Short Story of the Guatemala Internet Governance Forum

Guatemala, November 2018

1. Foreword

A committee for the 2018 IGF was created, considering institutions that took part in 2017's IGF organization. Following the multi-stake holder principle, we had institutions from the Government, Private sector, Civil Society, Academic Sector, International Organizations, and Technical Sector. We also had partners from the Academic Sector, and Sponsors from International Organization, technical community, both international and local.

IGF Guatemala 2018 had 3 main objectives:

1. Increase, develop and promote a better understanding of internet governance between the multiple stakeholders in Guatemala
2. Ease discussion between the multiple stakeholders, Exchange of ideas and opinions to build an inclusive knowledge society and improve free availability of information in the country.
3. Make the country's interests and challenges known before the global IGF agenda, to introduce the country into the world's internet governance trends.

2. Planning

A website and a virtual forum were developed, unfortunately our site was hacked, and for that reason the electronic fórums could not take place, as we planned. We met every 15 days then, since May 5 2018. As we were closer to the Forum we established a Petite Committee to be more productive and agile. The petite committee met about 9 times, when the date came closer we met twice a week, and then the week of the IGF we met every day to attend the media that were interested in covering the event, and to take care of the last logistic detail. The topics that we agreed upon to discuss during our IGF were:

1. Defense of Network Neutrality Principle
2. Protection of the data and information of the Internet Users
3. Protection of children and teen agers use on the Internet
4. Defense of Freedom of Expression in the Voting Process context
5. Sustainable Development of Guatemalan Bandwidth Plan
6. Electronic Payments and Documentation Assurance

We worked on a list of activities, then developed a budget. IGFSA donated US$ 2,000.00, Internet Society donated US$ 3,500.00. Universidad del Istmo donated the venue and all audiovisual and computer equipment for the event, which adds up to $393. SISAP donated US$500.00. Google pledge to donated us $2,500.00, which we are yet to receive.

Contribution in kind were received from different sources:

1. UNESCO: graphic design of the website, new logo and graphic material; catering of breakfast presentation

2. AGEXPORT: catering for the press conference, venues for breakfast meeting and press conference
3. Cyberseg: donation of souvenirs for the welcome Kit
4. Tostaduria Buen Café: donation of 10 pounds of export quality coffee for the event
5. UNIS: site for the event, staff the day of the event
6. Instituto Demos: lent us chairs for the press conference
7. UNESCO, AGEXPORT, UNIS, Instituto Demos, Copredeh, SIT: donated food, coffee, and tea for the meetings that were held on their premises.
8. CETEL: donated souvenirs: pens and notebooks for the event
9. ISOC: donated souvenirs: cellphone holders
10. SISAP: donated souvenirs for the welcome kit
11. RAGIE and Universidad de San Carlos: donated space on their virtual server to host the page. The lack of security made our site very vulnerable, that was the reason of moving the site to other host.

Likewise, the UNESCO Representation Office in Guatemala, as part of the Organizing Committee, and in line with its mandate to defend an open, transparent and inclusive vision of Internet governance; and based on the principle of openness, which includes freedom of expression, contributed in the realization of a series of preparatory meetings during six months from the Communication Unit.

UNESCO also contributed the design of the graphic material, updating and maintenance of the website and social networks. Sponsored a breakfast meeting held on September 19th at the AGEXPORT Headquarters, where representatives of several civil society organizations, private and government sectors participated. As a result of this event alliances were achieved with organizations that were not part of the organizing committee, that became our strategic allies.

The support in the media call was also part of the support that UNESCO provided to publicize the event at a national level, another meeting was held at the AGEXPORT Headquarters on October 18 and contributed with more openness and interest of the media. The topics of the Forum sparked a series of individual interviews with members of the organizing committee, and the diffusion of the topics of the forum prior to the event.

3. Communication Strategy

A social network communication strategy was suggested and followed through by Sara Fratti, from IPANDETEC.

Facebook and Twitter accounts were managed and a hashtag #IGFGUATEMALA was created.

Facebook: @IGFGT
Twitter: @IGFGT

All the institutions involved shared and used the hashtags through their individual accounts.

Some other strategies such as a breakfast meeting and a press conference were held. Plus, with the communication departments from every institution, media were invited to several interviews and given several information.

All the fórums were transmitted via streaming.

Breakfast Meeting:

A breakfast meeting was set up inviting key players for the internet industry in Guatemala. The three main telecommunication providers were invited, Guatemalan Chamber of Commerce and some additional internet providers in the country.

This meeting was held at facilities of the Guatemalan Exporters Association, AGEXPORT; with the support of UNESCO, which provided the meals.

The purpose of this event was to inform those key players, about what the IGF committee is working on, letting them know some facts about global IGF and also what their support would mean for us, by participating in the forums, event or sponsoring materials needed for the event.

Due to this meeting, we were able to establish with those entities the importance of internet governance and also their participation in these events, or what would happen if nothing is done to help internet improve in the country.

The institutions attending were:

1. IGF Organizing Committee
2. INFINITUM
3. Telefonica
4. Congressman Valladares – Guatemalan Congress
5. Huawei
6. Guatemalan Chamber of Commerce
7. Empresarios por la Educación – Guatemalan ONG pro-education
8. Omar Ricardo Barrios Osorio Managing Director Law Studies Center CEDE

Press Conference:

A launching press conference was held on October 18, 2018, in the facilities of the Guatemalan Exporters Association, AGEXPORT, with its collaboration with equipment and coffee break. A representative from each member of the Organization Commitee atended and gave a few words. The agenda that was held during this press conference was the following:

AGENDA
IGF 2018 Press conference
October 18, 2018

1. WELCOME WORDS AND INTRODUCTION OF THE ORGANIZING COMMITTEE:
   Andrea Alvarado
   SOFEX from AGEXPORT

2. PRESENTATION ABOUT ISOC AND IGF
   Montserrat Vidal
   UNESCO

3. IGF GUATEMALA 2018 topics and programme
   Sofía Benitez
   CETEL

4. Details about IGF Guatemala 2018
   Estuardo Sandoval
   UNIS

5. Questions and Answers

Erick Alvarez, from SIT; Marlene Martinez, from AGEXPORT and Leticia Sanic from UNESCO, brought media attention, having the attendance of 15 of them. These are the media that attended:

1. Prensa libre
2. Siglo 21
3. El periódico
4. Nuestro diario
5. Contrapoder
6. Sonora
7. Radio punto
8. Guatevisión
9. Canal antigua
10. Tv Azteca

11. RCN
12. Republica
13. TN23
14. EFE
15. La Red

Due to that, we acquired more coverage on further opportunities:

https://m.prensalibre.com/economia/economia/internet-en-el-pais-corre-riesgo-de-censura-y-amenazas

https://elperiodico.com.gt/nacion/2018/10/26/adolescentes-promueven-ideas-a-traves-de-productos-digitales/

https://www.publinews.gt/gt/noticias/2018/10/23/invitan-participar-foro-la-gobernanza-del-internet.html

http://d30rd60011wx58.cloudfront.net/2018/10/18/1368911.mp4

http://d30rd60011wx58.cloudfront.net/2018/10/18/1368918.mp4

http://agexporthoy.export.com.gt/sectores-de-exportacion/sector-servicios/participe-en-el-foro-para-la-gobernanza-de-la-internet/

http://agexporthoy.export.com.gt/sectores-de-exportacion/sector-servicios/conoce-como-darle-un-buen-uso-al-internet/

And many more coverages after the event, from Canal Antigua especially.

4. Agenda of the Forum

The forum took place at Universidad del Istmo, following this agenda:

2°. FORO PARA LA GOBERNANZA DE LA INTERNET
25 de octubre de 2018
UNIS Fraijanes, Finca Santa Isabel
08.00 – 17.00 horas

AGENDA

Maestro de ceremonias: Andrea Alvarado - AGEXPORT

HORARIO	DESCRIPCIÓN	RESPONSABLE
9.00 – 9.05	Welcome to the Internet Governance Forum	Ing. Otto Castillo – Dean, School of Engineering, UNIS
School9.05 – 9.10	National Anthem	Attendees
9.10 – 9.15	Inauguration of the Event	Lic. Selvin Juarez – SIT

9.15 – 9.40	Introduction of the organizing committee	Representative of each institution of the committee
9.40 – 9.45	Introduction to the IGF	Licda. Montserrat Vidal, UNESCO
9.45 – 10.05	Inaugural Lesson	Ing. Sebastián Bellagamba, President, ISCO LAC
10.05 – 10.30	**Coffee break**	
Paneles		
10.30 – 12.30	Defense of the Network Neutrality Principles (ISOC)	Aula Seminario
	Protection of the data and information of the Internet users. (CETEL, ISOC)	Auditorium Ficohsa
	Responsible and safe use of the Internet for the children and teen agers. (UNESCO-COPREDEH-DEMOS)	Auditorium Antonio Rodriguez Pedrazuela
12.30 – 13.30	**Lunch**	
Paneles		
13.30 – 15.30	Freedom of expression in the electoral context. (DEMOS-UNESCO-COPREDEH)	Auditorium Antonio Rodriguez Pedrazuela
	Sustainable Development of the Bandwidth for Guatemala (AGEXPORT)	Auditorium Ficohsa
	Assurance of electronic documents and payments (UNIS)	Aula Seminario
15.30 – 16.00	**Coffee Break**	
16.00 – 16.30	Conclusion and Recommendations	Fred Clark, ISOC Guatemala Chapter
16.30 – 16.35	Closing of the event	Ing. Estuardo Sandoval, UNIS, Director of the School of Systemes Engineering, Computer Sciences adn Telecommunications.

Each institution of group of institutions part of the committee were in charge of a different panel, being the following.

Title/Sponsor	Forum	Moderators
Defense of the Network Neutrality Principles (ISOC)	Freddy Arévalo, Intelcom Karl Monzón, CyberSeg José Luis Chávez, Haru Technologies	Fred Clark
Protection of the data and information of the Internet users. (CETEL, ISOC)	Dr. Alexander Diaz Garcia (Abogado Universidad Catolica de Colombia, Partner of Alediaganet Consulting	Ing. Alvaro Galvez Sofia Benitez

	Jose Rodrigo Valladares, Representative of the Guatemalan Congress Gabriel Juarez Lucas, Vice-Minister of Information and Communication Technologies. Ministry of the Interior Licenciado Omar Ricardo Barrios Osorio, Abogado, University Professor. Lic. Jose Leonett, Executive Director, CyberSecurity Observatory Ing. Hector Vega Cyber Seguridad S.A Ing. Jonathan Efrain Hernandez Dra. Raquel Gatto, ISOC	
Responsible and safe use of the Internet for the children and teen agers. (UNESCO-COPREDEH-DEMOS)	Fernando Morales, Lec Computación Wilson Ordoñez, Ministry of the Interior. Protection of Crime Section. Vivian Rodríguez, Aldeas Infantiles SOS Karen Revolorio, Refugio de la Niñez Eugenia Rodríguez, DEMOS Institute Jorge Utrera, Sisap	Montserrat Vidal/UNESCO
Freedom of expression in the electoral context. (DEMOS-UNESCO-COPREDEH)	Lic. Omar Barrios Osorio Sofia Menchú, Journalist Gustavo Berganza, Journalist Stephanie López, Electoral Supreme Court Javier Soria, Alianza por las Reformas Ronaldo Robles, Journalist	Anabella Rivera (Instituto Demos)
Sustainable Development of the Bandwidth for Guatemala (AGEXPORT)	Ing. Francisco Soto – Universidad del Istmo Ing. Antonio Sobalvarro – Mobilges	Ing. Fred Clark/Andrea Alvarado

	Ing. Raul Solares – Acceso Digital, S.A.	
Assurance of electronic documents and payments (UNIS)	Ernesto Rodríguez, Fac. Ingeniería UNIS	

5. The event

On the day of the event we place all the banners from our institutions and began the registration of the attendees, we began on time. We had volunteers from UNIS, CETEL, ISOC, UNESCO and ISOC Guatemala Chapter that helped during all the event.

As the time came closer to the inauguration by the Dean of the School of Engineering from UNIS, more people came, suddenly the three buses with the students came. WE were very please to have over 200 people. The welcome and inauguration words were very nice. After the introduction of all the members of the Committee and the talks we went to a break.

Then the forums began three in the morning and three in the afternoon. Every forum had their own people interested in that special topic. We had very good discussions from students, and the attendees. We got very good reviews from the attendees in all of them. The forum with more attendees were the ones about protection of the data and information of the internet end users, Protection of freedom of expression; and protection of the children and teen agers.

Knowing that the university campus was farther than expected for most of the attendees, transportation of 3 buses was arranged with the following routes:

1. Two buses from Universidad de San Carlos de Guatemala to Universidad del Istmo and back at the end of the event.
2. 1 bus from the Puma Gas station at Boulevard Los Proceres, zone 10, to Universidad del Istmo, and back at the end of the event.

6. Conclusions and recommendations

Conclusions

On the overall event:
- A complete lack of legal frame in the country related to internet, was evidenced in the forum.
- Population seems worried about the lack of data, information, kids and teengers protection.
- Participation of all the involved stakeholders allowed further reach, diversity of opinions and focus on every topic. It also allowed us to have a better picture on the current situation of every topic.

Electronic Payments and Documentation Assurance
- Migration from physical to electronic currency is a process that will not be forced, but assimilated by society in an organic manner (at Will).
- Cryptocurrency backup will not be physical, gold backing, but functionality it generates at the moment of its production. By using bitcoin, computational intensity will be generated.
- Application of blockchain covers property titles, contracts, company shares, and money.

Security for Internet Users

- Guatemala is not ready to face cybercrime.
- There's a widespread fear into disclosing cybercrime events that affect institutions, organizations or companies. This should not occur, so protection and prevention measures can be applied, in accordance with established protocols.

Sustainable Development of Guatemalan Bandwidth

- There is a huge digital gap due to lack of incentives, investment, clear rules and transparency.
- The digital gap's impact is: less economical opportunities, limitation in services, impasse in telecommunications, ICTs and the country's economy.
- To develop the country's bandwidth, intellectual property around the world should be taken into account.
- Central America has a 34% - 36% penetration.

Network Neutrality Defense

- It was agreed among the speakers of the forum, after a discussion, that there is network neutrality in Guatemala.
- The neutrality is a characteristic of the Internet that the users would like to keep.
- In the incoming electoral event, General Elections, it is possible that the Network Neutrality Principles will be at risk.

Children and Teenagers' Responsible and Safe usage of Internet

- Parents are not aware of the risks on the internet.
- There is no legislation to punish crimes and offenses against the children and teen agers.
- Children and teen agers are the most exposed group on the internet.

Freedom of Expression in the Voting Process context

- Guatemala, as a State, is far from being prepared for the challenge that social networks represent in a voting event.
- Many people forward electronic messages and electronic networks without verifying their authenticity.
- Guatemalan users rely a lot on what they read on the social networks, they take it as true.

Recommendations

On the overall event:

- It is important to continue developing internet governance at the country level, specially in the departments, not only in Guatemala City.
- We should continue using the electronic forums to raise awareness.
- We should emphasize on personal security aspects that must prevail in every interaction on the net
- Disseminate the internet governance term, principles and consequences on a national level.

Electronic Payments and Documentation Assurance

- Educate technical and humanistic institutions on the advantages of blockchain y cryptocurrency so they can replace important and physical documents by intelligent documents capable of being altered or duplicated.
- Usage of cryptocurrenty is linked to a liberal belief, it indicates that money "is mine and using it is my responsibility". Users must know the advantages and disadvantages of having their investments put into a digital environment compared to traditional banking systems.
- There are many communities in Guatemala that are mentioned and are reachable to the public, so if a person wants to use them, they can be searched and be used.

Security for Internet Users

- It is key to support the Congress to achieve approval of Cybercrime Law, by specific recommendations, for a positive contribution to society.
- Guatemalan society needs to massively be informed about all the available resources to be used with institutions such as MINGOB, MINDEF and MP when they suffer a cybercrime event.
- Raise awareness in the public, look for alliances in the banking sector.

Network Neutrality Defense

- It is important to let everybody know the principles of network neutrality. The importance of strengthening and continuing with the network neutrality principles needs to be made known.
- All traffic should be treated equally by every internet provider.
- Society in general has to make sure that the principles of Net Neutrality are not violated by suppliers, neither by government sectors, nor private.

Children and Teenagers' Responsible and Safe usage of Internet

- Parents should be made aware of safe usage of technologies and educate children to use internet safely.

- We should teach children how to report criminal acts or offenses
- We should monitor time and contents that children go through on the internet

Sustainable Development of Guatemalan Bandwidth

- A collaborative effort must be done, where necesary and current resources are established, so a continuity plan can be set up to achieve a legal and regulatory framework.
- Modify the LGT to update it based on current technologies
- We should have a strong regulator (entity)
- We should créate public policies for the telecommunications and ICT sectors

Freedom of Expression in the Voting Process context

- Citizens should be conscious about the usage of social networks so they do not exceed on incitements to violence and hate speeches.
- Users should be very critic of the information that is publish in social networks, not all information is true.
- Users should not forward or replicate messages if they are not sure it is true.

7. Future of IGF Guatemala

The Committe will continue next year, with all the experience gained from the organization of the Forum this year. We plan to have preparatory meetings in the Western Highlands, where most of the people live; and in the Eastern part of Guatemala, with the possible participation of seven departments, and where we already identified a probable partner.

We will start our fund raising campaign early, in order to get better results. Also to get the money well in advance to contract the services needed and purchase all the material we need for the development of our event.

We will raise awareness of all the risks promote the use of the electronic forum, they will be the raw material of the topics for our next IGF.

We should develop and aggressive communication strategy to have presence in the media during all the months and not only when we get close to the event.

We will form our own Special Interest Group in the Guatemalan ISOC chapter.