

## ICC BASIS reflections on IGF Baku and recommendations for IGF 2013

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Internet Governance Forum (IGF) 2012, 6-9 November, Baku, Azerbaijan

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## **BASIS preliminary reflections and recommendations on Internet Governance Forum (IGF) Baku, Azerbaijan, 6-9 November 2012**

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*Members of the International Chamber of Commerce (ICC) and its initiative, Business Action to Support the Information Society (BASIS), are pleased to contribute these preliminary reflections on the IGF in Baku, and recommendations for the IGF in 2013.*

### **GENERAL COMMENTS**

ICC-BASIS members heartily congratulate the host country of Azerbaijan, the organizers, the IGF secretariat team, and UN DESA on a successful event, and look forward to working with all stakeholders to prepare another successful IGF 2013. The host country provided a warm welcome to all participants and the special contributions of Deputy Prime-Minister Abid Sharifov, Government of Azerbaijan, Mr Ali M Abbasov, Minister of Communications and Information Technologies, Republic of Azerbaijan, and Elmir Valizada, Deputy Minister of Communications and Information Technologies, Republic of Azerbaijan were appreciated.

ICC-BASIS expresses our sincere appreciation to all members of the host country organizing team who worked on the IGF 2012. The hard work and contributions of the hosting country 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, and to UN DESA for providing the institutional home for and administrative support to the IGF secretariat, and for supporting the IGF process in general.

IGF 2012's theme of **'Internet Governance for Sustainable Human, Economic and Social Development'** set a dynamic stage for discussions building on the earlier IGFs, hosted in Nairobi, Kenya; Vilnius, Lithuania; Sharm el-Sheikh, Egypt; Hyderabad, India, Rio de Janeiro, Brazil; and Athens, Greece. The 1,600 plus registrations and 268 business participants meant the participation this year was strong and comparable to previous years. The 1,600 plus registrations demonstrate the importance of the IGF for all stakeholders – business, civil

society, the Internet technical community, governments and International Governmental Organizations.

The IGF 2012 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 2012 brought together many stakeholders and experts from a variety of disciplines and areas of responsibility that otherwise do not have opportunities to engage with each other. 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, which in turn resonate in policy discussions and decisions around the world and at national and regional levels. The special ministerial event organized by Azerbaijan before the IGF provided an 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 91 countries around the world in the IGF through the 52 remote hubs, the more than 6,000 remote connections for the workshops and open forums in addition to main sessions.

## PROGRAMME DEVELOPMENT

2013 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 and stakeholder groups. More effort needs to be made to **ensure workshop proposals are complete and updated**, and that the workshop selection process is improved, carried out, and prepared for vigorously. Workshop proposers should also be encouraged to seek the participation of speakers from as wide a group as possible to encourage a greater number of experts to participate in the IGF. The input of workshop issues and dialogues into main sessions worked well at the IGF 2012, but warrants regular review, strengthening and improved coordination.

We encourage and support continued evolution of the agenda and the responsiveness to community input. Business noted that all stakeholder participants were increasingly challenged to balance their engagement in main sessions and workshops. **The format of main sessions should be evolved**; many of them were not as interactive as they could have been and attracted fewer participants as a result. Splitting the sessions into two sub-discussions could be one way to do this. The three-hour-blocks and big panels are not as

interactive as participants expect, and are unable to cover topics in-depth. Using creative formats to engage the participants and delve deeper into issues should be considered.

Regarding the format of the main sessions and workshops, business would appreciate it if the pro-forma speeches could be limited so that the substantive work in the actual sessions and workshops can follow suit. Business appreciated the well-balanced mixture of workshops and the range of participants at the IGF 2012. However, **it is very important to reach geographical diversity** by working harder to outreach to participants from developing countries at the IGF 2013. ICC-BASIS supports outreach efforts to subject matter experts as a component of expanding participation. In addition, it is imperative to keep the multistakeholder dialogue on Internet governance going, while extending IGF's outreach, so that new members of the various stakeholder groups can be active participants. Business therefore encourages the host country and all stakeholders to make an effort to engage stakeholders from the region to join the IGF meetings to diversify attendance. Furthermore, **workshops would benefit from more interaction and dialogue** – we recommend establishing a workshop criterion that includes leaving sufficient time for interaction with the remote participants and the audience in the room.

More effort needs to be made to confirm panellists for workshops and main sessions. **We suggest that the IGF secretariat send formal “invitation letters”** to explain the IGF itself, highlight visa processes and other logistics matters, and financial implications of attending. We also recommend sending another letter that confirms the selection of the speakers.

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 have been important. Further progress to ensure reports capture the many substantive policy options and choices discussed should be made. **It would be useful to consider creating the best practices document** which was produced in the past, for 2013. The Chairman's summary and any best practices document would be useful to also reflect national and regional Internet governance dialogues.

For future IGFs, MAG members will need to increase their engagement and be firmly committed to the preparation of main sessions and the selection process for workshops. We suggest that a **document be developed that outlines the responsibilities and commitments of all MAG members** to ensure active engagement from MAG members across stakeholder groups. Lead contacts for main sessions should be required to have

preparatory calls with panellists prior to the IGF. Workshop organizers should be strongly encouraged to likewise hold preparatory calls with relevant materials for panellists prior to the IGF.

## PRE-EVENT ON ENHANCED COOPERATION

ICC-BASIS, the Association for Progressive Communications (APC) and the Internet Society (ISOC), with the support of Brazil, Egypt and Kenya organized a pre-event on enhanced cooperation. The session took place the day before the IGF on Monday, 5 November, and was a productive and successful event, with standing room only. A wide variety of stakeholders were represented in a number of panels throughout the day, discussing how enhanced cooperation in Internet governance is being and can be achieved. The multistakeholder panels deliberated the progress in enhanced cooperation, and the ongoing success of the multistakeholder approach, and identified areas where cooperation could be improved.

This was the first time such a pre-event was held. It was a constructive event, consistent with what was advertised and supported by a number of stakeholders.

## MAIN SESSIONS

Global business recommends reviewing the structure of main sessions to improve the format to make these sessions more interactive and focused. Another possibility may be not to address all main themes every year. In addition, ICC-BASIS strongly encourages the introduction of a roundtable approach to improve the format of some main sessions and to promote interaction.

## EMERGING ISSUES

The session on Emerging Issues identified several key themes of interest to participants, that the IGF is best placed to build on. These included:

- Enhanced cooperation
- Multistakeholder principles
- Cybersecurity, trust

- Access, Internet business models, and frameworks to secure continued innovation, investment and growth of the Internet.

## Recommendations for IGF 2013

- We support inclusion of an emerging issues session again in 2013.
- Potential topics could include:
  - Spam, IP cybersecurity, and trust, retaining and preventing barriers to access, innovation and investment.
  - Other cybersecurity threats and solutions evolution: what is the role and responsibility of an Internet user in this regard?
  - The impact of the mobile industry on Internet access in developing countries
  - The multistakeholder model: a broad spectrum of implementations.
- The Internet of Things: technology trends and implications for business efficiency, consumer safety.

## EMPHASIZING THE DEVELOPMENT AND INTERNET GOVERNANCE CROSS-CUTTING THEME

The development and Internet governance cross-cutting issues were important to the IGF 2012 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 2013

- 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, challenges and Internet policy issues of greatest relevance to emerging economies, 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 2013.
- The market of application development: a new opportunity or a gap for developing countries?
- A theme on new trends and technologies in order to build on the previous discussions on cloud computing.
- The Internet or multistakeholder principles/frameworks could be an interesting Internet governance cross-cutting track. Using the human rights roundtable format at the IGF in Baku as an example, we recommend holding a similar roundtable to discuss the range of multistakeholder Internet governance principles. A goal could be to see if common key multistakeholder principles – that are supported by participants at the roundtable – emerge from the discussion. These could be highlighted as an emerging result of that discussion.
- Nonetheless, global business is concerned about continuing to add more cross-cutting issues to the main sessions (e.g. development and human rights), and favours new creative ways to address cross-cutting themes. The human rights roundtable is a desirable example in that regard.

## SECURITY/OPENNESS AND PRIVACY

The security/openness and privacy issues have been explored in a main session 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 2013

- Discussions around spam as well as authentication and trust would be useful exchanges at the IGF 2013.
- The risks of Internet fragmentation and its potential consequences as well as free flow of information
- Roles and responsibilities of Internet users as they relate to openness, privacy and security
- Governments throughout the world are currently considering privacy regulations aimed at protecting personal data, and enhancing consumer trust and confidence in using the Internet for both personal and economic activities. Given the rapid pace of



technological change and global connectivity, there has been a great deal of analysis and discussion among privacy experts in government, business, academia, and other stakeholder groups about how best to ensure that these proposals yield globally interoperable regimes that support the digital economy. It would be useful to consider the state of play in these discussions.

- Substantive dialogue on cloud computing security and jurisdiction improvements and remaining concerns
- The Big Data power derived by the deployment of Internet applications: privacy, personal data and security concerns.
- Big Data and Analytics: It would be useful to explore the benefits of Big Data capabilities (e.g., health-related and other purposes servicing the public welfare) and the challenges associated with using Big Data (i.e. privacy implications).

## ACCESS & DIVERSITY

In addition to the main session on Access and Diversity, there were two workshops focused on cross-border data flows and ICTs, and the empowerment of women: The workshop “Solutions for enabling cross-border data flows”, organized by ICC-BASIS and the Internet Society, and the workshop “Technology, Economic and Societal Opportunities and Women” organized by ICC-BASIS, the Association for Progressive Communications (APC) and the Government of Kenya.

The discussion on the empowerment of women was a fruitful one at the IGF 2012. This discussion should be continued at the IGF 2013.

## Recommendations for IGF 2013

- The evolving Internet challenges and opportunities evidenced in emerging economies and rural areas
- Avoiding unintended consequences of policies that impact access and diversity
- Production of multilingual content and availability of basic Internet tools (email, browsers, search engines, social apps) that support multilingualism as the real access challenges
- Policy environment conditions that enable Internet access for entrepreneurs, youth and developing country stakeholders in the mobile industry

- What challenges do filtering, blocking and the diversity of national legal frameworks more generally pose to ensuring access and diversity?
- Furthermore, we strongly support further discussion on cross-border data flows, e.g. regarding developing solutions for interoperable Internet policy frameworks that enable cross-border data flows.

## CRITICAL INTERNET RESOURCES

This was an excellent session with a lot of distinct topics in one panel, namely: challenges and opportunities of ICANN's new gTLD programme, the latest situation of IPv6 deployment and the World Conference on International Telecommunications (WCIT) held the following month, in December 2012. This session allowed for good comments and enough floor participation.

### Recommendations for IGF 2013

- Smart grids
- Importance of IP addressing, economic growth and global services
- Post-dialogue on the WCIT and World Telecommunication Policy Forum (WTPF)
- IPv6: lessons learned
- Domain Name System Security Extensions (DNSSEC): What is their implementation rate so far? Do they really improve Internet security? How and who should favour its implementation?
- Increased filtering and blocking: how are they affecting the Internet network performance?

## TAKING STOCK OF INTERNET GOVERNANCE AND THE WAY FORWARD

The IGF process continues to promote candid reflections and collaborative efforts to enhance the IGF.

Global business suggests consideration of having a sub-section of each main session that reflects on where we are on certain Internet governance issues, and how we can move forward. For example, key themes emerging in workshops could be identified that contribute

to taking stock of Internet governance. This would enable the continued focus of the IGF and take stock of the status of discussions on emerging issues of relevance to participants.

Furthermore, we recommend discussing IGF improvements in the IGF preparatory process, according to the IGF improvements provision in the UN General Assembly resolution.

## Recommendations for IGF 2013

- It would be interesting to have a reporting/wiki tool that may enable interested people to gather the taking stock sessions from the past years in order to visualize the evolution of a theme discussion.
- Themes for the IGF to build on, including e.g. enhanced cooperation, multistakeholder principles, cybersecurity and trust
- Internet policy issues relevant to emerging economies

## WORKSHOPS & OPEN FORUMS

The workshops addressed a range of issues, and some workshops were interactive; however, the majority of them unfortunately were not. More emphasis should be placed on interactive panels in the workshop proposal requirements.

Some workshops were not as well prepared, and we strongly encourage a more rigorous filtering of the proposals. It needs to be ensured that workshops do not get moved, and that speakers do not cancel their commitment to a workshop at the very last minute. With the expert speakers gone, some organizers had to substitute back-up panellists who may not have had a chance to develop thoughtful comments. If at all possible, it is important for all panellists to remain truly dedicated to their agreed speaking commitments.

The diversity of the richness of the workshop resources should be sustained. However, as mentioned earlier, due to speakers' involvements in workshops and main sessions, it will be essential to develop a richer and more diverse pool of resources.

- There was positive feedback about the depth of discussions and the interactive nature generally in the workshops and open forums; 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 ongoing dialogue on these issues continues and evolves.
- Workshops and main session moderators should be encouraged to focus their exchanges by summarizing key takeaways of topics discussed to highlight concrete actions or recommendations.

## OPENING AND 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 take over the IGF's multistakeholder nature. Business applauds progress made at the IGF 2012 to reduce the length of these ceremonial sessions, which was excellent.
- Business encourages the continuation of this progress in 2013.

## NEW DELEGATES' BRIEFING SESSION

We encourage keeping this session for the IGF 2013, which has proven to be really helpful for newcomers, especially those from developing countries.

Suggestions for improvement:

- Shorten the session and keeping it as interactive as during the Baku IGF 2012.
- Maintain the session format of having MAG members from different stakeholders as facilitators.

## 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 to continue to meet necessary technical and logistical facilities to ensure 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.
- Remote participation should always be prioritized to face-to-face participants to reflect the value given to people who are unable to attend, but who make an extra effort to join a session. Remote participation is recognized as one important avenue to increase participation from developing countries.
- Special attention should be given to clear instructions on the IGF web site explaining how to connect remotely to specific sessions. In particular, accurate dial-in numbers and email addresses should be made available to ensure remote participants' (timely) connection.

## 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.

Furthermore, we strongly recommend the IGF 2013 host country to take into consideration the following suggestions for improvement:

1. Facilitate genuine press registration with a proper press accreditation process by which international and local media can register to attend the IGF 2013. This process may already be in place but serves to ensure that only genuine media are able to register for the IGF in a reporting capacity, thereby bringing value to the forum. (Methods that are commonly used to certify the legitimacy of press registering for events include providing copies of coverage, a letter from the editor or in the case of bloggers a link to recent blog posts/online coverage.)

2. It would be useful for stakeholder delegations and any communications/PR agency working directly with those delegations to have prior access to the registered list of attending press in order to communicate relevant news to the media effectively. To protect journalist data, the host country may also want to consider an accreditation process for external PR agencies for access to the media list that requires verification of access from the relevant delegation/organization.
3. We recommend ordering the media list by country for a complete view of which press are attending the IGF, and from which countries.

As part of the press registration process, it would be very useful for media to be visible at the IGF through badging that clearly identifies them as 'Press'. This was absent at the IGF in Baku and therefore made it difficult for attendees to determine media from stakeholder participants.

4. Many organizations at IGF distribute news and collateral at the forum. A useful addition to facilities for media at IGF would be the inclusion of an area (e.g. shelving) within the Media Centre, where news releases and other printed materials can be placed for press to access and use.
5. Social media, especially Twitter, enables extended online dialogue at the IGF beyond the workshops and main sessions that take place within the venue. At the IGF 2012, no official Twitter hashtag was established or communicated through the IGF website. This led to some confusion in terms of how to follow relevant conversations and meant that social media users had to use two hashtags in order to ensure visibility. The establishment of an official Twitter hashtag (e.g. #IGF2013), promoted to IGF attendees via the IGF website ahead of the forum, would help to:
  - Boost the online presence of IGF;
  - Enable press or anyone else tracking the forum to follow relevant conversations;
  - Find people who are tweeting across similar topic areas;
  - Track content generated from individual workshops and sessions;
  - Allow people to create lists of who they should be following based on their interest in the IGF and Internet governance issues

6. As a way to make some of the online conversations more visible to delegates and IGF attendees, it would also be possible to create a Twitter 'Wall' where screens scattered around the venue and especially in public areas show the stream of Twitter conversations as they happen. This provides a window for attendees to see what discussions and points are being raised outside the workshops, adding a further dimension to the issues being debated at the IGF and putting Internet openness into practice.

## LOGISTICS

We greatly appreciated the efforts made by the Azeri 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, such as:

- Airport transport:
  - The bus transportation from airport, despite its good intention, took much longer than necessary, as every bus needed to wait for an average of 60 minutes to fill up before leaving for the hotels. It would be helpful to provide taxi vouchers, or more frequent departures for hotels, and to also provide the schedule and procedure to participants well in advance.
- Badging:
  - To facilitate communication and remembering people's names, it would be helpful if the font for the name on badges was as large as the font of the date of the IGF 2012. The date was easy to read from several feet away, yet the name was not.
- Beverages:
  - Coffee and other hot and cold drinks should be made available throughout the day, even if one has to purchase them. If this is the case, the implementation of a credit card payment or multiple cashiers to avoid long queuing times would be appreciated. This was an issue at the Baku IGF. Furthermore, places to sit and the provision of coffee/tea all day of good quality are indispensable during the long meeting days.



- Broadband/Wi-Fi connection:
  - We recognize the efforts of the host country technical team. The Internet worked well on day 0, however, the frequent interruptions after that disrupted participants' ability to communicate and work. 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; the assumption of three devices per participant could serve as a criterion for the network infrastructure design.
  - Internet connectivity is a key part of the success. In Baku there were not enough IP addresses available. It is critical that past host countries share information/learning and best practices with the next host country.
  - We strongly recommend that the next IGF country provide for enough IP addresses so that the Internet connection can be ensured for all participants throughout the IGF, starting on day 0.
  - It is also essential to provide for functioning Wi-Fi in the hotel rooms, free of charge.
- Coffee breaks:
  - It is important to provide for enough coffee breaks throughout the day. They are an essential part of networking. Coffee/tea must be available in these breaks.
- Contacts in the host country:
  - It would be very helpful to have contacts for different aspects of the organization for the IGF 2013 to share responsibilities and to speed up preparation processes.
- Customs:
  - Customs agencies must be notified ahead of time by the host country of the fact 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.
- Delegate bags:
  - The process for providing materials for delegates' bags is needed in advance (2-3 months). Clear information about whether or not organizations can insert materials and what the process will be would be helpful. Numbers of items/materials that can

be put in the bags are also needed early.

▪ Gala evening:

- The Gala evening was an appreciated event. Events work best when participants can interact and network; less noise and music would encourage interaction.

▪ Host country website/communications:

- The host country website provided a nice overview of the country before arrival.
- It is always greatly appreciated when the host country communicates with all stakeholders by giving useful and enough information to participants, and well ahead of time, regarding all practicalities. This includes everything from shuttle schedules to where the buses can be found to visa details and lunch arrangements.

▪ Hotel:

- The Hilton Hotel Baku was suitable for our staff in terms of holding events we had arranged there (lunch, cocktail, side meeting). We highly recommend for the next IGF host country to enable us to book our rooms and events directly with the hotel.

▪ IGF village/booths:

- The IGF village was nicely organized, but quite a distance away from the session and workshop rooms. 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 2013. The village is an excellent networking and information exchange point, which is a major value-add of the IGF. For this primary importance, we would like to see next year's IGF village located at a more central point, such as the entrance of the conference centre.
- We highly welcomed the lockers provided with the booth as this helped to make the booth secure when unattended.
- We also appreciated the printers which were provided for rent from the host country for each booth, and would welcome this service again at next year's IGF.

▪ Lunch:

- The notice of no lunch on the pre-event day should have been provided in advance. When there was food, logistically, staff and venue seemed challenged to handle the

volume efficiently. More stations in different locations to shorten queues would have helped, given that participants need to be able to eat quickly to attend meetings etc.

- It is important that food is easily accessible and available all day, and that, logistically, it does not consume time.
- The option of a host lunch or a food court would be an excellent one, since this would give participants the option of eating when they wished to, and therefore likely reduce waiting time.

▪ Main session room:

- Good layout for discussions, but it is important to provide headphones, also for the local staff.
- We appreciated the electrical outlets around the venue, which worked well; this is essential. IGF venues need to be equipped to handle the load.
- Business would greatly appreciate it if name plates for main session panellists were provided at the IGF 2013.

▪ Meeting rooms:

- The rooms allocated for our business briefings and side meetings were challenging. Good room planning ahead of time for side meetings allows organizers to keep their members and invited guests informed. IGF venues should have suitable side meeting rooms that are not being used immediately afterwards as workshop rooms to reduce strain on all users.
- Unfortunately, the rooms had no adequate projection equipment. It is important to provide appropriate projection on large high-resolution screens, so that participants can follow easily what is said on the screens.
- Furthermore, we encourage the next host country to bring the noise level down by sourcing an appropriate conference centre with enough rooms provided for all needs.
- Headsets were generally a good solution for the nature of the environment; however, headset logistics complicated entry and exit to every meeting. Infrared headphones generally worked well, but in some of the rooms, the infrared emitters left significant dead spots in the room.
- We found that earphones unfortunately tended to break the flow of discussions.

- Finally, it was observed that there were not enough microphones available in some workshop rooms.
- Panels:
  - The main, three-hour plenary panels should be split into two, 1.5-hour sessions so there are fewer panellists for the topics, and so there are more opportunities for interaction.
  - To encourage interaction, there should not be tables and chairs facing the audience, but rather chairs in a semi-circle so the panellists face both, each other and the audience.
  - The moderators should ask fewer general questions that result in standard speeches and statements, but rather more provocative interventions and spontaneous comments.
- Printing:

We greatly appreciated the rented printer that we had access to at our booth. In the past there have also been printing stations for free. Future IGFs should ensure more cybercafé computers and free printing for at least smaller print jobs.
- Registration/times:

The registration/badging process was easy and went smoothly. We encourage the next host country to continue providing for early registration times, e.g. a 7.30 am start would be much appreciated.
- Schedule:
  - No printed copies of the IGF programme were available at the Baku venue which made it very challenging to organize participants' attendance in workshops and main sessions on the ground. IGF schedules should be available in the delegates' bags and at an information point in the venue.
  - Some form of electronic programmes should be made available, such as an e-pub, navigable PDF, or one Note file that will work on the range of devices most IGF participants will have.

- Shipping materials process:

The shipping process was generally smooth. Instructions were clarified well and in advance by the IGF secretariat staff and the IGF host country ensured the timely transfer of the materials to the IGF venue. It would be helpful if a shipping company and contact person is identified by the IGF 2013 host country for participants' shipments of materials back to their home countries.

- Transcripts:

Many of the transcripts of main sessions and workshops were full of inaccuracies. We encourage improvement of the transcription to ensure more accurate records. It may mean providing the transcribers with background information on acronyms, subjects to be discussed and participants as well.

- Transport:

- 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 8.00 am, the buses were running late, resulting in a number of business people having to take taxis in the morning to arrive in time. Some were not able to attend the morning business briefings at all.
- It is important to provide clear information about transportation at least two weeks in advance to help participants with their daily planning. A frequent and reliable transportation system is key to support everyone's busy schedules. The best option would be that people do not need to use transportation at all, because the venue is close to the hotels.

- 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. Furthermore, it is important to have a venue that allows for rooms with more insulation so that headphones are not needed to hear people speaking in one's own language.

- It is important for future IGFs to choose a conference centre that can provide for all the facilities needed, rather than an exhibition hall
- It would also be helpful to have more restrooms available considering the number of participants attending.

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## The International Chamber of Commerce

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 open international trade and investment and help business 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 20th century. The small group of far-sighted business leaders who founded ICC called themselves "the merchants of peace".

ICC has three main activities: rule setting, dispute resolution, and policy advocacy. 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. ICC also offers specialized training and seminars and is an industry-leading publisher of practical and educational reference tools for international business, banking and arbitration.

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 anti-corruption, banking, the digital economy, telecommunications, marketing ethics, environment and energy, competition policy and intellectual property, among others.

ICC works closely with the United Nations, the World Trade Organization and other intergovernmental forums, including the G20.

ICC was founded in 1919. Today it groups hundreds of thousands of member companies and associations from over 120 countries. National committees work with ICC members in their countries to address their concerns 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 the Digital Economy 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 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](http://www.iccwbo.org/basis)