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**Submissions from entities in the United Nations system and elsewhere on their
efforts in 2011 to implement the outcome of the WSIS**

Submission by

ECLAC

This submission was prepared as an input to the report of the UN Secretary-General on "Progress made in the implementation of and follow-up to the outcomes of the World Summit on the Information Society at the regional and international levels" (to the 15th session of the CSTD), in response to the request by the Economic and Social Council, in its resolution 2006/46, to the UN Secretary-General to inform the Commission on Science and Technology for Development on the implementation of the outcomes of the WSIS as part of his annual reporting to the Commission.

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Implementation of the Action Lines of WSIS in Latin America and the Caribbean

December 2011

Executive Summary

The implementation of WSIS activities in Latin America and the Caribbean (LAC) region has continued at the national, sub-regional and regional levels. The LAC countries remain committed to the development of the Information Society by renovating the regional strategy through the approval of a 2010-2015 Regional Action Plan (eLAC2015), agreed during the Third Ministerial Meeting held in Lima, Peru, in 2010. Countries continue to adopt the consecutive regional action plans as short-term milestones evolving towards the ambitious and long-term 2015 Millennium Development Goals (MDGs) and the goals of the World Summit on the Information Society (WSIS). With the financial support of the European Commission through the @LIS2 Programme - "Alliance for the Information Society", UN Economic Commission for Latin America and the Caribbean (UNECLAC) facilitates and coordinates a variety of activities to foster and monitor ICT policies and projects in line with the WSIS targets.

High-level decision-makers in the region support UNECLAC effort on promote broadband development. A concrete result is the declaration of UNASUR Telecommunications Ministers supporting the agreements reached on the IV Regional Dialogue on Broadband Meeting.

The statistical information and analysis developed under OSILAC and ORBA framework allowed the identification of significant progress in ICT development in the region. However economic and social gaps persist, such as that only 70% of microenterprises in Latin America do not have Internet access, insufficient deployment of broadband infrastructure, limited ICT innovation and adoption, persistent digital divide across income levels and regional areas.

Several studies produced by UNECLAC revealed the urgent need for Latin American and Caribbean countries to increase their efforts to reduce the digital divide in terms of access and quality of access, to facilitate the use of more sophisticated ICT in order to continue their advance toward the construction of inclusive information societies. The potential impact that ICT can have on economic performance and social integration will only be possible when the access and use of ICTs permeate the entire population and other complementarities are present. For countries of the Organization for Economic Cooperation and Development (OECD), studies estimate that a 10% increase in broadband penetration can mean up to a 2.5% increase in the rate of GDP growth. According to UNECLAC data for Latin American countries, this impact would be 0.16%.

In the region, important progresses are being made, but it is essential to continue the efforts. The most advanced countries are investing in the deployment of broadband infrastructure. The digital world moves rapidly, and the State must acquire an active and agile

role in designing instruments that allow to address the structural challenges of the emerging digital revolution. In this context, UNECLAC carried on the initiative "Dialogue for inclusive and innovative digital agendas in Latin America and the Caribbean ", a series of events that seek to find a new space for exchanging experiences, debate and mutual enrichment in the construction of digital agendas in the region.

Overview

UNECLAC contributed to achieving the MDGs and WSIS goals by **(1)** acting as Technical Secretariat of eLAC2015; **(2)** acting as Technical Secretariat of the Regional Dialogue on Broadband; **(3)** monitoring the Information Society progress in the region; **(4)** generating knowledge about current Information Society dynamics in the region, especially in those issues relevant for policies (access and infrastructure, e-education, e-health, e-government and ICTS and productive sector); and **(5)** providing technical assistance and capacity-building on selected issues for the development of the Information Society, in cooperation with other regions.

1) Technical Secretariat of eLAC2015

As the Technical Secretariat for eLAC, UNECLAC efforts focused on fostering the implementation of the Regional Plan of Action eLAC2015, by providing technical support for the regional follow-up mechanism through studies, statistics and substantive information on digital development and associated public policies, the preparation of newsletters, and cooperation in the organization of technical meetings and the eLAC ministerial follow-up conference, which will be held in March 2013.

Also, UNECLAC received the mandate to constitute a commission on eLAC2015 indicators to improve the monitoring of the regional action plan. This initiative is an example of best practice to improve the availability of ICT statistics and its use for monitoring ICT policies by incorporating the subject in the current statistical work and coordinate it with the efforts of national agencies in charge of information society policies. The commission is integrated by representatives of the Working Group on ICT from the Statistical Conference of the Americas of the Economic Commission for Latin America and the Caribbean (SCA-ECLAC) and eLAC national focal points for information society agendas. The Indicators Commission is defining the indicators to measure the targets of the Regional Action Plan on Information Society eLAC2015.

The new Regional Action Plan eLAC2015 highlights the importance of the universal access to broadband, acknowledging the digital gap in the access and deployment of this technology. In order to address this issue, a Regional Dialogue on Broadband has emerged as a political forum to exchange knowledge and different approaches to developing policies for massifying broadband, particularly in regard to the elements that determinate the service costs.

2) Technical Secretariat of the Regional Dialogue on Broadband

The Regional Dialogue on Broadband emerged in 2010 as an initiative fostered by UNECLAC and the Chilean government through the Undersecretary of Telecommunications

(SUBTEL), to promote the integration of the regional demand for broadband, in order to achieve better prices for the Internet international traffic. On August 18, 2010, ECLAC organized in Santiago the first meeting of the *Regional Dialogue on the cost of international connections and its impact on the prices of broadband*. Representatives of six countries (Bolivia, Brazil, Chile, Paraguay, Peru and Uruguay) participated in that meeting. In the second Regional Dialogue meeting held on November 2010 ECLAC was able to convene, at the request of the nine assisting countries (Argentina, Brazil, Bolivia, Colombia, Chile, Ecuador, Paraguay, Peru and Uruguay), the major telecommunications operators in the region, which generated an unprecedented dynamic discussion in the region in this matter: the responsible for setting public policies in ICT could openly discussed and exchanged views with leading representatives and operators of the private sector.

In its capacity as Technical Secretariat, ECLAC received the mandate to design and implement a statistical tool to analyze the broadband market, both from the perspective of the penetration of the service and the use of applications that use it, and the access to content. As a result, During the third meeting of the Dialogue, held in Santiago on May 27, 2011 ECLAC launched the Regional Broadband Observatory (ORBA, by its Spanish acronym), as *an important source of information for the design and monitoring of public policies aimed at universalizing broadband*. The third meeting was attended by high-level representatives from national telecommunications sectors of ten countries (Argentina, Brazil, Bolivia, Colombia, Chile, Costa Rica, Ecuador, Paraguay, Peru and Uruguay) who came together to analyze policy options for broadband development, as well as regional integration options for broadband infrastructure. As a result of the meeting it was decided to establish a School for Policymakers on Broadband (*Escuela de gestores de políticas públicas de banda ancha*), the first of its kind in Latin America.

On October 21, 2011, took place the Fourth meeting of the Regional Dialogue where the countries adopted a broadband definition proposed by ECLAC. Basic broadband should have a minimum download speed of 256 kbps and an upload speed of 128 kbps in the two existing forms. A minimum download speed of 2 Mbps and 512 kbps for the upload speed was set for the advanced broadband service. Finally, a minimum download speed of 10 Mbps and upload speed of 768 kbps was set for the total broadband delivered by wired or wireless networks, which enables all applications available on the Internet to be accessed.

Indicador	Basic wired broadband or wireless radio base peak	Advanced wired broadband or wireless radio base peak	Total wireless broadband or wireless radio base peak
Minimum download speed	256 Kbps.	2 Mbps.	10 Mbps
Minimum upload speed	128 Kbps.	512 Kbps.	768 Kbps
Availability for use	Permanent connection	Permanent connection	Permanent connection

Source: ORBA.

The countries also agreed on the need to encourage greater Internet traffic exchange in the region. This involves encouraging the interconnection of Internet service providers (ISP) and setting up traffic exchange points. It was also decided to lower the costs of deploying broadband infrastructure by making more efficient use of installations for other services, such as electricity and gas, and in roads. In addition, they agreed to encourage the generation of local content and attract the storage of content in the region.

The Regional Dialogue on Broadband has the support of high-level representatives. This was made explicit during the Telecommunications Ministerial Meeting of the Union of South American Nations (UNASUR), held in Brasilia in November 29, 2011, where they agreed to recognize the interconnectivity resolutions reached in the last Dialogue meeting.

3) *Monitoring the Information Society progress in the region*

The Observatory for the Information Society in Latin America and the Caribbean (OSILAC) has continued to support the ICT measurement in the region. The data on ICT access and use represent an important input for formulating, monitoring and evaluating public policies which guarantee a more inclusive access and usage of ICT in the region. In this perspective, OSILAC maintain updated an online Statistical Information System on ICT (<http://www.eclac.org/tic/flash/>) which gathers available databases of household surveys from the countries of the region, allowing the calculation and analysis of ICT indicators over time, among the countries, within the countries of the region, and in relation to other countries and regions of the world. Currently, the system allows public access to 96 databases of household surveys of countries from all over Latin America, except Argentina and Cuba.

The Regional Broadband Observatory has produced new indicators on diffusion and access to broadband, tariffs and service speed. The specific data is an important input for defining and formulating broadband national plans. The information has been systematized on databases and diffused as country sheets through ORBA's website (<http://www.eclac.cl/socinfo/orba/>). Periodically, ORBA produced an analytical bulletin with statistical information to monitoring the progress on broadband development in Latin America and other regions in the world.

4) *Knowledge generation*

Some of the important studies undertaken by ECLAC during 2011 are listed below, by thematic areas:

Access and infrastructure:

- Un modelo institucional para la regulación en materia de convergencia tecnológica en América Latina [*An institutional model for the regulation in technological convergence in Latin America*]
<http://www.eclac.org/ddpe/publicaciones/xml/0/44990/W427.pdf>
- Uso de los fondos de acceso universal de telecomunicaciones en países de América Latina y el Caribe [*Use of telecommunications universal access funds in countries in Latin America and the Caribbean*]

http://www.eclac.org/publicaciones/xml/7/44707/Doc_W429.pdf

e-Education:

- Las tecnologías de la información y las comunicaciones en la formación inicial docente de América Latina [*The information and communications technologies in initial teacher training in Latin America*]

http://www.eclac.org/publicaciones/xml/2/44612/Serie_172_Mario_Brun_Tic_ALIS_09.2011.pdf

- Políticas y prácticas de informática educativa en América Latina y El Caribe [*Policies and practices of educational Informatics in Latin America and the Caribbean*]

<http://www.eclac.org/publicaciones/xml/5/43615/sps171-PoliticasypracticasydeTic-May2011.pdf>

- New information and communications technologies for education in Latin America: risks and opportunities

<http://www.eclac.org/publicaciones/xml/7/43177/sps167-education-ITC.pdf>

- Aprender y enseñar con las tecnologías de la información y las comunicaciones en América Latina: potenciales beneficios [*Learning and teaching with information and communications technologies in Latin America: potential benefits*]

<http://www.eclac.org/publicaciones/xml/9/42669/sps-169-tics-aprendizajes.pdf>

ICT policies:

- ICT in Latin America. A microdata analysis

<http://www.eclac.org/publicaciones/xml/7/43847/R.2172ICTinLA.pdf>

e-Health:

- e-Health in Latin America and the Caribbean: Progress and challenges

http://www.eclac.org/publicaciones/xml/0/44450/2011-205-eHealth_in_LAC_WEB.pdf

ICT and productive sector:

- El desafío de las TIC en Argentina. Crear capacidades para la generación de empleo [*The challenge of ICT in Argentina. Building capacities for the generation of employment*]

http://www.eclac.org/publicaciones/xml/7/45207/TIC_en_Argentina.pdf

5) Technical assistance and capacity building

During 2011, UNECLAC organized several workshops for experience exchange in different ICT sectors, and promoted regional cooperation in order to expand broadband access. Below are listed the principal activities:

Access and infrastructure:

- From September 17 to 20, UNECLAC, in its Technical Secretariat role for the Regional Dialogue on Broadband, and with the support of the World Bank, organized the First School for Broadband Policy Makers of the region. The responsible for national

broadband policies of seven countries (Argentina, Chile, Colombia, Costa Rica, Ecuador, Paraguay and Peru) attended the meeting, which objective was to create a space for debate between the public, academic and private sectors, to analyze issues relating to the massification of this service in Latin America (www.youtube.com/watch?v=9Ojun-7jcNk).

- On September 21, UNECLAC organized and held at its headquarters in Santiago, Chile, the IV Meeting of the Regional Dialogue on Broadband. In order to guide public policies in the region, the UNECLAC Regional Broadband Observatory (ORBA) proposed a number of parameters for connectivity, speed and user experience to define broadband that were accepted by the high-level representatives of the nine attending countries. The recommendations made on the Declaration that emerged from this meeting were considered and stated in their document by the Telecommunication Ministers of the Union of South American Nations (UNASUR).
- On November 7 and 8, UNECLAC and the Ibero-American Association of Research Centres and Telecommunication Companies (AHCJET) organized the II Ibero-American Forum to Impulse Broadband, to ease the public-private dialog on subjects like opportunities and obstacles to achieve a sustainable broadband model, public policies to support this technology, contents and the challenges that the deployment of such a communication network implies.

e-Health:

- On February 21 and 22, UNECLAC, along the Spanish Society of Health Informatics, organized the seminar “Impacto de las tecnologías de la información y la comunicación en los servicios de salud” [*ICT impact on health services*], with the aim to exchange experiences between Latin-American and European experts.
- On July 26 and 27 UNECLAC contributed with the Latin American and Caribbean Economic System (SELA) in organizing the second edition of the seminar “Salud-e y Telemedicina en América Latina y el Caribe: Prácticas de innovación y estándares” [*e-Health and telemedicine in Latin America and the Caribbean: innovation practices and standards*]. The objective was to discuss the state of ICT and health public policies in the countries of the region and to share experiences, lessons learned, and the new tools and supports in the field of e-health, as well as new regulatory developments and standards, and harmonization initiatives and interoperability.

e-Education:

- On September 01, UNECLAC organized the Workshop “Intercambio sobre Análisis de Buenas Prácticas de TIC en Educación” [*Exchange on the analysis of best education ICT practices*], in order to share experiences and best practices on the subject.

- On September 18 and with the support of the País Digital Foundation of Chile, UNECLAC organized the workshop "The global indicators of ICT in education project. The Korean experience and its scope for Chile", in which Dr. Ki-Sang Song, professor of computer education from the Korea National University for Education, exposed in front of academics and representatives of pro-education organizations and spoke about the experience of the Republic of Korea in global indicators of use of ICTs in education.

ICT and productive sector:

- On November 30, UNECLAC presented the book *El desafío de las TIC en Argentina. Crear capacidades para la generación de empleo [The challenge of ICT in Argentina. Building capacities for the generation of employment]*. The joint publication from UNECLAC and the Ministry of Labor of Argentina concentrates in the importance of the entailment between the model of productive structure, the emphasis in innovation (main factor today to obtain competitive advantages) and the generation of quality jobs.

eLAC activities:

- On August 8 and 9, UNECLAC organized, along with the Agency for the development of the Information Society in Bolivia (ADSIB), the first edition of the initiative *Dialogue for inclusive and innovative digital agendas in Latin America and the Caribbean*. The meeting was held as an effort under the Regional Plan for the Information Society, eLAC2015 that seeks to collaborate with the recent undertaking by the Government of Bolivia on the development of the Bolivian Digital Agenda (ADB), which aims to become a tool for making progress in various fields of information society in Bolivia, identifying, prioritizing and tracking programs and strategic projects that the country has, with intensive use of information and communications technologies (ICT).
- On September 14 and 15, UNECLAC, along with the Statistics National Bureau of Dominican Republic and the Dominican Institute of Telecommunications, organized the "eLAC2015 Indicators Commission" workshop, which was attended by representatives from nine countries, who worked upon a base document and thus decided which indicators will be used to measure the progress of the eLAC2015 Regional Action Plan for the Information Society.
- On September 15, UNECLAC co-organized with the Ministry of Telecommunications and Information Society of Ecuador (MINTEL) the "*Digital Ecuador Strategy 2.0*". This event was held in the framework of the initiative *Dialogue for inclusive and innovative digital agendas in Latin America and the Caribbean*. At the event, Ecuador presented its digital 2.0 plan, and experts from six countries shared their experiences in digital plans, electronic government and citizen access to information networks.
- On November 30 to December 2, UNECLAC held in its headquarters the first seminar "*Environmentally Rational Management of Electric and Electronic Waste*", co-organized with Ministry of Environment of Chile, the Ministry of Telecommunications and

Information Society of Ecuador, and the Regional Platform on Electronic Waste on Latin America and the Caribbean (RELAC). At the meeting, international experts on electronic waste treatment shared their experiences about how to regulate the management of a problem that generates worldwide 50 million tons of garbage annually.

During June and November 2011 took place the 4th and 5th LA-KLEMS Workshop, attended by representatives of Argentina, Brazil, Chile and Mexico. From the perspective of sectoral measurements of the ICT impact on the economy, the LA-KLEMS project is creating a new platform to generate information through the national accounts, associated with economic growth, productivity, creating employment, capital formation and technological change. The platform is being developed worldwide, including the EU-25, Australia, Canada, Japan, Korea and the United States.

Also, on November 21, UNECLAC organized, along with the think-tank Friends of Europe, Regulatel and RedClara the high-level event "*Latin America's New Dynamic*", attended by high-level speakers and assistants. The event was aimed to share the vision of Latin America's new position in the world and it addressed topics such as the importance of ICTs for development, specially broadband deployment and access.

Visibility

Through various interviews, publications and press releases, UNECLAC widely promoted in 2011 the slogan of universal broadband as a civil priority for the development of the region and that ICTs are tools for a more equal development of societies in different areas, such as education, health, government services and the productive sector.

The main axe of visibility of the Information Society Area is its website www.cepal.org/socinfo, which spreads news and publications on the progress in the Information Society in the region and contains all the publications related to the ICT area made by UNECLAC.

Another important visibility tool is the social network Twitter account, which was established in March 2010 and currently has 3,360 followers and its an important source of information on ICTs news for its followers. There are also social accounts in Flickr, Slideshare, YouTube and Another communication strategy that was adopted is to send a newsletter via email. At December 09, 2011, 94 clippings were sent to subscribers bi-weekly and 47 to those who receive it once a week. In addition, the news reported in the clipping are socialized through Twitter.

Future Actions

- ECLAC will continue to act as Technical Secretariat of eLAC promoting its Working Groups and the Indicators Commission established for monitoring eLAC2015 Plan.

- The Broadband Regional Dialogue will continue to be supported as an important political forum to discuss massification policies that address the region needs in this matter.
- Technical assistance activities and workshops to disseminate best practices and sharing experiences, will continue to be carried on specially in less developed countries.
- Generating knowledge: we will focus on developing studies and reports in the areas of broadband access and use, e-education, e-health, e-government, and ICTS and environment, as well as a Latin America Digital Economy Review.