

IGF 2022 Policy Network on Meaningful Access

Work Plan

Introduction

The concept of **meaningful access** has emerged in response to the growing body of evidence that even when people have connectivity, they might not have been fully benefiting from the Internet. How one gets connected to the Internet is an equally important challenge to the experience that person will have once they are online. While access to infrastructure is critical, without this access being inclusive, useful, sustainable and affordable, and linked to human capacity development and relevant content that can make it so, it will not achieve its positive potential. Many of the efforts on access, unfortunately, are only focusing on bringing connections to final users (=consumers), without taking into consideration the potential of the internet as a way to create, communicate and produce contents and services locally and in local languages (=citizens).

The Policy Network on Meaningful Access (PNMA) is a type of intersessional activity under the United Nations Internet Governance Forum (IGF) created to establish an expert-led framework network on broad Internet governance topics that create spaces for in-depth multistakeholder efforts, grounded on:

- the IGF mandate at paragraph 72 of Tunis Agenda, for the exchange of information and engagement of stakeholders in particular from developing countries as well as capacity development in Internet Governance;
- the paragraph 93(e) from the United Nations Secretary-General's Roadmap for Digital Cooperation in para 93 (e) as it envisages a strengthened IGF with a view to making it more responsive and relevant to digital issues, and streamline the priority areas (global connectivity, digital inclusion, capacity building);
- Our Common Agenda 1st Commitment: Leave no one behind;
- the Global Digital Compact future engagements.

The PNMA officially started its activities in June 2021, aiming to formulate impact-driven, concrete, actionable policy recommendations on how to achieve meaningful and universal Internet access aligned with the Secretary-General's Roadmap for Digital Cooperation and the Sustainable Development Goals. It builds on previous IGF discussions - BPFs Local Content and Gender; the Proposal about Sustainable and Affordable Internet and the CENB 4 Phases; DCs and NRIs, to name a few.

During its pilot year, the PNMA has been successful in building a "network of experts" - the Multistakeholder Working Group (MWG) - and in providing linkages with ongoing relevant discussions in other fora. Moreover, to achieve its desired impacts, it should

now concentrate on formulating a work plan which connects with the future framework of the “new” IGF as it will be defined by the ongoing reform process.

The IGF 2021 cycle has set the foundations for building a firmer, more impactful process and stronger, long-term cooperation networks. The PNMA MWG ways of working are summarised in its statement of purpose below:

“We have come a long way with local, national and global efforts towards universal connectivity and meaningful access, from a wide number of organizations across all stakeholder groups. However, the implementation of policies around meaningful access remains challenging.

Therefore, the PNMA MWG has decided not to concentrate its work on mapping or definition tracks since it is already covered in other fora. We will build on this work from a number of current and past efforts. The MWG agreed to explore concrete actions the members of the PNMA could support so that the main outcome of the PNMA is not only a set of recommendations.”

Therefore, in 2022, we propose to continue focusing our work on the agreed three overarching thematic workstreams: Connectivity (Infrastructure & Business Models), Digital Inclusion through citizen approach (accessibility & multilingualism: local services and contents in local languages based on local needs and resources) and Capacity Development (technical skills training), with attention to the highlighted goals and proposed outcomes.

Goals

- Tackle challenges to achieving universal meaningful connectivity and access to the internet, by focusing on urgent areas that need multi stakeholder attention
- Document good practices and case studies of experiences that can inform concrete actions and interventions to advance universal meaningful access
- Facilitate collaboration, partnership and networking among actors from all stakeholder groups concerned with this topic, including those involved with the Global Digital Compact and Digital Cooperation efforts

Focus Areas (building upon last year’s work)

- Connectivity (infrastructure and business models, analysed within the framework of the Roadmap for Digital Cooperation)
- Digital Inclusion (accessibility and multilingualism), with special attention to local contents in local languages, helping the digital transition of existing experiences
- Capacity Development (technical skills training)

Methodology

As stated in IGF 2021 messages, the PNMA efforts are not directed at “producing a unique definition, but [aim] to identify, map and understand the properties that those in the field identified as key”¹ to meaningful access. Starting from the previous database of stories and case studies collected throughout the last year, the PNMA MWG can shed light on the reasons why known, effective policy solutions currently lack scaling in their implementation. The work plan aims to analyse the above mentioned focus areas by asking the following questions:

- What has been done so far? Analyse gaps in policy
- How to improve affordability, meaningful connectivity, and the social elements that support meaningful access?
- What is connectivity used for? How to reinforce those usages that could produce positive social and economic impact ?
- How to improve the use and quality of connectivity to support civic engagement?
- What (national, regional) impact does connectivity have?
- How could digital inclusion be strengthened through the prioritization of local contents and services?
- Do capacity development efforts take intersectionality into account?

The PNMA is especially interested in gathering successful cases of good practices on multilingualism/content in local language; these can be newly established or ongoing, prior to the IGF 2021. The PNMA community plays an important role in highlighting these initiatives and bringing attention to creative solutions derived from marginalised groups.

Planned outputs

Since 2021 was PNMA's inception filled with preparation and networking activities, 2022 will be the year in which we make public an informative and action-oriented report, one that could move the needle for policy implementation by outlining how the different stakeholders involved can work together to achieve concrete steps towards our goals.

Additionally, the existence of this policy network is only possible due to commitment of different actors in building bridges across the IGF community and the internet governance work in general. Hence, outreach and engagement activities will be promoted continuously, aiming at strengthening the connections and the common agenda of the PNMA.

Creating a repository of positive and successful experiences where meaningful connectivity has produced impacts on the internet experience, and where users' experience has been improved into citizens' experience.

¹ IGF 2021 Report, p 45. Available at https://intgovforum.org/en/filedepot_download/223/20706

Proposed report structure

- Introduction
 - The PNMA
 - Objectives
 - Goals
- Focus Areas
 - Connectivity
 - Infrastructure and business models: diagnosis (with special attention to what could enhance consumers experience into citizens experience)
 - Policy recommendations; sustainability and affordability
 - Policy implementation
 - Case studies and Repository of existing best practices
 - Digital inclusion
 - Accessibility and multilingualism: diagnosis
 - Policy recommendations; sustainability and affordability
 - Policy implementation
 - Case studies and Repository of existing best practices
 - Capacity development
 - Technical skills training: diagnosis
 - Policy recommendations; sustainability and affordability
 - Policy implementation
 - Case studies and Repository of existing best practices
- Looking ahead
 - Actionable steps
 - Driving impact
 - Connecting the dots
 - IGF community
 - Roadmap for Digital Cooperation
 - GDC
- Final considerations

Proposed timeline

The timeline is open to receiving suggestions of events and outreach opportunities connected to the PNMA focus areas

***milestones**

<i>DATE / DEADLINE</i>	<i>EVENT</i>	<i>TOPIC</i>
May 2022	PNMA Call II	<ul style="list-style-type: none"> ● Discussion on PNMA scope for 2022 ● Confirmation of co-chairs
06 – 08 July 2022	2 nd Open Consultations and MAG meeting	<ul style="list-style-type: none"> ● Report on PNMA activities
Jun - Jul 2022	PNMA admin work	<ul style="list-style-type: none"> ● Define ways of working with consultant ● Build work plan ● Work plan approval by co-chairs ● Confirmation of serving capacity of MWG members in 2022
End July 2022	PNMA Call III	<ul style="list-style-type: none"> ● Presentation and approval of work plan ● Set up meetings calendar and estimated dedication to MWG ● Interactions with GDC ? ● Launch of the search for best practices and case studies (Open Consultation)
30 July 2022*	IGF Report on Methodology	<ul style="list-style-type: none"> ● Gather information on the subject of PNMA, in line with the discussed work methodologies / submit to IGF Secretariat
End August 2022	PNMA Call	<ul style="list-style-type: none"> ● Fortnightly / monthly meetings with MWG to draft output document ● Discussions on IGF main session ● PNMA engagement (including NRI initiatives) ● PNMA contribution to the GDC online consultation
End September 2022	PNMA Call	<ul style="list-style-type: none"> ● Fortnightly / monthly meetings with MWG to draft output document ● (Mid-September) Deadline Open Consultation on best practices and case studies

		<ul style="list-style-type: none"> • Discussions on IGF main session • PNMA engagement (including NRI initiatives) • Submission PNMA contribution to GDC
Mid-October 2022	PNMA Call	<ul style="list-style-type: none"> • Fortnightly / monthly meetings with MWG to draft output document • Discussions on IGF main session • PNMA engagement (including NRI initiatives)
21 October 2022*	2022 Output Report (draft)	<ul style="list-style-type: none"> • Prepare the substantive output report for the PNMA / submit to IGF Secretariat (draft version)
End October 2022 (post draft submission)	Open Consultation on 2022 Output Report (draft)	<ul style="list-style-type: none"> • Invite and engage the wider community, including members of MAG, members of the PNs, NRIs, BPFs and DCs, to comment on the draft output reports and incorporate comments into a revised paper.
11 November 2022*	Close Consultation on 2022 Output Report (draft)	<ul style="list-style-type: none"> • Collate comments and incorporate them into a revised paper.
18 November 2022	PNMA Call	<ul style="list-style-type: none"> • Community presentation of draft outcome document post-consultation feedback/ can also be a written reporting on the 2022 activities • Discussions on IGF main session
24 November 2022*	2022 Output Report (final)	<ul style="list-style-type: none"> • Submit to IGF Secretariat the adjusted draft outcome document and compile the final draft that will be presented at the annual meeting.
02 December 2022*	Delivery of IGF 2022 Key Messages	

09 December 2022*	Production of executive summaries for IGF 2022 Report	
Between 12-16 December 2022	PNMA Call	<ul style="list-style-type: none">● Closing PNMA Call of the year● Recap of work activities and 2022 IGF● Challenges and feedback
20 December 2022*	Summarise IGF 2022 discussions and adjust outputs, if necessary	

Reference documents:

[2022 PNMA Proposal](#)

[PNMA Brief](#)

[PNMA - Summary of the contributions and inputs received](#)

[IGF 2021 Report](#)