WHAT IS THE INTERNET GOVERNANCE FORUM ?

The Internet Governance Forum (IGF) serves to bring people together from various stakeholder groups as equals, in discussions on public policy issues relating to the Internet. While there is no negotiated outcome, the IGF informs and inspires those with policy-making power in both the public and private sectors. At their annual meeting delegates discuss, exchange information and share good practices with each other. The IGF facilitates a common understanding of how to maximize Internet opportunities and address risks and challenges that arise.

The IGF is also a space that gives developing countries the same opportunity as wealthier nations to engage in the debate on Internet governance and to facilitate their participation in existing institutions and arrangements. Ultimately, the involvement of all stakeholders, from developed as well as developing countries, is necessary for the future development of the Internet.

UN Connection
More than 60 years ago, the UN General Assembly adopted the Universal Declaration of Human Rights. Negotiators then could not possibly have imagined many decades later that there would be a new invention, the Internet; yet, it seems that they had the Internet in mind when they drafted Article 19:

"Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers."

This Article encapsulates the very essence of the Internet and its borderless nature. The Internet is seen as providing a "crucial … international platform." The IGF serves as a laboratory, a neutral space, where all actors can table an issue. The IGF provides a space for dialogue where interested actors can take up an issue without concern that a decision may be taken against their interests.

The Internet Governance Forum is an open forum which has no members. It was established by the World Summit on the Information Society in 2006. Since then, it has become the leading global multi-stakeholder forum on public policy issues related to Internet governance.

Its UN mandate gives it convening power and the authority to serve as a neutral space for all actors on an equal footing. As a space for dialogue it can identify issues to be addressed by the international community and shape decisions that will be taken in other forums. The IGF can thereby be useful in shaping the international agenda and in preparing the ground for negotiations and decision-making in other institutions. The IGF has no power of redistribution, and yet it has the power of recognition – the power to identify key issues.

A small Secretariat was set up in Geneva to support the IGF, and the UN Secretary-General appointed a group of advisers, representing all stakeholder groups, to assist him in convening the IGF. The United Nations General Assembly agreed in December 2010 to extend the IGF's mandate for another five years. The IGF is financed through voluntary contributions.
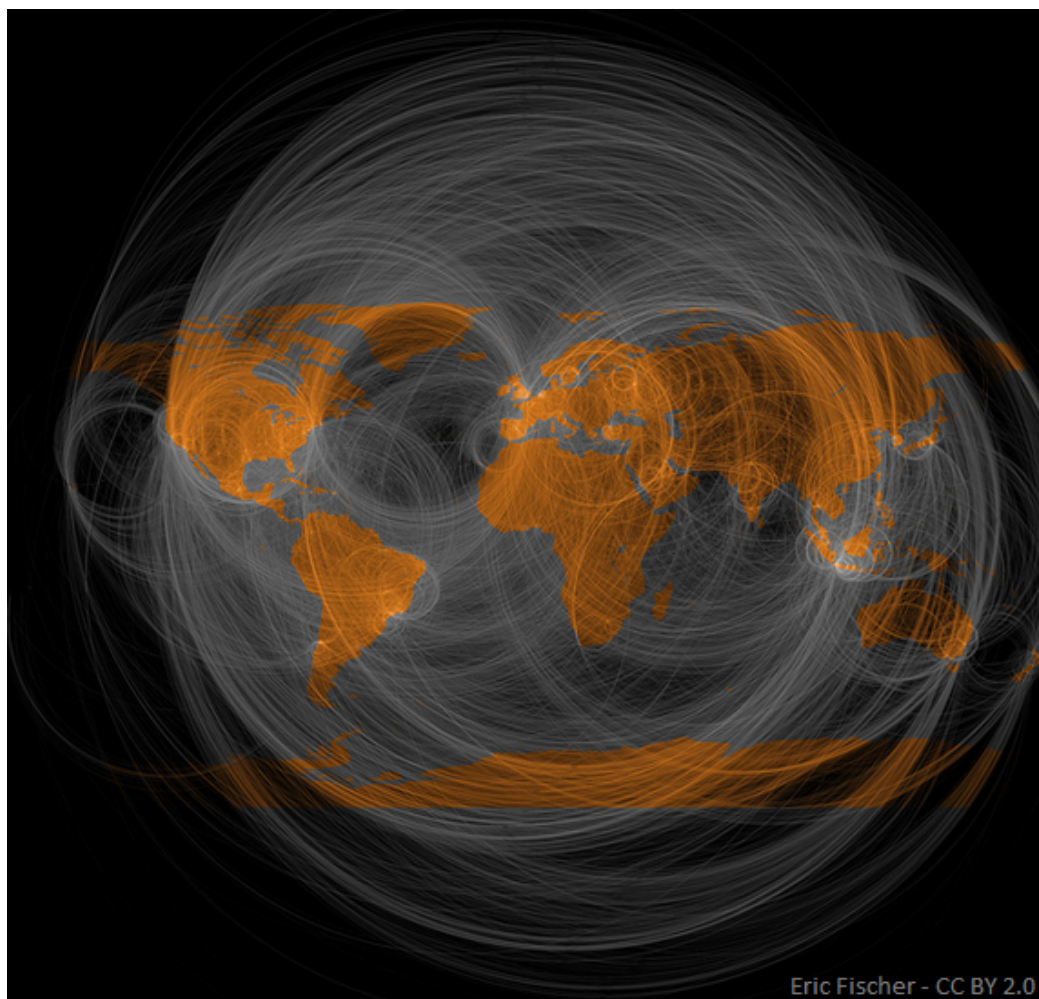
For more information: http://www.intgovforum.org/cms/

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Civil society's role in the Internet Governance debate

by Digital Rights LAC on June 30, 2014

Eric Fischer - CC BY 2.0

By Amalia Toledo*

A couple of months ago I had the opportunity to organize and moderate a panel discussion at the Online Freedom Coalition (FOC) conference, which took place in Tallinn, Estonia, from 28 to 29 April 2014. The panel "Experiences of Civil Society to nurture the international debate on Internet Governance" aimed to generate a dialogue on how to promote civil society participation in the global Internet agenda.

The panel was formed from activists from Latin America and Africa—Paz Peña from the NGO Derechos Digitales (Chile) and

Lilian Nalwoga from [Collaborative on International ICT Policy in East and Southern Africa](#) (Uganda)—, and academics from North America and Europe—Robert Guerra from [CitizenLab](#) (Canada) and Kristina Reinsalu from the e-Governance Academy (Estonia). As ideas were shared and developed, the dialogue with the audience became vibrant and passionate, allowing us to share, reflect and present concerns and opinions about civil society involvement on Internet Governance.

During the conversation, it was emphasized how the multistakeholder model has allowed an increasing civil society participation in international discussions on this matter. However, this has not been translated into an entirely democratic and egalitarian model for stakeholders. Many times, those who hold political and/or economic power cornered civil society and the many interests that it brings to the table. In this sense, Paz Peña said that, at the international debate, the public interest has lost place, so it is time to put back into the agenda the recognition that the Internet is a public good. She added that the cyberspace, on the other hand, is a place that offers the opportunity for networking, bringing distant and disparate groups close together sharing many needs and interests. And this may serve, among others, to challenge the dominant patriarchal models in order to empower women and transform the established power structures in the interest of creating a more egalitarian society.

On the other hand, Kristina Reinsalu shared some Estonian efforts intended to promote citizen participation, leveraging digital technologies and, thus, fostering more transparent models. One example she offered us was the notion of crowdsourcing for the development of initiatives that arise from civil society and which are made possible thanks to the networks woven in the cyberspace. In Estonia, she told us, civil society has developed an [online crowdsourcing platform](#) in which citizenship has worked on policy proposals that have the potential to improving the country's democracy. In mid-April, the President of the Republic submitted 15 proposals that were born of this process. As of today, the proposals are under review and discussion in the legislature. Several aspects can be highlighted in this process. Undoubtedly, Estonia boasts a robust civil society, able to propose. This goes hand in hand with the recognition and promotion by government political branches of the civil society role in the construction and advancement of a participatory democracy.

Robert Guerra highlighted some of the benefits bringing by civil society, such as the ability to attract online users, contributions to global discussion agenda—i.e., narrative related to development, disability, gender, human rights—, activism that has managed to question governmental actions, demanding accountability, etc. However, Internet is a place of challenges and transformations. And as regards to Internet governance and the multiplicity of meetings and forums that are addressing the issue, he stressed the massive difficulty for participating in them. Therefore, he drew attention to the need to promote mechanisms to facilitate civil society participation.

East African panorama, according to Lilian Nalwoga, is far from the Estonian. There are few civil society organizations that are working on the subject, four in Uganda and a few others in East African countries. She told us that encouraging participation with other stakeholders is a real challenge, because there is no political will, lack of knowledge and understanding on the subject by both the government and social sectors, and because the issue is not yet seen as one of public interest. The trend, however, has been the adoption of laws to silence the voices of users, to stifle the critics. In this sense, Lilian stressed the need for both civil society and the private sector to find common ground, and promote closer dialogue with governments. In this way, she said, the subject could be brought to the national and local arena in East African countries.

Other ideas were highlighted. Responding to the question how the [FOC](#) could support, in the long term, civil society, the answer can be summarized in the following sentence: "You have to practice what you preach." That is, if this intergovernmental coalition seeks to advance Internet freedom, fostering a forum for governments to coordinate efforts and work with civil society and the private sector in a multistakeholder process in order to support the capacity of people to exercise their human rights and fundamental freedoms online, then, it is expect that commitments made and actions taken are based on that aim and do not remain empty words. At the end, governments represent their citizens; therefore, they shall protect interests by the group as a whole, and not a select few.

A constant concern is the funding source for civil society and its participation in international forums. Although no response to this difficult issue was offered, it was stressed that in order to promote a balanced debate on Internet governance, it is required to tackle this problem and offer greater stability and opportunities for civil society.

Finally, the panel closed with a reflection that called for activating solidarity mechanisms among civil society. And on that, the Latin American civil society has a lot to show and share with the world.

Amalia Toledo is Project Coordinator at Karisma Foundation's Law, Internet and Society Group

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Internet Governance Forum

What is IGF?

The United Nations Secretary-General established the Internet Governance Forum (IGF) in 2006. The IGF is a prominent venue where civil society, industry, the technical community, and decision makers discuss key aspects of Internet governance issues on an equal footing. Mandated by the UN, the informal nature of the IGF promotes the full and frank exchange of ideas on important Internet policy issues without the high intensity conflicts that characterize other international fora where recommendations or binding treaties are made.

EFF continues to be an annual participant to these conferences to represent the public interest in upholding online privacy, freedom of expression and the rule of law.

How the IGF is organized?

The IGF Secretariat and the Multi-stakeholder Advisory Group (MAG) are the main institutional bodies of the IGF. The MAG is comprised of 56 members from all stakeholder groups. Its purpose is to assist the Secretary General in convening the IGF. The MAG holds meetings three times a year at the Palais des Nations in Geneva and is preceded by open consultations and meetings. Localized discussions of Internet policy occur at regional and national IGF events, which are held all year worldwide.

Why does it matter?

While the IGF does not adopt resolutions or create any binding treaties, its importance lies in its ability to facilitate discourse between international organizations dealing with international public policies and the future of the Internet. IGF gatherings discuss proposed regulatory frameworks, potential risks, global trends, best and worst practices that been adopted or are currently under discussion around the world. Participants examine the impact of treaties and recommendations adopted in other international venues.

How to participate?

Each year the IGF organizes an annual meeting. There have been six annual meetings since 2006. Meetings have been held in Greece (2006) (http://igf-greece2006.org/), Brazil (2007) (http://www.igfbrazil2007.br/), India (2008) (http://igf2008.in/), Egypt (2009) (http://igf09.eg/), Lithuania (2010) (http://igf2010.lt/), Kenya (2011) (http://igf.or.ke/) and Baku (2012) (http://igf2012.com/). There are also several national and regional IGF initiatives organized throughout the year.

The IGF is organized around dynamic coalitions on issue-specific topics. These coalitions convene academics, government representatives, and members of civil society interested in participating in a given topic under debate. The Freedom of Expression Coalition (http://www.intgovforum.org/cms/dynamic-coalitions/75-foeonline) and the Internet Rights and Principle Coalition (http://internetrightsandprinciples.org/) are two of the coalitions of which the EFF is a member.

What you can do?

You can follow the discussion of your national and regional IGF initiatives by subscribing to their list (//www.intgovforum.org/cms/regional-igfs) or by reading their website (http://www.intgovforum.org/cms/regional-igfs).

During the preparatory meetings and the annual IGF, you can attend the events remotely! You can follow the discussions from wherever you are and whenever you want by watching the event webcast, reading real-time closed captioning, and even engaging with the panels live by

using their remote participation hubs.

APRIL 25, 2014
Human Rights Are Not Negotiable: Looking Back at Brazil's NETMundial (/deeplinks/2014/04/netmundial)

JULY 26, 2012
UN Human Rights Council Resolution on Internet and Human Rights a Step in the Right Direction (/deeplinks/2012/07/un-human-rights-council-resolution-internet-and-human-rights-step-right-direction)

JUNE 28, 2012
Widespread Participation Is Key in Internet Governance (/deeplinks/2012/06/widespread-participation-key-internet-governance)

JUNE 1, 2012
Congressional Witnesses Agree: Multistakeholder Processes Are Right for Internet Regulation (/deeplinks/2012/05/congressional-witnesses-agree-multistakeholderism-right-way-regulate-internet)

MAY 18, 2012
Hey ITU Member States: No More Secrecy, Release the Treaty Proposals (/deeplinks/2012/05/hey-itu-member-states-no-more-secrecy-release-wcit-documents-0)

OCTOBER 18, 2011
Blogging IGF: EFF Fights Against Dangers of Intermediaries as Internet Police (/IGF-EFF-Fights-Against-Dangers-Intermediaries-Internet-Police)

MAY 12, 2011
Internet Freedom Discussed at the Council of Europe (/deeplinks/2011/05/internet-freedom-council-europe-draft-principles)

NOVEMBER 17, 2010
EFF Discusses the Future of Internet Privacy at UN Internet Governance Forum (/deeplinks/2010/11/future-privacy-internet-governance-forum)

Bloggers' Rights (/bloggers)

Coders' Rights (/issues/coders)

Follow EFF (/social–networks)

Free Speech Weak Links (/free–speech–weak–link)

Global Chokepoints (https://globalchokepoints.org/)

HTTPS Everywhere (/https–everywhere)

Open Wireless Movement (https://openwireless.org)

Patent Busting (https://w2.eff.org/patent/)

Surveillance Self–Defense (https://ssd.eff.org)

Takedown Hall of Shame (/takedowns)

Teaching Copyright (http://www.teachingcopyright.org/)

Transparency Project (https://www.eff.org/issues/transparenc

Trolling Effects (https://trollingeffects.org)

Ways To Help (/helpout)

Student Activism (https://www.eff.org/fight)

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Reflecting on Human Rights and the Internet Governance Forum-USA

By *Natalie Green*

July 28, 2014   Internet Governance, IGF, Human Rights

For years, the United States has stood as the global role model for digital rights, freedom of expression online, and access to knowledge. But since the Edward Snowden revelations of 2013, a number of concerned observers have warned that US leadership in the realm of digital rights and freedom is waning. With these setbacks in the U.S.'s reputation either by NGOs, individuals, or the international community, does that mean the US can't reestablish its leadership role in defending human rights online? This question was at the heart of the Internet Governance Forum USA (IGF-USA) panel on Human Rights in Internet Governance, which PK's Carolina Rossini moderated on July 16 here in Washington.

IGF-USA is one of the many regional chapters of the global Internet Governance Forum (IGF), which is the annual international multistakeholder forum on public policy issues related to the internet and internet governance. Originally developed by the UN, the IGF doesn't have decision-making powers, but it is the central forum where stakeholders from around the world get together to set the tone on core policy issues. In the past few years, strengthening the legitimacy of the IGF has been a major topic of global discussion.

Now, back to the regional IGFs. The role and influence of the various regional forums varies from region to region, but one of the goals of this year's IGF-USA (other than providing an all

day dialogue between sectors that rarely meet) was to help clarify the ideas and values of US stakeholders going in to the next IGF, which is being held in early September in Istanbul.

The array of panelists during the human rights panel, including Deborah Brown (Association for Progressive Communications), Scott Busby (U.S. Department of State), Alberto Cerda (SJD Georgetown), Avri Doria, and Ben Blink (Google), tackled the difficult question of the US's role model position in human rights online. There was common consensus among the group that the Snowden revelations have crushed US legitimacy as a predominant leader for human rights online and has set an uncomfortable feeling of mistrust in the already delicate internet governance geopolitics. Scott Busby, the Deputy Assistant Secretary of State for Democracy, Human Rights, provided the crowd great details on positive efforts to reestablish some of that trust, including the recent Obama initiative to review NSA activities and blur the line between US-persons and non-US persons, conceding similar (but not the same) recognition for privacy rights. Ben Blink, Senior Policy Analyst at Google, suggested that the U.S. can and should build best practices and develop policies that allow companies to share with their users what information the government has requested.

Besides addressing the U.S. and human rights online, Carolina brought up the rising stars in the internet governance debate, including Brazil, Kenya, the Netherlands, and Sweden and their newly developed leadership role in digital rights. At this point in the dialogue, the consensus that seemed to have emerged was that there is no one country that can truly provide a solution that will be appropriate in every country's reality. Instead, policy makers and stakeholders around the world should adopt the pieces of policy and legislation that are most appropriate for their local contexts. And they should do all this without losing the view of the broader framework - the application and enforcement of human rights online.

In a third interesting perspective during the panel, Avri Doria, an independent internet consultant and technologist, and Alberto Cerda, a tenured assistant professor in law and technology at the University of Chile School of Law and SJD candidate at Georgetown University, promoted the importance of *other* human rights principles in digital rights. Beyond freedom of speech and the right to privacy, Doria reminded us of the right of association (a right often overlooked when discussing digital rights), while Cerda pointed to the need of clear net neutrality rules as a core enabler for exercising freedom of expression. The NetMundial outcome document and follow-up initiatives such as the Panel on Global Internet Cooperation and Governance Mechanisms were also mentioned as a potential path forward for securing and fostering human rights online.

While one may expect that outside the human rights in internet governance panel, human

rights discussions would be overwhelmed with debates on the more technical and political aspects of internet governance, human rights principles were mentioned in almost every single panel, plenary, and remark during the full day conference. Whether it was various panelists debating net neutrality principles, technology experts talking about ways to protect the right to privacy, or the Assistant Secretary of State for Democracy, Human Rights, and Labor Tom Malinowski discussing the State Department funded anonymity network Tor, it was clear that human rights principles are at the core of internet governance discussions and will be a priority at the IGF in Istanbul.

You can watch Carolina's panel and more here.

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Reflections from the Association for Progressive Communications on the IGF 2013 and recommendations for the IGF 2014

18 February 2014

1. Preamble

The Bali Internet Governance Forum (IGF) will be remembered by the APC community for four main reasons: the hospitality of our Indonesian hosts, the impact on the event of the Snowden revelations, the linked initiative by the Brazilian government and ICANN to convene an internet governance meeting in Brazil in 2014, and, last but not least, Miss Internet Bali.

Revelations of mass surveillance of online communications by the U.S. National Security Agency (NSA) as well as by other governments, with the cooperation of some of the world's largest internet and telecommunications companies, had a profound effect on the eighth annual IGF, held in Bali, Indonesia from 22 to 25 October 2013. Mass surveillance was not only addressed in workshops and in main sessions; it permeated the entire event. While many delegates were wondering if their communications while at the IGF were being monitored, the corridors were buzzing from the intense parallel dynamic resulting from the initiative of the Brazilian government and ICANN to convene a global meeting to discuss the future of internet governance in early 2014.[1]

Discussions in Bali reactivated debates on the multi-stakeholder approach to internet governance, versus a multilateral-intergovernmental model. The overriding feeling in Bali appeared to be that the multi-stakeholder model was still preferred by most actors, but in order to be legitimate and effective, it needs to be strengthened and built on common principles and frameworks, with a clarification of roles and accountabilities.

Below APC reflects on some of the "good", the "bad" and the "ugly" aspects of the 2013 IGF, an event which we feel was, overall, a huge success. We also provide input for consideration by those organising the 2014 IGF.

2. The good

The generosity and warmth of our Indonesian hosts was exceptional. The venue and its location could not have been better. Food, drink and internet access were readily available at all times, and the Indonesian organising committee was clearly committed to going the extra mile to make delegates feel welcome. The presence of Indonesian public institutions, internet actors, community media networks, civil society organisations, and human rights and sexual rights activists (including people from LGBT organisations) underscored the

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1   www.cgi.br/brmeeting/announcement2.html

role of the IGF as a space that is global, yet also shaped by local issues and voices. The fact that local NGOs were included in the preparatory process clearly encouraged the meaningful participation of diverse groups in the process.

Once again the IGF succeeded as an open space for addressing challenging and controversial internet governance issues with the participation of multiple stakeholders. Against the backdrop of the Snowden revelations, human rights issues had a high profile throughout the event. For the first time there was a main session on human rights, and human rights issues, particularly rights to privacy, were constantly brought up in other main sessions and workshops. The Chair's Summary[2] reflected this by including strong references to rights. This broader uptake of human rights discourse at the IGF made it possible for more diverse rights- and development-centric discussions to take place at the event, including the discussion of women's rights issues.

Some innovations in the structure of main sessions were introduced. In the focus session on "Openness - Human rights, freedom of expression and free flow of information on the internet", for example, there were many different discussants providing input on a topic, rather than five or six people speaking as "experts" on stage. However, there should have been more time for general audience participation.

Internet governance principles is another topic that was covered in depth, in main sessions and in workshops. The next step should be for the IGF to facilitate broad agreement on both procedural principles (how governance processes should take place) and substantial principles (such as protection for free expression and privacy).

Issues on gender and sexuality were much more integrated and raised by participants in different sessions (that is, not only at those that specifically focused on these issues, but at others that looked at human rights broadly) as well as in workshops. There were significantly more gender and internet governance advocates at the 2013 IGF, where it was even possible to organise a party for all those who were interested in this issue (and better still, it was not organised by APC!). This also signalled more diverse and engaged voices in different spaces of the IGF, including at the Gender Dynamic Coalition meeting, where there was positive feedback from the sharing of last year's gender report card findings.[3]

The analysis through the gender report card for the previous year demonstrated that there was not a great deal of gender disparity in attendance (there were a fairly high number of women present at all sessions), but that this did not translate into integration of women's rights or gendered perspectives into the sessions.

3. The bad (or, to put it more gently, the disappointing)

The presence of Miss Internet Bali, an initiative undertaken by the Indonesian Internet Service Providers' Association (APJII) as a flagship programme to promote safe, healthy and productive use of the internet amongst Indonesian society, raised serious concerns for numerous participants, including APC.[4] The intentions were good, but the result was a format that was strongly reminiscent of pageants that position women as passive objects of beauty rather than active, diverse and empowered citizens. It served as a reminder that the internet sector is an important site in the struggle for gender equality.

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2 www.intgovforum.org/cms/Chair's%20Summary%20IGF%202013%20Final.Nov1v1.pdf
3 https://www.genderit.org/articles/results-gender-report-card-2012-igf-more-women-make-huge-difference
4 See our statement here: https://www.apc.org/en/node/18655

What was encouraging was the response from civil society organisations in registering protest and the openness and willingness to engage in dialogue shown by APJII, the organisers of the competition.

In terms of the structure of the event, some of the same problems from past IGFs recurred:

- Too many workshops in parallel, many of which had similar topics and were scheduled at the same time. Having fewer workshops at the same time would focus discussion and help avoid poor attendance at some.
- Workshops in which there was little time for discussion after the numerous panellists finally finished speaking.
- Criteria for participation in the high-level leaders meeting on "day 0" was not clear, nor was the status of the event and its outcomes.
- Insufficient "white space": after the Brazil meeting was announced, numerous side meetings that took place in parallel to the IGF to discuss the issue made it difficult for concerned delegates to participate. An open plenary about it would have been helpful. Some space for sessions to address issues that emerge along the way should be kept.

In terms of gaps, we were surprised that in spite of some excellent workshop proposals on the topic, intellectual property-related concerns were not addressed at the 2013 IGF. Also absent were discussions of the internet and environmental sustainability and climate change.

4. The "ugly"

An unintentional but major security vulnerability was built into the registration process for the 2013 IGF that would potentially allow eavesdroppers to access participants' personal information. When alerted by an APC partner, the IGF Secretariat immediately responded by deleting the personal information of delegates from the website.[5]

5. Recommendations for IGF 2014

5.1 Participation

It is critical that the IGF encourage the participation of local stakeholders, particularly civil society and grassroots organisations. Language is still a barrier to local participation. We propose that the IGF Secretariat, the Multistakeholder Advisory Group (MAG) and the local organisers should make efforts to provide English/local language interpretation for workshops to supplement the interpretation in UN and local languages for main sessions. This will expand the opportunities for local stakeholders to participate actively in the IGF.

Overall, participation remains diverse, but there are some gaps:

- Many workshop panels lacked regional diversity and, in particular, sufficient voices from developing countries. We urge the MAG to continue its efforts to address this gap during workshop selection.

- In spite of large delegations from some countries (notably Brazil and the United States), participation by governments, particularly developing country governments, is on the decrease. We urge the MAG and the Secretariat to find creative mechanisms to address this issue, and we urge governments to show their

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5   https://www.apc.org/en/node/18676

commitment to open and participatory governance by being present and active at the 2014 IGF.
- There is a need for participation by more internet stakeholders rather than just "internet insiders". We would like to see more content producers, development and human rights groups, people from creative industries, and those working for democracy and social equality present at the IGF. The internet is key to their work, and they should be more vocal in discussions on its governance.

5.2 Cross-fertilisation between national, regional and global spaces

There is a need to strengthen spaces for collaboration between regional, subregional and national IGFs, and to make sure that gender, sustainable development and human rights issues are incorporated in those discussions. The methodology adopted in 2013 to identify and systematise the various initiatives and experiences in organising and running national, subregional and regional multi-stakeholder dialogues on internet governance is a very good starting point. In 2014 the MAG, Secretariat and organisers of other IGFs should build on that initiative and strengthen it. This strategy should be translated into concrete ways in which the regional IGFs feed into the global agenda. It would also be useful for regional IGFs to reflect on key outcomes of the global IGF now that it is becoming more outcome-oriented. A concrete example of this would be deliberation on "IGF Internet Governance Principles".

5.3 Programme

Open sessions/white spaces: The MAG should consider building some open slots into the programme which can be used for networking or unscheduled sessions.

Limit the number of workshops: It is necessary to reduce the number of workshops and to avoid overlap between workshops and main sessions. This has long been identified as a key and structural problem of the IGF. It is also necessary to prevent related events from running in parallel. We recognise that the Secretariat tried their best to achieve this during the 2013 IGF but it was impossible to have no conflicts as there were so many workshops. The norm should be to not have main sessions and workshops at the same time. The risk of having clashes between similar workshops is reduced if the overall number of workshops decreases. We believe that rigorous application of existing criteria can achieve this.

Main session topics: In 2013 there was space for new themes for main sessions, such as human rights online and internet governance principles. APC suggests that they be kept in 2014, particularly the main session on human rights, to allow room for maturing and advancing the discussion around those issues. This will facilitate a substantive continuation of the debate, particularly around the diverse ways in which the technical and policy decisions surrounding internet governance contend with human rights. It will also allow for the inclusion of new human rights issue areas (such as anonymity) and less talked-about rights (such as LGBT rights). Issues such as network neutrality, affordable access, public access and accessibility should also be addressed as part of the rights discourse.

We believe that one session on internet governance principles that addresses both procedural and substantive principles will be enough (rather than two sessions as was the case in Bali).

Access to infrastructure and internet-conveyed knowledge remains a significant challenge for many people, in all parts of the world. The IGF should look again at the issue of public

access, in particular, and infrastructure sharing as key elements for achieving sustainable access for all.

Gender report card: This has proven to be a useful tool towards formulating strategies for the integration of the gender perspective in the IGF. We encourage the MAG to adopt and propose it as a formal part of the workshop evaluation process.

Interactive dialogue: Frequently there is too little opportunity for participation by the audience in the discussions. This could be due to time allocations or a result of having too many panellists. Ensuring reliable connectivity to facilitate remote participation could also improve the amount of interactive dialogue.

Speakers: Recruiting good speakers is not easy. Nevertheless, we encourage the MAG to limit the number of times that any one individual speaks on main session and workshop panels. Gender, age and geographic diversity should be considered.

Accessibility: The programme needs to be made available in a mobile phone application form.

Remote participation: Time zone difficulty resulted in less remote participation in Bali than in previous IGFs. Nevertheless, we believe this remains important, and one of the IGF's success criteria. Efforts to improve and resource it should be maintained.

Capacity-building "track": We propose that this commendable initiative by the 2013 MAG be evaluated and continued, integrating learning from the 2013 experience.

5.4 Functioning of the MAG and the Secretariat

To optimise the functioning of the MAG and the IGF Secretariat we urge the UN Secretary General to appoint an IGF Special Advisor and an Executive Secretary. We recognise the successful and hard work of the Secretariat, but convening such a huge event and facilitating the work of a large group of diverse volunteers (the MAG) is not a trivial exercise and requires strong leadership, resource mobilisation and coordination capacity.

The MAG could expand its role to include the production of an annual report focused on the outcomes of the IGF each year. Outcomes emerge (and have emerged) in multiple ways and it is necessary to capture and communicate them. This will reaffirm the value of the IGF as an open space for internet governance debate. Workshop and main session organisers could be asked to identify the outcomes of the sessions. In addition, the IGF Secretariat could develop a survey for the internet community to indicate what they view as being the three main outcomes of the IGF each year.

It is also crucial that guidelines for workshop selection by the MAG be communicated more clearly and that the overall selection process be more transparent.

We also recommend that the Secretariat, working with the MAG and the chair and participants of the Commission on Science and Technology for Development (CSTD) Working Group on Improvements to the IGF, compile a progress report on implementation of its recommendations finalised in 2012.

With regard to financing the IGF, we would like the MAG, working with the United Nations Department of Economic and Social Affairs (UNDESA) and the Secretariat, to identify mechanisms that can facilitate the collection of smaller contributions and donations from the IGF community.

5.5 The role of the IGF in the internet governance ecosystem

<u>The IGF is a space for debate and the convergence and cross-pollination of ideas and perspectives:</u> The IGF should be used as a platform for open public debate, consultation and discussion with the broader internet governance community of what emerges from the CSTD Working Group on Enhanced Cooperation, the Global Multistakeholder Meeting on the Future of Internet Governance (NetMundial) and the WSIS+10 review process. Even though those processes are of great relevance, they should not be seen as substitutes for an annual, UN-linked, open-to-all-stakeholders, bottom-up-organised event such as the IGF.

<u>Internet censorship and the 2014 host country:</u> APC is concerned with the increasing censorship and filtering of content and expression online in Turkey. We urge the 2014 host country to cease all its efforts to censor the internet. If Turkey continues to do so, we recommend that the MAG consider identifying an alternative host country.

6. Acknowledgements

APC extends our appreciation to the Indonesian Ministry of Communications and Information Technology (MCIT) and the local organising committee for making the IGF happen in 2013 in spite of many obstacles faced along the way. APC wants to thank the IGF Secretariat which once again managed to pull off a huge and successful event under challenging circumstances (we say this every year!). Thank you also to UNDESA and other UN staff (including the familiar and now often friendly faces of the security team) for their invaluable operational support. We also thank all those who contribute the financial support which makes the IGF possible, and the interpreters, the captioners and the remote participation team who make it such a uniquely inclusive event. Thanks also to the members of the MAG for the intensive effort they put into developing the programme – work that is not always visible to IGF participants. We thank the workshop organisers for their effort and commitment and the many hundreds of participants who make the IGF the dynamic space that it is. We believe it should continue to play its pivotal role as "the" common, open, international, multi-stakeholder and interactive platform for debate, learning and innovation in people-centred and public interest-oriented internet governance.

United Nations

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Item 13(b) of the provisional agenda**
Economic and environmental questions:
Science and technology for development

Working Group on Improvements to the Internet Governance Forum***

Executive summary

    This report has been prepared by the Chair of the Working Group on Improvements to the Internet Governance Forum (IGF) in response to the requests by the Economic and Social Council, in its resolution 2010/2, and by the General Assembly, in its resolution A/RES/65/141. It gives a brief account of the establishment and the outcome of the two meetings held by the Working Group in early 2011. During these two meetings, the Group sought, compiled and reviewed inputs from member States and other stakeholders on improvements to the Internet Governance Forum, in line with the mandate set out in the Tunis Agenda. The wealth of information as well as the complexity and political sensitivity of the subject and a significant divergence of views among member States on a number of concrete proposals did not, within the short time frame it had been given to complete its task, allow the Working Group to finalize a set of recommendations on improving the Internet Governance Forum. It was therefore suggested that the Working Group extend its deliberations beyond the fourteenth session of the Commission on Science and Technology for Development (CSTD).

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*   A/66/50.
** E/2011/1.
*** This document was submitted on the above-mentioned date as a result of processing delays.

1.   On 19 July 2010, the Economic and Social Council adopted by consensus resolution 2010/2 on the "Assessment of the progress made in the implementation of and follow-up to the outcomes of the World Summit on the Information Society". By this resolution, the Economic and Social Council "invites the Chair of the Commission on Science and Technology for Development to establish, in an open and inclusive manner, a working group which would seek, compile and review inputs from all Member States and all other stakeholders on improvements to the Internet Governance Forum (IGF), in line with the mandate set out in the Tunis Agenda, and would make recommendations, as appropriate, to the Commission at its fourteenth session in 2011, in a report that would constitute an input from the Commission to the General Assembly, through the Economic and Social Council, should the mandate of the Internet Governance Forum be extended".

2.   Ms. Sherry Ayittey, Minister of Environment, Science and Technology of Ghana, the current Chair of the CSTD, delegated the task of establishing the CSTD Working Group on improvements to the Internet Governance Forum (IGF) to Mr. Frédéric Riehl (Switzerland), Vice-chair of the CSTD.

3.   Prior to the setting up of the Working Group, Mr. Riehl organized a number of face-to-face and online open consultations. A first open consultation meeting was held during the fifth IGF meeting in Vilnius, Lithuania, on 16 September 2010.[1] An online questionnaire was then published in November 2010 to which 23 responses were sent in. The results of the questionnaire were discussed during a second open face-to-face meeting in Geneva, Switzerland on 24 November 2010.[2]

4.   At its sixty-fifth session, the General Assembly decided to extend the mandate of the IGF,[3] underlining the need to improve the IGF "with a view to linking it to the broader dialogue on global Internet governance" and that particular consideration should be given to "inter alia, enhancing participation from developing countries, exploring further voluntary options for financing the Forum and improving the preparation process modalities, and the work and functioning of the Forum's secretariat".

5.   On 17 December 2010, during the CSTD intersessional panel, the representatives of CSTD member States discussed the composition of the Working Group on improvements to the Internet Governance Forum. The following was decided:

> "The Chair of the CSTD establishes a Working Group of 15 member states plus the five member states which hosted the IGF meetings plus the two member states which hosted WSIS. This Working Group will seek, compile, and review inputs from all member states and all other stakeholders on improvement of the Internet Governance Forum, in an open and inclusive manner throughout the process.
>
> "The Chair invites the following stakeholders to interactively participate in the Working Group, bearing in mind the established rules of procedure of the Economic and Social Council, who will remain fully engaged throughout the process: 5 representatives from the business community; 5 representatives from civil society; 5

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[1] A summary of this preliminary consultations session is available at:
http://www.unctad.org/sections/un_cstd/docs//cstd2010d01_en.pdf.

[2] The responses to the questionnaire and the discussion of the Geneva open consultations were summarized in a report that is available at http://www.unctad.info/upload/CSTD-IGF/Documents/IGFsummary.pdf.

[3] General Assembly resolution 65/141, "Information and communications technologies for development", 20 December 2010.

representatives from the technical and academic community; 5 representatives from Intergovernmental organizations.

"Pursuant to the Economic and Social Council decisions 2010/226, 2010/227, and 2010/228, maximum possible assistance, diversity of ideas, and equal representation of stakeholders from developing and developed countries in the Working Group should be ensured in consultation with the stakeholders.

The report of this Working Group will be adopted by consensus."[4]

6.   Subsequently, the Working Group on Improvements to the Internet Governance Forum held two meetings: the first took place on 25 and 26 February 2011 in Montreux,[5] Switzerland, and the second on 24 and 25 March 2011 in Geneva,[6] Switzerland. During these two meetings, the Group sought, compiled and reviewed inputs from member States and other stakeholders on improvements to the Internet Governance Forum, in line with the mandate set out in the Tunis Agenda.

7.   A questionnaire was sent to all members of the Working Group and invited participants prior to the first meeting in Montreux.[7] Another questionnaire, which had been elaborated during the Montreux meeting was published at the beginning of March and sent to all member States and relevant stakeholders. Thirty responses to this questionnaire were submitted. A compilation of the responses was discussed at the Group's second meeting in Geneva and can be consulted online.[8] This compilation reflects the many ideas and proposals discussed by the Working Group and should be read together with the present report.

8.   The wealth of information as well as the complexity and political sensitivity of the subject and a significant divergence of views among member States on a number of concrete proposals did not, within the short time frame it had been given to complete its task, allow the Working Group to finalize a set of recommendations on improving the Internet Governance Forum. Some member States therefore suggested to extend the mandate of the Working Group beyond the fourteenth session of the CSTD in order for the Group to be able to debate the issues in greater detail and to submit recommendations, if appropriate, to the CSTD at its fifteenth session, in May 2012, as an input from the Commission to the General Assembly, through the Economic and Social Council.

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[4]   The full list of members and participants can be found in the annex to this report.
[5]   Chairman's summary of the first meeting of the Working Group on improvements to the Internet Governance Forum http://www.unctad.org/sections/un_cstd/docs/UN_WGIGF2011d04_en.pdf.
[6]   Chairman's summary of the second meeting of the Working Group on improvements to the Internet Governance Forum,
      http://www.unctad.org/sections/un_cstd/docs//UN_WGIGF2011d07_summary_en.pdf.
[7]   Compilation by the Chair of contributions from members and invited participants of the Working Group to the questionnaire of 18 January 2011, http://www.unctad.info/upload/CSTD-IGF/Contributions/BM1/Compilation.pdf.
[8]   Working Group on improvements to the Internet Governance Forum (IGF) "Questionnaire on improvements to the Internet Governance Forum (IGF) – Compilation of contributions", http://www.unctad.info/upload/CSTD-IGF/Contributions/M1/CompilationWGIGF.pdf.

Annex

List of participants of the first and second meeting of the Working Group on Improvements to the Internet Governance Forum

Geneva, Switzerland, 24 and 25 March 2011

Member States

Brazil

Mr. Hartmut Glaser, Executive Director, Brazilian Internet Steering Committee

Mr. Alvaro Galvani, Head, Division of Information Society, Ministry of Foreign Affairs

Mr. Maurício A. O. Correia, Second Secretary, Permanent Mission of Brazil to the World Trade Organization and other economic organizations in Geneva

Chile

Mr. Fernando Guzman, Third Secretary, Permanent Mission of Chile to the United Nations in Geneva

Mr. Luciano Parodi, Minister Counsellor, Deputy Permanent Representative at the Permanent Mission of Chile to the United Nations in Geneva

Costa Rica

Mr. Norman Lizano, Minister Counsellor, Permanent Mission of Costa Rica to the United Nations in Geneva

Egypt

Ms. Nermine El Saadany, Director of International Relations Division, Ministry of Communications and Information Technology

Mr. Yasser Hassan, Counsellor, Permanent Mission of Egypt to the United Nations in Geneva

El Salvador

Mr. Félix Ulloa, Minister Counsellor, Permanent Mission of El Salvador to the United Nations in Geneva

Finland

Ms. Mervi Kultamaa, Counsellor, Information Society and Trade Facilitation, Ministry for Foreign Affairs of Finland, Department for External Economic Relations

Ghana

Mr. Anthony Kwasi Nyame-Baafi, Minister (Commercial) at the Permanent Mission of Ghana to the United Nations in Geneva

Greece

Mr. George Papadatos, Minister Counsellor, Permanent Mission of Greece to the United Nations in Geneva

Hungary

Mr. Árpád Csányi Second Secretary, Permanent Mission of Hungary to the United Nations in Geneva

Mr. Istvan Erenyi, Senior Counsellor, Ministry of National Development, State Secretariat of Infocommunications and Media

Mr. Peter Major, Special Advisor, Permanent Mission of Hungary to the United Nations in Geneva

India

Mrs. Kotthapally Nandini, Counsellor, Permanent Mission of India to the United Nations in Geneva

Mr. Manharsinh Yadav, Embassy of India, Brussels

Iran (Islamic Republic of)

Mr. Alireza Tootoonchian, Counsellor, Permanent Mission of the Islamic Republic of Iran to the United Nations in Geneva

Lesotho

Mr. Lefeu Ramone, Minister Counsellor at the Permanent Mission of the Kingdom of Lesotho to the United Nations in Geneva

Lithuania

Mr. Donatas Tamulaitis, Head of International Economic Organizations Division at the Ministry of Foreign Affairs of the Republic of Lithuania

Pakistan

Mr. Ahsan Nabeel, Third Secretary, Permanent Mission of Pakistan to the United Nations in Geneva

Portugal

Ms. Ana Cristina Amoroso das Neves, Head, International Affairs Knowledge Society Agency (UMIC), Ministry of Science, Technology and Higher Education

Prof. Luis Magalhães, President of the Knowledge Society Agency (UMIC), Ministry of Science, Technology and Higher Education

Mr. Giacomo Mazzone, Radio Television Portugal / European Broadcasting Union

Mr. Ricardo Pracana, Deputy Permanent Representative of Portugal to the United Nations in Geneva

Russian Federation

Mr. Igor Kokoshkin, Deputy Director General, Russian State Enterprise, Radio Research Institute (NIIR)

Mr. Arkady Kremer, Chairman of the Executive Committee, Association for Documentary Electronic Communication (ADE

Mr. Vladimir Minkin, Deputy Director General, Russian State Enterprise Radio Research Institute (NIIR)

Mr. Alexander Petrov, Counsellor, Permanent Mission of the Russian Federation to the United Nations in Geneva

Mr. Alexander Pisarev, First Counsellor (Political Affairs and ITU), Permanent Mission of the Russian Federation to the United Nations in Geneva

Ms. Natalia Timofeeva, Head of the International Organizations Division, Ministry of Communication and Mass Media of the Russian Federation

Slovakia

Mr. Anton Frič, First Secretary, Permanent Mission of Slovakia to the United Nations Office and other International Organizations in Geneva

Mr. Igor Kucer, Counsellor, Permanent Mission of Slovakia to the United Nations Office and other International Organizations in Geneva

South Africa

Ms. Tshihumbudzo Ravhandalala, First Secretary, South Africa Mission to the United Nations in Geneva

Sri Lanka

Mr. Vijaya Kumar, Chairman, Industrial Technology Institute, Colombo

Ms. Lakmini Peins Mendis, First Secretary, Sri Lanka Mission to the United Nations in Geneva

Switzerland

Mr. Frédéric Riehl, Director, International Relations, Federal Office of Communications, Bienne

Mr. Hassane Makki, Scientific Advisor, Swiss Federal Office of Communications, Bienne

Mr. Thomas Schneider, Dept Head, International Affairs, Swiss Federal Office of Communications, Bienne

Tunisia

Mr. Moez Chakchouk, Chief Executive Officer of Tunisian Internet Agency

United States of America

Mr. Richard Beaird, Senior Deputy United States Coordinator, International Communications and Information Policy, United States Department of State

Ms. Robyn Disselkoen Foreign Affairs Officer, United States Department of State

Mr. Christopher Hemmerlein, Telecommunications Policy Analyst, National Telecommunications and Information Administration

Mr. Craig Reilly, First Secretary, United States Mission to the United Nations in Geneva

Invited participants

Business community

Ms. Marilyn Cade, CEO, mCADE LLC

Mr. Patrik Faltstrom, Distinguished Consulting Engineer Cisco Systems – Sweden

Mr. Jimson Olufuye, President Information Technology Association of Nigeria (ITAN) & Vice-Chairman WITSA (sub-Saharan Africa), Nigeria

Mr. Christoph Steck, Public Policy Director, Telefonica S.A.

Ms. Theresa Swinehart, Director - Global Internet Policy, Verizon

Civil society

Mr. Izumi Aizu, Senior Research Fellow & Professor, Institute for InfoSocinomics, Kumon Center, Tama University

Ms. Anriette Esterhuysen, Executive Director, Association for Progressive Communications

Mr. Wolfgang Kleinwächter, Professor Department for Media and Information Sciences, University of Aarhus (excused)

Ms. Marilia Maciel, Project leader and researcher, Center for Technology and Society at Fundação Getulio Vargas

Mr. Parminderjeet Singh, Executive Director, IT for Change

Technical and academic community

Ms. Constance Bommelaer, Senior Manager Strategic Global Engagement, Internet Society

Ms. Samantha Dickinson, Internet Governance Specialist APNIC

Mr. Baher Esmat, Manager, Regional Relations – Middle East Internet Corporation for Assigned Names and Numbers Cairo, Egypt

Ms. Nurani Nimpuno, Outreach & Communications Manager, Netnod (Autonomica)

Mr. Oscar Robles-Garay, General Director for NIC México, LACNIC Board of Directors (Regional IP Registry for Latin American and Caribbean region)

Intergovernmental organizations

International Telecommunication Union (ITU)
Mr. Preetam Maloor, Corporate Strategy Division
Mr. Jaroslaw Ponder, Corporate Strategy Division

United Nations Department of Economic and Social Affairs (DESA)
Mr. Patrick Spearing, Senior Governance and Public Administration Officer
Mr. Roberto Villarreal Gonda Chief, Development Management Branch, Division for Public Administration and Development Management United Nations Department of Economic and Social Affairs

United Nations Development Programme (UNDP)
Mr. Adam Rogers, Senior Adviser, Strategic Communication

United Nations Educational, Scientific and Cultural Organization (UNESCO)
Mr. Cédric Wachholz Programme Specialist, Information Society Division, Communication and Information Sector

World Intellectual Property Organization (WIPO)
Mr. Joe Bradley, Head, Intergovernmental Organizations and Partnerships, Department of External Relations
Mr. Victor Owade, Consultant, Intergovernmental Organizations and Partnerships Section, Department of External Relations

Others

IGF Secretariat
Mr. Chengetai Masango, Programme and Technology Manager

United Nations Commission on Science and Technology for Development (CSTD)
Inter-sessional Panel

Room 26, Palais des Nations
Geneva, Switzerland
15-17 December 2010

Panel on "Follow-up to the World Summit on the Information Society –
Working Group on the Internet Governance Forum (IGF)"

Meeting report

1. Mr. Frédéric Riehl, vice Chair to the CSTD, who had been tasked by the Chair of the CSTD to assist her with establishing a working group on improvements to the Internet Governance Forum (IGF)[1] gave an account on steps taken towards the setting up of the group. Two informal consultations (one in Vilnius, Lithuania on 16 September[2] and one in Geneva, Switzerland on 24 November[3]) as well as online consultations[4] had been organized by Mr Riehl to discuss issues related to the mandate of the Working Group as well as modalities of its work with a wide range of stakeholders. Mr Riehl had also met with representatives from the Permanent missions to the United Nations Office in Geneva that are members of the CSTD in Geneva on 6 December to discuss the composition of the Group.

2. During the meeting of 6 December, the member states present had decided that the Group shall include twenty member States and be composed as follows: fifteen CSTD member states, with three members from each ECOSOC's regional groups[5], plus the five countries that have previously hosted IGF meetings.[6] At that meeting, the representatives of Portugal and of the United States had expressed their countries' reservation regarding the decision on the composition of the working group and stressed the need for multistakeholder

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[1] On 19 July 2010, the Economic and Social Council (ECOSOC) adopted by consensus resolution 2010/2 on the "Assessment of the progress made in the implementation of and follow-up to the outcomes of the World Summit on the Information Society". By this resolution, ECOSOC "invites the Chair of the Commission on Science and Technology for Development (CSTD) to establish, in an open and inclusive manner, a working group which would seek, compile and review inputs from all Member States and all other stakeholders on improvements to the Internet Governance Forum (IGF), in line with the mandate set out in the Tunis Agenda, and which would report to the Commission at its fourteenth session in 2011 with recommendation, as appropriate. This report is to constitute an input from the Commission to the General Assembly, through ECOSOC, should the mandate of the IGF be extended.
[2] Summary of this meeting available at
http://www.unctad.org/sections/un_cstd/docs/cstd2010d01_en.pdf
[3] Summary of this meeting available at http://www.unctad.info/upload/CSTD-IGF/IGFsummary.pdf
[4] Summary of responses to a questionnaire available at http://www.unctad.info/upload/CSTD-IGF/IGFsummary.pdf
[5] African States; Asian States; Latin American and Caribbean States; Eastern European States; and Western European and other States.
[6] Greece, Brazil, India, Egypt and Lithuania.

participation and contribution to the work of the CSTD Working Group on the Internet Governance Forum.[7]

3. The Chair of the CSTD invited member States to share their views regarding the decision taken on 6 December concerning the composition of the Working Group. A proposal to include not only the five member States that have previously hosted IGF meetings but also the hosts of the two phases of the World Summit on the Information Society (WSIS), Switzerland and Tunisia, and thereby raising the number of member States represented in the Group to 22, was endorsed.

4. Following the endorsement of the decision on member States composition of the working group, the Chair opened the discussion regarding the participation of other stakeholders in the Working Group. This discussion revolved mainly around interpretation of ECOSOC Resolution 2010/2 as well as the applicability of the Rules of Procedures of ECOSOC on the composition of the working group and the involvement of other stakeholders.

5. Some CSTD members stressed that ECOSOC Resolution 2010/2 invited the Chair of the CSTD to establish the working group in an open an inclusive manner and as such the composition of the Working Group should also be inclusive, with representatives of other stakeholders participating on an equal footing with representatives of governments. Furthermore, parity in participation would provide more credibility and expertise to the working group. The Working Group on Internet Governance (WGIG) was cited as a successful example of such an approach.

6. Other States insisted that the intention behind Resolution 2010/2 was to involve stakeholders in the work of the Working Group, but not on the same level as governments. It was important to maintain the intergovernmental character of the work pursuant to relevant ECOSOC rules on participation, which allow other stakeholders to voice their views during meetings of ECOSOC committees but do not give them the right to vote on decisions. Instead, innovative ways should be found to allow for a meaningful participation and involvement of other stakeholders.

7. The Chair then proposed that in addition to 22 member State representatives, five representatives each from civil society, the business sector, academia and the technical community and intergovernmental organizations be allowed to participate in the Working Group.

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[7] A full summary of the meeting is available at
http://www.unctad.org/sections/un_cstd/docs//cstd2010d08_en.pdf

8. Following some serious discussion regarding this proposal, member States agreed on the following text to establish the Working Group:

"The Chair of the CSTD establishes a Working Group of 15 member states plus the five member states which hosted the IGF meetings plus the two member states which hosted WSIS. This Working Group will seek, compile, and review inputs from all member states and all other stakeholders on improvement of the Internet Governance Forum, in an open and inclusive manner throughout the process.

The Chair invites the following stakeholders to interactively participate in the Working Group, bearing in mind the established rules of procedure of the ECOSOC, who will remain fully engaged throughout the process:

- 5 representatives from the business community
- 5 representatives from civil society
- 5 representatives from the technical and academic community
- 5 representatives from Intergovernmental organizations

Pursuant to the ECOSOC decisions 2010/226, 2010/227, and 2010/228, maximum possible assistance, diversity of ideas, and equal representation of stakeholders from developing and developed countries in the Working Group should be ensured in consultation with the stakeholders.

The report of this Working Group will be adopted by consensus."

9. The stakeholders invited to participate are requested to coordinate among themselves and propose five representatives which should reflect the diversity of every stakeholder category, with a view to providing a balanced representation.

Terms of Reference
Internet Governance Forum (IGF) Project Evaluator

Implementing Entity:
United Nations Department of Economic and Social Affairs/ Division for Public
Administration and Development Management (UNDESA/DPADM)

1. Objective and Scope of the Evaluation

The objective of this external evaluation is to examine the project impacts to date and the likelihood of future impacts. The evaluation will also assess project performance, the implementation and actual results compared to the planned outputs to increase understanding key elements of Internet governance through multi-stakeholder dialogue as defined in the Tunis Agenda for the Information Society.

As a secondary objective, the evaluation will summarize recommendations on concrete activities especially in the Report of the Working Group on Improvements to the Internet Governance Forum (A/67/65–E/2012/48) that should be pursued in the future by different participants of this project, possibly Multistakeholder Advisory Group (MAG) members, participants of Internet governance forums and members of the donor group to even better attain the original goals and objectives of this project, as well as new relevant ones that may have been identified by said participants along the execution of the project or during this final evaluation.

The evaluation will focus on the mandate of the Internet Governance Forum (IGF) which is set out in paragraphs 72 to 80 of the *Tunis Agenda for the Information Society (the Tunis Agenda)*:

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72. We ask the UN Secretary-General, in an open and inclusive process, to convene, by the second quarter of 2006, a meeting of the new forum for multi-stakeholder policy dialogue—called the Internet Governance Forum (IGF). The mandate of the Forum is to:

   a. Discuss public policy issues related to key elements of Internet governance in order to foster the sustainability, robustness, security, stability and development of the Internet.
   b. Facilitate discourse between bodies dealing with different cross-cutting international public policies regarding the Internet and discuss issues that do not fall within the scope of any existing body.
   c. Interface with appropriate intergovernmental organizations and other institutions on matters under their purview.
   d. Facilitate the exchange of information and best practices, and in this regard make full use of the expertise of the academic, scientific and technical communities.
   e. Advise all stakeholders in proposing ways and means to accelerate the availability and affordability of the Internet in the developing world.
   f. Strengthen and enhance the engagement of stakeholders in existing and/or future Internet governance mechanisms, particularly those from developing countries.
   g. Identify emerging issues, bring them to the attention of the relevant bodies and the general public, and, where appropriate, make recommendations.
   h. Contribute to capacity building for Internet governance in developing countries, drawing fully on local sources of knowledge and expertise.
   i. Promote and assess, on an ongoing basis, the embodiment of WSIS principles in Internet governance processes.
   j. Discuss, inter alia, issues relating to critical Internet resources.
   k. Help to find solutions to the issues arising from the use and misuse of the Internet, of particular concern to everyday users.
   l. Publish its proceedings.

73. The Internet Governance Forum, in its working and function, will be multilateral, multi-stakeholder, democratic and transparent. To that end, the proposed IGF could:

   a. Build on the existing structures of Internet governance, with special emphasis on the complementarity between all stakeholders involved in this process – governments, business entities, civil society and intergovernmental organizations.

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2. Methodology

This external evaluation will be conducted as an in-depth evaluation using a participatory mixed-methods approach. The Programme and Technology Manager and other relevant staff of the IGF Secretariat, UNDESA/DPADM IGF project team that administers the IGF Trust Fund, possibly international organizations, as well as donors, will provide information, opinions and assessments to the requests of the Consultant along the evaluation.

The Consultant will liaise with the Programme and Technology Manager of the IGF Secretariat for logistics and/or methodological issues, while conducting the evaluation in an independent way as much as possible.

The draft report will be delivered to the UNDESA/DPADM and circulated for comments to the UNDESA Capacity Development Office (UNDESA/CDO), and possibly other evaluators such as representatives of other international organizations that participated along the implementation of the project. It is up to the Evaluator to consider and include these comments in the report.

All comments or responses to the draft report will be sent to the UNDESA/DPADM for compilation and the Consultant will be provided with the full package for any necessary revisions, additions or modifications.

The mixed-methods approach for the evaluation will encompass:
1. A desk review of project documents including, but not limited to
   a. The project documents, outputs, activity reports (such as evaluation surveys of workshops/events carried out), financial reports of UNDESA/CDO, annual Project Implementation Reports by IGF Secretariat, and relevant correspondence.
   b. Notes from the IGF Secretariat.

c. Other project-related material produced by the project staff or partners.
d. Relevant material published on websites of the IGF Secretariat and UNDESA/DPADM (www.intgovforum.org , www.unpan.org)
2. Interviews with IGF Secretariat project management and support staff.
3. Interviews (possibly by telephone) with members of MAG, Internet governance and donor community who participated along the implementation of the project, participants in the project workshops, Consultants hired for determined tasks, representative of different stakeholders, and other stakeholders involved with this project. The Consultant shall determine whether to seek additional information and opinions from representatives of other organisations, from governments, the private sector or civil society in the countries where the project was implemented.

As appropriate, these interviews could be combined with an email questionnaire, online survey, or other electronic communications.

4. Interviews with the UNDESA/DPADM Project Team and UNDESA/CDO Fund Management Manager, and other relevant staff in UNDESA.
5. Qualitative and quantitative data analysis related to project activities and results (outputs and outcomes)
6. Focus group discussions with staff and former staff of the Centre
7. One-on-one interviews and observations with stakeholders (remotely)

Key Evaluation principles:

To evaluate the outcomes and impacts of the project, evaluators should consider *"what happened?"* and *"what would have happened anyway?"* Thus, there should be consideration of the baseline conditions and trends in relation to the intended project outcomes and impacts, and there should be plausible evidence to attribute such outcomes and impacts to the actions of the project. If adequate information on baseline conditions and trends is lacking, this should be highlighted by the evaluator, along with any simplifying assumptions taken to make informed judgements about the performance of the project.

All outputs of the project shall be looked at, including a knowledge base generated with information substantive reports of the IGF Secretariat since all these together are part of or contributed to the technical cooperation process.

The implementation of the project is a dynamic process that started with networking meetings and progressed into intensive in-country training and scoping activities. Therefore, the evaluation of the outputs, results and possible future impacts should always consider **the process and its determining factors**.

3. Project Evaluation Parameters and Ratings

The success of project implementation will be rated on a scale from 'highly unsatisfactory' to 'highly satisfactory'. In particular the evaluation shall **assess and rate** the project with respect to the nine categories defined below.

It should be noted that many of the evaluation parameters are interrelated. For example, the 'achievement of objectives and planned results' is closely linked to the issue of 'sustainability'. In turn, sustainability (understood as the probability of continued long-term project-derived outcomes and impacts) is linked to the issues of 'catalytic effects / replication' and, often, 'country ownership' and 'stakeholder participation'.

A. *Attainment of objectives and planned results:*

The evaluation should assess the extent to which the project's major relevant objectives were effectively and efficiently achieved or are expected to be achieved, and their relevance. Any project contributions to the achievement of the project's expected accomplishments should be clearly highlighted. The mandate of the project is clearly defined in the Paragraphs 72-80 of the Tunis Agenda[1].

- *Effectiveness:* Evaluate the overall likelihood of impact achievement, taking into account the "achievement indicators", the achievement of outcomes and the progress made towards impacts. The analysis should specify whether the project has plausible causal pathways that link project activities to the achievement of expected accomplishments. It should also specify whether the intervention is likely to have any lasting impacts.

- *Relevance***:** In retrospect, were the project's outcomes consistent with those of the project document and are they related to the programme of work of UNDESA/DPADM? Ascertain the nature and significance of the contribution of the project outcomes to the work of stakeholders from the Internet governance community.

- *Efficiency***:** Was the project cost-effective? Was the project the least cost option? Was the project implementation delayed and if it was, how did that affect cost-effectiveness? Assess the contribution of cash- and in-kind co-financing, and any additional resources leveraged by the project, to the project's achievements. Did the project build on earlier initiatives; did it make effective use of available scientific and / or technical information?

- *Adaptation and innovation:* Did the project identify along its execution other related and relevant objectives that had not been originally considered but which could be reached?

B. Sustainability:

Sustainability is understood as the probability of continued long-term project-derived outcomes and impacts after the project funding ends.

The evaluation will identify and assess the key conditions or factors that are likely to contribute or undermine the persistence of benefits after the project ends. Some of these factors might be outcomes of the project, e.g. stronger institutional capacities or better informed decision-making. Other factors would include contextual circumstances or developments that are not outcomes of the project but that are relevant to the sustainability of outcomes.

The evaluation should ascertain to what extent follow-up work has been initiated and how project outcomes will be sustained and enhanced over time.

Four aspects of sustainability should be addressed: institutional frameworks and governance, socio-political and financial. The following questions provide guidance on the assessment of these aspects:

- *Institutional framework and governance:*

To what extent is the sustenance of the outcomes and onward progress towards impacts dependent on issues relating to institutional frameworks and governance?

What is the likelihood that institutional and technical achievements, legal frameworks, policies and governance structures and processes will allow for the project outcomes/benefits to be sustained?

- *Financial resources:*

What is the likelihood that financial and economic resources will not be available once the project funding ends?

To what extent are the outcomes and eventual impact of the project dependent on continued financial support?

- *Socio-political:*

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[1] http://www.intgovforum.org/cms/aboutigf

What is the risk that the level of stakeholder ownership will be insufficient to allow for the project outcomes to be sustained?

Do the various key stakeholders see that it is in their interest that the project benefits continue to flow? Is there sufficient public / stakeholder awareness in support of the long-term objectives of the project?

C. Stakeholder participation / public awareness:

This consists of three related and often overlapping processes: information dissemination, consultation, and stakeholder participation. Stakeholders are the individuals, groups, institutions, or other bodies that have an interest or stake in the outcome of the project. The term also applies to those potentially affected in adverse ways by the project. The evaluation will specifically:

- Assess the mechanisms put in place by the project for identification and engagement of stakeholders in each participating country and establish, in consultation with the stakeholders, whether this mechanism was successful, and identify its strengths and weaknesses.

- Assess the degree and effectiveness of collaboration/interactions between the various project partners and institutions during the course of implementation of the project.

- Assess the degree and effectiveness of any various public awareness activities that were undertaken during the course of implementation of the project.

D. International and local ownership:

This is the relevance of the project to international and national agendas, especially the developing countries regional and international agreements.

Specifically, the evaluator should assess whether the project was effective in continuing the policy dialogue on Internet governance, and whether it served as a catalyst that helped focus public attention on issues related to Internet governance.

E. Achievement of outputs and activities:

- Delivered outputs: Assessment of the project's success in producing each of the programmed outputs, both in quantity and quality as well as usefulness and timeliness.

- Assess the soundness and effectiveness of the methodologies used for developing the technical documents and related management options in the participating countries.

- Assess the extent to which the project outputs have the credibility, necessary to influence policy and decision-makers at the national and regional levels.

F. Preparation and Readiness:

Were the project's objectives and components clear, practicable and feasible within its timeframe? Were the capacities of executing institution and counterparts properly considered when the project was designed? Were lessons from other relevant projects properly incorporated in the project design? Were the partnership arrangements properly identified and the roles and responsibilities negotiated prior to project implementation? Were counterpart resources (funding, staff, and facilities), enabling legislation, and adequate project management arrangements in place?

G. Assessment monitoring and evaluation systems:

The evaluation shall include an assessment of the quality, application and effectiveness of project monitoring and evaluation plans and tools, including an assessment of risk management based on the assumptions and risks identified in the project document.

H. Implementation:

This should include an analysis of the project's management framework, adaptation to changing conditions (adaptive management), partnerships in implementation arrangements, changes in project design, and overall project management.

The evaluation will:

- Ascertain to what extent the project implementation mechanisms outlined in the project document have been closely followed. In particular, assess the role of the various workshops/meetings carried out and whether the project document was clear and realistic to enable effective and efficient implementation, whether the project was executed according to the plan and how well the management was able to adapt to changes during the life of the project to enable the implementation of the project.

- Evaluate the effectiveness and efficiency and adaptability of project management to face evolving conditions and changing circumstances, and the supervision of project activities / project execution arrangements.

- Identify administrative, operational and/or technical problems and constraints that influenced the effective implementation of the project.

I. Financial Planning

Evaluation of financial planning requires assessment of the quality and effectiveness of financial planning and control of financial resources throughout the project's lifetime, including adequate use of all available resources to attain the project's objectives.

The evaluation should include actual project costs by activities compared to budget (variances), financial management (including disbursement issues), and co- financing.

The evaluation should:

- Assess the strength and utility of financial controls, including reporting and planning to allow the project management to make informed decisions regarding the budget and allow for a proper and timely flow of funds for the payment of satisfactory project deliverables.

- Identify and verify the sources of co- financing as well as leveraged and associated financing (in co-operation with the intended and expected accomplishments).

- Assess whether the project has applied appropriate standards of due diligence in the management of funds and financial audits.

- The evaluation should also include a breakdown of final actual costs and co-financing for the project prepared in consultation with the relevant UNDESA/ CDO Fund Management Manager of the project.

The *ratings for the parameters A - I will be presented in the form of a table*. Each of the categories should be rated separately with **brief justifications** based on the findings of the main analysis. An overall rating for the project should also be given.

The following rating system is to be applied:

HS   = Highly Satisfactory
S   = Satisfactory

MS   = Moderately Satisfactory
MU   = Moderately Unsatisfactory
U   = Unsatisfactory
HU   = Highly Unsatisfactory

4. Expected Outputs

To carry out the above mentioned tasks, UNDESA/DPADM will recruit a Consultant.

The Consultant will evaluate the IGF Project period including:
- The First mandate of the IGF: From the 1st IGF in 2006 through the 5th IGF in 2010
- The Second mandate of the IGF: From the 6th IGF in 2011 through the 9th IGF in 2014

The assignment will last 20 full working days, to be allocated at the Consultant's discretion over a period of five months for the following steps:
- Inception (initial briefing, documents gathering, preparation, organization and inception report)
- Desk review and meetings with UNDESA and IGF Secretariat staff
- Preliminary report writing
- Report presentation for comments and further inputs
- Report revision
- Completion of report

Outputs include:
- Draft Evaluation Report (see annex I) to be delivered to UNDESA by 15 September directly by email to Ms. Elia Armstrong, Chief, Development Management Branch (DMB)/DPADM/UNDESA, armstronge@un.org, and Mr. Vyacheslav Cherkasov, Senior Governance and Public Administration Manager, DMB/DPADM/UNDESA, cherkasov@un.org.
- After incorporating comments from relevant participants and upon approval of the Draft Evaluation Report, the Final Evaluation Report (See Annex 1) is to be submitted in English in both in hard and soft copies to UNDESA by 1 December 2014

5. Duration of the assignment

The duration of the assignment is estimated as a total workload of 20 working days to start on 1 May 2014 and finish no later than 31 December 2014.

The Consultant may be required to travel to Geneva to meet the staff of the IGF Secretariat.

The working language will be English, for conducting the interviews and surveys, as well as for drafting the draft and final reports.

6. Qualifications, experience and skills

The Consultant must:

    i.   Have at least a Master's degree in information communication technologies, social sciences, economics, management, knowledge management, human resource management or equivalent fields, or appropriate work experience.
    ii.   Be proficient in oral written English.
    iii.   Have experience in management and/or evaluation with respect to national public policies. Knowledge of the functioning and development of Internet governance.
    iv.   Have experience in writing evaluation reports.

v.   Have a proven track record of a minimum of 10 years of professional experience in analytical work related to relevant subject of the consultancy (public policy-making, development management, participatory governance, capacity building, etc.)

vi.   Have good analytical and writing skills

vii.   Have good inter-personal communication skills

7. Terms of Payment

Payments will be initiated upon successful completion or documented progress made on tasks as mentioned in the above Terms of Reference.

The Consultant may be required to travel and will be provided the ticket cost and Daily Subsistence Allowance.

The Consultant will be paid as follows:

1. A first payment of 25% of the total fee will be paid upon progress made on the agreed Table of Contents of the Evaluation Report and a draft Inception Report, which is a five-page outline of the intended Report.

2. A second payment of 50% of the total fee will be paid upon receipt of the final draft of the Evaluation Report for comments.

3. A final payment of 25% of the total fee will be paid upon satisfactory completion of tasks.

Annex I. Contents of the Evaluation Report

The suggested outline of the report is as follows:

CONTENT	PAGES (estimate)	COMMENTS
Title page	1	Title, date of publication Names of the evaluator Name of implementing entity or division that commissioned the evaluation, web page address where report can be found electronically
Acknowledgments	1	Information provided by the implementing entity
Table of contents	1-2	List of chapters, sections, tables, figures and annexes
List of acronyms	1-2	In alphabetical order; these are written out in full the first time they are used in the report
Executive summary	1-2	Background of the evaluation Purpose, objectives, outputs Scope Methodology Main conclusions Recommendations Other comments
1. Introduction	1-3	• 1.1 Background of the evaluation and the topic being evaluated • 1.2 Purpose, objectives and outputs • 1.3 Scope (including evaluation questions)
2. Methodology	1-4	• 2.1 Description of methodology: activities, timeframe, changes compared to TOR, and reasons for selecting sample reports, countries, sites, case studies, and interviewees as a representation of the topic being evaluated • 2.2 Limitations: limitations of the methodology and scope and problems encountered
3. Findings	Varying length	• 3.1 General: supporting information for the performance assessment and assessment of strategy • 3.2 Performance assessment: assessment against relevant evaluation criteria (relevance, effectiveness and sustainability) • 3.3 Other assessment: assessment against relevant additional criteria (further expand here)
4. Lessons learned and conclusions	1-5	• Lessons learned • Main conclusions, both positive and negative, of the evaluation that follow logically from the findings • Ratings table with ratings for standard evaluation and additional criteria and a brief justification (optional)
5. Recommendations	1-5	• Recommendations based on the conclusions, which can be addressed to the entities management and staff, project partners, donors and other relevant stakeholders
Annexes		I. Management response

CONTENT	PAGES (estimate)	COMMENTS
		II. Terms of reference for the evaluation III. List of documents reviewed IV. List of interviewees Other annexes as required (e.g. schedule of work undertaken by the Evaluator, reports of meetings, interview summaries, questionnaires etc.)