



International Chamber of Commerce
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An ICC initiative

BASIS

Business Action to Support
the Information Society

Reflections



Internet Governance Forum (IGF) 2011
27-30 September, Nairobi, Kenya

ICC BASIS Reflections on IGF Kenya and recommendations for IGF 2012

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BASIS preliminary reflections and recommendations on Internet Governance Forum (IGF) Nairobi, Kenya, 27-30 September 2011

Members of the International Chamber of Commerce and its initiative, Business Action to Support the Information Society (BASIS), are pleased to contribute these preliminary reflections on the IGF in Kenya.

General comments

ICC-BASIS members heartily congratulate the host country of Kenya, the organizers and the IGF secretariat on a most successful event, and look forward to working with all stakeholders to prepare another successful IGF 2012. The host country provided a warm welcome to all participants and the special contributions of Alice Munyua, Chair, Kenya Internet Governance Steering Committee, Dr Bitange Ndemo, Permanent Secretary, Ministry of Information and Communications, and Hon. Mr. Samuel Poghisio, Minister of Information and Communications, of the Republic of Kenya were greatly appreciated.

ICC-BASIS expresses our sincere and warm appreciation to all members of the host country organizing team who worked throughout the year toward the success of the IGF 2011. 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.

We also would like to express our special thanks and recognition to Chengetai Masango and the IGF secretariat team whose tireless efforts under constrained circumstances deserve much appreciation.

IGF 2011's theme of **'Internet as a catalyst for change: access, development, freedoms and innovation'** set a dynamic stage for discussions building on the earlier IGFs, hosted in Vilnius, Lithuania, Sharm el-Sheikh, Egypt; Hyderabad, India, Rio de Janeiro, Brazil, and Athens, Greece. The 2,000 plus registrations and strong business presence meant the participation this year was the best ever. This demonstrates the importance of the IGF for all stakeholders – business, civil society, academic, technical community, governments and IGOs.

Once again, the IGF in 2011 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 2011 brought together many stakeholders and experts from a variety

of disciplines and areas of responsibility 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 as they relate to respective situations or cultures that in turn resonate in policy discussions and decisions around the world and at national and regional levels. Participation by Kenyan stakeholders and strong representation from all stakeholders in the region was a real strength this year. The special ministerial event organized by Kenya and the ITU before the IGF provided an interesting opportunity for exchange, again amongst a range of stakeholders who may otherwise not have had the opportunity to meet or be aware of the IGF.

We also recognize the effort to include participants from around the world in the IGF through the extensive remote hubs, expanded remote participation/webcasts/real time transcription for the workshops and open forums in addition to main sessions. Remote participation and IG and development issues continued to be a key theme in many sessions, as well as in a main session.

Programme development

This is an important year for the IGF and we strongly urge efficient and effective programme development, again around issues relevant to participants from all sectors. The innovative use of the main session room this year for the intra-regional dialogues and the reduction in overlap was a plus. More effort needs to be made to ensure workshop proposals are updated and that the selection process is improved. The input of workshop issues and dialogues into main sessions also warrants regular review and strengthening. We encourage additional substantive dialogues on the issues of cloud, security and privacy, transborder data flow, issues around mobile, infrastructure investment, and effective policy frameworks, as well as digital citizenship (including online reputation; ie organizational, professional and personal).

The Chairman's summary once again captured the substantive outcomes of the discussions during the main sessions. The increased efforts to ensure workshops (and other events) submitted a report was also a progress point to capture the many substantive policy options and choices that were discussed. It would be useful to consider doing the best practices document which was produced in the past, for next year.

We encourage and support continued evolution of the agenda and the responsiveness to community input.

Emerging issues

- This was an excellent session, with a range of experts on the panel that worked well and participants came away with a positive sense of having really gained insights and information.
- For the first time, the emerging issues session focused on the mobile Internet, an important and continuing issue. The session highlighted the importance of the mobile Internet in developing countries and the opportunity for innovation and economic development.
- The session also identified some potential new areas for further exploration at the IGF, such as disaster recovery and use of the mobile Internet for government services.

Recommendations for IGF 2012

- We support inclusion of an emerging issues session again this year.
- Potential topics could include the Internet of things, mobile innovation and applications, and/or Internet policy frameworks, and sustainable environmental development or climate change.

Emphasizing the development and IG cross-cutting theme

- The development and Internet governance (IG) issues were important to last 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.

Recommendations for IGF 2012

- We strongly encourage workshop proposals that include developing country perspectives. A specific angle of discussion on development concerns/opportunities should be prioritized.
- We urge discussion about what developing countries can do to attract private investment in broadband infrastructure deployment, and to encourage innovation and the growth of ICT services, including mobile. Having a session focused on the exchange of best practices on this topic could be productive.
- Exploring the importance of relevant content for development, which can include local content issues and commercial content services, would be useful for 2012.
- We encourage discussions to foster a better understanding of the impact of the economic downturn on Internet governance.

- We suggest including a theme on new trends and technologies building on the previous discussions regarding cloud and mobile Internet, and their impacts on social development and economic growth.

Security/Openness and 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:

Recommendations for IGF 2012

- A discussion on the value of citizen and consumer access to data in the context of both openness and privacy is a useful perspective to include.
- Free flow of information, transborder data flow, freedom of expression and rights in the security, openness and privacy context would be a productive discussion to have this year.
- The critical issue of a secure, resilient environment that respects individual rights and responsibilities – including the focus on what business is doing to bring infrastructure, services and information.
- Initiatives involving security and protection of individuals online, including children.

Access & Diversity

- We believe a discussion around coordinating emergency response efforts and communications could be a useful area to explore in this year's session.
- The importance of infrastructure build-out, including services, applications, mobile, security, and the many different types of infrastructure that are key to accessing the Internet.
- Infrastructure investment and the enabling legal, policy and regulatory conditions
- Focus on mobile, wireless, and spectrum issues
- The importance of infrastructure development as essential for such things as managing ICT and disaster relief, sustainability and social and other benefits to users; whether for education, health, or other purposes
- Deepening transparency and accountability with Internet governance
- Empowerment of women

Taking stock of Internet governance (IG) and the way forward

- The IGF process continues to promote candid reflections and collaborative efforts to enhance the IGF.
- In addition to the main session on taking stock and the way forward, there were two workshops focused on IGF enhancements. The workshop organized by ICC BASIS, ICANN, ISOC, Netnod, NITA - Ghana produced a healthy dialogue and a number of concrete suggestions for on-going IGF enhancements.
- We support having a taking stock and the way forward session in 2012 that builds on the session in Nairobi and the format and approach used there to also take stock of where we are on certain IG issues.
- Identifying key themes emerging in workshops that contribute to taking stock of Internet governance enables continued focus of the IGF and taking stock of the status of discussions on emerging issues of relevance to participants.

Critical Internet Resources (CIR)

- Build on IP addressing, root servers, exchange points, smart grids, discussions.
- Critical Internet resources, including smart grids and other issues, relevant for disaster prediction, relief and recovery efforts, planning and remediation.
- Migration of resources starting to run over IP and Internet as relevant to daily social engagement of citizens.

Workshops & open forums

- There was positive feedback about the depth of discussions and interactive nature generally in the workshops and open forums, and we feel this should continue.
- Workshops were invited 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. Some workshops were able to do this and others were not. It may be helpful to hear from workshop organizers and participants about whether the white papers were useful or not.
- There were a number of constructive workshops that focused on human rights issues, ranging from freedom of expression to emerging Internet principles. The on-going dialogue on these issues continues to progress and evolve.

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 multistakeholder nature of the IGF. Business applauds progress made this year to reduce the length of these ceremonial sessions, this was excellent.
- Business encourages the continuation of this progress in 2012.

Remote participation

- We appreciated the fact that main sessions and workshops had remote participation facilities. We urge the next host country to build on these opportunities and ensure the necessary technical and logistical facilities to have remote participation in all sessions and workshops.
- Further awareness raising and development of the remote participation hubs would ensure more opportunities for participation from all stakeholder groups from around the world.

Media operations

Business encourages more dialogue, consultation and participation of the private sector and other stakeholders in press conferences to ensure quality dialogue and discussions on key IGF themes. It would be very helpful to know when the IGF will be calling on particular parties to conduct press conferences.

Logistics

What worked?

We greatly appreciated the tremendous efforts made by the Kenyan host government and their sponsors and partners. We encourage the next host country to build on the elements that worked well and aim to address the elements that could be further improved.

- Host country website – provided a nice overview of the country before arrival.
- Main session room – good layout for discussions
- Electrical outlets around venue – worked well; power outages underscored need for venues that are equipped to handle the load

- Wi-Fi connection – Recognize enormous efforts of host country technical team, very good for the first two days, some interruptions after that were inconvenient; this should be a priority for future IGFs and hosts should be well aware of the technical needs and load with the number of IGF participants logged on, often with multiple devices
- Water – it is always very important to provide potable water for delegates
- Venue staff – very friendly and helpful
- Security – Security was very good at the UN Centre and the booths were very secure at night
- Venue – Nice and open environment, conducive to networking
- IGF Village – well placed and nicely organized. The booths were of great value to the participants, and we encourage even more emphasis to be put on the village and booth by the host country in its organization for 2012. The village is an excellent networking and information exchange point which is a major value-add of the IGF.
- Registration times – a 07.30 am start for the registration was appreciated, we encourage the next host country to continue this effort.
- Food options – lunch provided by the hosts was a good idea and greatly appreciated. The other lunch options, of which there were many, in the food area was very good, quick and easy, and affordable
- The Gala dinner was a wonderful event and provided a warm atmosphere for participants to interact and network; access was a bit difficult but still an excellent event.

Improvements and recommendations

- Customs – Customs agencies must be notified ahead of time by the host country that an event is taking place and that the goods associated with this event should have a different clearance procedure. A preferred carrier (DHL or FedEx) may also make this process easier. IGF participants sending materials should receive clear information well in advance about the process and any additional fees.
- Venue – The location of the venue, vis-à-vis hotels did require additional transport time and costs for many attendees. Proximity of the venue to a range of hotels should be a priority in future IGFs.
- Transportation – despite our requests for the official shuttle buses to run early enough for business participants to be able to attend the daily business briefing at 08.00, the buses were running late and therefore a number of business people had to take taxis in the morning to arrive in time.
- Coffee breaks – need to have these throughout the day. They are an essential part of networking.

- Delegate bags – the process for providing materials for delegates' bags is needed in advance (2-3 months) and clear information about whether or not organizations can insert materials and what the process will be. Numbers of items/materials are 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.
- Registration staff – this seemed to be a new process for the staff, and whilst very friendly and helpful, they seemed a bit overwhelmed. Future IGFs should ensure registration staff is well briefed in advance and that there are enough staff to process participants efficiently. It was very helpful to have the registration open starting over the weekend before the IGF, this should be continued.
- Meeting rooms – the rooms allocated for our business briefings and side meetings were not suitable and there were a lot of last minute changes due to this. Good room planning ahead of time for side meetings allows organizers to keep their members and invited guests informed. IGF venues in the future should have suitable side meeting rooms that are not being used immediately afterwards as workshop rooms to reduce strain on all users.
- Access to printing was very expensive. In the past there have been printing stations for free. Future IGFs should ensure more cybercafé computers and free printing for at least smaller print jobs.
- Shipping materials process – confusion about the shipping address early on, but KeNic were very helpful once this was sorted out
- Webcast + remote participation – many members trying to access the workshops and other sessions had trouble connecting

The International Chamber of Commerce (ICC)

ICC is the world business organization, a representative body that speaks with authority on behalf of enterprises from all sectors in every part of the world.

The fundamental mission of ICC is to promote trade and investment across frontiers and help business corporations meet the challenges and opportunities of globalization. Its conviction that trade is a powerful force for peace and prosperity dates from the organization's origins early in the last century. The small group of far-sighted business leaders who founded ICC called themselves "the merchants of peace".

ICC has three main activities: rules-setting, dispute resolution and policy. Because its member companies and associations are themselves engaged in international business, ICC has unrivalled authority in making rules that govern the conduct of business across borders. Although these rules are voluntary, they are observed in countless thousands of transactions every day and have become part of the fabric of international trade.

ICC also provides essential services, foremost among them the ICC International Court of Arbitration, the world's leading arbitral institution. Another service is the World Chambers Federation, ICC's worldwide network of chambers of commerce, fostering interaction and exchange of chamber best practice.

Business leaders and experts drawn from the ICC membership establish the business stance on broad issues of trade and investment policy as well as on vital technical and sectoral subjects. These include financial services, information technologies, telecommunications, marketing ethics, the environment, transportation, competition law and intellectual property, among others.

ICC enjoys a close working relationship with the United Nations and other intergovernmental organizations, including the World Trade Organization, the G20 and the G8.

ICC was founded in 1919. Today it groups hundreds of thousands of member companies and associations from over 120 countries. National committees work with their members to address the concerns of business in their countries and convey to their governments the business views formulated by ICC.

What is Business Action to Support the Information Society (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 ICC's 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), Global Information Infrastructure Commission (GIIC), 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 partners, members and activities, visit:
www.iccwbo.org/basis