Croatian IGF 2016 - Final report

Table of contents

Why CRO-IGF?

In 1991 the Croatian Academic and Research Network (CARNet) was established and the year later it was connected to the Internet. It was the only Croatian Internet connection to the world at that time. Many years passed and today there are many providers of the Internet access service in Croatia and one can say that Internet works just fine in this part of the world. However, the interest among the Croatian stakeholders in the Internet Governance as such had generally been rather low. The Republic of Croatia decided to have a representative at GAC of the ICANN as late as 2013 when the global interest in the Internet Governance raised the awareness of the need of participation in the European and global efforts on preserving a well-functioning, open and free Internet. It became clear that an open dialogue at the national level on the topics of Internet Governance was also needed. The idea of establishing a suitable platform for open and inclusive discussions first emerged within the circles of academia and the government. The industry and the civil society soon joined in. The first national forum on the Internet Governance, the very first CRO-IGF took place in Zagreb on 6 May 2015 at the Faculty of Electrical Engineering and Computing University of Zagreb. The report from the first CRO-IGF is available here: http://www.intgovforum.org/cms/documents/igf-initiatives/igf-regional-and-national-initiatives/igf-regional-and-national-initiatives-2015-1/504-croatia-igf2015-report-1

CRO-IGF 2016 preparatory process

The preparatory process for the 2016 event started as early as December 2015. The Organising Committee established a plan of activities to be performed before the planned forum in June 2016. By end of March, the topics for the 2016 event were selected by the Committee members. The Organising Committee also concluded that for the 2017 event a more open process for the selection of topics would be set, in which all the public would be able to propose and if possible vote on the collected proposals. For this year's event four topics were chosen:

1. Human Rights on the Internet
2. Open Data
3. Network Neutrality
4. Domains Disputes Resolutions

From March to May 2016, the stakeholders represented in the Committee worked on the content and the format of the sessions for the selected topics. In May this year, about 170 invitations were sent to representatives of all stakeholder groups.

Organising Committee of the CRO-IGF 2016:

Academia:	Private sector/Industry:
Dražen Dragičević, Faculty of Law in Zagreb Ognjen Dobrijević, Faculty of Electrical Engineering and Computing, Zagreb	Adrian Ježina, HUP (Croatian Employers' Association) Milan Živković, Ericsson Nikola Tesla
Government:	**Internet users/Civil Society:**
Leda Lepri, Ministry of Public Administration Krešo Antonović, Ministry of Maritime Affairs, Transport and Infrastructure Nataša Glavor, CARNet Velimir Švedek, HAKOM Zdravko Jukić, Croatian GAC representative	Kristijan Zimmer, HROpen

Members of the Organising Committee:

mr. sc. Leda Lepri, Head of State Administration Modernisation and Informatisation Sector at the Ministry of Public Administration

Krešo Antonović, Director, Directorate for Electronic Communications and Postal Services at the Ministry of Maritime Affairs, Transport and Infrastructure

Nataša Glavor, Public Administration Project Coordinator at CARNet, Croatian Representative at GAC (ICANN)

Professor Dražen Dragičević, Ph. D., Faculty of Law, University of Zagreb

Assistant Professor Ognjen Dobrijević, Ph. D., Faculty of Electrical Engineering and Computing, University of Zagreb

Adrian Ježina, Board Member at VIPnet, President of the ICT Association at Croatian Employers' Association

mr. sc. Milan Živković, Director, Strategy and Business Development, Ericsson Nikola Tesla, Zagreb

Kristijan Zimmer, President of the HROpen Association

Velimir Švedek, Deputy Networks Department Manager, Croatian Regulatory Authority for Network Industries (HAKOM)

Zdravko Jukić, Council Member at HAKOM and Croatian GAC Representative

More information on the institutions having representatives in the OC:

Ministry of Public Administration	https://uprava.gov.hr/
Ministry of Maritime Affairs, Transport and Infrastructure	http://www.mppi.hr/
CARNet – Croatian Academic and Research Network	http://www.carnet.hr/
Faculty of Law, University of Zagreb	https://www.pravo.unizg.hr/en/
Faculty of Electrical Engineering and Computing, University of Zagreb	https://www.fer.unizg.hr/en
Croatian Employers' Association	http://www.hup.hr/en/
Ericsson Nikola Tesla	http://www.ericsson.hr/homepage
HROpen Association	http://www.open.hr/
Croatian Regulatory Authority for Network Industries (HAKOM)	www.hakom.hr

A CRO-IGF webpage was established at the following link: http://www.carnet.hr/carnet_events/cro_igf

A contact e-mail address for the CRO-IGF community: cro-igf@carnet.hr

CRO-IGF 2016 Agenda

The second Croatian IGF took place in Opatija, on 1 June 2016 at Grand Hotel Adriatic as a part of the larger technology conference called MIPRO (www.mipro.hr). It was a one-day event and the agenda was as follows:

The moderator of the whole event was Mr Krešo Antonović from the Ministry of Maritime Affairs, Transport and Infrastructure

The moderator invited representatives of the CRO-IGF Organising Committee and the guests from ICANN to address the audience.

Ms Nataša Glavor setting the scope of the event in her welcome address.

Mr Zdravko Jukić welcoming the participants on behalf of the CRO-IGF Organising Committee.

Mr Andrea Beccalli speaking at the CRO-IGF about new developments in the Internet Governance at the global level.

Ms Lousewies Van Der Laan gave in her welcome address an interesting perspective on the Internet Governance as a governance that is a bit different from the usual governance and politics.

After short welcome addresses from the representatives of the CRO-IGF Organising Committee Ms Nataša Glavor and Mr Zdravko Jukić, and the guests from ICANN, Ms Lousewies Van Der Laan, ICANN Board Member and Mr Andrea Becalli, ICANN Engagement Manager, the Forum started with the session on the Human Rights on the Internet following with the sessions on Open Data, Network Neutrality and Domain Disputes Resolutions.

Human Rights on the Internet/Protection of Children on the Internet

People:
- Introductory presentation:
- dr. sc. Ivana Milas Klarić (Ombudsman for Children)
- Panellists:
  - dr. sc. Ivana Milas Klarić (Ombudsman for Children)
  - Marijana Žunić (Ministry of the Interior)
  - doc. dr. sc. Marko Jurić (Assistant Professor at the Faculty of Law, University of Zagreb)
  - Domen Savič (Civil society, Drzavljan D, Slovenia)
- Moderator:
  - Krešo Antonović, Director, Directorate for Electronic Communications and Postal Services at the Ministry of Maritime Affairs, Transport and Infrastructure

Topics:
- What are the risks on-line?
- Are threats on-line more severe than those off-line?
- How to protect children on-line?
- What is the best way to systematically address the problem?
- What is the situation in Croatia with respect to protection of children?

Introductory presentation and the panel

The introductory presentation was given by Dr Milas Klarić, the Ombudsman for Children. Internet is the most important medium of today and comes in all spheres of life. Dr Milas Klarić gave an overview of the activities related to the protection of children in Croatia. She stressed that it is very important to find the balance between the protection and the right to access useful information on the Internet. Government must be cautious not to overprotect, i.e. not to censor the Internet.

In the panel discussion that followed, Ms Žunić from the Ministry of the Interior shared the experiences that she and her colleagues face in their daily work. Mr Domen Savič from Slovenia talked about the importance of the inclusion of the civil society and all the stakeholders into the subject. Each stakeholder has a legitimate interest and has to have a say in the discussion. What about human rights on the Internet? Are they somewhat different from human rights outside the Internet? What are the dangers from the Internet and how to protect those most vulnerable segments of society, especially children? All of these topics were addressed by the panel. The panel tried to determine whether there are any outstanding issues and what can be improved at the national level and beyond. The audience became very active and there were several interventions and questions, especially about the protection of the smallest children who face the on-line world already in kindergarten. One of the ideas that received a broad support was about the educational programmes targeting parents and teachers who are seen as the most appropriate mediators in child protection when it comes to on-line threats. One more idea got support – to include media literacy education into national programmes. When it comes to hate speech, as pointed out by Dr Jurić, it is very important to follow European Court decisions in order to have a unified approach to this issue in all EU Member States.

Most important ideas delivered at the panel:

- All, including children, have the right to access information on the Internet
- There are risks on the Internet, children need to be protected
- All stakeholders need to be included into the discussion on the on-line human rights
- Educational and informational programmes are needed for all groups of population
- Media literacy as a broader subject is very important

HR Panel at CRO-IGF 2016 with Domen Savič, Marko Jurić, Ivana Milas Klarić, Marijana Žunić and Krešo Antonović as the moderator.

Open Data in the Public Administration

People:
- Introductory presentation:
  - dr. sc. Anamarija Musa (Information Commissioner)
- Panellists:
  - dr. sc. Anamarija Musa (Information Commissioner)
  - mr. sc. Leda Lepri (Head of State Administration Modernisation and Informatisation Sector at the Ministry of Public Administration)
  - Jelena Jurišić (Manager EP e-business solutions ICT for Industry & Society at Ericsson Nikola Tesla)
  - Kristijan Zimmer (Representative, HrOpen - Croatian Society for Open Systems and Internet)
  - prof. dr. sc. Vjeran Strahonja (Faculty of Organization and Informatics)
- Moderator:
  - Krešo Antonović, Director, Directorate for Electronic Communications and Postal Services at the Ministry of Maritime Affairs, Transport and Infrastructure

Topics:
- What is open data?
- Why and how to re-use data?
- How is re-use of data regulated?
- What is the situation in Croatia with respect to re-use of public data?

Introductory presentation and the panel

The introductory presentation was given by Dr Musa, the Information Commissioner. The Commissioner showed how the re-use of the public sector information is regulated, as well as the identified benefits when re-using such data. The legal framework was briefly presented, as well as possible ways of re-using the public information – why and how the data should be re-used and how an interested party could ask for a new data to be opened and made available.

Information Commissioner giving introductory presentation at CRO-IGF panel on Open data.

Five-star system of information gradation was also presented. Croatian portal of the Open data http://data.gov.hr exists since 2015 and it contains 247 collections of data so far. It is also connected to the European open data portal at http://www.europeandataportal.eu/

Possibilities to develop applications are limitless, as one could conclude when looking at the experience from other European countries. What are the challenges with respect to re-use of the Open data of the public sector in Croatia? Some other important observations were given by the Commissioner, for example the problem of "data hugging" and the panel put up some good ideas on the table for each participant to take home and see what could further be done on the different instances where decisions should be taken. Ms Leda Lepri from the Ministry of Public Administration stressed the commitment of the Croatian Government to work on the publication of the data that can be re-used for the benefit of the citizens. The representative from the industry, Ms Jurišić said that the private sector is very much interested in re-using the data and presenting it as information with an additional value to the public. They definitely see their interest in this. Academic community, according to professor Strahonja sees great opportunity in cooperation with the public and private sectors in various projects where academic research results could be of mutual interest. Mr Zimmer, representing the civil society and the Internet users, asked the audience what would be the most critical issues for them. No response indicated that one of the thesis from the Commissioner's presentation on the need to promote the right to access the open data was justified and that we all need to work on it.

Open data panel with Vjeran Strahonja, Kristijan Zimmer, Anamarija Musa, Leda Lepri, Jelena Jurišić and Krešo Antonović as the moderator.

Most important ideas discussed:

- Re-use of data is good both economically and socially as it allows citizens to take active part
- All parties need to be better educated and informed about the benefits when re-using public data
- The more data is publicly available and ready to be re-used, the more it is correct, as users would react and correct the identified faults
- Interested parties need to know they can ask for new data sets to become available
- Real-time data is especially useful for the industry and the creation of new applications and uses

Network Neutrality

People:
- Introductory presentation:
    - Zdravko Jukić (Council Member at HAKOM and Croatian GAC Representative)
- Panellists:
    - mr. sc. Milan Živković (Director, Strategy and Business Development, Ericsson Nikola Tesla)
    - Igor Barlek (Director of Regulatory Affairs and Interconnection and Procurator at VIPnet Ltd.)
    - Kristijan Zimmer (Representative, HrOpen - Croatian Society for Open Systems and Internet)
    - Zdravko Jukić (Council Member at HAKOM, Croatian GAC Representative)
- Moderator:
    - Krešo Antonović, Director, Directorate for Electronic Communications and Postal Services at the Ministry of Maritime Affairs, Transport and Infrastructure

Topics:
- Why is net neutrality important?
- How to protect net neutrality?
- What are the specialised services?
- Will the new TSM Regulation protect the net neutrality in Europe?
- What role will national regulatory bodies have in implementation of the TSM Regulation?

Introductory presentation and the panel

The introductory presentation was given by Mr Zdravko Jukić, Council Member at HAKOM, Croatian national regulatory authority for network industries. In the presentation it was shown why network neutrality matters and what characteristics of the Internet that we know today are important and worth preserving. In the first place, it is Internet as a platform for innovation without permission and secondly as a platform for universal connectivity. Further on, some possible approaches to the network neutrality regulation were briefly given, such as the dilemma between stricter traffic management regulation and principle-based regulation. TSM Regulation represents in the view of the presenter a good example of well balanced, principle based act that allows tailor made application of remedies only when the market itself could not regulate the net neutrality problems.

In the panel discussion the representatives from the industry, Mr Živković and Mr Barlek stressed the importance of allowing the development of the specialised services. Mr Barlek pointed out that operators in Croatia, thanks to regulation by HAKOM, offer a high level of transparency when it comes to Internet access service and the access speed. It was also stated that mobile networks are different when it comes to guarantee of the speed, because of the technological and physical constraints. We seem to have a more fundamental problem in Croatia, and that is the lack of very fast optical networks. We need to see how to create an investment friendly environment. Mr Zimmer, the civil society representative, asked for the protection of the Internet Access Service. From the audience, the participants asked for stricter protection of the net neutrality and indicated the risk of closing the market by the new big OTT players. There were also questions on the IoT in the perspective of network neutrality, i.e. what priority would be assigned to IoT exchange of packets? That would be a new challenge for the regulators around the world, all participants in the panel agreed. General view that less regulation is better than more regulation was supported by the

industry. The regulation interventions should only happen when there is a market failure that market itself cannot correct. It is important not to look at the behaviour of a particular player but at the market in general keeping in mind the state of the competition and the end-user benefits, in particular the possibility of the users to choose the services they want. In this respect, all panellists expect that the new BEREC guidelines for the national regulation authorities on the implementation of the TSM Regulation will be of high importance for the national markets as well as for Europe as a common market. The BEREC guidelines were published and submitted for public consultations on 6 June 2016.

Most important ideas from the panel:

- Open Internet with universal accessibility must be preserved
- Specialised services development should be allowed
- Regulation needs to intervene when there is a market failure
- We need consistent regulation across Europe and preferably also globally
- National regulatory authorities will have a key role in network neutrality issue
- In Croatia we need to promote investments in fast optical networks

Participation

There were 68 participants at the Forum. The participation distribution was rather even among the Government, private sector and academia, while we would need to get more participation from the civil society and Internet users in the future events. The sessions were held in Croatian, except for the presentations given by our guests, Ms Lousewies Van Der Laan, ICANN Board Mamber and Mr Andrea Beccalli, Stakeholder Engagement Manager from ICANN.

Conclusions

Main conclusions of the Forum were that we in Croatia have to further support and develop our national dialogue on the Internet related issues and Internet Governance in particular. An open, inclusive and multi-stakeholder model is seen as a good model for constructive participation.

However, as the Forum was informal, no outcome documents were produced. As after the first Forum last year, it was left to each participant to take home what she/he has heard.

Feedback from the participants

Vjeran Strahonja, University of Zagreb, Faculty of Organization and Informatics, Varaždin:
Openness of data can't be achieved just by good will or political decision. Information systems and public registers should be designed to allow the openness of information. Opening the data is not a one-time campaign, but the publication of open data should be an integral part of business processes. Business can be run just around safe and sustainable open data. The State Information Infrastructure Act created the basic conditions for the openness of data, especially those related to the Government and public sector. Now, the work should continue so that the openness of information becomes the rule, not an exception, wherever possible.

Dušan Caf, Slovenska pobuda za IGF (SLO-IGF), Digitas Institute, Ljubljana, Slovenia:

As a Steering Committee member of the Slovenian IGF I would like to express my appreciation for the work undertaken by the Cro-IGF team. It managed to bring together high profile keynote speakers and panelists that addressed interesting and important Internet Governance related topics.

There were interactive panel discussions alongside active feedback from the audience. All stakeholder groups were represented and actively participated in discussions.

The Cro-IGF events are also attractive for participants from the region as well as for the international community.

Jelena Jurišić, Ericsson Nikola Tesla d.d., Zagreb:
I see this initiative as a great opportunity to discuss, exchange information and share good practices on some of the most important topics regarding Internet governance with community groups, industry leaders, Government representatives and academics. I strongly believe that the "multi-stakeholder model" of this Forum, where participation is open to all on equal footing, is vital for the effective sharing of ideas and concepts that affect such a broad range of stakeholders. My only suggestion for the future is to invest additional effort on marketing this event in order to get even more people involved as the discussions were really very useful.

Zdravko Jukić, Croatian GAC Representative:
Very valuable input from open and inclusive discussions. Government needs to listen to all stakeholders in order to develop a true national position on various internal, regional and global issues.

Special thanks

CRO-IGF annual event was possible due to the positive attitude and the efforts of all organisations represented in the Organising Committee of the CRO-IGF. Thanks to all.

Special thanks for the CRO-IGF 2016 also go to the Information Commissioner, Ombudsman for Children and the Ministry of the Interior.

Special thanks to friends from Slovenia, Bosnia and Hercegovina and Serbia who joined us in this year's event.

Thanks to the MIPRO International Convention and especially to professor Biljanović for the possibility to have the second CRO-IGF organised as one of the MIPRO's events.

Thanks to IGFSA (http://www.igfsa.org/) for their donation that helped covering some logistical expenses of the event.

Thanks to ICANN for their continuous support to the CRO-IGF initiative.

More information and contact

The Croatian multi-stakeholder community can be contacted directly through the following e-mail address: cro-igf@carnet.hr

More information on the CRO-IGF 2016 can also be requested from zdravko.jukic@hakom.hr

Zagreb, 13 June 2016