Inclusion WG

- **Lead facilitators**

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- **Narrative**

    Building on the 2019 Digital Inclusion track this new Inclusion track aims to engage the IG community on the issues, challenges, and solutions for the achievement of an equitable and inclusive Internet.

    Inclusion is about ensuring those with limited or no access to the Internet, such as the unserved and underserved communities, as well as those for which the internet is not accessible due to gender, disability, digital literacy, affordability, or for any other reason, are now included and have equal opportunity to be meaningfully connected to the internet. Inclusion is also about the activities related to the achievement of an inclusive information society, about engaging all stakeholders and ensuring everyone's voice is heard and treated equally in the decision-making processes and ensuring that everyone has the right access, skills, and motivations to reap the social benefits of going online and participate in the digital economy.

    Inclusion is a key contributor towards a stronger economy and enhanced economic development through shared wealth, shared employment, and equal opportunity for all, and is an enabler towards the fulfillment of the UN's 2030 Agenda for Sustainable Development.

- **Draft policy questions (to be reduced to four or five)**

    -- What factors should be considered when seeking to understand and tackle affordability issues, and how might improvements be made?

-- Within the evolving Digital Economy, how can we get the most contribution from the different actors of the Internet Ecosystem, particularly strong players, in order to tackle Internet Affordability without closing opportunity for different business models and preserving Internet openness?

-- How can we better utilize primary and secondary schools and tertiary educational facilities to promote and to deliver on digital literacy to their communities and should digital literacy be the fourth pillar of education, alongside reading, writing and maths?

-- 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 and whose responsibility is it?

-- What strategies could be developed to promote (better) Internet access for women and girls, older people, people living with disabilities, refugees and other disadvantaged groups?

-- 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 available to all and that the global south is equipped to participate on an equal footing?

-- How do we manage the social inclusion within the community affected with technology, as the ICT could bring the change in their social relation?

-- How do we manage ICT implementation ensuring social inclusion and preventing disruptions in the life of communities that may harm their social convenience, or increase previously existent inequality gaps?

- **Initial list of related issues**

    - Access; (Basic and non-basic)
    - Accessibility
    - Availability
    - Affordability; (Pricing/Business models of Internet Services)
    - Infrastructure; (Adjacent systems)
    - Digital Literacy (Education)
    - Digital Divide; (age, gender, disability and geographic)
    - Outreach
    - Poverty Eradication
    - Economic Development
    - Emerging Technologies
    - Social Inclusion;

- ○ Multilingual; (e.g local content development, Universal Acceptance)
- ○ Meaningful Connectivity
- ○ Design for Inclusion; and
- ○ Community Networks (leaving no one behind)

- **Possible sub-themes**

  - Local content & language diversity

  - Availability, Affordability & Access of Infrastructure

  - Design & Policy for Social Inclusion

  - Digital Literacy & Digital security capacity building (education).

  - Future of work

  - Sustainable business models

Associated Sustainable Development Goals (SDGs): 1, 3, 4, 5, 7, 8, 9, 10, 11, 12, 16