FINAL REPORT IGF GUATEMALA JULY 2017

Forward

During LACIGF2016 which was held in San José, Costa Rica, a group of Guatemalans who were attending decided to organize the first national IGF for Guatemala. In August of 2016, DEMOS Institute invited several organizations and institutions to an initial meeting to discuss any national interest in organizing the first national IGF in Guatemala. This meeting was attended by all members of the Board of Directors of the Guatemalan Chapter of the Internet Society, along with representatives from UNESCO, the Presidential Commission for Human Rights (COPREDEH), the Superintendency of Telecommunications (SIT), and the National Secretariat for Science and Technology (SENACYT). The matter was widely discussed and initial agreements were sought to begin working on the organization of the forum.

During the rest of 2016, several more meetings to seek the creation of the Organizing Committee under the multi-stakeholder model and to determine the ideal national organizations that would make up said committee. Several agreements were reached amongst representatives of Government, Private sector, Academy and Human Rights institutions.

In February of 2017, ISOC Guatemala, sent out invitations to several institutions and organizations requesting their participation in the organization of the IGF and the appointment of their official representatives.

The resulting Organizing Committee was as follows:

Entity	Delegate	Name
COPREDEH	representative	Estefanía Román Rodríguez
UNESCO	representative	Juan Fernando Zucchini
UNESCO	Alternate	Leticia Sanic
Youth Observatory	representative	Sara Fratti
RAGIE	representative	Mayra Corado
RAGIE	Alternate	Jaime Cabrera Letona
CIG	representative	María Mercedes Zaghi
DEMOS	representative	Anabella Rivera
DEMOS	Alternate	Wifredo Gonzalez Gaitan
ISOC - GT	representative	Luis Furlan
ISOC - GT	Alternate	Fred Clark
SIT	representative	Ingrid García
SIT	Alternate	Raul Solares
Gremial de Tecnología e Innovación (CIG)	representative	Juan Carlos Márquez
Gremial de Tecnología e Innovación (CIG)	Alternate	Josué Cano
SOFEX (AGEXPORT)	representative	Jorge Mario Godoy
SOFEX (AGEXPORT)	Alternate	Edgar Santos

COPREDEH – Presidential Commission for Human Rights
UNESCO
YOUTH OBSERVATORY
CIG – Guatemalan Chamber of Industry
RAGIE – Guatemalan National Research and Education Network
DEMOS – Central American Institute for Studies in Social Democracy

ISOC GT - Guatemala Chapter of the Internet Society
SIT - Superintendency of Telecommunications
CIG - Technology and Innovation Group
SOFEX de AGEXPORT – Commission of Software Exporting Businesses

Organizadores del #IGFGuatemala 2017

El evento en Guatemala está siendo organizado por un comité académico que incluye a las siguientes organizaciones:

Institutions of the Organizing Committee

The objectives of the Forum were clearly defined:

- Increase awareness, develop capacity and promote a better understanding of matters relating to the Internet Governance amongst the multi-stakeholders in Guatemala
- Facilitate the discussion and exchange of ideas and opinions between the multi-stakeholders
- Promote collaboration between the multi-stakeholders in Guatemala
- Present the community points of view of the global IGF agenda to different events when and where they may be needed and relevant.

The Organizing Committee held its first meeting during the first week of April, 2017 launching the planning activities of the Forum.
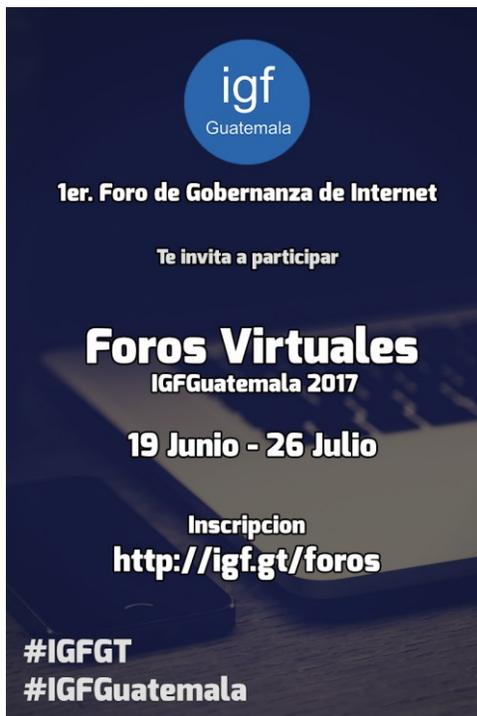
Planning of the event

The Organizing Committee decided to hold face to face and virtual meetings every 15 days and shift to weekly meetings as the date of the event was approached. A total of 14 follow up meetings were held to reach agreements and define the themes of the Forum. Meeting notes were drawn up for each session with the highlights and agreements reached. Communication between members of the Organizing Committee was done through an e-mail list and the use of the Whatsapp application.

A web site, www.igf.gt, was created by a group of volunteers and a virtual forum was started on that site. The themes to be discussed on the forum were widely discussed and agreed upon during the work sessions. Moderators were assigned to each one of the discussions. The virtual forums carried out touched upon the following:

- Internet Accessibility
- Open Government
- Cybersecurity
- Network Neutrality
- Digital Economy
- Internet Exchange Point (IXP)
- High Bandwidth: Opportunities for Guatemala

These forums began in June of 2017. A large participation and ample discussion was attained in all of the themes. The Organizing Committee was charged with promoting the importance and access to the forums in order to attain greater participation of diverse society players.

Invitation to the virtual forums

To cover the event's expenses, the Guatemalan Chapter of the Internet Society requested funding from the Internet Society and the IGF Supporting Association. Grants of USD 3,500 and 2,000 were respectively obtained.

Several contributions in kind were received from different sources:

- Donation of services for the development of the www.igf.gt site
- Graphical Design for different items such as invitations, web site and invitations to the virtual forums
- Donation of the igf.gt domain name
- Loans of different equipment such as projectors, computers and streaming equipment
- Loan of equipment to carry out an automated registry of participants and printing of name badges
- Donation of food and drinks for several of the Organizing Committee's meetings
- Procurement of different venues for the Organizing Committee's meetings
- Donation of additional internet bandwidth for the event

For the venue of the event, many sites were evaluated such as Universities, commercial sites, hotels and others. Different aspects were considered such as budget, duration of the event, number of available spaces (rooms), distance to the venue, parking facilities, Internet service, food, number of participants, and others. After much reviewing and discussion the decision esa made to have the event at Casa Ariana, a commercial event locale.

Long and diverse discussions were held in order to reach an agreement on the themes to be included in the Forum. An agreement was reached to have a format of plenary sessions and three parallel sessions covering different themes. Several of these were decided upon from the virtual forums that were held previously. It was also agreed that each discussion panel would be coordinated by different institutions. Thus the organization was as follows:

Forum I: Human Rights and the Internet, coordinated by DEMOS, COPREDEH y UNESCO
Forum II: Open Government, Cybersecurity and High Bandwidth, Coordinated by CAMARA DE INDUSTRIA DE Guatemala

Forum III: Internet Exchange Point in Guatemala, coordinated by SIT y RAGIE

The following agenda for the event was agreed upon:

08:00 hrs	Registration and document handout
09:00 hrs	Inauguration ViceMinister of Technology of the Ministry of the Interior – Mr. Gabriel Juárez Lucas Member of the Organizing Committee – Ms. Sara Fratti Superintendent of Telecommunications – Mr. Raul Solares
9:30 hrs	Inaugural Conference The Internet Ecosystem – Mr. Rafael Ibarra, ICANN Director
10:15 hrs	Coffee Break
10:45 hrs	Start of Parallel Sessions
12.45 hrs **a 14:00 hrs**	Lunch– Networking
14:00 hrs	Continuation of Parallel Sessions
16:00 hrs	Closing of Parallel Sessions for conclusions and recommendations of the Digital Manifesto
16:30 hrs	Closing of the event by Mr. Cesar Díaz, LACNIC Presentation of conclusions and recommendations of the Digital Manifesto

The contents of the Forums were as follows:

Forum I: Human Rights and the Internet

Theme: Human Rights and the Internet
Anabella Rivera -DEMOS

Theme: Perspective of Guatemalan youth on the Internet as a tool for citizen participation
Andrea Ixíu

Theme: ICT as a platform for Development
Kemly Camacho –SULÁ BATZÚ (Costa Rica)

Theme: Freedom of Expression and the Internet
Carlos Cortes CIDH (Colombia)

Theme: Guatemala: ICT and Human Rights
Victor Hugo Godoy COPREDEH

Theme: International and UNESCO Principles on the Internet as an instrument for the development and building of knowledge
Julio Carranza
Director and representative of UNESCO in Guatemala

Forum II: Open Government, Cybersecurity and High Bandwidth

Theme: Open Government
Jorge Lopez Bachiller
Skarlette Anthone
Diego de Leon

Theme: Cybersecurity
Pablo Barrera
Jhoany Reyes
Armando Monzon
Oscar Acevedo
Oscar Perez
Jose Quintanilla

Theme: Cybercrime
Erick Reyes y Francisco Contreras
Alejandro Maldonado

Forum III: Internet Exchange Point in Guatemala

Theme: Internet Exchange Point in Guatemala
Raúl Solares, Superintendent of Telecommunications

Theme: The importance of LACIGF, Participation of the ecosystem and local Internet Exchange Point
César Díaz, Leader of Strategic Relations and Telecommunications at LACNIC

Ms. Sara Fratti was appointed as Coordinator of the Guatemalan IGF and it was agreed that the responsibilities of that coordination were as follows:

-   Deliver the opening and closing messages
-   Be the spokesperson of the IGF with the press and other media
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A virtual registry of participants was created and we had an initial interest of close to 400 persons.

Each forum was designated a narrator, or spokesperson, who would be in charge of recording the main topics that were discussed.

The following "hashtag" was created to be used in social media:

#IGFGuatemela

The Event

The event took place on the 27th of July at Casa Ariana, with the participation of two hundred registered people.   A list of the participants can be found in the Annex section,

A group of 30 volunteers was recruited to coordinate and help with diverse matters such as the registration of participants, the use of rooms and resources, lunch and coffee break, photography, and with the personnel of Casa Ariana.

The event was broadcast through video streaming both of the plenary sessions as well as the forums.

The conclusions arrived at in the forums, were as follows:

Conclusions of Forum I: Human Rights and the Internet

A video was shown of Mr. Frank La Rue with a message on a multi-sector dialog if public policies of the access and handling of the internet, the problems of connectivity, incitation to terrorism and cybercrime but also positive aspects such access to on-line books in line with the freedom of expression that allows us access to justice, as well as receiving and sharing information and ideas. It is necessary to highlight the importance of child education and freedom of expression

The basic fundamentals of the Internet are:

A.   Human Rights
B.   Accessibility at a minimum cost
C.   Access to relevant content
D.   Multi-sectorial dialog

A dialog developed on economic rights, which are related to the use of technologies, the need to know the business models behind the operation of the Internet, the possibilities of doing business based on the digital horizon, how to do business digitally, and the right of businesses to integrate technology for commercialization and development.

Another video was presented, with Mr. Guilherme Canella, that presented the basics of the multi-stakeholder model, to broaden the perspective of how the internet is governed.

Challenges in the country related to the use of technologies and the internet:

- Raise awareness, develop capacities and promotion of a better understanding of internet governance
- Promoting the diversity of languages and respect for the different cultures
- Digital literacy in all regions of the country and the different environments of life of Guatemalans
- Alliances between sectors to promote technologies and access to the internet
- Respect and diffusion of the inherent rights of the human being and of all the rights that have evolved on the digital horizon
- Youth, women and vulnerable population empowerment so that they may exercise their rights through the Internet.

Conclusions of Forum II: Open Government, Cybersecurity abd High Bandwidth

1. A work group will be created, within the Guatemalan Chapter of the Internet Society, on the theme of Digital Development to follow up in this forum

2. A work meeting will be held to receive feedback of the law initiative on Cybersecurity: http://lexglobal.com/documentos/1494287349.pdf

3. The importance of privacy in the context of cybersecurity with very specific recommendations were highlighted: Responsibility in the use of the Internet, training and creating awareness in the prudent use of our data in the multiple existing services, multiply knowledge, keep privacy, hide one's location and protect ones's devices that are used to consume Internet services, the use of strong passwords, cyphering and keeping out of reach of third parties.

4. The importance of cognitive intelligence to analyze, predict and find tendencies in the context of cybersecurity, was highlighted.

5. The importance of collaboration, transparency and participation in the open government ecosystem, was highlighted.

6. An analysis was made of cybersecurity threats, the current cybersecurity profile and the counter-actions that are being carried out with the support of the government and international organizations such as the OAS to establish a National Cybersecurity Strategy and a unit for national coordination.

7. A review was made of the existing CERTs (incident response teams) in the private sector and the proposal of a national CERT to be led by the Ministry of Defense.

8. A description was made of the Digital Agenda of the current government, Nación Digital, which is being spearheaded by the SIT, in accordance with the Open Government Plan of Guatemala. The main objective is to reduce the digital gap within the country, to share with more players from the ecosystem, and to institute and make available public policies that will uphold the agenda with the public will of the government authorities.

9. A description was made of law initiative 5254, Law against Cybercrime, which is based in the Budapest Convention on Cybercrime and the objective of creating a 24/7 network and CSIRT-GT.

10. Emphasis was made on the advances made in Cybersecurity: adequate Legal Framework, Cybersecurity National Strategy, private CERTs, related University programs, excellent access to information (Internet), and human resources.

11. A discussion was held on the pending necessary actions to be realized in cybersecurity: define and take inventory of critical infrastructure (CI), giving priority to those related to ICT, know the state of cybersecurity through a diagnosis of the prioritized inventory of CIs, identify threats and weaknesses, document information related to network architecture and systems of the priority CIs, establish work plans for identified risks, propose recommendations of improvement and Create and propose a law initiative

for the Protection of Critical Infrastructure.

12. A review was made of Guatemala's Open Government plan, http://gobiernoabierto.gob.gt/, the different international initiatives already in operation and suggested pending topics: Policies, institution, training, open data, citizen participation, inter-operability and cooperation between all ecosystem players.

Conclusions of Forum III: Guatemala Internet Exchange Point (IXP)

- The importance and relevance of having an IXP in the country.
- Guatemala´s National Research and Education Network (RAGIE) is working on the possibility of furthering the telecommunications infrastructure by building a metropolitan fiber optic ring through the Yucatán Funds and the Mexican Cooperation for International Development (AMEXID).
- The is a need for finding sustainability through multi-sectorial agreements: government, business, ISPs.
- There is difficulty in reaching a consensus due to the fact that those players who can make decisions don't come and those who come don't have the authority to do so.
- The IXP must have the management capacity, due to its importance, to maintain neutrality
- The Academic sector should negotiate, as a unified entity, with the Internet Service Providers (ISPs) to attain better quality and prices
- It was agreed that the IXP should begin with a small group of participants and to grow as needed
- Another model mentioned was that the only participants at the beginning, should be the large ISPs so that the exchange will be done amongst those that generate larger traffic levels. In this manner, a new ISP who wishes to connect, or who can't connect directly to the IXP, may do so with one that is already connected.
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Conclusions on Net Neutrality

This forum concentrated on de aspect of quality of service, in lieu of a declaration on the traditional network neutrality concepts such as: free, neutral, without barriers, with no platform preference.

- Consumer protection is paramount, there many cases reported of inconformity with ISP services. The institution that should be in charge of this protection is the Dirección de Atención al Consumidor, DIACO.
- There is fraud on the part of mobile internet ISPs who offer "zero" tariffs or apparent air time plans with triple re-charge. These offers are never honored.
- There is a lack of clarity in the Internet LTE 4G service of providers as these do not have this service in the majority of cells for mobile service.
- The asymmetric links that are sold to SMEs, don't allow the use of e-Commerce. This does not benefit SMEs
- The links are saturated at peak hours. Overselling of service is common practice among ISPs. This causes huge dissatisfaction with the quality of service when the majority of subscribers wants to make use of it.
- Another practice is the installation of technology that obliges the user to sacrifice his/her privacy in order to get the service. This is not well seen among the users.

Annexes

Annex 1 – List of participants

Información Adicional

Listado de Participantes (213 registrados)

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Miriam	Aju	DEMOS	.	.	.
Guillermo	Loarca	DEMOS	.	.	.
Jeffry	Echeverria	DEMOS	.	.	.
Julian	Burgos	ACONANI	.	.	.
Carloina	Mejia	Asosiacion Futuro Vivo	.	.	.
Marco	Juarez	Asosiacion Futuro Vivo	.	.	.

Diego	Santamarina	DEMOS	.	.	.
Ana	Medina	DEMOS	.	.	.
Pedro	Chajon	DEMOS	.	.	.
Skarlette	Anthone	MINECO	.	.	.
Vivian	Renoj	ODM	.	.	.
Armando	Monzon	.	.	.	.
Jorge	Utrera	SISAP	.	.	.
Jose	Bautista	.	.	.	.
Karen	Esteban	USAC	.	.	.
Ashley	Ruiz	DEMOS	.	.	.
Jimena	Chang	Demos	.	.	.
Ivan	Gil	.	.	.	.
Sonia	Pedroza	DEMOS	.	.	..
Jose	Gomez	DEMOS	.	.	.
Emerzon	Albizures	DEMOS	.	.	.
Marvin	Garavito	DEMOS	.	.	.
Pablo	Gonzalez	DEMOS	.	.	.
Rosmery	Maldonado	DEMOS	.	.	.
Eddy	Ramirez	DEMOS	.	.	.
Yesnia	Chavez	DEMOS	.	.	.
Ariely	Miranda	UP	.	.	.
Niels	De Leon	Gobernacion	.	.	.
Juan Carlos	Chalin	DEMOS	.	.	.
Lito	Ibarra	ICANN	,	,	,
Rosalina	Catu	Demos	.	.	.
Flor	Tum	Ministerio de Cultura	.	.	.
Marvin	Lima	Estudiamnte	.	4156-2500	.
Maribel	Santamarina	DEMOS	.	.	.
Madeline	Hernandez	CETEL	..	.	.
Linda	Garcia	Ceppaes	.	.	.
Eduardo	Castillo	INFINET	.	.	.
Cintya	Fion	Nomada	.	5000-4395	.
Oscar	Leal	.	Dirrector General	59,730,228	.
Jorge	Matamoros	Tigo	.	.	.
Claudia	Larreinaga	ISOURCECAPITAL	.	.	.
Juan Pablo	Vidal	DEMOS	.	.	.
Mario	Lujan	CONAREP	.	.	.
Manuel	Caceres	TIGO	.	.	.
Manuel	Vasquez	Accion Juvenil	.	.	.
Adriana	Aguilar	.	.	30466076	.
Ana Isabel	Prera	DEMOS	.	.	.

Rosalinda	Lopez	USAC	.	.	.
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Denis	Tecun	Demos	.	.	.
Luz	Recinos	.	.	5413-0674	.

Annex 2 - Budget

Event Budget

We received two grants in US Dollars:

1. Internet Society Small Grants Fund: 3,495 (3,500 minus a 5.00 bank commission)
2. IGF Support Association : 1,995 (2,000 less a 5.00 bank commission)

Total in USD: 5,490

All local transactions are made in Guatemalan Quetzales (GTQ) so we had to sell the dollars to the bank. This was done in two parts:

On July 14th we sold USD 3,000 at an exchange rate of GTQ 7.18 X USD: GTQ 21,540
On July 20th we sold USD 2,490 at an exchange rate of GTQ 7.20 X USD: GTQ 17,928

Total in GTQ: 39,468

Budgeted items for the event were:

1. Contract with Casa Ariana (included venue: large room for plenary sessions and 2 smaller rooms for smaller forum sessions, lunch and coffee breaks for 180 persons – provisions were made for a 10% increase in assistance at an added cost of GTQ 125 per person, projectors and microphones, and 20 Mbps Internet Connectivity)
2. Registration of the igf.gt domain name
3. Design and hosting of the official site (www.igf.gt)
4. Graphical Design for different items such as invitations, web site and invitations to the virtual forums
5. Rental of equipment such as projectors, computers and streaming equipment
6. Additional internet bandwidth for simultaneous video streaming of 3 forums
7. Rental of equipment to carry out an automated registry of participants and printing of name badges
8. Procurement of different venues for the Organizing Committee's meetings
9. Food and drinks for several of the Organizing Committee's meetings

Of the above, the Organizing Committee was able to get donations, in kind, for items 2 through 9. This meant that the only expense was the venue itself, Casa Ariana. For this, three payments were made:

1. July 14th, a 50% retainer fee: 16,935.00
2. July 20th, final 50% to be paid one week before the event: 16,935.00
3. July 27th, additional 18 persons (provisional 10% increase): 2,475.00

Total cash expense: GTQ 36,345

Net balance (in GTQ):

Total income: 39,468.00
Total expenses: 36,345.00
Net balance: 3,123.00

At the current exchange rate of GTQ 7.37, this balance is equivalent to USD 437.75

Annex 3 – Photographs

In order not to make this report too bulky, photographs of the event were placed at :

https://www.facebook.com/