

ICC BASIS IGF 2010 reflections and recommendations for IGF 2011 preparations

General comments

ICC-BASIS members congratulate the host country of Lithuania, the organizers and the IGF secretariat on a most successful event, and look forward to working with all stakeholders to prepare another successful IGF in Nairobi, Kenya in September 2010. The host country provided a warm welcome to all participants and the special contribution of Her Excellency, Ms Dalia Grybauskaite, President of the Republic of Lithuania, was greatly appreciated, as this was the first IGF where the host head of state contributed directly.

ICC-BASIS expresses our sincere appreciation to all members of the host country organizing team who worked throughout the year toward the success of the IGF 2010. The hard work and contributions of the hosting countries include so many aspects that contribute to the experiences and the success of the IGF itself. This contribution can be overlooked in the statements of appreciation, and ICC-BASIS wishes to note with appreciation these aspects of the hosting country's contributions.

We also would like to express our special thanks and recognition to Mr Nitin Desai, the Chair of the multistakeholder advisory group for his leadership and guidance and to Mr Markus Kummer, Executive Coordinator of the IGF secretariat, and his talented team for their tireless efforts and support.

IGF 2010's theme of 'Developing the future together' successfully built upon the productive experiences of the earlier IGFs, hosted in Sharm el-Sheikh, Egypt; Hyderabad, India, Rio de Janeiro, Brazil, and Athens, Greece. There was a strong business presence and an even greater number of overall participants than in previous years. This demonstrates the importance of the IGF for all stakeholders – business; civil society; academic, technical community, governments and IGOs.

Once again, the IGF in 2010 successfully brought together an extensive range of leaders from the many communities interested in Internet governance and provided a unique opportunity to have frank and open discussions on a wide range of issues. Like its predecessors, the IGF 2010 brought together many stakeholders who otherwise do not have opportunities to engage with each other annually. A major value add for all is the constructive exchange of best practices and considerations of the best policy approaches and options that in turn resonate in policy discussions and decisions around the world and at national and regional levels.

It is clear that the IGF is evolving and expanding its influence in the global policy area, while also driving change at national and regional level as its multistakeholder nature is now reflected in national and regional reflections from the global IGF. From 2009 to 2010 and at the IGF in Vilnius we saw the emergence of many new national IGF initiatives, and strengthening of regional IGF initiatives catalyzed by the global IGF which is a concrete outcome. We also recognize the tremendous effort to include participants from around the world through the extensive remote hubs, expanded remote participation/webcasts/real time transcription for the workshops and open forums in addition to main sessions. For the first time, the implications of IG for development were specifically identified as a key issue to be explored. This represents a very positive addition to the core issues addressed by the IGF.

This is an important year for the IGF, and we strongly urge efficient and effective programme development. Scheduling of main sessions and workshops to reduce conflicts which for instance undermined the IG for Development main session last year will be important.

2010 also saw the first ever release by the IGF Secretariat of the best practices document which offered a constructive set of recommendations which emerged from best practice sessions on various IG issues over the years. In addition, the IGF Chairman's summary report captured the many substantive exchanges, recommendations and sharing of experiences on the range of IG issues.

Main sessions: reflections on 2010 and recommendations for IGF 2011

Internet governance for development

- Important issues raised but the range of topics is very broad and it was difficult to create a coherent and interactive session.
- Recommend carrying these issues forward in workshops to allow for more in-depth discussion and practical guidance to come through.

Emerging issues-cloud computing

- Excellent session, range of experts on the panel worked well and participants came away with a positive sense of having really gained insights and information.
- We support inclusion of an emerging issues session this year.

Emphasizing the development and IG cross-cutting theme

- We encourage and support continued evolution of the agenda and the responsiveness to community input. While we question the substance of the IG for development main session, it was responsive to one of the criticisms that had been raised, thus it was very important that it took place in 2010.
- The development and IG issues are of critical importance to this year's IGF programme. We believe that an enhanced focus on development issues in each main session will be essential and suggest that there be a development track and

more concerted efforts to gather and distribute best practices and “practical” support.

- We strongly encourage workshop proposals that include developing country perspectives and a specific angle of discussion on development concerns/opportunities should be prioritized.
- We recommend incorporating “Building an Innovation Economy” as a track or thread to explore entrepreneurship and business creation as a means of development rather than an impediment focused on entrepreneurship and governance issues that support it.
- We urge discussion about what developing countries can do to attract private investment in broadband infrastructure deployment. Having a session focused on the exchange of best practices on this topic could be productive.
- Emphasize the link between youth and entrepreneurship issues
- Explore Intellectual Property (IP) issues from a development angle engaging WIPO in this discussion and focusing on technical, operational, political and policy realities

Security/Openness & Privacy

The security/openness and privacy issues have been explored in main sessions at each IGF, and we believe that the following topics would build upon past discussions and move it forward in a constructive manner:

- “Internet openness and network evolution” in the context of investment and infrastructure deployment
- Human rights issues in openness and neutrality
- Highlight the cross-border issues as a major component of the privacy and security discussions. The cloud computing sessions in 2010 focused on cross-border issues and we strongly encourage taking those issues to the next level this year, by incorporating them into the agenda.
- How to preserve privacy and still serve law enforcement purposes building upon work by OECD/CoE in this space as well

Access & Diversity

- Blocking of websites/governance issues/ how to handle legal and non-legal resources and content, and harmonization
- Transformation of education/innovation/entrepreneurship by the Internet
- Requirements for private investment regarding access to infrastructure/best practices to promote this development; governance issues and impediments should be the focus

Taking stock of IG and way forward

- We support a discussion on IGF further improvements

Critical Internet Resources

- We believe that the critical Internet resources session provides participants with a real opportunity to exchange information about CIR issues being addressed in various organizations and forums, and allows for a range of issues to be raised with all stakeholders present and thus support inclusion of a CIR session in the 2011 programme.

Workshops & open forums

- Positive feedback about the depth of discussions and interactive nature generally in the workshops and open forums, this should continue
- Some raise concerns about the number of workshops, and suggest that even further efforts be undertaken to curtail the number of workshops and limit duplication. Each IGF includes new attendees who can benefit from basic workshops that provide basic and fundamental information, while others on the same topic may support more advanced examination of an issue. The MAG, Secretariat, and participants collaborated on merging workshops, and the initial number was significantly reduced. It is important to keep in mind that no other forum like the IGF exists, and that as the population of new attendees continues at each IGF, the programme may benefit from differentiating between fundamental informational workshops and more developed solutions based workshops which share best practices and case examples.
- The number of workshops should be driven by the anticipated audience; needs and concerns about an issue, not merely a concern about the number of workshops. Where true duplication of proposed workshops exist, merging may be appropriate. However, the more important issue is audience availability; willingness to do all the due diligence to create a professional workshop and prepare a well documented workshop report. Rather than applying restrictions on the number of workshops, a call for agreed criteria for workshops, generally, could result in a set of criteria that workshops would be invited to adhere to.
- Workshops could also be invited/encouraged to present white papers before or after the IGF, that are more detailed than workshop reports, and could be considered as part of the publication from the IGF
- For the IGF in Kenya, the priority should be to identify the appropriate approach to workshops that meets the needs of the audience. This may lead to a priority of access workshops, for instance, versus some other topic. If that is driven by prospective audience interest, that can justify an imbalance in the number and focus of workshops.

Opening & Closing ceremonies

- Business recognizes that opening and closing ceremonies represent an important aspect of any meeting, whether regional or global in nature. Provision must be

made in all IGF agendas for an appropriate opportunity for political leadership and other recognitions. It is important that such needs be met.

- At the same time, it is important not to have such events overwhelm or overtake the multi stakeholder nature of the IGF. Business applauds progress made this year to reduce the length of these ceremonial sessions, excellent.
- Continue this progress in 2011

Logistics

WHAT WORKED

- Host country website – provided a nice overview of the country before arrival.
- Registration staff – excellent support to process delegates quickly
- Main session room – good layout for discussions
- Meeting rooms – there were plenty available and the process was well organized
- Webcast + remote participation – real progress made, recognize some issues with firewalls or other incompatibilities that can be addressed, remote participation, webcasts, real time transcripts in workshops as well as main sessions were very productive additions
- Video screens around the venue – great way to listen to the dialogue even when not in the main session room
- Host country reception – excellent networking event
- Computers, printers and copier machines – well done!
- Document distribution – very useful!
- Electrical outlets around venue – worked very well
- Water – it is always very important to provide potable water for delegates
- Shipping materials process – appreciated the effort to have information posted earlier and the process was an improvement.
- Venue staff – very friendly and helpful

Improvements and recommendations

- Venue – while it was large and accommodated the basic needs, the layout also had some challenges. The location of the venue, vis à vis hotels did require additional transport time and costs for many attendees. Proximity of the venue to hotels should be a priority in future IGFs.
- Transportation – need to have more shuttles, for longer periods of time, to more locations, beginning a few days before the event at reasonable rates is essential particularly when there were limited other options.
- Registration times- need to start much earlier, as many meetings/events started at as early as 8:00am
- Food options – participants' schedules are generally very full and thus it has been incredibly helpful in previous IGFs that the host countries found sponsors for lunch service. When this is not possible, it is important to provide food options to allow attendees to grab something on the go, if they are not able to sit down for a long meal.

- Coffee breaks – need to have these throughout the day. They are an essential part of networking.
- Workshop rooms – a priority for the venue which would be very helpful is to ensure soundproof facilities for each meeting room
- Delegate bags – the process for providing materials for delegates’ bags needed in advance (2-3 months) on whether or not organizations can insert materials and what the process will be. Numbers of items/materials also needed early.
- Press list – it is important to have more access to this information in order to build communications and media attention for the IGF

About the International Chamber of Commerce (ICC)

The International Chamber of Commerce is the largest, most representative business organization in the world. Its thousands of member companies in over 120 countries have interests spanning every sector of private enterprise.

A world network of national committees keeps the ICC International Secretariat in Paris informed about national and regional business priorities. More than 2000 experts drawn from ICC's member companies feed their knowledge and experience into crafting the ICC stance on specific business issues.

The United Nations, the World Trade Organization, and many other intergovernmental bodies, both international and regional, are kept in touch with the views of international business through ICC. **For more information please visit: www.iccwbo.org**

About BASIS

ICC created BASIS to raise awareness among the public, governments, civil society, intergovernmental organizations and technical community of what business requires to continue contributing to the development of the Information Society. It serves as the voice of business in the global dialogue on the Information Society, following two World Summits on the Information Society (WSIS) held in Geneva (2003) and Tunis (2005).

To promote the environment in which business around the world will continue to thrive as an innovator of information and communication technologies, BASIS participates in UN-linked forums set up to continue the dialogue, such as the Internet Governance Forum (IGF) and the WSIS follow up and implementation processes, and the UN Global Alliance for ICTs and development (GAID).

To help shape the agenda and participate in these global discussions, BASIS relies on the policies developed in the ICC Commission on E-business, IT and Telecoms as the foundation for its efforts.

BASIS builds on the activities and network of the Coordinating Committee of Business Interlocutors (CCBI), which ICC formed to coordinate participation by world business in the processes leading up to and at WSIS.

BASIS members include business organizations such as the TechAmerica, World Information Technology and Services Alliance (WITSA), Africa Investor, Global Information Infrastructure Commission (GIIC), Japan Business Federation (Nippon Keidanren), and the Association for Competitive Technology (ACT) as well as several ICC national committees and companies from across sectors and geographies.

For further information regarding BASIS, the founding partners, members and activities, visit: www.iccwbo.org/basis