SEVENTH ANNUAL GOVERNANCE FORUM, BAKU AZERBAIJAN

BAKU AZERBAIJAN

SUSTAINABLE HUMAN, ECONOMIC AND SOCIAL DEVELOPMENT

7 NOVEMBER 2012

11:00

WORKSHOP 168

CAPACITY BUILDING INITIATIVES FOR BETTER SOCIAL

AND ECONOMIC INCLUSION OF VULNERABLE PEOPLE

\*\*\*\*\*\*\*

This text is being provided through CART, Communication Access Realtime Translation. It is intended to facilitate communication accessibility and may not be a totally verbatim record of the proceedings.

\*\*\*\*\*\*\*

 >> YULIYA MORENETS: Good morning. To hear us, you need to choose Channel 1. I am Yuliya Morenets. I will have the pleasure to open this workshop, No. 168.

 There are some technical problems? During this workshop we will try to understand as we discuss how to better involve vulnerable people in the information society in order to give them the possibility to become active actors of the information society.

 I will have the pleasure to do this workshop with Mr. Jamil, and I thank everybody for being here today. I would like to say this is the third year we are fighting cybercrime with vulnerable people. The first year we had a workshop on devices used by migrants, and we tried to integrate the migrant groups in the building process of the information society.

 As a result of the first workshop in Vinius, we have developed online training on the use of ICTs by migrants and migrant backgrounds to better integrate them into society.

 The second year in Nairobi, it was a wider discussion on ICTs and vulnerable groups. The workshops are still ongoing, and I hope we can speak and understand how to integrate these vulnerable groups, and what to do.

 As a point of conclusion, I would like to say that myself and this gentleman, we work on cybercrime, but this workshop is not on cybercrime. If there is a link, it is because obviously when we speak about vulnerable groups, they are more fragile with regard to dangers and threats on the Internet.

 That is how we came to this subject. I will pass it over.

 >> ZAHID U. JAMIL: Thank you for being here. I wanted to begin by introducing the panelists.

 We have Wolf Ludwig from Euralo and ICANN, Khaled Fattal from a developing country multilingual Internet group, Danielle de Groot with the police in the Netherlands, and we will hear how they handle these issues.

 Also we have Lara Pace from ComNet. We have Barbara‑Chiara Ubaldi from EOCD, a project leader in public governance, and Stuart Hamilton from the IFLA, the International Federation of Library Associations and Institutions. We look forward to hearing what we all do with vulnerable people.

 Thank you for coming, if there are problems, raise your hand. Oh, I am speaking too soft? Thank you for telling me. If you have technical problems, raise your hand and let us know.

 >> ZAHID U. JAMIL: The focus of the workshop is focusing on the effect and capacity building for better social inclusion of vulnerable people in the richest context. Look forward to hearing what you have to say about that.

 Let's go to the first participant who will lead into the first question.

 >> YULIYA MORENETS: In order to be clear, the definition we use when we speak about vulnerable people ‑‑ because there can be discussion on the definition.

 We use the definition proposed by the Declaration of Principles, and I don't know if you will be able to see, but the second slide has the definition here, to be sure what definition we used. Can I ask someone just to change the slide and put it on the second page?

 Now I would like to ask this question. The discussion I heard in the meeting of February from this year, people were saying that vulnerable people, incurring them is nice, it is such an old subject, do we really need to speak about it today.

 So I would like to ask Wolf who has great experience working with vulnerable groups, do we need to continue the discussion on the inclusion of vulnerable people in the information society today?

 >> WOLF LUDWIG: Thanks for the question. We need to continue to work with vulnerable groups. We can discuss about the definition we have from the Geneva process, the declaration of Principles ten years ago.

 I think in certain respects some progress was lost over the last ten years regarding inclusion. In some countries, you can't generalize this, but in certain European countries, a lot of focus was made to having more portions of society included over the last couple years. Digital tools became popular, many more people got access. They couldn't have imagined ten years ago, billions of people would be on the Internet already. Therefore I think we still have to be careful about the terrible "vulnerable people" because I think it isn't the same concept we may have had in mind ten years ago. Education and income, not only in the country where I live, not only in western European countries, but a far broader context, education and income are predominant factors or access barriers, but they still exist.

 I think we have to do something with regard to this population to empower them in a way where they can actively participate in the digital society, the information society. Take the migrants in my country, Switzerland or Germany, there are groups still at the edge of entering into it. They may use mobile tools more than a tool or platforms on the Internet. I think assistance programs for these groups are still needed.

 >> YULIYA MORENETS: Thank you so much. I do answer the question, if what you are saying mainly, we do need to continue the discussion on the definition of vulnerable, due to the technical progress and different national specificity, and continue to include vulnerable people and empower them with knowledge in order to include them in the information society.

 What could be the point of view from multinational perspective? I would like to ask you that, Barbara. From the multinational perspective, do we need to continue the discussion?

 >> BARBARA‑CHIARA UBALDI: Certainly. Even if progress has been made with regard to increasing inclusion, there are still significant segments of the population which are vulnerable groups, facing barriers which are still excluded. We see these especially as new technologies come on board to add channels for delivery of services and to engage citizens more broadly, more actively in policy‑making.

 One side, there are opportunities provided to citizens, but the other side emphasizes possibilities of new forms of inclusion or intensification of exclusion.

 I am thinking in relation to increasing importance of mobile government, as social media become in the priority list of governments, important channels to delivering information, and potentially services. With regard to the initiatives as they become more important in strategies to provide data which can enable the delivery of services which serve particular groups of the population.

 Certainly, the answer is yes.

 >> YULIYA MORENETS: I hope other people will have the same opinion.

 >> ZAHID U. JAMIL: Lara, you work with the Commonwealth, you have a COMNET as an IGO, as well as other contexts. How do you feel you can better participate with vulnerable people in this information society, and how can the IGF play a role?

 >> LARA PACE: Thank you. I work for the ComNet Foundation. We run the Commonwealth IGF and cybercrime initiative. It is a discussion space where we distribute information on a number of areas relating to Internet governance.

 We publish toolkits that can be adopted by states and civil society within the Commonwealth. For example at this IGF we tried it to set up as many remote hubs as possible to enable participate at this IGF. As such, the Commonwealth doesn't have specific programs for vulnerable people; we target the whole Commonwealth in a broad sense.

 So I think what I am hoping from this workshop, we can collaborate further with Yuliya and create exercises to further engage vulnerable people in the Commonwealth.

 >> ZAHID U. JAMIL: Should we think about another context, think about the development of national strategies on the inclusion of vulnerable people?

 Maybe the Commonwealth could do something like that even though they don't specifically have programs, but you deal with small island states and indigenous people, which isn't the same, but it can speak to what Wolf was saying, people on the edge and other economic issues can be brought in. There are very helpful programs with respect to that. Coming back to my earlier question, can national strategies help, and how can the Commonwealth play a role?

 >> LARA PACE: The cybercrime initiative is assisting Commonwealth states in drafting a national strategy, plus the subsequent implementation, addressing institutional and legal and human capacity. It would also encompass engagement of vulnerable people with that.

 Yes, I definitely agree with national strategies. In a sense, that is what we're trying to do. So yes, definitely national strategies.

 >> YULIYA MORENETS: Thank you, Lara. Removed participation is an important point, a way to empower vulnerable groups and to better include them in the information society.

 We do have a person here I would like to introduce, as well as remote participants. If there is a question or intervention, let us know and I will be happy to have your statement. We have Stuart Hamilton with us from the International Federation of Libraries.

 You work with different groups of citizens, including vulnerable groups. How can we allow this vulnerable group to participate in the development of capacity building initiatives?

 >> STUART HAMILTON: Thank you for inviting me to be here. I can imagine why there might be a question as to why libraries are here. But really, it shouldn't be a question at all. There are over a billion registered library users on the planet, a fairly significant sector.

 My organisation has members in over 150 countries serving vulnerable populations, just something that libraries do and have always in fact done.

 It goes back to the beginning of the public library service, increasing access of information for those to couldn't afford to buy becomes. So access to digital information, this is completely updated.

 We have libraries all around the world engaging in different projects. I looked at the definition of vulnerable people with great interest to apply it to where we are working. One of our partners, Electronic Information for Libraries, is looking at innovation in public libraries. That has given us a ton of examples of libraries working in this area. In Belgravia it helps long‑term unemployed find work through employment agency partnerships.

 In Croatia there is a program training for the home the. If you look at Kenya, there is a program reaching out to youth, which does go to youth services, but the overall concept is the same. It looks at the models for the projects, wanting to scale them up with a small investment to replicate them elsewhere.

 But the way we help these groups become stakeholders is by helping them help themselves. Yesterday my colleague was on a panel we organized about libraries and public access. At the basis of this, vulnerable groups won't have a laptop or cell phone.

 Public libraries offer that free of charge with expertise. But what he said in this panel, it really isn't about training these people to use computers. You can't say come to the library to use a computer; people aren't interested. If you say come into the library, we will help you get a job, people come in for it that reason and it builds from there.

 There are about 230,000 public libraries in the world, integrated into the system. These are trusted institutions. I really think they should be used more to provide services at the cutting edge for these vulnerable groups. I have a ton of examples in front of me which I can further share, but the program I mentioned in Africa, many of those are going on around the world.

 >> ZAHID U. JAMIL: Thank you, Stuart. It explains it is about not only including them in the information society, but actually becoming a vehicle where they can find real life examples or opportunity, very important.

 Staying on capacity building, Khaled, you have done a lot of work in this area. How do you think you can allow vulnerable people to participate in the development of capacity building initiatives in the developing countries themselves?

 >> KHALED FATTAL: Thank you, and thank you for inviting me to be on this panel. My confession I have to make is a compliment to what you guys are doing.

 The confession, I wasn't fully aware of the initiatives to advance the agenda for vulnerable people. The fact that I am becoming aware that you are doing this, that there has been a few IGFs now under your belt, it shows me a positive side of what happens and comes out of IGF, the maturity to deal with specific subjects.

 We have already handled bigger‑picture things; now we're dealing with the details. By drawing this picture to all of you, let me just share what I would call ‑‑ let's refer to them as emerging markets because it relates to a lot of countries in the emerging market.

 Issues pertaining to vulnerable people in the western hemisphere are to a large extent a subgroup in society. I stand to be corrected if I am wrong. In terms of enabling, capacity building, inclusion, participation, empowering, when you start talking about ICT in emerging markets, you can start looking at the majority of these communities are vulnerable people.

 You see all of the sudden, the game changes. So the maturity we have in the Internet space like you create remote participation and access, the concept of the line rare east.

 I think lessons may be learned about what has been so far implemented in developing markets that could be ‑‑ don't want to use the word "translated," but utilized as a practice. That will not only help vulnerable people, but it may help the majority of the citizens in the emerging markets who can't be defined as vulnerable people because they haven't had access.

 Second chance, something else. When you create a hub and you want people to participate, the obvious thing you need to expect them do is communicate in the language they are accustomed to.

 While dealing with issues of what may seem minorities, these are majority groups in emerging markets. If we are able to address this and show positive signs or solutions, I think the positiveness that will come out of this will be even more gigantic because the help will be on a much more grand scale.

 By the way, I love your idea of what I would call leveraging the infrastructure of libraries. They are there. It is a physical place that people knows does exist, the inn fusion of old with new, by all means. That was my two cents.

 >> YULIYA MORENETS: We will speak later on multi‑language, an important issue for vulnerable people and the better development of capacity programs and initiatives.

 What I am saying practically, we shall keep and take what we have already developed and go forward, develop and implement other new initiatives in emerging market.

 What Stuart was saying just gave me an idea local authorities could be very important for access, implementation of programs you are speaking about. I think it is important that you underline the empowerment of vulnerable groups, it is very important for socioeconomic inclusion, a global people of our IGF this year.

 >> WOLF LUDWIG: Many community centers were closed between 9:00 and 5:00 o'clock so people could be engaged in the community. But vulnerable people were shut out of where they lived during the day, and the public library is a place where these people can come.

 >> STUART HAMILTON: The public library is a trusted institution. We can run a lot of programs to bring people into the information society, but we have to be careful.

 If we partner with police authorities, which we can do, we need to be careful in libraries when we offer the trusted institution which is certainly part of government spending, government systems. So I think there is a real element there that we are already in the system and we can build on that to help.

 >> YULIYA MORENETS: Very important point. I would like to ask Mr. Wolf, he is a chair of the ‑‑ he will introduce or explain. He is involved in the ICANN Academy that he is developing. I think this initiative is about empowering and bringing knowledge to the ICANN family lectures, but in this specific context, can the initiative include or develop a specific approach? What are your ideas?

 >> WOLF LUDWIG: Let's say it is a good question. First let me explain Euralo, European organisations at large, and "at large" means the voice of the users at ICANN.

 Besides the governmental advisory committee, besides business sector GNSO, et cetera, it is the user part. In the technical part it is a user representation at ICANN, an important part of the multi‑stakeholder model at ICANN.

 Representing users or European users at ICANN, we have large structures in 33 countries all over Europe which is far from being complete. But the whole system, the Euralo structure started five years ago. We are still at a starting point, the user representation at ICANN, there is still a lot of work can be done.

 Coming back to your question, I wouldn't consider our at‑large structure necessarily representing vulnerable people. With some exceptions, there is TaC people working with them, but there are civil rights people working with them all over Europe, but not particularly dealing with vulnerable groups.

 So the ICANN academy program is so far focused on people who are already capable to play on the national or international level. So this is an advanced portion of the population.

 If you have a solid idea about the basics of Internet governance, it is almost a little bit of the contrary of vulnerable groups. But under the ICANN academy project, it is in a pilot state at the moment. It is oriented to train new incoming leaders from the ICANN community, wherever they come from, with a solid background in this respect.

 But the academy includes and has a component ‑‑ which is the interesting one ‑‑ capacity building on various levels. When we talk about empowerment, and I entirely agree with Stuart that we need to use existing structures, traditional structures, libraries.

 A hundred years ago, libraries were extremely important for empowerment of the working class people. So a crucial element, how to improve access to education systems, how to get access for better careers, et cetera.

 How to get access to broader participation in the process of democratic societies. And if you can reuse the access points in the digital age, having this trust and having the possibility that you have 230,000 centers or libraries worldwide, so we would be rather stupid not to use it.

 But it could be an interesting option in this respect, having a cooperation project with IFLA and offing capacity‑building programs with institutions like yours, or other institutions. I trust the people sitting here from these countries to tell us we do not have to reinvent the circle if we use existing popular infrastructures.

 But one of you clearly said, I'm not saying we teach you how to use a computer. We have to differently contextualize why it is so important to be empowered and have basic capacities for whatever purpose that comes out of it.

 Different communities have different goals, different interests, so there is no one‑fits‑all solution. So we have to look at the groups with their particular needs. This is one of the good points that was mentioned in the Declaration of Principles already.

 All these groups have specific needs, and we won't find closing now and coming back to your question.

 ICANN academy has also different target groups, but we learned in the last year and‑a‑half while developing this project, that you cannot generalize an approach; you must have an idea, a clear understanding of your target group.

 And then you have to offer specific, very specific programs for the respective target group by using existing infrastructures.

 >> YULIYA MORENETS: Thank you. That is very interesting. We are creating ideas to make connections here.

 I have a question that came to me when you were just speaking. Personally I also believe working with local authorities and vulnerable people is extremely important.

 You just said ICANN academy is about people who already have knowledge. We know we have people with knowledge in this area.

 How to include them in ICANN a card plea or communicate the information that the project exists, so come and participate and bring the different voices of different communities you work with on the ground. That was mainly a question.

 >> WOLF LUDWIG: To be honest, I have little confidence in public authorities, as I have experienced them. Let's be more specific in what we can call public authority, the libraries or the street workers or social services, et cetera.

 They are in the public sector and they can be our contact points, if I will go to the local authority in my hometown and ask the public officials about this idea, he will look at me like this.

 I have to go with a group of these people for access points to the public authority and confront them. If they have a problem why are you not doing something for them.

 Or I go it to the public library in my hometown where I know there are people who work already with migrants. They have a special section in the public library with books from all over the world.

 So I have sensitized people already in the public service, and this could be my starting or entrance point, making contact with them, and then discussing and developing specific offers based on a needs assessment

 Often what is well‑intended doesn't fit a need in the community. It is not a need, and stupid in my eyes. First, make the assessment of existing needs in particular communities, and then look around to see who can be your partners to start it up.

 And then from this moment, according to my experience, many things are setting a "self" dynamic. Then you are on a good wave and saying I will be successful. If you identify the right entrance points, that is already half your work.

 >> ZAHID U. JAMIL: Moving from confrontation to cooperation, I wanted to take a moment and say we will open the audience up for questions. We will move on to another segment of this dealing with cybercrime aspects.

 But before that, Barbara, you heard many discussions from public libraries to how basically to work with local communities. Additionally, there has been a lack of trust and sense in how governments can effectively deliver sometimes.

 But I found it interesting what you are saying, looking at mobile and social media. It looks like the government is saying not come to me, but I will come to you. How do you feel about what you heard so far and how is the OCD working with build trust so the library can deliver had the services envisioned especially with respect to vulnerable people?

 >> BARBARA‑CHIARA UBALDI: I think a very important thing to do, remember that we need to keep building the capacities of the governments in the sense of awareness of the governments. I completely understand the diminishing trust or the reasons for diminishing that trust.

 When I say "public condition I mean citizens, but I also talk about citizen organizations and organizational organizations, particularly involvements.

 In the past years we have experienced social and economic crises, an many governments have failed to provide solutions and responses which were agile, if we want to use a sophisticated word.

 But they were basically real solutions, and we want to be practical. Vulnerable people, they are vulnerable for many reasons.

 And they pay high prices for this. First of all, we have adopted more and more a approach of multi‑stakeholder which was not so diffuse within OCED in the past decades.

 That means in all our meetings, the representatives of the society are invited around the table. Representatives, because we think it is important as governments look into the use of new medias to provide new opportunities particularly targeting vulnerable groups, they need not forget the tools are only new for the government.

 So we believe nurturing the dialogue within the groups and public sector makes sure so the strategies take into account the right elements.

 And let's not forget that even if we adopt the multi‑stakeholder approach, we provide opportunities to a number of actors which are increasingly being engaged by the government in finding solutions. In many occasions, the resources remain in the hands of governments, and not only in developed countries. This is why governments remain a key actor.

 In envisioning strategies that involve groups of the population, it is important to have dialogue between the governments and civil society. That way it doesn't become a dialogue between the government and groups of citizens where the vulnerable are strongly represented, but other groups are not as strongly represented.

 >> YULIYA MORENETS: We need to empower governments on inclusion of vulnerable groups in the information society, using and including all groups. Now we would like to open the workshop up to questions for the discussion we would like to have.

 Raise your hand if you have questions. There is a microphone available here.

 >> Hi, I come from India, I teach journalism and new media technology. I run a foundation engaging with new media, engendering the Internet and youth.

 A lot of things happened in today's session, I am thrilled to be here. Several critical points have been raised and I am grateful to listen to you in particular who talked about access and dissemination.

 I think it is fantastic to include public libraries, but there are real concerns. In India we described the first internal threat to the democratic fundamental institutions when the recent ethnic conflict happened. I am speaking from the margins of the marginalized in India. Women, and children in particular, are not even coming to older populations because a lot of them are not on the Internet, and even when they are across socioeconomic classes, there are clear questions of identity thefts, and I won't go there.

 But particularly with women and children, a lot of occasions I have found the government using these two stakeholders, very important ones to bring in back hand regulation and not if a sis came capacity building. When we talk about women and their representations, it isn't adequate to just represent them, but how are they being respected, nature and capacity.

 I am so glad Barb mentioned, when talking about digital inclusion, we facilitate the same voices to be heard over and over again. We come away with the impression a lot is being said and heard, but a lot of these stakeholders are not even here.

 I want to look at including public libraries, the existing government structures, and there is not just this idea that government needs to do something. I have heard a lot of complaints saying we get there, we can't do enough. This is a platform to celebrate the initiatives that have happened.

 I have civil societies taking more time to arrive at a discussion, and if the ICANN academy could be disseminated more and include the learning, a lot of sharing can happen. My interventions are around access, capability, transparency, dissemination.

 Also, the one big issue I have when we define vulnerable communities, we need to go deeper because this is an easy tool to hand over and rule the red carpet for more regulation.

 >> ZAHID U. JAMIL: At the heart, if you have some success stories it helps identify what has been achieved to create this charity, to replace the ambiguity.

 I disclosed at the beginning that I was not aware this initiative had been taking place for a while. To me, the initial term of the word "vulnerable" automatically implies women and children. That is natural.

 And also you look at vulnerable, then we look at vulnerable within western society, which are a subgroup within those that have already been empowered, I take a different approach to things.

 I think any approach you take, if you cannot clearly identify how you are going to deploy it and how it will benefit and when, and the mechanisms with detail, at least you know at the end of the day what the place is going to look like, what the meal is going to look like.

 It will be very difficult. We can already identify the means to leverage such as public libraries, but they have a challenge. The last time I went into one was probably a year ago. I will tell you why. My daughter who is now nine, I wanted to get her into the habit so she can withdraw a book. It isn't habitual, but even vulnerable people use a mobile.

 Now we go to the specifics, a campaign that focuses on making those vulnerable groups aware that there is a solution. It could be a text message, so now they know. If you correlate it with a program that goes with, let's say libraries, when the vulnerable person or group goes to the library, they aren't met, like you said: What do you want?

 Something is already prepared. This is part of the coordinated effort. If you don't want a timeline and a loan, like a war tactic, you really won't be able to deliver anything.

 Going back to emerging markets, the majority of the people are vulnerable, including children who are displaced. In those markets we may be able to back for this generic program that can be fine‑tuned to serve the vulnerable.

 Thus we accelerate things and we don't need to go through the last period as we have seen in the west. It has taken us from the early days of telecommunication to today. Five years ago, some people were not connected or aligned. Today they have mobile phones and tablets and they are using the access, so that will no longer be as much of an issue.

 >> ZAHID U. JAMIL: You talk about using mobile, which is how we need to reach out to IDPs. They don't have a place to go. You made an excellent point, and now Barbara has a point.

 >> BARBARA‑CHIARA UBALDI: How to make sure the initiatives provide value. To ensure from a government perspective a strong focus is on the uptake of the opportunities.

 Because if we provide more opportunity but vulnerable people don't use them, what is the volume? Second part of the answer, therefore focusing on the impact these opportunities provide both in check and social terms.

 Two concrete examples, one from Colombia, the other in Korea. I am talking about government initiatives forcing government to take advantage of intake.

 There are remote farmers in remote areas which were progressively being excluded from the market because of their geographic location. Through surveys developed on the mobile platform, they are now capable of being constantly updated on the prices on the market. They aren't using it due to the fact of being outside of the flow.

 In Korea, mobile government has been used by the government to help women remain in the public sector workforce. More and more, given the complexity of the situation, many people were leaving the public sector because of the difficulty of merging professional and personal needs.

 Those are two particular examples on how initiatives have been focusing on the value that these opportunities provide to vulnerable groups.

 >> YULIYA MORENETS: Thank you, Barbara. By the way, I loved the statement that was made that we need to make available information to the vulnerable groups about the existing solutions. We have a short intervention from Ana.

 >> ANNA: It was very good that I saw you on the corridor because she called my attention to attend this workshop I was not aware of. It allows me to chime in on this subject. It is very good that you are here because now I think that you can understand my idea of the telecenters.

 One thing I would like to ask is whether or not anybody here knows that a telecenter is? In Portugal we call it ICT and society network. That is a network of telecenters. It can be a library, local public libraries it can be any public suspect or supported by a local authority.

 So the government ‑‑ in our case it is my ministry, we help people, we give them tools for them to work and empower people. The importance of these networks, there is a European network of telecenters and worldwide telecenters networks as well. Thank you.

 >> ZAHID U. JAMIL: Thank you. Do any panelists work to respond and supplement what Ana said? You can use public spaces for these activities.

 >> STUART HAMILTON: I think it is certainly true that there is a number of options on the market in some ways, in terms of space.

 In UK telecenters market with libraries, plenty of room for cross‑over. The sustainability element, inside on the government budget line sometimes gives us a bit of an option for stability, but I understand it is different in different polices with lots of options on the table.

 Getting on to local content, to bring people into contact with ITCs, it is no good if all the content is in English ‑‑ we mentioned this yesterday ‑‑ and going back to the point about how you need to offer migrant workers the use of libraries. If we allow migrant workers to use Skype to get back to their families, it is a tremendous boost with the engagement to ITCs.

 As my friend said yesterday, teach them to use Skype and three months later, they are blogging in their own language. So if you find the right tools and connections, you might also be able to get at that local content.

 >> Something I wanted to add that will hopefully be of relevance. A region or community might have its own challenge, like you look at the throughput of the vulnerable groups or the target market you want to address. In some areas, in some emerging areas, libraries or may not be very widespread, like you and I are familiar with in the UK or U.S. That actually gives you a limited opportunity to engage.

 So my point here, there may be the telecenters Anna was referring to. In these conditions, mushrooms sprang up to this issue. Libraries are one hub, and each market is a challenge. But depending on the objectives and priorities that are set in the way the plan is drafted, one can find something.

 In some emerging markets, the post office does function like a telecenter. All of the sudden, it informs a point of access. If you are vulnerable, you all the sudden provide a lifeline.

 >> ZAHID U. JAMIL: Let's move into bringing in the cybersecurity aspect. We know you work on the cybercrimes initiatives, a very important component in order to enjoy all the opportunities the Internet can offer.

 Can you speak about your e‑learning program that has been developed, and is this program going to be used as building capacity for vulnerable people, as well as anything else you would like to add?

 >> DANIELLE de GROOT: Thank you for inviting me here today. Instead of talking about vulnerable people or immigrants, which I know is important, but our program began in 2008. The main idea we have, the digital world is all around us. As a police force, we have to deal with it.

 And that is not only the positive sides, but also the negative slides people are faced with, and vulnerable people are part of that. In the context I am talking about vulnerable people, it is again youth, that is a big target group for us.

 So that is a short introduction. I would also like to say we would like to be a reliable partner with public and private organizations when it comes to dealing with the technical world. It doesn't have to necessarily be cybercrime.

 One point before I talk about the capacity building initiatives, it is very important to have the police as one of the partners. It is a very tricky discussion. Where do we come in? Do we wait until the crime is actually committed? But once they are included, how can we prevent them from falling victim to cybercrimes?

 That is one thing I would like to stress. We have developed a certain capacity building programs in the form of e‑learning modules, again with private partners such was Deloyts. If you would like to know more, I have information in the booth of IGLNF.

 But just to give a small introduction of what we do, because we find it very important to educate our own people to take the time to tackle digital inclusion. From a Dutch perspective, we as a police force have a lot to learn when it comes to the digital world and how we can effectively use it for your work.

 One of the modules is for our detectives, teaching them how to engage in normal work and how to use, for example, Internet to research cases. Also we have an e‑learning module for the people in our front office who deal with the statements people make when they come to the police stations.

 Again, both modules can be used very well to also include the problems that may be specific groups in our society have. Basically, we are now at a basic level to teach our own people.

 When I say "our own people," I mean the officers, to get them on a basic level. Now I think it is a challenge to build up different programmes when it comes down to it.

 Youth is one, but maybe we can talk about immigrant groups and the specific cultures they have to deal with in the digital world that may be slightly different from the standard Dutch culture. That was an eye‑opener for me, hearing all the discussions today.

 We can actually build on that foundation and start developing more capacity building.

 (Lost Internet connection)

 >> BARBARA‑CHIARA UBALDI: So I think, going back to my initial point, focusing on the impact, the value, it still needs to be the key objective of government. Last point on the strategies, I think the reason many governments have tried to link government strategies to the information society strategies was to try not to forget part of the picture, access.

 It is important to have opportunities in place if people cannot use them. Then we see proliferation of strategy, information society strategy, Internet economy strategy and government strategy.

 So I think going back to maybe a more simple but more aligned approach would actually make governments be able to do the best use of the opportunities that are already there, but may still exclude many people from the opportunities.

 >> YULIYA MORENETS: Thank you so much, Barbara. We have a question over there, after a very quick statement.

 >> The question of being vulnerable, instead of merely tolerating the vulnerable, I think we need to move the discussion to the right of a secure cyber ecosphere as a right and entitlement, not just tolerance.

 Secondly, the Commonwealth solution, the broadcasters association works in developing emerging economies so awareness can be brought to light. The police in India look at reform. First they ask you if your car was stolen. Did you leave it unlocked? What did you do? So we are working on reforms. The onus is on you to prove a crime occurred, instead of enabling.

 That is a place where this needs to happen with economies developing their own solutions. The last point in terms of reforms. If we could take it across measures of health, education and use any public platform, because it did come out with UID, just the specific issue of rights and entitlement.

 >> ZAHID U. JAMIL: Excellent. Go ahead Danielle.

 >> DANIELLE de GROOT: In addition to the point you are making, not only is your car stolen, but it is it completely computerized, there is no glass on the ground anymore, so there is no sign your car was stolen.

 That is one thing we learn now, it is a computer now, it drives away just hacking in. Don't worry, we're not going to arrest you. Can I comment on what Wolf said about capacity building and bringing together the initiatives?

 I am more than willing to share the information we have on the capacity‑building things we do. I think it is very important to not try to redo everything every other year or so because somebody thinks it is time to make a capacity building program on something.

 The other thing I have learned about some of the evaluations we did on the e‑learning modules we have, it is very important for an organization to have a specific culture and also leadership when people do the capacity building and training and education that come back into an environment that can actually use their knowledge and expertise they have gained, instead of just going through the e‑learning module, that's it, then go back to work again.

 So it is very important to have a certain cyber sensitivity in our organisation in order to teach the people what they need to know, and use that in their actual daily work.

 >> ZAHID U. JAMIL: We have run out of time. And there have been circumstances where people have been thrown out of the room, which I want to avoid. Thank you everybody for coming. Please do take care to come to the next IGF workshop we organise. Thank you everybody, thank you for the panelists and that time, valuable observations.

 It does seem like we are making connections. So thank you very much.

\*\*\*\*\*\*\*

This text is being provided through CART, Communication Access Realtime Translation. It is intended to facilitate communication accessibility and may not be a totally verbatim record of the proceedings.

\*\*\*\*\*\*\*