eLAC2015

Building inclusive
and innovative
digital societies

Fourth Ministerial Conference on the Information
Society in Latin America and the Caribbean

Montevideo, 3-5 April 2013

**PLAN OF WORK 2013-2015 FOR THE IMPLEMENTATION OF THE PLAN OF ACTION
FOR THE INFORMATION AND KNOWLEDGE SOCIETY IN LATIN AMERICA
AND THE CARIBBEAN (eLAC2015)**

UNITED NATIONS

ECLAC

2013-115

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I. INTRODUCTION

The third Ministerial Conference on the Information Society in Latin America and the Caribbean, held from 21 to 23 November 2010, culminated with the adoption of the Lima Declaration, which initiated the third phase of the Plan of Action on the Information and Knowledge Society for Latin America and the Caribbean (eLAC2015).

eLAC2015 was developed by means of a participatory process with a public consultation involving stakeholders from the public, private and academic sectors and civil society. The Plan identifies 6 priorities, 10 lines of action and 26 goals for 2010-2015. It also outlines eight key areas for the development of the information and knowledge society in the region: (i) access, (ii) e-government, (iii) the environment, (iv) social security, (v) productive development and innovation, (vi) enabling environment, (vii) education, and (viii) institutional structure for a policy of State.

Fourteen working groups were also created in the following areas: access and infrastructure; e-governance and interoperability; technological waste; ICT, health and social security; innovation and appropriation of ICTs by microenterprises and SMEs; digital contents; software and information technology services; telework; legal framework for the information and knowledge society, e-business, Internet governance, gender, financing, and digital development for education.

The eLAC2015 follow-up mechanism has three levels of coordination and cooperation: the ministerial follow-up conference, the Presiding Officers and national focal points. Three observers will be invited to participate in meetings of the Presiding Officers as representatives of civil society, the private sector and the region's community of Internet experts, respectively. In 2010, the Presiding Officers comprised representatives of Brazil, Cuba, Ecuador, El Salvador, Mexico, Peru and Uruguay.

eLAC2015 has successfully brought the governments of the region together in a political commitment to prioritize the universalization of broadband, achieve a transactional and participatory e-government, use information and communication technology (ICT) to ensure access, security and continuity of health care for users of health services, achieve access to ICT for all microenterprises and SMEs, promote the use of ICT for regional integration and provide universal access to ICTs for education and expand their use in this field.

The discussions which took place at the Preparatory Meeting for the fourth Ministerial Conference on the Information Society in Latin America and the Caribbean, held in Quito in October 2012, confirmed the validity and relevance of the goals set out in the Plan of Action, as well as the importance of continuing the activities of the various working groups. They also highlighted the advisability of identifying the main political and institutional challenges for 2013-2015. Accordingly, this document, which was prepared by the Economic Commission for Latin America and the Caribbean (ECLAC) in its capacity as technical secretariat of eLAC2015, proposes the thematic areas upon which efforts should be focused under the Plan of Action to 2015 and sets forth a plan of work appropriate for tackling these challenges. It goes on to identify a set of emerging issues and describe the challenges relating to the sustainability of eLAC2015 activities. Lastly, it reviews the activities conducted in 2010-2012 (see annex 1) and specifies the renewed composition of the follow-up mechanism (see annex 2).

II. CHALLENGES FOR 2013-2015

In view of the institutional challenges facing eLAC2015 in the context of the political discussions and dialogue approaching in the region and worldwide, and given the need to advance the roll-out of the digital economy in order to promote the development of inclusive and innovative information societies in Latin America and the Caribbean, there follows an outline of the priorities that should guide the activities of the regional platform for 2013-2015, strengthening the lines of action set forth in the existing plan of action.

A. **INTEGRATING THE REGION INTO THE WORLD SUMMIT ON THE INFORMATION SOCIETY REVIEW PROCESS (WSIS+10)**

eLAC arose as the region's response to the WSIS process and as a shared vision in the approach to 2015. It therefore represented ratification in the region of the principles agreed upon at the Summit and in the Millennium Development Goals (MDGs). Pursuant to resolution 60/252, the United Nations General Assembly decided to conduct an overall review of the implementation of the Summit outcomes in 2015. As part of this process, in April 2012, the Chief Executives Board for Coordination held an open consultation process on the overall review of the implementation of the World Summit on the Information Society Outcomes (WSIS+10) prior to a high-level meeting in 2014, during which a review of WSIS will be carried out and the agenda beyond 2015 will be laid down.

The region must be actively involved in this process, for two reasons. First, to evaluate progress towards the WSIS objectives and thereby clearly establish how much headway has been made and, second, to develop a regional perspective on the prospects and future challenges of the information society.

B. ENCOURAGING DEBATE ON INTERNET GOVERNANCE

The Plan of Action recognizes the importance of Internet governance in the implementation of policies that facilitate the development on the information society at the international level, and states that it "must be multilateral, transparent, democratic and development-oriented with Governments participating fully on an equal footing. It must also engage the private sector, civil society, the community of Internet experts and international organizations. Net neutrality must be promoted, and discussions fostered at the relevant regional and subregional levels" (eLAC2015, F.2). This is in line with the outcomes of the World Summit on the Information Society (WSIS), in which Internet governance is considered a core issue of the information society agenda (Tunis Agenda for the Information Society, 2005, paragraph 29).

The full, coordinated and effective participation of developing countries, particularly those in the region, in institutional bodies and discussions on Internet governance is crucial for defending and guaranteeing the above-mentioned principles in regional and international forums. Yet, the region's governments have participated little in such deliberations to date. The challenge, then, is to promote greater participation in and coordination with forums on Internet governance by Latin American and Caribbean governments, through capacity-building and the construction of appropriate analytical frameworks, as well as convergence with civil society organizations, the private sector and the technical community involved in these discussions.

C. FAST-TRACKING GROWTH OF THE DIGITAL ECONOMY: ICTS
FOR PRODUCTION CHANGE AND SUSTAINABLE DEVELOPMENT

Over the past 10 years, most of the countries of Latin America and the Caribbean experienced their fastest growth period since the 1960s, outpacing both the global average and the advanced economies. Not only was major headway made in reducing unemployment, poverty and indigence, but also for the first time in several decades, the countries achieved positive results in terms of income distribution.

However, during that same period, some of the problems which had dogged the region's production structure for decades —such as natural-resource-intensive production and exports— worsened. The production structure also remains highly heterogeneous, with large productivity gaps between sectors and business segments. Employment is largely concentrated at the lowest level of productivity and therefore contributes little to economic growth (low-productivity sectors in the region represent 10.6% of GDP, but 50.2% of employment). As a result, labour productivity in the region has been virtually stagnant for more than 30 years.[1]

The region must therefore tackle the challenge of devising structural reform policies capable of redefining its economies' pattern of specialization —and consequently their position in the world economy— and their pattern of job creation. What is at stake is the ability of the region's societies to sustain high growth in production activity and employment, particularly quality employment.

In light of these considerations, it is necessary, among other things, to restructure industrial development and innovation policies to place particular emphasis on generating and embedding knowledge in production activities, creating higher value added, increasing skilled labour and training human resources. Structural change is driven by innovation based on new technologies and knowledge generation. The diffusion and incorporation of ICTs into the production sector and the development of ICT products and services sectors are essential to this effort.

The effective development of the digital economy is now crucial for production change, competitiveness and social and digital inclusion. A radical shift has occurred in the world's production, trade and consumption habits over the past few years. The growing use and production of digital applications and content by individuals and businesses, in addition to the increasing use of ICTs in different production and management processes, the rise in e-business as a channel for transactions between economic stakeholders and the emergence of new sectors associated with the production and delivery of these services, completely alter the organizational pattern and dynamic of the business fabric and can underpin large productivity rises.

However, in the region, policies geared towards redressing the digital economy's underdevelopment are very unambitious, where they exist at all. Industrial and innovation policies are, on the whole, weak and not particularly aimed at modernizing ICTs in the production sectors or coordinated with specific efforts to do so.

Although these issues are present in the stated goals of the Plan of Action and the composition of the relevant working groups, the activities associated with them have not yet received due attention. The challenge is therefore to focus particularly on eLAC2015 activities which are linked to these issues, for example, by developing policies which promote the ICT sector (promoting

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[1]   See ECLAC, "Structural heterogeneity, labour market segmentation and social inequality", *Structural Change for Equality: An Integrated Approach to Development* (LC/G.2524 (SES34/3)), Santiago, Chile, 2012.

the software and digital content industry and training of human resources) and increasing the incorporation of ICTs into users' sectors (digitalization of production, trade, services, management and logistical processes).

D. STRENGTHENING INFRASTRUCTURE ROLL-OUT

The roll-out of infrastructure in the region poses a tremendous challenge, given the need to close the connectivity divide and bearing in mind the rapid growth in Internet users, the growing demand for data, the falling costs of access devices and convergence in services. Regional coordination mechanisms should therefore be strengthened in an effort to afford equitable and appropriate access to ICTs, in the interests of human and economic development in Latin America and the Caribbean.

Steps must also be taken to increase the roll-out, interoperability and interconnection of networks within the region and between the region and the rest of the world, promoting greater local traffic and local storage of international content and expanding crucial infrastructure and the development of content and interactive and interoperable applications.

In view of the imminent increase in data traffic, it is essential to create the conditions to coordinate regional harmonization of the radio-electric spectrum, bearing in mind that mobile networks will dominate access to ICT services.

The massive roll-out of Internet Protocol version 6 (IPv6) is yet another significant challenge in the short term for promoting the sustainable deployment of infrastructure. Countries can contribute significantly to this objective by promoting the adoption of IPv6 at the State level and coordinating with technical organizations and the private sector.

Another area of effort within the framework of eLAC2015 is to coordinate work by the region's countries and stakeholders on issues of network security and stability.

Lastly, work is needed to ensure the sustainability, development and use of academic and scientific networks in Latin America and the Caribbean, with a view to enhancing cooperation on education and research.

III. PLAN OF WORK FOR 2013-2015

A cross-cutting plan, in addition to the actions already undertaken by the working groups, is needed to address the lines of action and existing challenges in the framework of eLAC2015. Accordingly, the following plan of work is proposed, defining the urgent, priority objectives and activities for 2013-2015. The group of countries that commit to this plan will be responsible for implementing the activities described below.

(i)   Promote opportunities for exchanging experiences and political dialogue on the information society in Latin America and the Caribbean (led by Mexico and Costa Rica).

- Hold ministerial follow-up conferences and preparatory meetings.
- Monitor the development of the information and knowledge society in Latin America and the Caribbean.

(ii)   Ensure the region is involved in the World Summit on the Information Society review process (WSIS+10) (led by Uruguay).

- Ensure eLAC2015 is represented at the WSIS Forum.
- Disseminate and implement WSIS+10 process inventory and self-evaluation mechanisms (preparation of national reports).
- Ensure eLAC2015 is represented at the high-level meeting on WSIS.

(iii)   Increase and coordinate the participation of Latin America and the Caribbean in regional and international debates on Internet governance (led by Brazil, with the collaboration of the Association for the Progress of Communications (APC)).

- Ensure participation in all multilateral forums, international organizations, forums and opportunities for discussion on Internet governance, especially the Commission on Science and Technology for Development of the Economic and Social Council of the United Nations.
- Ensure participation in the organizing committee of the Regional Preparatory Meeting of the Internet Governance Forum and in the Internet Governance Forum.
- Ensure participation in meetings of the General Advisory Committee (GAC) of the Internet Corporation for Assigned Names and Numbers (ICANN).

(iv)   Fast-track the expansion of the digital economy: ICTs for production change and sustainable development (led by ECLAC, with the collaboration of Peru).

Conduct comparative analyses on technical and regulatory matters and leverage capacity-building and exchange of experiences to strengthen policies on:

- Fostering the development of the ICT sector (for example, by promoting the software and digital content industry, training human resources).
- Encouraging the introduction of ICTs into users' sectors (digitalization of production, trade, logistics, services and management processes).
- Encouraging cross-border e-business (training SMEs and creating a master plan to strengthen the regional e-business ecosystem).
- Facilitating the creation of more and better opportunities for decent work through telework and by taking advantage of the impact of ICTs on employment.

(v)   Increase investment in and the roll-out of connectivity infrastructure that will help to narrow intraregional and interregional gaps and to lower access costs and improve service quality (led by the Latin American and Caribbean Internet Addresses Registry (LACNIC)).

- Generate multisectoral forums —complementing existing regional initiatives— to exchange experiences with a view to analysing the situational factors that drive up the costs of rolling out infrastructure or that discourage investment; and to propose solutions and promote the construction of telecommunications infrastructure to connect the region with the rest of the world through several a variety of competing channels.
- Encourage efficiency and transparency in the allocation and use of the electromagnetic spectrum as an essential condition for the development of telecommunication services and for leveraging their social and economic impact, within a multisectoral setting.
- Promote the efficient use of telecommunications infrastructure with due consideration for rights of way and land use.
- Create an attractive environment and incentives for internet exchange points (IXP) and content providers in the region, as well as for the establishment of regional content providers and the deployment of root server copies.

- Accelerate the adoption of IPv6 and set up forums for dialogue with operators on deploying IPv6 in services, applications, and networks.

IV. RELEVANT AND EMERGING ISSUES

Efforts carried out under eLAC2015 have contributed to the progress observed with regard to the information society in the region. These advances are reflected in, among other things, the level of mobile telephony coverage, Internet access, investment in broadband infrastructure, rising mobile broadband penetration, ICT programmes for education and e-government policies. However, ICTs are evolving constantly and throwing up new challenges in terms of penetration. Accordingly, a set of emerging issues which are deemed important for digital development in the region, and which should therefore inspire regional cooperation initiatives in the framework of eLAC2015, are set forth below.

- Promoting action to raise awareness of the rights and responsibilities associated with the use of new technologies.

- Promoting action to ensure the exercise of human rights in the digital environment.

- Promoting policies on open government data as part of e-government initiatives.

- Encouraging the use of new technologies for public security.

- Recognizing that digital television represents an opportunity for the information society because it increases efficiency, interactivity and technological convergence.

- Taking steps to mainstream the gender perspective across all policies designed to close the digital divide and promote the generation of statistics and information on the gender gap and the differentiated impacts of ICTs.

- Encouraging the use of ICTs to contribute to environmental protection, efforts to combat climate change, the sustainable use of natural resources and the prevention and mitigation of natural disasters.

- Promoting dialogue and the adoption of regional measures with a view to improving the transparency, quality and costs of cross-border and international roaming services in order to benefit users.

- Enhancing cooperation on cybersecurity and protection of critical infrastructure in order to ensure sustainability and user protection.

- Promote ICT mainstreaming in education as a tool for achieving inclusion and improving quality, encouraging the development of public policies in the region and experience-sharing in this connection.

- Promoting the inclusion of persons with disabilities in the ICT ecosystem.

- Fostering universal digital literacy, affording priority to rural and vulnerable areas.

- Strengthening initiatives on mainstreaming ICTs in the health sector.

V. SUSTAINABILITY CHALLENGES

The technical secretariat of the Plan of Action has supported most of the institutional activities until now through the ECLAC@LIS2 project, with increasing assistance from the countries, particularly in terms of working group activities. With the conclusion of the project in 2013, it is necessary to ensure the sustainability of activities, not only those relating to the platform and follow-up mechanism, but also the cross-sectoral and priority initiatives which arise in this document.

Although ECLAC will continue to act as technical secretariat (see annex 2), it is proposed that the countries provide broader support for the activities of the Plan of Action, as outlined below:

- The member countries and organizations must finance their own participation in all activities, meetings and conferences organized within the eLAC2015 framework.

- The forthcoming preparatory meeting and ministerial conference should be financed by the host countries.

- The chairs of the working groups should ensure financing for the activities set forth in their plans of work with the support, where possible, of the member countries and organizations.

- The countries should ensure that the projects and activities included in the plan of work are carried out. Such projects and activities should be financed by the countries interested in leading them and, where possible, with the support of other organizations or international cooperation.

- The countries should contribute, to the extent possible, to financing for eLAC2015 activities.

- The countries should make efforts to involve regional financing mechanisms in the promotion of eLAC2015.

IV. CONCLUSIONS AND RECOMMENDATIONS

eLAC2015 has proven to be a successful, multisectoral platform for political dialogue and cooperation between the various countries, by promoting the exchange of experiences, capacity-building, the production of statistics, the preparation of analysis documents and the creation of opportunities for debate and discussion on ICT policies in the region.

eLAC2010 identified education as a priority and eLAC2015 focused efforts on the massification of broadband. Setting aside the varying degrees of progress made in these two areas at the national level, both are firmly on the public agenda of the region's countries and no government today is unaware of the need to advance in this direction. It is also widely recognized that national strategies must be prepared to promote the information society.

The progress outlined represents an incentive to improve and expand policies which leverage the deployment of ICTs at the national and regional levels. However, this progress must not be allowed to mask the challenges which lie ahead. Although the region has bridged, to a certain extent, some of the gaps with more advanced countries in terms of ICT penetration (such as in mobile

telephony), the population's access to broadband services —the basic infrastructure for the development of the information society and an essential service for driving the economy and increasing competitiveness— is still significantly more limited than in more developed countries. At the same time, within the region the roll-out and uptake of ICTs shows large asymmetries between and within countries, by geographical area and level of income.

Challenges remain in terms of significantly increasing capacities to use and develop applications and content in the region. The same is true of mainstreaming ICTs into government, education, health, the environment and the development of an enabling environment, among others. Overall, clear progress has been made in these fields, but efforts must still be broadened and intensified.

Although the goals in the Plan of Action remain valid, new emerging areas must be addressed, such as the rights and obligations in the digital era, open government data policies, the promotion of telework strategies, the use of new technologies in public safety, efficient allocation and use of the electromagnetic spectrum, digital television and the inclusion of women in the ICT ecosystem. Priority must also be given to enhancing regional cooperation on urgent or strategic matters, such as the digital economy, active participation in international forums on Internet governance and regional participation in WSIS review processes and in the discussions on the agenda beyond 2015.

Annex 1

MAIN ACTIVITIES CARRIED OUT IN 2010-2012

The main activities carried out within the framework of the Plan of Action between 2010 and 2012 are described below.

Between 2010 and 2012, the Presiding Officers, as the executive body of the follow-up mechanism, held nine meetings to follow up and review the Plan of Action: seven were virtual meetings and two were face-to-face.

The working groups of eLAC2015 promoted networking and the creation of interdisciplinary teams of specialists in different research areas relating to the information society. These networks fostered regional cooperation and collaboration on policy analysis, capacity-building, the exchange of good practices and the implementation of programmes and projects on ICTs, by organizing workshops and seminars and producing documents and reports. There were initially 330 participants in the working groups representing government (64%), the private sector (12%), civil society (13%), academia (9%) and international organizations (2%). Ten groups have presented plans of work to date.

A meeting for the coordinators (chairs and vice-chairs) of the eLAC2015 working groups was held at ECLAC headquarters in Santiago on 6 March 2012. On that occasion they discussed the lines of action and guidelines for management of the groups and evaluated a summary of the objectives, results and expected working methods. Thirteen representatives also held an open discussion on the challenges regarding the integration and functioning of the working groups.

The working groups carried out the following main activities:

- The working group on technological waste helped to organize a regional platform to address the environmentally sound management of waste in the region, which involved 14 countries. The group met twice, first at the Seminar on environmentally sound management of waste electrical and electronic equipment, from 30 November to 2 December 2011 at ECLAC headquarters, and second on 11 October 2012 in Quito. The group's main activities included launching a website (see [online] http://www.gtdtelac2015.mintel.gob.ec/), and organizing a photographic competition on technological waste as part of an awareness campaign. The group is also preparing a regional document on recycling electronic equipment, which will provide information specific to the countries of the region on this issue and will be used later for proposing specific actions for each country and for continuing with the implementation of electronic recycling plans, projects and programmes.

- The working group on telework, comprising seven countries, identified best practices and distributed them in the region in the form of a manual. It has also disseminated information on the Tripartite telework observatory and the certificate of teleworkers' competence in the region. In addition, the group monitored the bill on telework in Argentina, telework regulation in Colombia and development of the bill in Costa Rica on the promotion, regulation and implementation of telework. The group met on two occasions: on 11 August 2011 at ECLAC headquarters and on 26 and 27 July 2012 in Bogota, in the framework of the First International Telework Fair.
- The working group on ICTs, health and social security, comprising ten countries, has developed an agenda around regional challenges relating to electronic health, and has

established partnerships with several institutions. The group has addressed issues such as alternatives for training human resources in ICTs and health, competency-based curricula, electronic health records and interoperability standards. The group organized the second Regional Seminar on e-Health and Telemedicine in Latin America and the Caribbean, jointly with the Latin American and Caribbean Economic System (SELA), on 26 and 27 July 2011 in Caracas. The group's first meeting was held in collaboration with ISALUD University on 22 June 2012, during which the plan of work was discussed and regional and international experiences in the area of ICTs and health were exchanged.

- The working group on gender, in which four countries participated, lobbied for the issue of gender and ICTs to be included in the agenda of the eleventh session of the Regional Conference on Women in Latin America and the Caribbean, held in Brasilia in 2010. Partly thanks to these efforts, the theme for the next session of the Regional Conference, which will take place in 2013, is "Gender equality, empowerment of women and ICTs". The group also provided support for the production of a document on mapping digital agendas, digital inclusion plans and gender inclusion in the countries of Latin America and the Caribbean, with a view to analysing digital agendas in the region from a gender perspective and identifying guidelines for developing policies to encourage women's appropriation of the digital paradigm and to close gender gaps in the use of ICTs. The preliminary results of this study were presented during the panel entitled "Gender perspectives in digital agendas", which was organized by the working group during the seminar on the eLAC2015 regional plan and the progress of digital policies in the region, which took place in October 2012 in the framework of the fourth Ministerial Conference on the Information Society in Latin America and the Caribbean.

- The working group on access and infrastructure, involving eight countries, organized research into experiences and social connectivity models in the region aimed at improving the quality and coverage of public services in education, health and electronic government, among others. The findings were presented during the panel entitled "Connectivity models in public networks", which the working group organized during the seminar on the eLAC2015 regional plan and the progress of digital policies in the region.

- The working group on digital content provided support for the study "Panorama de la comunicación y de las telecomunicaciones de Brasil" —for the publication *Conteúdos em Multiplataformas*— prepared by the Institute of Applied Economic Research (IPEA), the Federal Government of Brazil and the Brazilian Federation of Scientific and Academic Associations on Communication. It also supported the mapping of digital media in Ecuador carried out by the International Centre of Advanced Communication Studies for Latin America (CIESPAL). In addition, the chair participated in various regional events, such as the Latin American Federation of Communication Schools (FELAFACS), held in 2012, and provided support for the management of training activities at different universities in the region.

- The working group on digital development for education presented its plan of work, which was focused on four areas: (i) dialogue on the use of social networks in education, (ii) characterization of good practices in initial training in ICTs for teachers, (iii) training of education portal technical teams in the production of multimedia content, and (iv) dialogue on teaching models associated with polices of mass equipment supply (1-to-1 models).

- The working group on Internet governance prepared a report on issues of concern, which were addressed at the Regional Preparatory Meeting for the Internet Governance Forum

(LACIGF), held in Bogota, from 24 to 26 September 2012. The group also held a meeting in the framework of LACIGF, coordinated by the Office of the President of Peru and attended by representatives of the governments of Argentina, Brazil, Cuba and the Plurinational State of Bolivia, and organizations such as the Latin American and Caribbean Internet Addresses Registry (LACNIC), the Internet Society (ISOC) and the Latin American and Caribbean Top-Level Domain Association (LACTLD).

- The working group on financing met on 11 October in Quito during the Preparatory Meeting of the fourth Ministerial Conference on the Information Society, with a view to identifying sustainable alternatives for eLAC2015 activities. The working group also organized the panel entitled "Opportunities and cooperation perspectives for digital development in the region" during the seminar on the eLAC2015 regional plan and the progress of digital policies in the region, which was carried out in the framework of the Quito meeting.

- The working group on software and information technology services held a meeting in the framework of SummIT Paraguay 2012, on 14 June in Asunción, in order to prepare a work agenda for the group. The Secretariat on Polices for Informatics of the Ministry of Science, Technology and Innovation of Brazil attended the meeting in its capacity as vice-chair of the group, and the meeting was supported by the Paraguayan Chamber of Software Industry (CISOFT), the Chamber of Informatics Wholesalers of Asunción (CADMI) and the Federation of Latin American, Caribbean and Spanish Information Technology Entities (ALETI).

- Continuing work carried out in the framework of eLAC2010, the working group on the enabling environment, chaired by Peru, presented an updated analysis of the regulatory situation in the region in terms of personal data protection.

By coordinating national statistical offices and the ministries responsible for promoting ICT policies, and with assistance provided by the working group on ICTs of the Statistical Conference of the Americas of ECLAC (SCA-ECLAC) and the Observatory for the Information Society in Latin America and the Caribbean (OSILAC), the eLAC2015 Indicators Commission prepared a list of indicators for eLAC2015. This list contains a frame of statistical reference for evaluating and monitoring the goals set forth in the Plan of Action. The document was prepared during the workshop of the eLAC2015 Indicators Commission, held in Santo Domingo on 21 and 22 November 2011. The Commission comprises representatives of Argentina, Brazil, the Bolivarian Republic of Venezuela, Chile, Colombia, Cuba, the Dominican Republic, Mexico, Panama and Uruguay.

As part of cross-sectoral initiatives of the Plan of Action and under the theme "Dialogues for Inclusive and Innovative Digital Agendas in Latin America and the Caribbean", the technical secretariat helped to organize meetings during which regional and international experiences were exchanged on the design, institutional framework and implementation of digital agendas, and issues were discussed relating to the regulatory environment, capacities and sustainability strategy models, among others. The meetings are described below:

- The first meeting was organized to support the development of the Bolivarian Digital Agenda (ADB). It took place on 8 and 9 August 2011 in La Paz and was organized in coordination with the Agency for the Development of the Information Society in Bolivia (ADSIB), which reports to the Office of the Vice President of the Plurinational State of Bolivia. Authorities and experts from Live Digital Plan of Colombia, the Agency of Electronic Government and Information Society of Uruguay (AGESIC), and the Avanza

Plan of Spain participated in the event, sharing their experience and knowledge to help establish a frame of reference for action and steps to follow towards building ADB.

- The seminar entitled Estrategia Ecu@dor Digital 2.0 took place on 15 and 16 November 2011 in Quito and was organized in coordination with the Ministry of Telecommunications and the Information Society of Ecuador (MINTEL). Representatives of AGESIC, the Avanza Plan of Spain, the National Office of e-Government and Information Technology (ONGEI) of Peru and the National Broadband Plan of Brazil, among others, participated in the event. It was an opportunity to exchange experiences with authorities from the telecommunications sector, academics and suppliers of telecommunications services, with a view to contributing to the digital agenda implementation process in Ecuador.

- The second Digital Dialogue workday was held in Santiago on 20 March 2012, with a view to supporting the preparation of the Digital Development Strategy 2013-2020 of Chile. It was organized by the Executive Secretariat of Digital Development Chile and the ECLAC@LIS2 project and was attended by representatives of the Ministry of Economic Affairs, Industry and Employment of France, and Google, among others.

- The Digital Agenda Forum: Towards the implementation of a Participatory, Inclusive and Innovative e-Paraguay Platform was held on 27 April 2012 in Asunción. The event was organized jointly by the Paraguay ICT Master Plan, the Cabinet of the Office of the President of the Republic and the ECLAC@LIS2 project. Experts from Colombia, Ecuador, Peru and Uruguay participated in the meeting, at which the creation of the Ministry of Information Technologies and Communication of Paraguay (SETIC) was officially announced.

- The seminar on the eLAC2015 regional plan and progress of digital policies in the region was organized on 10 October 2012 in Quito, on the eve of the Preparatory Meeting of the fourth Ministerial Conference on the Information Society in Latin America and the Caribbean. The event was an opportunity to put forward different experiences and discuss current issues relating to digital strategies in the region. The meeting was organized jointly by the ECLAC@LIS2 project and the Ministry of Telecommunications and the Information Society of Ecuador (MINTEL).

Annex 2

COMPOSITION OF THE FOLLOW-UP MECHANISM, WORKING GROUPS AND SUSTAINABILITY FRAMEWORK

In 2010, it was decided that the follow-up mechanism would have three levels of coordination and cooperation: the ministerial follow-up conference, the Presiding Officers and the focal points. One representative each of civil society, the private sector and the region's community of Internet experts participate in the follow-up mechanism as observers.

(i)   Ministerial follow-up conference

This Conference is the body which manages and oversees the general conduct of eLAC2015. It is responsible for assessing fulfilment of the lines of action, priorities and goals agreed upon and for making any adjustments and changes considered necessary within the institutional structure of the plan. Meetings of the Conference are organized with the support of the technical secretariat, but are financed by the host country. Member countries are responsible for their own participation in the meetings of the Conference.

The next ministerial conference will take place in Mexico in 2015. The preparatory meeting for the ministerial conference will take place in Costa Rica in 2014.

(ii)   The Presiding Officers

The Presiding Officers constitute the executive body of the Plan of Action and comprise two representatives of each of the following subregions: the Andean countries, the Southern Cone, the Caribbean, and Mexico and Central America. They serve until the following ministerial follow-up conference.

The main roles of the Presiding Officers are to: (i) supervise activities carried out in the framework of eLAC2015, (ii) ensure that the commitments made at the ministerial conference are fulfilled, (iii) represent and appoint representatives of eLAC2015 at other forums and international organizations, (iv) organize and hold regular coordination meetings, (v) make adjustments and changes to the plan of work, as required, and (vi) report to the wider eLAC membership on the meetings held, the activities carried out and the decisions taken.

THE COMPOSITION OF THE PRESIDING OFFICERS

Region	Country	
Andean countries	Ecuador	Colombia
Mexico and Central America	Mexico	El Salvador
Southern Cone	Uruguay (chair)	Argentina
The Caribbean	Cuba	[pending]

The following agencies are invited to participate as observers at meetings of the Presiding Officers:

(i) The Association for the Progress of Communications (APC) as the representative designated by civil society organizations.

(ii) The Ibero-American Association of Research Centers and Telecommunication Enterprises (ACHIET) and the Federation of Latin American, Caribbean and Spanish Information Technology Entities (ALETI) as the representatives designated by private-sector associations.

(iii) The Latin American and Caribbean Internet Addresses Registry (LACNIC) as the representative designated by the region's community of technical experts.

Each Presiding Officer will have the same weight in decision-making processes and, where possible, agreements will be reached by consensus. Face-to-face meetings shall be self-financed by the member countries and institutions.

(iii)   Focal points

The focal points act as national-level liaisons for the eLAC2015 follow-up mechanism. Each country will appoint or ratify an entity as a focal point by 30 April 2013.

The main functions of the focal points are to: (i) organize, coordinate and promote the country's participation in the process, (ii) ensure the necessary means for the country to be represented at preparatory meetings and the ministerial follow-up conference, and (iii) identify the institutions that will serve as the chair and vice-chairs of the working groups.

(iv)   Working groups

The working groups are forums for dialogue and cooperation between the stakeholders —government, civil society, the private sector and the technical community— in the eLAC2015 process. The basic principle for joining and participating in the working groups is openness. Any organization which expresses an interest in participating in a working group may do so.

- Main functions: (i) encourage networking and the development of collaboration mechanisms, (ii) support the exchange of experiences and good practices, (iii) foster capacity-building, (iv) promote dialogue and scientific exchange, and (v) help to create institutional links with other forums and organizations.

- Coordinators: one country is appointed to serve as the chair and another as the vice-chair of each group. Coordinators must be sure to attend the ministerial follow-up conference and the meetings organized by the Presiding Officers.

- Desired activities: (i) organize seminars, workshops and training courses, (ii) propose studies, guides and manuals, (iii) maintain collaborative platforms to promote the flow of information, (iv) organize information and awareness-raising campaigns on the issues concerned, and (v) create projects which support public policies, among others.

- Plan of work: the chair of the group must prepare the plan of work for 2013-2015, which must be presented to the Presiding Officers by 31 May 2013. The members of the group are responsible for formulating and agreeing upon the plan.

- Financing: the chair of each group should ensure —where possible with the cooperation of the member organizations— financing for the activities set forth in the group's plan of work. The chair is also encouraged to seek alternative sources of financing.

- Operating guidelines: the technical secretariat will prepare a procedures manual to guide the activities of the working groups, with a view to encouraging the participation of all stakeholders, enhancing transparency and ensuring fulfilment of the objectives set forth in the plan of work. It is also suggested that regional agencies which share the working groups' objectives be invited to provide technical or secretarial support for their work.

- Periodic reports: the working groups shall submit periodic reports on their activities to the wider eLAC membership.

WORKING GROUPS

Area	Working groups	Chair	Vice-Chair
A. Access	Access and infrastructure	Chile	Mexico
C. Environment and ICTs	Technological waste	Peru	Guatemala
D. ICTs and social security	ICTs, health and social security	Argentina	Cuba
E. ICTs and productive development and innovation	Digital content	Brazil	Peru
	IT industry	Colombia	Argentina
F. Enabling environment	Cybersecurity	Uruguay	Argentina
	Telework	Argentina	Costa Rica
	Legal framework for the information and knowledge society	Peru	Paraguay
	Electronic trade	Paraguay	[pending]
	Consumer protection	Brazil	Uruguay
	Internet governance	Brazil	Argentina
	Gender	Costa Rica	[pending]
G. Education	Digital development for education	Argentina	Peru

(v)   Technical secretariat

ECLAC shall continue to carry out the following duties as technical secretariat:

- Coordinate the follow-up mechanism, in particular by providing support to the Presiding Officers and the chair, and coordinating the working groups.

- Maintain the eLAC2015 virtual platform.

- Produce studies and substantive information, and coordinate and prepare the final eLAC2015 follow-up, in coordination with the Working Group on Measurement of Information and Communications Technologies of the Statistical Conference of the Americas of ECLAC.

- Provide technical support for the organization of the fifth Ministerial Conference on the Information Society in Latin America and the Caribbean and its preparatory meeting.

- Seek alternative sources of finance to better support eLAC2015 activities.

- Provide technical support for the implementation of the plan of work described in section III.