people do to build and drive a community network, as well as to promote to government the importance of those kind of self-initiative?

10. What is needed to drive the production and consumption of localized content, applications and services to help make the Internet more relevant, especially to the newly-connected?
11. What can be done to promote local and relevant content and improve cultural and linguistic diversity on the Internet?
12. Universal Acceptance is a concept that all domain names should be treated equal including domain names in scripts such as Han or Cyrillic. How could Universal Acceptance where all web and email addresses regardless of language work and how could this contribute to promoting inclusion of the often-missing voices in Internet Governance?
13. What tools could be developed to promote (better) Internet access for women and girls, older people, people living with disabilities, refugees and other disadvantaged groups?
14. What role can the design of technologies play in improving social inclusion, and what can be done to encourage and facilitate inclusive design?
15. How can we leverage the potential of emerging technologies like AI to improve the social inclusion for all (e.g. in the labour market or in access to education)?
16. How can we build the confidences of the digitally estranged community to trust the Internet as part of a social and economic development activity?

## IGF MAG THEME DEFINITION DOCUMENT

Sub-Theme 2	Illustrative policy questions
Digital Capacity and Development	<ol style="list-style-type: none"> <li>1. We live in an unequal world where the drivers for inclusion need to be relevant to the specific needs of diverse communities. There is no one fit all solution.</li> <li>2. How do we ensure that the internet remains open, how do we ensure better outcomes and improved economic outlook for all?</li> <li>3. How do we meet the diverse expectations and keep the internet as one?</li> <li>4. Digital literacies, inclusion and inequality have changed in response to developments in digital technologies and media through the effective use by the community.</li> <li>5. Can we better utilize primary and secondary schools and tertiary educational facilities to promote and to deliver on digital literacy to their communities? Should digital literacy be a fourth pillar of education, alongside reading, writing and maths?</li> <li>6. How do we incorporate into technology training and guidance for small businesses?</li> <li>7. Can we leverage technology events that focus on community members promoting the exchange of information?</li> <li>8. What steps or measures can we put in place to achieve digital literacy for all?</li> <li>9. What type of digital skills are needed, is there a need for different skill and training for people from different backgrounds, ages, and abilities? How do we measure success?</li> <li>10. Is the provision of technology leading to equitable use - what factors need to be taken account that would ensure equitable use of technology?</li> <li>11. We need a safe and secure internet where our personal information remains private, where our children are safe, where the digital consumer is protected from illicit and hold accountable corporates and individuals that misuse their trust.</li> <li>12. How do we maintain and monitor a safe and secure internet?</li> <li>13. How do we build / enhance users' knowledge about the importance of internet safety?</li> <li>14. What regulation models are needed for the internet - government, industry or self-regulation?</li> </ol>

## IGF MAG THEME DEFINITION DOCUMENT

15. How do we ensure that Internet governance processes are truly inclusive? What needs to be done to enhance the capacity of different actors (and especially those in developing and least-developed countries) to actively contribute to such processes? Whose responsibility is it?
16. Are current Internet governance capacity development programmes effective? What can be done to strengthen them?
17. How do we best equip the workforce of the 21st century with the necessary skills to take advantage of the new employment opportunities that will result from digital transformation? How do we ensure that these skills and employment opportunities are equitable to all and that the global south is equipped to participate on an equal footing?
18. How do we empower the development of relevant digital skills and retain those skills in the global south towards increased economic and employment opportunities?
19. How are small and informal business in the global south for example responding to AI, big data, and automation of certain work functions?

(NB: These are illustrative and not top-down – they are provided as examples to give guidance for the community in setting their own policy questions as part of their workshop proposals)