IGF 2016 Workshop Report Template

Session Title	Internet for All: Improving Global and Regional Coordination
Date	8th December 2016
Time	1230 - 1330
Session Organizer	World Economic Forum co hosted by Alliance for Affordable Internet, Global Connect, ICANN, IEEE, ISOC, ITU, People Centered Internet, UNESCO, and the World Bank
Chair/Moderator	Alex Wong, World Economic Forum
Rapporteur/Notetaker	N/A
List of Speakers and their institutional affiliations	• Alex Wong, World Economic Forum • Doreen Bogdan-Martin, ITU • Michael Kende, ISOC • Christopher Yoo, University of Pennsylvania • Sarah Wynn-Williams, Facebook • Raul Echeberria , ISOC • Indrajit Banerjee, UNESCO • Karen McCabe, IEEE • Manu Bhardwaj, Global Connect • Nanjira Sambuli, Alliance for Affordable Internet • Vint Cerf, People Centered Internet
Key Issues raised (1 sentence per issue):	• The offline population is mainly in Asia Pacific and Africa and disproportionately female. • Continuing business as usual will result in missing the 1.5 billion target of new internet users by 500 million. • Decision makers, whether it's companies, civil society, governments, don't have the data needed to make decisions on new policies, investments, choices, new initiatives. • Defining internet access clearly is important, in terms of capacity, in terms of content, in terms of accessibility for all kinds of people including persons with disabilities. • Local communities need to be included in collaboration and coordination efforts amongst stakeholders • Countries aren't benefitting from discussions with the multilateral development banks, finance ministers and the technical communities. • One of the challenges is to explore how emerging technology such as artificial intelligence to improve data collection and quality
If there were presentations during the session, please provide a 1-paragraph summary for each Presentation	Doreen-Bogdan Martin, ITU Most of the offline population lives in Asia Pacific and Africa. The offline population is disproportionately female. 58% female of the 3.9 billion that remain unconnected, 60% of them live in rural areas, and 60% have a GNI per capita of less than $6,500 per year. Our analysis shows that if we continue doing business as usual, that by 2020, we will not reach the additional 1.5 billion. We will come up some 500 million short. While many of these challenges may seem

daunting, we really do believe that by bringing everyone together in the true spirit of multi-stakeholders, that we can overcome this.

Michael Kende, ISOC
Decision makers, whether it's companies, civil society, governments, don't have the data needed to make decisions on new policies, investments, choices, new initiatives. A lot of this data is available with governments, civil society and others. The first step is to collaborate, pool the data, anonymize it. In developed countries, there is data on traffic flow, pricing, all of this data, they anonymize, and set it back for a fee. One thing would be to have a platform to gather similar data so governments can see if policies on new cables are working, company could see if they should be doing it. And then the second step is to identify gaps in the data through surveys of non‑users. Brazil has fantastic time series surveys going back ten or eleven years of why people are not going online. The second step would be to collaborate, identify these gaps. It will take some resources, but pooling together, that would be a great way to help fill this data divide and help to increase internet inclusion.

Christopher Yoo, University of Pennsylvania
Measurement changes the behavior regardless of whether you change the reward structure or not. We have different metrics for cost and people connected which are relatively easy. For outcomes, we're talking about the frontiers of social science. We all know that standardized testing, like any instrument, has limitations. We have to measure something. All measurements have their limitations, but it's a question of trying to validate this and understand them. Collection encourages us to be deductionists. It makes us want to attribute causation when it's not always possible. We have to make sure that we learn how to use the data. The other issue is variation that exists within data sets.

Sarah Wynn-Williams, Facebook
Facebook is very much a data‑ driven company, and it was through analyzing connectivity that we realized there were four very key barriers to improving connectivity: Availability, affordability, relevance, and readiness. One issue is availability data around infrastructure, connectivity infrastructure, specifically. Since the global financial crisis, more than half the G20 countries have cut investment in infrastructure. Another exciting issue is using artificial intelligence in relation to data gathering. At Facebook, one of the initiatives that we're progressing is around using AI to get great data on population and to map that back to connectivity. So one of the challenges is to think about how can we be using emerging technology to improve data?

Raul Echeberria , ISOC
Local relevant content is not very complicated because this is something that all the governments should be working on. We see

that in the work that we are doing in India, for example, with community networks, that we empower the communities. We empower the community and how to use the internet for improving their lives and increasing incomes. We also work on interconnection which is keeping the traffic local when it is possible. It has an impact on cost and also an impact on the experience of the people.

Indrajit Banerjee, UNESCO
Defining internet access clearly is important, in terms of capacity, in terms of content, in terms of accessibility for all kinds of people including persons with disabilities. A crucial issue in the quest for providing access is the question of value. A strong value proposition, results in uptick of innovation. I can give you the example of India, for example. Mobile phones, I think we are touching 900 million subscribers now. Language seems to be a major barrier to access. So local language, local relevant content are extremely critical obstacles to our quest for access to information and knowledge. To highlight the problem of languages online, more than half of the world's 6,000 or so existing languages, official languages are likely or most certainly disappear by the end of the century. And on the other hand, 10 of the most important languages online have 84% of the content.

Karen McCabe, IEEE
Collaboration and coordination has to happen amongst multi-stakeholders including local communities. Forums like this are critical to ensure that this collaboration occurs. From the community perspective, I think keeping the human centered focus on it as well. We share a lot of information and success stories. We can learn from those lessons learned from those. In order to build the value of the internet, so people feel or want to join and get on the internet to do good things beyond access, there needs to be an element of trust. Local communities are really critical to human centered and ethical approach for the Internet. Local communities know what's going to work, what its pain points are, what its aspirations are.

Manu Bhardwaj, Global Connect
Through the global connect initiative, it is apparent that many important stakeholders are missing from the conversation. Countries simply aren't benefitting from discussions with the multilateral development banks, finance ministers and the technical communities. How can we raise the visibility of activities to a higher political dimension? For example a mapping exercise of roles and responsibilities and how people can contribute and help a governments. What can we do as thought leaders to help these countries with policy guidance or whatever it's going to take? We have made significant progress in creating a platform that is more representative of the internet community. We need to be very action-oriented to ensure that progress is achieved.

	Vint Cerf, People Centered Internet Raising four important points in the closing remarks. First, the internet has a almost biological characteristic. It's made up of a lot of parts, lives in an environment that keeps changing, and the way that organisms survive is that they adopt to changing conditions. This very biological kind of mode works extremely well. Therefore to increase internet penetration, top down approaches are less effective, generally, than making sure you have enabled and empowered people who are motivated to go build pieces of internet and find places to connect to. Secondly, it is important to consider "readiness" of new internet users to connect to the Internet. If we want another 3 billion people to be connected to the internet, we have to ask for each of them, are you ready to be connected? Readiness in all of its dimensions, financial and educational and everything else are very important. Thirdly, what we need is for the right stakeholders, a critical mass of stakeholders, to be working together to accomplish the objective of connecting new user. Lastly, it is important to consider people‑centered internetworking. The most important metric we have is, did we make anyone's life better when we took the actions that we took?
Please describe the Discussions that took place during the workshop session: (3 paragraphs)	N/A
Please describe any Participant suggestions regarding the way forward/ potential next steps /key takeaways: (3 paragraphs)	• The challenge of connecting the next 1.5 billion can be overcome by bringing everyone together in the true spirit of multi-stakeholder collaboration. • Increasing access to data will require organizations to collaborate, pool data and make it anonymous. • Surveying non-users is important in understanding the key barriers to internet access in a country. • Local language, local relevant content are extremely critical obstacles to our quest for access to information and knowledge. • Local communities are critical to human centered and ethical approach for the Internet. Local communities are knowledgeable about barriers to internet acces, what approaches will work, and the aspirations. • Being action-oriented is essential to ensure that progress in increasing internet access for the unconnected is achieved. • It is important to consider "readiness" of new internet users to connect to the Internet. Readiness in all of its dimensions, financial and educational and everything else are very important. • It is important to consider the benefits for the internet end-user both social and economic benefits. • We need to have both a top down (global coordination) and

	bottom up (local community driven) approach if we are to address this challenge