

SUMMARY REPORT OF THE ACTIVITIES OF THE SPANISH PRESIDENCY IN THE FIELD OF TELECOMMUNICATIONS AND INFORMATION SOCIETY

June 18th 2010



GOBIERNO
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Y COMERCIO

SECRETARÍA DE ESTADO
DE TELECOMUNICACIONES
Y PARA LA SOCIEDAD DE
LA INFORMACIÓN

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Introduction

The Spanish Presidency of the EU during the 1st semester of 2010 has met the challenges Europe faces with respect to the Information Society (IS) and the Information and Communication Technologies (ICT), trying to foster adequate answers to a number of urgent, key questions about the future in these areas.

Two cornerstones have guided that effort:

1. **Innovation.** Understood not just in technological terms but also applied to politics, economics, institutions and culture. And, obviously, innovation understood as the fundamental lever to generate employment.
2. **Equality.** Its promotion must reach every field and be understood in wide terms: equal opportunities; solidarity (among social groups, regions, states...); and social cohesion.

With respect to the basic priorities, the Spanish Presidency has born in mind the following goals:

- The urgent need to find a new economic model.
- The need to reach a social Europe in greater depth.
- The need of the EU adaptation to a multipolar world.

The former objectives are quite relevant, as we are witnessing Europe is losing ground with respect to other top countries (notably USA and Asian countries; for instance, there are no European firms in the ranking of the first five hardware and software companies).

To tackle those challenges we have to move to the forefront in the development of future ICT infrastructures and services. These technologies

play a key role in this context as they, in addition to their own weight, are horizontal to other economic sectors.

Given the influence ICTs have in order to reach the global goal of economic development and social welfare, the broad objective of the Spanish Presidency of the EU Council within the scope of Information and Communication Technologies has been to foster common action to consolidate ICTs as a driver to improve productivity and quality of life in Europe.

Accordingly with that, our endeavour in this domain has been focused along the past six months on **two specific objectives**, for which particular priorities have been defined in the various fields of activities, as they are summarized in this Activity Report. These objectives are:

- **Innovation:**

A. Launch of a **New Strategy 2010-2015 for the promotion of the IS** (*"Granada Strategy for a Digital Europe. ICTs, Productivity and Quality of life"*).

- **Equality:**

B. Promotion of the future **adoption of a European Code of Rights of Users of electronic communications**.

Objective A: New 2010-2015 Strategy for the promotion of the IS

Description:

Substitution of the previous strategy, known as the i2010 Initiative of the EC, June 2005 (based on the Lisbon Strategy), to promote as from 2010 any aspects that encourage and extend the Information Society and ICT (new generation networks, intelligent networks, Internet of the future, ICT and sustainability, etc).

Relevant milestones:

Approval of the European Digital Agenda 2010–2015 in the EU Council of Ministers of Telecommunications and Information Society on 31 May —one of the seven emblematic initiatives of the Europe 2020 strategy— to maximize economic and social potential of ICT, and specifically Internet, as the core foundation of economic and social activities.

The prologue of the Agenda indicates that the actions proposed for the various areas that have been identified, are based on consultations with stakeholders, as well as on the content of the *Granada Strategy* of 19 April 2010 and the European Parliament's resolution 5 May 2010 defining a "new Digital Agenda for Europe: 2015.eu".

We should all be proud to have achieved the objective of approving the European Digital Agenda during the semester of the Spanish Presidency of the EU, in a context of very tight deadlines and a difficult joint scenario dominated by the economic agenda.

Acts and meetings:

- Meetings and conferences of varying scope and profile (described further down), designed to agree on ideas geared towards preparing and approving the new European strategy for the IS, the European Digital Agenda 2010-2015.
- Drafting of the “Spanish Proposal for a Digital Europe: *the Granada Strategy*”, our country's contribution to the ideas that should guide the development of the Information Society in Europe over the next five years.
- Preparation of proposals and drafts, agreed with the various Member States, the European Commission, the Economic Commission for Latin America and the Caribbean (ECLAC), OECD and ITU.
- Management and leadership for the approval of the Declarations of La Granja, Granada and the Madrid Document regarding ICT policies and metrics.

Objective B: European Code of rights of users of electronic communications services

Description:

Extend regulations similar to those recently approved in Spain regarding the rights of telecom users to the rest of Europe. The importance of this objective is to provide EU citizens with clear and accessible information regarding their rights as users of electronic communication services. These rights are part of the recently established regulatory framework as well as other European regulations; however the goal is to include them all in a Code of Rights to help citizens understand them better and exercise them if necessary.

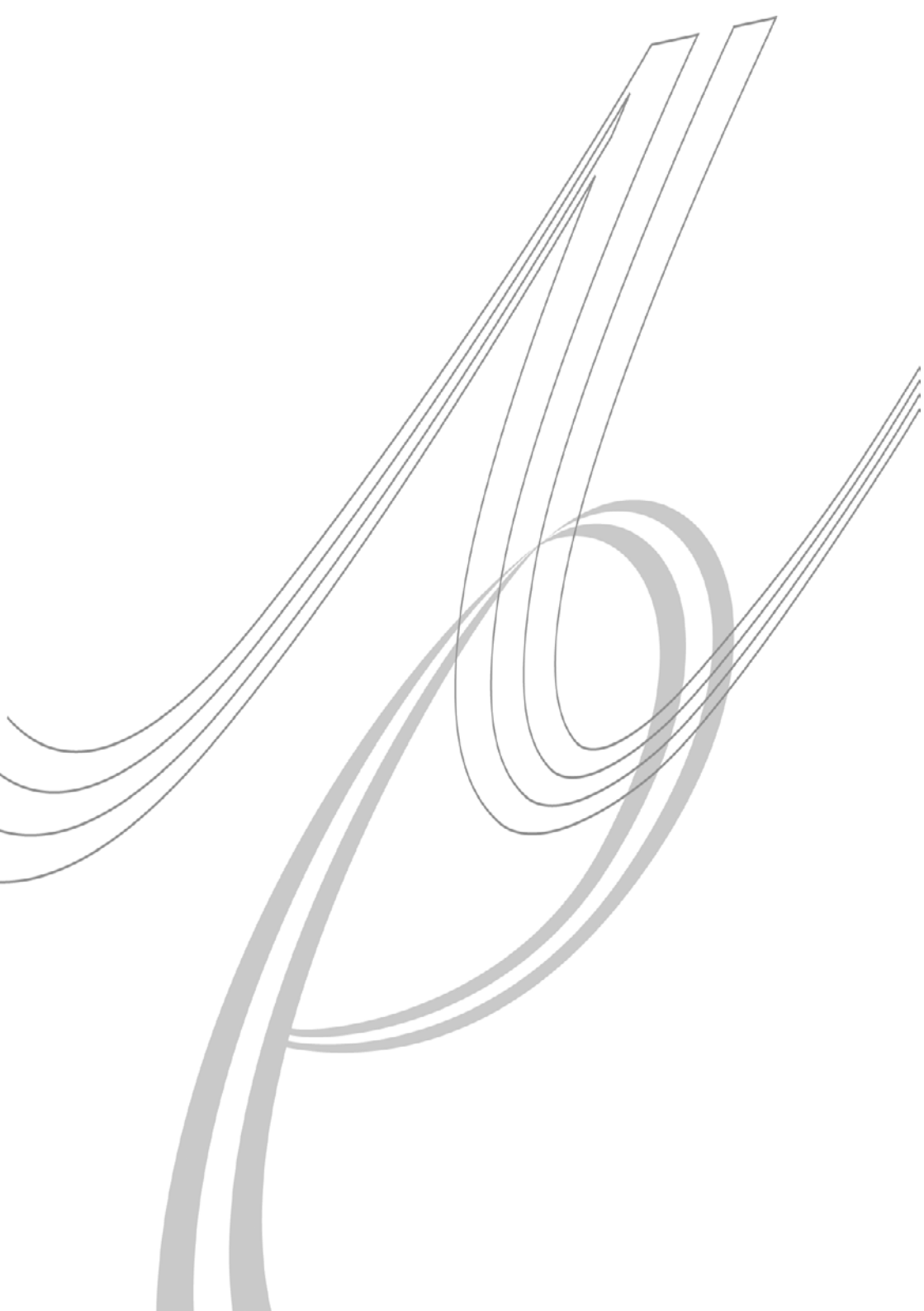
Relevant milestones:

Prior to the EU Council of IS and Telecom Ministers on 31 May, the Granada Declaration included an item on the digital rights of citizens, whose drafting was intended to promote awareness of the existing regulations in the EU with regards to the protection of users of electronic communications and online services.

Acts and meetings:

An exchange of points of view on this matter was included as an item on the agenda of the EU Council of IS and Telecom Ministers on 31 May, based on a proposal presented by the Spanish Presidency of the EU.

This exchange of views initiated the discussion for the adoption in the EU, as from 2010, of a “Code of Digital Rights of Electronic Communications services”, easily accessible and understandable by all citizens.



List of relevant acts

1. First international meeting with the European ICT industry (Madrid, 18 January)

▪ Objective

Public presentation of the report produced by the European corporate associations of the ICT sector, on request of the Spanish Government during its Presidency of the European Union. As a result, the Presidency of the EU offers the ICT sector the possibility of transmitting its requests to the political representatives of the European Institutions and Member States, so that its points of view can be taken into account in the drafting of the future European Digital Agenda.

▪ Agenda

Time

- 10:30 Registration
- 11:00 Presentation of the event.
Mr. Francisco Ros, Secretary of State for Telecommunications and the Information Society.
- 11:05 Welcome speech.
Mr. Miguel Sebastián, Spanish Minister of Industry, Tourism and Trade
- 11:15 Comments of the President of the ICT Workgroup for the Industry Report
Mr. Enrique Barón, President of the European Foundation for the Information Society
- 11:25 Comments and presentation of the ICT Industry Report
Mr. Erkki Ormala, President of the Executive Board of DIGITALEUROPE
- 11:55 End of session

Time

12:00 Cocktail - Lunch (Auditorium hall)

12:30 Press Conference (Room 108, 1st floor)

Authors of the ICT Industry Report meet with domestic and international press.

▪ **Attendants**

Over 160 attendants: mainly high level executives of the top associations in the European ICT industry, chairmen and chief executive officers of European ICT corporations (operators, manufacturers, services and content developers).

▪ **Results achieved**

The report details the main concerns and priorities of the ICT sector in Europe for the future: how can ICT help to overcome the economic crisis and what role should they play in the design and implementation of a new economic growth model based on the Knowledge Society.

Specifically, the industry has identified seven key areas that require immediate action for Europe to fully benefit from advantages provided by ICT: productivity and growth, sustainability, creative content in the digital world, trust, participation for all, access to the market and reduction of administrative burdens.

The following European Associations have been involved in the drafting of the report: BSA, Cable Europe, Digital Europe, EDIMA, ECTA, ESOA, ETNO, EuroISPA and GSMA Europe. The Spanish AETIC, ASIMELEC, ASTEL and Redtel have also contributed to the process.

2. Conference on Trust in the Information Society (León, 10-11 February)

▪ Objective

The programme of the Conference was exclusively dedicated to “Trust in the Information Society”, including matters that affect security, user trust, identity, privacy and data protection. Special attention was given not only to technological aspects, but also legal, industrial and social aspects of current Web developments. Specifically, the recommendations of the RISEPTIS report were discussed, prepared by the Advisory Council for Research and Innovation in Security, Privacy and Trust in the Information Society. High level public administration, industry and research experts discussed the challenges faced by R&D&I and the policies aimed at guaranteeing a safe and trustable Information Society.

▪ Agenda

DAY 10 FEBRUARY 2010

9.00 – 9.30

Welcome

9.30 – 10.30

Opening session

Mr. Francisco Ros Perán. Secretary of State for Telecommunications and the Information Society, Ministry of Industry, Tourism and Trade.

Mr. Mario Campolargo. Director of Emerging Technologies and Infrastructures, European Commission.

Mr. Francisco Fernández, Mayor of León.

Mr. Jacques Bus. Head of Unit – Directorate General Information Society and Media, European Commission.

Mr. Víctor M. Izquierdo Loyola. General Manager of INTECO.

- 10.30 – 11.15 **RISEPTIS Report ‘Trust in the Information Society’**
George Metakides (Chairman RISEPTIS, University of Patras, Greece).
- 11.15 – 11.45 **Coffee break**
- 11.45 – 13.15 **Trust in digital life – An industrial vision**
Moderator: Bart Van Rijnsoever (Philips).
Krishna Ksheerabdhi (Gemalto).
Luis Fernando Álvarez-Gascón (GMV).
Laila Gide (THALES).
Craig Wittenberg (Microsoft).
- 13.15 – 14.15 **Lunch**
- 14.15 – 16.00 **Trustworthy network services and computer environments**
Moderator: Willie Donnelly (WIT, THINK-Trust).
Francisco García Morán (CE).
Michel Riguidel (ENST).
Volkmar Lotz (SAP).
José María Cavanillas (Atos Origin).
Simon Foley (University College Cork).
- 16.00 – 16.30 **Coffee break**
- 16.30 – 18.15 **A common European framework for managing identities**
Moderator: Kai Rannenber (Goethe Universität Frankfurt).
Reinhard Posch (CIO Austria).
Kim Cameron (Microsoft).
Jorge López Hernández-Ardieta (Indra).
Jan Camenisch (IBM).
- 20.30 **Official dinner**

DAY 11 FEBRUARY 2010

9.00 – 10.30 Technology development and legal framework of the EU for data protection and privacy

Moderator: Udo Helmbrecht (Executive Director ENISA).

Peter Hustinx (EDPS).

Mireille Hildebrandt (Vrije Universiteit Brussel).

Michelle Chibba (Director Policy, IPC Toronto, CA).

Alma Whitten (Google).

10.30 – 11.00 Coffee break

11.00 – 12.30 International cooperation on trust and research on security

Moderator: Neeraj Suri (TU Darmstadt).

Malcolm Crompton (IISPartners, AU).

Priscila Solis Barreto (University of Brasilia).

Barend Taute (CSIR Meraka Institute).

Daniel Brett (s21SEC).

Ty Znati (Director NSF, USA).

12.30 – 13.00 Conclusions

13.00 Close

▪ **Attendants**

✓ 33 speakers

✓ 265 attendants

▪ **Results achieved**

Conclusions of León

The participants of the Conference *Trust in the Information Society*, gathered in León, 10-11 February 2010:

- **Confirm** the essential importance of the development of Trust in the Information Society for economic growth, prosperity and the promotion of our societal values.
- **Endorse** the analysis and recommendations presented in the RISEPTIS Report, in particular to:
 - Strengthen interdisciplinary technology research and development (R&D) in Trust in the Information Society.
 - Stimulate ICT products and services based on “Trust by Design”.
 - Develop an ecosystem of technology and law preserving our societal values and creating trust in the society, fully supporting privacy and for a generalized social use, including e-Administration, e-Health and the Private Sector.
 - Develop a technology and legal ecosystem that preserves our social values, creating trust in society, all within a global context.
- **Emphasize** the urgency to develop a platform for effective cooperation on trust issues between stakeholders in RTD, industry, society, law, regulation, education and awareness.

And recommend to the European Commission and Member States

- To give urgent attention to these *Conclusions of León* in their upcoming decisions on the *European Digital Agenda* and *Granada Strategy* as well as in other relevant discussions, such as those to be held at the *WCIT 2010* in Amsterdam.
- To call upon ENISA, in close cooperation with stakeholders, to actively support programmes of the European Commission and member States, related to security and trust in ICT, in particular, bridging the gap between technology and policy, and ensuring efficient uptake of research results in operational environments.
- To strengthen international cooperation to promote and develop Trust in the Information Society at a global scale.

3. European Union – Latin America and the Caribbean Ministerial Forum: “Digital content for a digital society” (La Granja, 14-15 March)

▪ **Objective**

Foster dialog on the Information Society between Latin America, the Caribbean and the European Union and agree on a shared vision of development and cooperation models between both regions, restoring the lines of cooperation established during previous meetings held in Seville 2002, Lima 2003, Rio de Janeiro 2004 and Lisbon 2006. Their conclusions were delivered to the summit of Heads of State and Government of EU-LAC held in Madrid 17-18 May 2010.

▪ **Agenda**

15 March

09:00 Opening of Forum

Welcome address by the Spanish Presidency of the EU

Mr. Francisco Ros Perán, Secretary of State for Telecommunications and the Information Society

Opening conference

Mr. Emilio Ontiveros Baeza, Chairman of Analistas Financieros Internacionales.

Policies in Europe and Latin America and Caribbean for the development of the Information Society: current status and new objectives.

Mr. Mario Cimoli, Officer of the Division of Production and Business

Development, Economic Commission for Latin America and Caribbean (ECLAC)

Mr. Fabio Colasanti, Director General of the DG of Information Society and Media, European Commission.

10:30 New infrastructure for an interconnected world: technical, economic and regulatory options

Mr. Jesús Banegas Nuñez, Chairman of Asociación de Empresas de Electrónica, Tecnología de la Información y Telecomunicaciones de España.

- 11:30 New digital public services and Open Government
Mr. Francisco García Morán, Director General of the DG for Informatics, European Commission.
Mr. Joao Batista Ferri de Oliveira, Director of e-Administration, Government of Brazil.
- 12:15 Knowledge for everyone: New models for the production, distribution and management of digital content
Mr. Sverre Munck, Executive vice-chairman of Schibsted
Ms. María Carolina Hoyos Turbay, Advisor to the Ministry of Information Technology and Communications of Colombia
- 13:00 Family photo
- 13:15 Lunch
- 15:00 Meeting of Delegations to discuss and approve the Forum's declaration
- 19:00 Closing of the V EU-LAC Ministerial Forum on the Information Society

▪ **Attendants**

More than 140 delegates from various Latin American and Caribbean countries as well as the European Union, and the representatives of the European Commission, ECLAC, OECD, ETNO and sector companies participating in the Forum's open conferences.

▪ **Results achieved**

The Ministerial Forum approved the "Declaration of La Granja", which describes the vision shared by the European Union, Latin America and the Caribbean on the importance of ICT to overcome the economic crisis and stimulate social and economic development in both regions, as well as the development model and areas of cooperation between both regions. Specifically, it spells out the actions to be executed in the following areas:

- Strategic plans and development of the Information Society
 - Regulation of the ICT sector
 - Access to and use of Internet
 - Internet's privacy, reliability and security
 - Contents
 - Government and Public Administrations on the Internet
 - Appraisal and benchmarking
 - Internet Governance
- The Spanish Presidency, European Commission and ECLAC participated in the preparation of the documents for the declaration and the Latin American and Caribbean and European Union countries were involved in its discussion and approval.

4. Informal meeting of EU Ministers of Telecommunication and Information Society (Granada, 18-19 April)

▪ Objective

The initial objective of the meeting was the presentation and discussion of the Commission's Communication on the European Digital Agenda by the Ministers. Due to delays caused by the appointment of the new College of commissioners, it was not possible to have the Commission's proposal finished in time for its analysis during the Informal Meeting of Ministers in Granada. Therefore the Spanish Presidency considered the drafting and approval of a Ministerial Declaration as an alternative that would combine the maximum possible consensus of Member States, and include the main subjects and lines of operation of the new Digital Strategy, defined by the Barroso Commission as one of the 7 emblematic initiatives of the EU 2020 Strategy.

▪ Agenda

Madrid, 19 April

9:00-12:15 Start of Ministers Meeting

Location: Carlos V Palace

- 9:00-9:30 Reception of attendants and accreditations
- 9:30-9:50 Opening of the Informal Council by the Spanish Presidency
- 9:50-10:20 Address by Mr. Aneesh Chopra, Head of New Technologies of the US Government
- 10:20-10:40 Presentation European Parliament (Speaker to be confirmed)

- 10:40-11:10 Presentation of the European Commission. Address by Ms. Neelie Kroes, Vice-President of the European Commission and Commissioner for the Digital Agenda
- 11:10-11:25 Coffee break
- 11:25-12:15 First plenary session Ministers Meeting and Ministerial Declaration regarding the "Granada Strategy for a Digital Europe"

12:15-12:30 **Family photo**

12:45-14:15 **Lunch with Ministers and Ministerial Delegations**

Location: Hotel Alhambra Palace.

14:30-17:30 **Continuation of Ministers Meeting**

Location: Carlos V Palace

14:30-17:00 Second plenary session. Ministers Meeting and Ministerial Declaration regarding the "Granada Strategy for a Digital Europe".

17:00-17:30 Closing session

17:30-18:00 **Press conference**

▪ **Attendants**

Finally, and due to European air traffic problems caused by the Icelandic volcano, only the Ministers of Greece, Bulgaria and Portugal were able to attend the meeting in person. Another fifteen Member States sent delegations from Consulates and Embassies. However, videoconferences were promptly and efficiently arranged with the Ministers that were not able to travel to Granada.

▪ **Results achieved**

During the meeting, the “Ministerial Declaration of Granada for the European Digital Agenda” was unanimously approved by the Ministers as one of the key milestones of reference in the development of the EU’s Digital Strategy for the upcoming years. This document summarizes the essential guidelines of the Digital Agenda. There are eight guidelines:

- Infrastructures
- Advanced use of Internet
- Safety and trust
- Digital rights of citizens
- Digital Single Market
- Digital public services
- Strengthen competitiveness of the European ICT sector
- International Dimension and progress Indicators

5. Conference on electronic invoicing in Europe (Madrid, 27-28 April)

▪ **Objective**

The main objective of the Conference Electronic Invoicing in Europe has been the presentation of the Report from the Expert Group on e-Invoicing, which sets out a vision of a European e-Invoicing Framework (EEIF). The Report contains key recommendations for establishing a common conceptual structure for e-invoicing, including business requirements and standards, and propose solutions supporting the provision of e-invoicing services in an open and interoperable manner across Europe.

▪ **Agenda**

Tuesday, 27 April 2010:

- Welcome address, Mr. Francisco Ros, Secretary of State of Telecommunications and the Information Society
- The proposed EEIF
- Introductory session: “Electronic invoice: setting the scene”
- Panel discussion: “How to facilitate the adoption of electronic invoicing by SMEs?”
- Panel discussion: “How to achieve interoperability in a multi-player environment?”

Wednesday, 28 April 2010:

- Keynote “The perspective of the European Central Bank on electronic invoicing”, Mrs. Gertrude Timpler-Gugerell, member of the European Central Bank’s Executive Board
- Panel discussion: “Is the UN/CEFACT Cross Industry Invoice standard meeting user requirements?”

- Panel discussion: “The VAT legislative framework for electronic invoices”
- Closing address, Mr. Diego Canga Fano, Deputy Heas of Cabinet of Antonio Tajani, Vice-President of the European Commission responsible for Industry and Entrepreneurship

▪ **Attendants**

- ✓ 25 speakers
- ✓ 240 attendants
- ✓ Web casting through Ministry of Industry, Tourism and Trade web site

▪ **Results achieved**

The conclusions of the Expert Group on Electronic Invoicing were generally welcomed as a key milestone in progressing on e-invoicing in Europe. Its main conclusions and recommendations were thoroughly discussed and debated during the event thanks to its organisation and structure, and due to the excellent qualification of all speakers and the active involvement of the audience, hence, managing to contribute to the progress in promoting the use of electronic invoicing in Europe.

**6. World Congress on Information Technology, WCIT2010
(Amsterdam, 25-27 May)**

The “World Congress on Information Technologies” (WCIT) is held every two years and is organized by WITSA (World Information Technology and Services Alliance), a consortium of associations from the ICT industry.

The European Commission announced in September 2009 its support as co-organizer of the WCIT2010. In this sense, the event was included as part of the official agenda of the Spanish Presidency and SETSI has collaborated closely with the Dutch Government and the EU, contributing actively to the content of the programme, as well as offering its institutional image.

▪ **Objective**

The main slogan of the WCIT 2010 was “challenges for change” and its main objective was to explore possibilities that could enable a better world, thanks to the use of ICT in different sectors (energy and environment, administration, industry, healthcare, inclusion, finances...)

▪ **Agenda**

Over three days in Amsterdam, several theme session were held focusing on the 10 sector axis, involving political and business leaders to discuss the present and future role of ICT.

MITYC, through SETSI, represented by the Secretary of State, Francisco Ros, participated very actively in the most relevant session of the programme. The Secretary of State participated in the opening

session of the Congress (together with other personalities such as the European Commissioner for the Digital Agenda and the Dutch Minister of Economy) and in one of the theme sessions (*energy and the environment*). The WCIT programme also enjoyed the presence of other Spanish speakers from the public and private sectors.

At the same time, WCIT presented a space dedicated to sector and institutional pavilions. Spain was present with an institutional pavilion that served as a platform to promote and stimulate the image of our country abroad in terms of ICT. In addition, a meeting was held with Spanish companies in this pavilion.

- **Attendants**

WCIT convened over 4000 attendants and 250 speakers over the three days. The Congress enjoyed a considerable Spanish institutional presence, headed by the Secretary of State, Francisco Ros and the Ambassador of Spain in the Netherlands, Juan Prat i Coll, as well as attendance of the Spanish private sector.

- **Results achieved**

The main result of the WCIT Congress was the *Declaration of Amsterdam*; text that sets the route to be followed in the upcoming years, to achieve better quality of life and a better world through ICT. In this sense, it considers the most prominent actions of the declaration to be the implementation of the objectives defined in the *Declaration of Granada* and the *European Digital Agenda*. Additionally, a various range of inspirational ICT projects have been named, 30% of them are Spanish ICT projects. The promotion and involvement of Spain with ICT was, once again, clear. (More information available at www.wcit2010.org).

7. **Council of EU Ministers of Telecommunications and Information Society (Brussels, 31 May)**

▪ **Purpose:**

Formal adoption of the Conclusions of the Council on the European Digital Agenda based on the proposal of the European Commission of 19 May and taking into account the important contribution of the Spanish Presidency “Ministerial Declaration of Granada on the European Digital Agenda”, which managed to obtain maximum consensus possible from the Member States, as well as the contribution of the European Parliament in its report “*A new digital agenda for Europe: 2015.eu.*”

Informal exchange of opinions between Ministers regarding the proposal for a European Code of Rights of users of electronic communications services.

Discussion of the Commission’s document “Europe’s Digital Competitiveness Report”, which describes the advances and progress in the development of the Information Society by the Member States in the last year.

Presentation by the Spanish Presidency of the results of the EU-LAC Ministerial Forum on the Information Society.

▪ **Agenda**

1. **Item 4 of the agenda: European Digital Agenda:**
 - Presentation of the Commission.
 - Adoption of Council conclusions.

- Exchange of opinions on the “European Code of Rights of Users of Electronic Communication Services”.

2. Item 9 of the agenda: Other matters:

9. (a) Universal Service

Results of the public consultation
Information from the Commission.

9. (b) Progress report on the Single European Electronic Communications Market

Presentation by the Commission.

9. (c) European Digital Competitiveness Report

Presentation by the Commission.

9. (d) European Union – Latin America and Caribbean Ministerial Forum regarding the Information Society “Digital Content for a Digital Society”

(La Granja de San Ildefonso – 15-16 March 2010)

Information by the Presidency.

9. (j) Presentation of the work programme for the future Presidency

Information by the Belgian delegation.

Others: Meeting of the representatives of the Governments of Member States

(Decision on BEREC headquarters, Body of European Regulators for Electronic Communications).

▪ **Attendants**

Ministers and Secretaries of State from the 27 Member States, as well as the Vice-President of the Commission and Commissioner for the Digital Agenda, Mrs. Neelie Kroes.

▪ **Results achieved**

The Council of Ministers took note of the Commission's proposal for the European Digital Agenda and formally adopted it in its Conclusions, underlining the importance of the seven areas or axis mentioned in the Agenda as priority. The Council also submitted the European Digital Agenda for discussion by the European Council of Heads of State and Government in June, underlining its importance as one of the emblematic pillars of the EU2020 strategy.

The Council of Ministers also maintained an interesting exchange of opinions regarding the **"European Code of Rights of users of electronic communications services"**, achieving wide consensus on the coding of the existing EU legislation on the rights of users in this area. The European Commission included as one of the objectives for 2012 the preparation of a Code of rights online for consumers and companies.

The Council of Ministers took note of the European Commission's 2009 Report on Digital Competitiveness, which assessed the global status in the EU as well as each Member State individually with regards to the various indicators that measure progress in terms of the Information Society.

Finally, the Spanish Presidency reported on the results of the EU – Latin America and Caribbean Ministerial Forum held in La Granja, the final Declaration of which expressed once again, the importance of ICT for development, economic growth, social inclusion and job creation.

8. Ministerial Conference on Information Society policies and metrics (Madrid, 13-14 June)

▪ Objective

The ICT sector, due to its changing nature, is a particularly complex and interesting sector for domestic statistics offices. In recent years, it has dedicated considerable effort, especially on an international level, to encourage the development of ICT indicators inline with the evolution of the environment.

Taking into account the preliminary field work, during the Presidency of the European Council, Spain wanted to take a step forward in this direction, promoting and leading the cooperative initiatives of the European Union (EU), OECD and UIT aimed at achieving better systems for measuring ICT that respond to new challenges of the Information Society for economic development and social wellbeing.

Spain firmly believes that in order to optimize these strategies, efforts must focus on establishing a cooperation framework between the various bodies involved in measuring the Information Society.

Most entities and international governments have concentrated on defining methodologies and the most suitable indicators to accurately reflect the development of the Information Society. The initiatives of the European Commission, OECD and UIT in this aspect are particular valuable and have achieved significant results so far, both on political and specialized levels.

- **Program**
 - The agenda for the meeting included an **opening act** by the Secretary of State for Telecommunications and the Information Society and the representatives of the OECD, ITU and European Commission.
 - One of the two **key note** presentations was done next by Professor **Benkler** (co-director of the Berkman Center for Internet and Society of Harvard): **“Matching Metrics to a Theory of Change: Measuring what we think is important, rather than assigning importance to what we happen to be able to measure.”**
 - After this first key note presentation, **session 1** took place: **Coordinating efforts for the standardization of measurement systems** (EU, OECD, ITU and CEPAL) involving a round table to analyze strategies and policies to measure the IS in the EU, OECD, ITU and CEPAL.
 - The **second key note** presentation was done after this session by the Director of the Center for digital business of the MIT, Erik Brynjolfsson: **“Measuring value in the information economy: three challenges and an opportunity”**.
 - The last **session: New challenges for measuring IS**, with a round table discussion on experiences, methodologies and the key indicators for ICT by important experts on the matter (new use of Internet, measuring future challenges (cloud computer, RFID, e-Administration) ITC and sustainability, impact of ICT on the economy, standardization and updating of definitions (regarding price and user profiles), Internet of the Future (new

generation networks, audiovisual services and digital contents) and development of IS policies).

- Finally, the meeting ended with the **endorsement of the Madrid Document on IS policies and metrics**, chaired by the Spanish Secretary of State for Telecommunications and IS. It started with an open dialog between the various Ministerial Delegations attending the event from the various Member States, to conclude with the endorsement of said document.

▪ **Attendants**

The event was chaired by the Secretary of State for Telecommunications and the Information Society, Francisco Ros, and senior representatives of the main international bodies in charge of establishing policies and metrics systems, such as the European Commission and Eurostat, OECD, ITU and CEPAL.

The presentations were produced by international experts on measurement and indicators of ICT and IS from these international bodies (European Commission, Eurostat, OECD, ITU and CEPAL) and the professors Yochai Benkler, Erik Brynjolfsson and Mikael Snaprud (from the University of Agder, Norway). International industry experts such as Axel Pols (Chairman EITO Task Force), José Antonio Herce (Professor of economy of the Complutense University of Madrid) and Jesús Banegas (Chairman of AETIC). The president of the INE, Jaime García Villar, was also present, who addressed session 1 of the meeting. Afterwards, the Ministerial Delegations of the Member States participated in the endorsement of the Madrid Document.

Finally, the bodies involved in the preparation of IS metrics from the various Member States and on a domestic level the main regional observatories were also invited together with associations and leading sector companies.

- **Results achieved**

The endorsement of the Madrid Document on Information Society Policies and Metrics: Endorsed in Madrid, Spain, on 14 June 2010) by the Ministerial Delegations of the EU Member States attending the event. The objective of this document was: to propose giving another step forward in the creation of a common framework of consensus for dialog and cooperation to improve methodologies and indicators on ICT and IS. This framework would be built on the results and active tasks being performed by entities and international bodies, and taking new challenges into account. Additionally, the Background Document on IS Policies and Metrics was presented, with additional information on the topics discussed in the meeting.

9. **Second international meeting with the European ICT industry (Madrid, 30 June)**

▪ **Objective**

Present a report, by the Spanish Presidency of the EU, of its activities during this six month period, including the approval of the European Digital Agenda, which shall be presented by the Vice-President of the Commission and Commissioner for the Digital Agenda, Neelie Kroes.

▪ **Provisional Agenda**

Time

10:30 **Registration**

11:00 **Welcome by the Spanish Presidency of the European Union**

11:05 **Intervention of the incoming Presidency of the European Union**
Federal Minister of Telecommunications, Belgium

11:15 **Comments from the European ICT Industry on the proposals of the Spanish Presidency and the European Digital Agenda**
Representative of the European ICT Industry

11:30 **Presentation of the European Digital Agenda 2010-2015**
Ms. Neelie Kroes, Vice-President of the European Commission and Commissioner for the Digital Agenda

11:45 **Close**
Mr. Miguel Sebastián, Minister of Industry, Tourism and Trade

- **Expected attendants**

The same persons that attended the first meeting with the European ICT sector on 18 January have been convened.

- **Expected results**

This meeting is the counterpart of the 18 January meeting, in which the ICT industry conveyed its needs and priorities to the Presidency. The European ICT sector will now be given the opportunity to express its opinion on the achievements of the Spanish Presidency and the content of the Digital Agenda itself.

This way the singular communication channel between the ICT industry and the European institutions, opened this year by the Spanish Presidency, can be kept permanently open.

Conclusions

In 2010 we find ourselves at a momentous time in Europe's history. All European countries are in an urgent need to recover from the worst financial, labour and social crisis in nearly 100 years. To overcome that situation ICTs are proving to be an indispensable tool; they must permeate the entire society: citizens, enterprises and the public sector. Only by making use of ICTs in all areas will we be able to guarantee the development of a prosperous, competitive, integrated economy and society. Only an inclusive Information Society will allow answering new challenges, especially economic recovery, job creation and full realization of the Knowledge Society and sustainable economy.

The present circumstances, however, as the European Commission reckons in a recent report about the situation of ICT innovation in the Union, show that Europe continues to lag behind other regions in the world in terms of ICT-related R&D and competitiveness, both from a public and private perspective.

As a consequence, the EU as a whole —and each of our countries in particular— must find a solution to a difficult equation: on the one hand, how to deal with short-term requirements —unemployment, reduction of public expenditure— but, on the other hand, we have not only to hop on the long-term competitiveness train, but also jump on its engine and lead it. And we have to do it before others pave the way and set the pace for us.

This is the reason why during our Presidency of the EU we have striven for developing the ambitious work programme presented to the Member States, the European Commission and the European Industry in public meetings of different scope and targeted at various audiences.

Along these past months we have been closely working with the Commission and the other Member States in order to define clear priorities and bring forth

specific objectives for the development of ICTs and the Information Society in Europe. As we are approaching the end of our mandate we see a rather positive balance, with all the expectations we had anticipated generally met.

The most visible outcome of this period is undoubtedly the “Digital Agenda for Europe”, the first of the seven flagships of the “Europe 2020 Strategy”, produced by European Commission, whose Conclusions were approved by the Council of Transport, Telecommunications and Energy Ministers on 31 May 2010. The Spanish Presidency, under a very tight schedule and having to overcome the complications related to the new Commission reorganisation, made all the efforts to have that Agenda disclosed.

Along this semester a series of milestones have been reached, as it is described in the previous sections, the most outstanding one being the Informal Meeting of Ministers of the European Union held in Granada on 18-19 April 2010, which unanimously approved the “Granada Declaration for the European Digital Agenda”. The Granada Declaration proposed some recommendations and actions in various areas to reach a digital society, based on an innovative, sustainable and inclusive digital economy; those proposals were taken as an input to generate the specific action items of the Commission’s Digital Agenda.

The strategy of the “Digital Agenda for Europe” is meant to go out of the crisis and prepare the EU economy for the next decade, by developing an economy based on knowledge and innovation (smart growth), promoting a more resource efficient, greener and more competitive economy (sustainable growth) and fostering a high-employment economy delivering social and territorial cohesion (inclusive growth).

Furthermore, the Digital Agenda should encourage the digital economy so as to use its enabling and cross-sectional capability to increase productivity and competitiveness of other sectors, taking advantage of ICT capabilities to

better meet the global challenges, such as the transformation to a low carbon and resource-efficient economy.

Consequently, in the years ahead Europe should put the necessary resources to carry out that undertaking, using ICT's full potential to raise productivity, attract investments, generate economic growth and create more and better jobs, thus reinforcing its influence at a global level. From the Spanish Presidency of the EU we believe have paved the way for such an endeavour in which, as an individual Member State, are more than ready to collaborate.



ANNEXES

Annex 1: Executive Summary of the Industry Partnership Contribution to the Spanish Presidency Digital Europe Strategy

Europe faces immense challenges in the coming decade – the financial crisis and slowed economic growth, climate change, an aging population and displaced workforce among them. At the same time, this is also a moment of tremendous opportunity. The recent adoption of the Lisbon Treaty, combined with Europe’s long political and cultural history, the diversity of Europe’s citizenry and the innovativeness of its industries, mean that the European Union is well-placed to overcome the challenges that confront us.

The ICT sector in figures:

- Europe’s ICT sector accounted for a total revenue of €718 billion in 2008 (EITO). 40% of productivity growth is due to the ICT sector.
- Broadband based innovation has the potential to create up to one million additional jobs and a related growth of economic activity of €849 billion by 2015 (MICUS).
- Europe ICT sector represents more than 6 million employees ([The 2009 report on R&D in ICT in the European Union](#))
- The ICT sector accounts for more than € 35 billion expenditure in R&D ([The 2009 report on R&D in ICT in the European Union](#))

Information and Communications Technologies (ICTs) will play a key role in Europe’s ability to move forward into the future. Deployed properly, ICTs can help to reduce carbon usage and promote sustainability, can support better delivery of public services to all Europeans, can create jobs and equip Europe’s

workforce for the 21st century economy, and can enhance Europe's ability to compete in the global marketplace.

To that end, we encourage the EU to prioritise and take action in the following key areas:

- **Productivity and growth:**

Europe's future competitiveness depends to a large extent on its ability to facilitate widespread take-up of ICT in both the public and private sectors. To achieve this objective, ICT should be made a centrepiece of Europe's 2020 Strategy; achieving this objective will also require measures to remove barriers to the exploitation of pan-European networks and services by businesses of all sizes; to expand European eSkills and mobility; to fulfil the potential of the single market for services both on-line and offline; to encourage private sector R&D and ensure that public sector R&D can be efficiently leveraged; to enhance the competitiveness of European SMEs; and to embrace technology neutrality in standardisation so that all ICT players can contribute to producing the best possible products and services.

- **Sustainability:**

The application and diffusion of ICT is essential to reducing CO₂ emissions and achieving Europe's ambitious climate change objectives. Necessary steps to achieve this include support for projects that demonstrate ICT's role as an enabler of energy efficiency; incentives to encourage green procurement; and mechanisms to encourage ICT product and service providers to "go green".

- **Creative Content in the Digital World:**

In order for consumers to enjoy the benefits of the digital environment, the EU needs to develop a true Digital Single Market that would remove barriers and allow industry to develop and offer a variety of legitimate digital content business models. Accordingly, while recognizing the importance of copyrights for financing content creation, fragmented licensing systems and burdensome, outdated copyright levies regimes must be overhauled and greater transparency and accountability of collecting societies must be promoted.

- **Trust:**

In order for e-commerce, e-government, e-health and other e-services to flourish, users must have trust in the Internet. To achieve this trust requires, among other measures, a harmonised regime that protects consumers across the EU's 27 member states under a coherent system of rules; robust data privacy protections, including a balanced and workable mandatory breach notification system and improved cooperation among government agencies, industry and privacy organizations; and strengthened security, achieved by incentivising R&D into security technologies, promoting the development of security best practices; and strengthening public-private partnerships.

- **Participation for all:**

ICT has brought innumerable social and economic benefits to people across Europe. To ensure that all Europeans can participate meaningfully in a Digital Europe, measures must be taken to enhance eAccessibility; Enable access to the information society for all —

through widespread commercial deployment of broadband using different yet complimentary technologies to achieve maximum coverage and consumer benefits, where necessary financed by public resources rather than a sectoral levy and always subject to full observance of Community Guidelines for the application of State aid rules in relation to rapid deployment of broadband networks; and promote the availability of e-government, e-health and e-education services throughout the EU-27; and to improve digital literacy.

- **Trade/Market access:**

To remain competitive, European digital technology industry must have full and fair access to the global marketplace. ICT/CE and telecoms goods and services should remain a priority in EU trade negotiations at WTO and bilateral level; the Basic Telecom Agreement should be further implemented and also updated; markets worldwide must be required to comply with their WTO obligations, including those imposed under TRIPS; where possible, the ITA agreement should be improved; and national measures that favour domestic innovators should be resisted.

- **Reduction in administrative burdens:**

In order for e-services to flourish, inefficient and unnecessary administrative barriers to the provision of e-services and national differences that obstruct EU-wide deployment of these services must be eliminated. This includes removing excessive red tape on broadband network deployment; avoiding sector-specific fees and levies that impede consumer uptake of e-services; and eliminating duplicative tax obligations on e-service providers.

Working in partnership, industry and the EU can leverage ICTs to promote European growth and competitiveness, in the process building an inclusive knowledge-based society with access for all and a true European Digital Single Market.

In addition to the issues explored above, the ICT industry unanimously agrees that competition and investment in high speed broadband networks and services provide the foundation on which Digital Europe can flourish and it is essential for European policy-makers to address this issue. However, the broad range of interests represented in this group complicates the provision of specific recommendations on the appropriate policy mix in this area. We have therefore, despite its importance, not covered this issue in this report.

Annex 2: Executive Summary of the Spanish Proposal for a Digital Europe: *The Granada Strategy*

The European Union is experiencing a profound transformation towards a society based on knowledge. This requires a new, modern and efficient strategy to continue this evolution, which started in 2005 with the strategy "i2010: A European Information Society for growth and employment".

This document defines the Spanish contribution to *For a Digital Europe: The Granada Strategy*. With this strategy Europe will continue to promote the development of the Information Society (IS) from 2010 to 2015, in order to position citizens, companies and the public sector in the centre of the digital revolution.

The concepts forming the backbone of the Spanish Presidency, **Equality** and **Innovation**¹, are fully aligned with the recommendations articulated by the new digital strategy.

With regards to **citizens**, the principle of equality does not only imply putting a definitive end to the digital gap and main factors that affect it (age, location, education and gender), but more importantly overcome a new gap that is becoming increasingly relevant. This second gap differentiates *basic users* of new technologies from those making a more sophisticated use of ICT that maximize the advantages offered by the digital economy. This challenge can only be overcome through training, e-Inclusion and rollout of new technologies.

¹ Innovating Europe. programme of the Spanish Presidency, EU Council

The Information Society improves the quality of life of citizens both in the private environment of their homes and social relations and in business or interacting with the public sector. It is therefore fundamental to reinforce the existing legal confidence through a **Charter of Citizen Rights** as ICT users to strengthen their security and trust in the digital environment.

With regards to **companies**, the main objective of this new strategy must be to create a Digital Single Market (DSM), taking into account a suitable balance between consumer rights and online content distribution services.

In order to create a Digital Single Market that is real, we must guarantee equal access of companies, eliminating the barriers that still exist in each country that prevent the consolidation of the so called “fifth freedom”. Some of these barriers include, due to their relevance, the lack of a sufficiently harmonized regulatory framework regarding intellectual property rights (IPRs) in the digital environment, and a shortage of transparency to support, for example, cross-border transactions. Only an ambitious plan, combining effective regulatory measures and resources to promote demand, will encourage the development of the content industry and digital services making DSM a reality. Promoting demand will largely depend on future investment in next generation access networks (NGAs), necessary for new digital content and services.

In terms of innovation, it is critical that European companies, especially SMEs due to their relative weight in the sector, are given the tools to compete in an increasingly globalised world. The existing European, national and regional ICT research and innovation instruments and programs must be qualitatively and quantitatively reinforced, focusing on a horizontal perspective, encompassing all economy areas and with a clear international projection.

Finally, the use of ICT by **governments** and the **public sector** in general, must be the cornerstone for the development of this digital and knowledge society.

This means that all citizens must have access to public digital services; especially education and healthcare services. e-Government and o-Government may be the initiatives that promote the definitive transformation of the public sector. Their relation with citizens in the upcoming years must be based on transparency, citizen involvement and the collaboration of all players (governments, citizens and companies).

Therefore, we have prepared a document describing the Spanish proposal for the new strategy *For a Digital Europe: The Granada Strategy*. This document identifies the most important steps the European Union must take in terms of Telecoms and Information Society between 2010 and 2015, which are:

1. *Infrastructure (NGAs, spectrum and network neutrality).*
2. *Advanced use of Internet, security and trust.*
3. *European charter of rights of users of electronic communications.*
4. *Digital content and services (DSM).*
5. *Strengthening of the ICT sector and its contribution to sustainable development.*

Annex 3: Conclusions of the *Trust in the Information Society* Conference, León, 11-12 February 2010

The participants to the Conference *Trust in the Information Society*, together in León on 10 and 11 Feb 2010, representing public administrations, industry, research organisations, universities and societal stakeholder groups, from Europe and abroad.

Having seen the Ministerial *Declaration on e-Government of Malmö*, 2009 in which EU ministers responsible for e-Government declared that public administrations should “enable and support the creation of seamless cross-border eGovernment services [whilst increasing] the trustworthiness, security and interoperability of eGovernment services and systems in the Single Market” and “will emphasise respect for privacy and data protection with regard to the use of personal data since it is crucial for enhancing confidence and trust.”

In the wake of the *Safer Internet Day*, 9 Feb 2010, which aims to promote safer and more responsible use of online technology and mobile phones, especially amongst children and young people across the world, recognizing the role that education plays in fostering trust and responsibility within the online community and thus promoting e-Inclusion.

Recognising the intention of the new European Commission to develop a *European Digital Agenda* with concrete steps towards the completion of an Online Single Market.

Being aware of the upcoming conference in Barcelona on *European Cooperation in e-Health* (March 2010) that will give attention to common approaches to identification, authentication and access of health professionals accessing personal health data, and the safe exchange of medical

data across national borders respecting data protection and personal integrity of the patient.

Recognizing the importance of security and trust in the rollout of a Digital Europe, as promoted by the “*Granada Strategy*” which will be launched next April focusing on ICT technologies for productivity and quality of life.

Realising the *World Conference on IT (WCIT 2010, May, Amsterdam)* provides an excellent platform to discuss Security, Trust and Identity in relation to e-Government, e-Health and e-Inclusion in a cohesive way, including also awareness and education.

Noting the documents at the basis of the discussions of this Conference:

- *Industry Partnership Contribution to the Spanish Presidency Digital Europe Strategy*, stating: “In order for e-commerce, e-government, e-health and other eservices to flourish, users must have trust in the Internet. To achieve this trust requires, among other measures, a harmonised regime that protects consumers across the EU’s 27 member states under a coherent system of laws and agreements; robust data privacy protection, including a balanced and workable mandatory breach notification system and improved cooperation among government agencies, industry and privacy organizations; and strengthened security, achieved by incentivising R&D into security technologies, promoting the development of security best practices; and strengthening public-private partnerships. ”
- Report of the *RISEPTIS Advisory Board: “Trust in the Information Society”* that emphasises: “technological developments in trustworthy systems will be most effective if they are implemented through strong interplay with social and business perspectives, as well as robust policy and regulation. Likewise, the latter will strongly benefit from

technological insight and support. Governments are best placed to take responsibility for leading this process of interplay. ”

- RISEPTIS presents important recommendations addressing research, innovation and infrastructural development, but also the legal framework, societal acceptance and the need for international cooperation, to demonstrate the interdependencies in the quest for a free, democratic, safe and citizen-friendly Information Society.

Summarising their discussions which demonstrated an urgent need to:

- Continued cooperation and stimulation at European and International levels of interdisciplinary research and technology development and deployment addressing trust and security in heterogeneous network infrastructures and services (incl. the Future Internet) and cloud computing environments.
- Support for development of products and services based on ICT with trust being an integral part of the architecture and design of these products and services, even before they come to the implementation stage. Tools as well as guidance and support for their deployment need to be available through all layers (through a “reference framework”).
- Collaboration between all stakeholders to develop a European Framework for electronic Identity management (eID) in full respect of privacy and the protection of personal data. Enabling "just enough" disclosure of personal data through minimal data disclosure technology, and making profile aggregation difficult at European-wide and national level through proper processes between relying parties and identity service providers (e.g. by use of attribute based certificates and their strong credentials that reduce the needs for on-line checking of claims presented to relying parties. An eID Framework must assure management of identity across

society, including in e-Government, e-Health and the private sector (e.g. banking and web applications) and be applicable, no matter where a specific eID was issued, thus ensuring reasonable synergies to reach cost effectiveness and take-up.

- Ensure a mutual beneficial cooperation between Technology and Law leading to a balanced approach between technological development for the benefit of society and protection of citizens' privacy and dignity. Policy makers must be made fully aware of technology consequences and opportunities. Organisations that process and store data must provide assurances and be transparent and accountable for compliance with data protection and privacy law, thus providing citizens with greater legal certainty and control over their personal data. Moreover, collection and categorization, through proprietary algorithms hidden from the user, of implicit and incidental data collected e.g. in browser sessions must be controlled through proper technology and policies.
- Encourage international cooperation to effectively fight cyber crime and other abuse of the borderless cyber space through joint research and policy development, interoperability, standardisation and governance. Priorities are in areas related to internationalization of data: its monitoring, processing, storage and transfer and ID management. It includes data collection and sharing for monitoring and countermeasures to attacks. The need is for global Security and Privacy policies for quantifying threats and a global basis for trust accountability and governance.

Come to the following conclusions (*CONCLUSIONS OF LEÓN*):

- **Confirm** the essential importance of the development of Trust in the Information Society for economic growth, prosperity and the promotion of our societal values.
- **Endorse** the analysis and recommendations presented in the RISEPTIS Report, in particular to:
 - Strengthen interdisciplinary RTD for Trust in the Information Society
 - Stimulate ICT products and services based on “Trust by Design”
 - Develop an EU Framework for electronic identification in full respect of privacy and for broad societal use, including e-Government, e-Health and the Private sector
 - Develop an ecosystem of technology and law preserving our societal values and creating trust in the society, all within a global context
- **Emphasise** the urgency to develop a platform for effective cooperation on trust issues between stakeholders in RTD, industry, society, law and regulation and education and awareness.

And recommend to the European Commission and Member States:

- To give urgent attention to these *Conclusions of León* in their upcoming decisions on the *European Digital Agenda* and *Granada Strategy* as well as in other relevant discussions, like those to be held at the *WCIT 2010 in Amsterdam*.
- To call upon ENISA, in close cooperation with stakeholders, to actively support programmes of the European Commission and Member States, related to security and trust in ICT, in particular in bridging the gap between technology and policy, and ensuring efficient uptake of research results in operational environments.
- To strengthen international cooperation to promote and develop Trust in the Information Society at a global scale.

Annex 4: Declaration of La Granja

5th European Union – Latin American and Caribbean Ministerial Forum on the Information Society: *Digital Content for a Digital Society*, La Granja de San Ildefonso, Segovia (Spain), 14-15 March 2010

The ministers and heads of delegation of the European Union, Latin American and Caribbean countries and the European Commission, present at the 5th European Union (EU) – Latin America and Caribbean (LAC) Ministerial Forum on the Information Society, held on 14 and 15 March 2010 at La Granja de San Ildefonso, Spain:

- i. Recalling that this 5th Forum forms part of the preparation for the EU-LAC Heads of State and Government Summit, to be held in Madrid (Spain), on 17 and 18 May, 2010;
- ii. Highlighting that this 5th Ministerial Forum seeks to intensify the dialogue on the Information Society between these regions, in line with the previous meetings held in Seville in 2002, in Lima in 2003, in Rio de Janeiro in 2004, and in Lisbon in 2006;
- iii. Stressing that this Forum takes place at a key time for the preparation of new strategies in the field of information and communication technologies (ICT) to provide continuity for and boost the work carried out under the eLAC2010 Regional Action Plan for Latin America and the Caribbean, the European Union's i2010 strategy, and an ever-growing number of national strategies;
- iv. Reaffirming the importance of the ICT's contribution towards development, economic growth, social inclusion and job creation, as well

as their possible role in creating a more competitive, sustainable and green economy;

- v. Recalling Resolution 60/252 on the World Summit on the Information Society adopted by the United Nations General Assembly of the 27th of April 2006 that acknowledged the urgent need to bridge the digital divide and to assist developing countries, including least developed countries, landlocked developing countries and small island developing States, and countries with economies in transition to benefit fully from the potential of ICT;
- vi. Acknowledging that the scope of ICT policy should be incorporated into other policies, in order to maximise the ICT's contribution towards attaining a more competitive, innovative, inclusive, pluralistic, green and open knowledge society;
- vii. Recognising the usefulness of adopting ICT² strategies that foster the deployment of next generation networks, both fixed and mobile, as well as the availability of tools, applications and advanced services for citizens and enterprises, and strategies that foster the capacity of users to use them;
- viii. Taking into consideration the possibilities of ICT to contribute to the well-being and quality of life of the population in fields such as education, culture, health, e-administration, employment and energy efficiency, as well as in the reduction of risks, the prevention of disasters and the protection of the environment;

² In the case of Costa Rica, "ICT" will be replaced by "telecommunications" in the following points: vii, viii, 7, 9, 13, 16 and 31.

- ix. Recognising the central role of knowledge and of investments in education, science, services, technology and innovation to promote economic growth, sustainable development and social inclusion, and the importance of maintaining between the two regions a friendly environment where investments in such areas could be promoted and sustained;
- x. Recalling that there are differences between the two regions and inside each of them in terms of development levels and challenges of the Information Society;
- xi. Acknowledging the challenges that derive from the development and use of these new technologies for security and privacy in the context of a democratic State and the rule of Law;
- xii. Recognising the importance of developing other models that also guarantee respect for users', authors' and content distributors' rights and, at the same time, enable new models for content distribution to emerge within a digital economy;
- xiii. Taking into account that the Internet Governance Forum (IGF) was set up in response to the discussions of the World Summit on the Information Society (WSIS) and that the Tunis Agenda for the Information Society, calls for enhanced cooperation in the future, to enable governments, on an equal footing, to carry out their roles and responsibilities, in international public policy issues pertaining to the Internet, but not in the day-to-day technical and operational matters, that do not impact on international public policy issues;
- xiv. Recalling the importance of creating a trustworthy, transparent and non-discriminatory legal, regulatory and policy environment, as is emphasised in paragraph 96 of the Tunis Agenda;

- xv. Observing that, going beyond development policy, ICTs should form an integral part of the policy dialogue between both regions as a means of favouring awareness of the specificities, as well as the exchange and the analysis of practices and the experience acquired in the implementation of national and regional plans;
- xvi. Recognising that the European Union Member States consider that competitive and open markets have encouraged investment, innovation and consumer choice in the European Union;

In this context:

[On the strategic plans and development of the Information Society]

- 1. We note that preparing a new Information Society strategy is a priority for the European Union, in order to build on the work carried out under the i2010 initiative, with the focus on constructing a pro-competitive framework for electronic communications, promoting audio-visual services, developing electronic government and public services, reinforcing ICT innovation and research and building an inclusive Information Society;
- 2. We highlight the progress made in the LAC, as a result of, among other things, cooperation in the framework of the eLAC2007 Regional Plan, the importance of its continuity via the ELAC2010 Regional Action Plan, as well as the appropriateness of the current regional priority redefinition process, which seeks to readjust the goals of the Regional Action Plan;
- 3. We reaffirm our interest in continuing and intensifying the dialogue and co-operation in the preparation, monitoring and implementation of current and any future strategies in the area of the Information Society,

notably carrying out and disseminating studies, exchanging experiences, through joint initiatives, participation of experts and those responsible for policies in events in both regions and monitoring and evaluation of the activities undertaken;

4. We welcome the launch of the second stage of the European Commission's @LIS (Alliance for the Information Society) programme for co-operation between the European Union and Latin America, highlighting the successful results obtained in the first phase of the programme. We note with satisfaction the continued support to Red CLARA (Latin-American Cooperation of Advanced Networks) and its interconnection to GEANT. We consider that it is important to deepen the results of the first and second stage of the @LIS programme to reinforce the principles enshrined in the Declaration and Plan of Action of the World Summit on the Information Society against the background of the Millennium Development Goals established for 2015 and, therefore, maintain the presence of ICT in the Official Development Assistance (ODA) strategies.
5. We highlight that the revision of the current European Investment Bank's (EIB) Asia and Latin-America mandate (ALA IV) constitutes an opportunity to support the fight against the digital divide, a better use of ICT and increased access and universal service for the citizens to improve their quality of life and increase growth opportunities;
6. We underline the importance of the promotion of bilateral and multilateral mechanisms and instruments for cooperation to guarantee a proper implementation of programmes and projects designed to foster the Information Society in the fields of content development and the adoption of technology, as well as universal service and access;

7. We recognise the importance of strengthening ICT infrastructures, in particular broadband, and developing new services and applications. It is important that networks and infrastructures have enough capacity and reliability to provide support in case of disasters. To this end public policies should promote an investment-friendly environment and a level playing field in the access by all citizens to ICTs, through those mechanisms better adapted to each situation;
8. We acknowledge its strategic nature and therefore agree to work together for the establishment of modern and direct high capacity connections between regional research networks, in order to integrate projects and joint initiatives in the field of science, technology and innovation, within Latin-America and the Caribbean and the European Union, that could also benefit the African continent;
9. We recognise the major contribution of ICT, and in particular of the Future Internet, for energy sustainability, environmental protection, and smart transport systems, as well as the importance to reinforce our cooperation this area;

[On regulation of the ICT sector and collaboration in this area]

10. We are pleased at the co-operation between Latin American and European regulators demonstrated by the adoption of a Joint Declaration in Capri (Italy) in October 2009 at the 8th IRG-REGULATEL summit hosted by the Italian regulator, AGCOM, and their decision to launch a work programme focused on some key areas of common interest. We welcome our regulators' commitment to intensify mutual collaboration – by means, inter alia, of the exchange of experts and organisation of common regulatory forums – and welcome the renewed support to this co-operation in the second phase of the @LIS Programme of the European Commission;

11. We underline the importance of adapting the regulation models for the sector to take into consideration the new conditions of technological convergence of networks, products and services, respect the principle of technological neutrality and foster a competitive environment to promote the sector's rapid development, the incorporation of new technologies, the investment in network deployment, and improve access services at reasonable prices;
12. We highlight the importance of introducing modern and efficient radio spectrum management policies that make it possible to meet the growing demand for the development and provision of wireless services for most of the population;
13. We note the role of Administrations in promoting increasing levels of universal access and services to ICT, making possible that their benefits reach all citizens, combating digital exclusion for social or geographical reasons and guaranteeing all users a balanced set of rights in their relations with network operators and service suppliers;

[On access to and use of the Internet]

14. We support the efforts made to universalise the access to and use of broadband, implementing active public policy and developing a set of mechanisms for the participation of public and private actors, and underline the need to intensify the dialogue and co-operation in the preparation and implementation of policies in this field;
15. We express our desire to promote co-operation to build capacities and increase literacy for the adoption and assimilation of ICT by local communities and citizens, as well as to use them to contribute to the development and improvement of the quality of life of people;

16. We highlight the need to promote greater access to and use of ICTs in the production sector, particularly among micro, small and medium enterprises and in rural areas, within the frameworks of the programmes designed to improve competitiveness and strengthen the innovative capacity of these enterprises;

[On the Internet's privacy, reliability and security]

17. We confirm that Internet security and reliability is essential for our economies and societies to operate properly. We support international co-operation between both regions in this area to foster actions that increase on-line security and protect the privacy of communications and information;
18. We point out that the development of the Internet and wireless technologies offers new possibilities and provides a variety of benefits for children and young people. However, despite the fact that they are often expert users of online technologies, they may not be mature enough to detect contents harmful towards their sound development and possible risks and their consequences. Therefore, there is a need to provide more information to children, parents and teachers, together with the tools to mitigate these risks and to foster R&D for developing information systems and network security:
 1. We need to increase and update our knowledge regarding the use minors make of the new media and the risks they may come up against;
 2. Due to the global nature of the Internet, international co-operation is needed in order to guarantee the maximum effectiveness and results of the measures taken;

19. Achieving a more secure and reliable online environment, particularly, for Internet end users in questions such as paedophilia and drugs trafficking is a responsibility that is shared among those entrusted with policy design, the authorities responsible for enforcing the law, the private sector, schools and civil society;

[On the contents]

20. We consider that cultural and linguistic diversity must be promoted in line with the UNESCO Convention on the protection and promotion of the diversity of cultural expressions and we will foster the development, diffusion, use and preservation of local digital content and services to develop a multicultural presence of the Net;
21. We highlight the importance of supporting the creation of digital skills and capacities to foster the production of quality digital content and services for different platforms such as digital television, radio and cinema, mobile phones, videogames, computers, Internet and convergent media;
22. We highlight the opportunities that the Internet provides for users to create and distribute digital content and services, as well as the impact that this has on the content industry and in how citizens, enterprises and governments interact, apart from its contribution towards the development of local cultures;
23. We emphasise that social networks and other Internet services often referred to as the Web 2.0 could create great opportunities;
24. We consider that the access to digital content and services is an opportunity to promote social, cultural and economic development and,

to achieve this, we will support the design of innovative solutions that foster the production, diffusion, preservation and use of digital content and services and are attractive for users and for digital content producers. Solutions should be based on a fair balance between the rights of privacy, freedom of expression and intellectual property rights;

25. We welcome the use of ICT to improve educational programmes and the need to develop those digital skills needed by children;
26. We believe that it is necessary to foster the creation and the strengthening of the capacities and skills of citizens to use ICT and to integrate content, services, information and knowledge that contribute to their development as human beings and welfare;
27. We underline the need to foster co-operation in the field of digital content, namely to build-up expertise in this area and to create production centres for interactive and interoperable digital content and services;

[On the Government and Public Administrations on the Internet]

28. We welcome the use of ICTs by Governments to increase the efficiency, transparency, openness and the participation of their administrations and, in order to promote its use to achieve more accessible and closer government, we declare our interest to intensify dialogue and co-operation in the preparation and implementation of strategies in this field;
29. We encourage the use by public administrations and governmental entities of the capacities that ICT offer to increase the participation of citizens and companies in public life and their co-operation in the design and implementation of public services more effective and better adapted to the needs of citizens;

30. We acknowledge as a priority goal the increase of broadband access, take-up and speed, since these are pre-conditions for the effectiveness of electronic government policies and the provision of public digital services;
31. We recognise the opportunities provided by the ICT for achieving greater healthcare coverage and quality, as well as more efficient management of the healthcare systems through deployment of networking infrastructure, interoperability of systems used, and implementation of applications for the provision of remote services through different platforms;
32. We stress the importance of the application of ICT³ in the Administration of Justice and the benefits derived from its interconnection and interoperability with the remaining eGovernment applications;
33. We underline the importance of using standards that contribute to the interoperability of the solutions developed by governments to provide their citizens with digital services and enable relations between them and with enterprises;
34. We promote policies whereby governments and governmental entities make available to the society, in readily accessible form, information and data of public interest, which can be used by third parties to create new services for citizens and businesses.
35. We underline the importance of developing and adjusting regulations in areas of transparency and data privacy, to enable a more secure exchange of public information;

3 In the case of Costa Rica, "ICT" will be replaced by "ICT and telecommunications" in points 32 and 37.

36. We emphasize the need for initiatives that enhance public awareness about eGovernment services and its use, and improve progressively its quality, to foster its adoption by society;

[On appraisal and benchmarking]

37. We recognise the need to have indicators, methods and instruments, jointly developed and validated, adaptable to the technological evolution and the use of these technologies by citizens, enterprises and administrators that make it possible to obtain reliable and comparable measurements of the use and impact of ICT on economic development and social well-being;

[On Internet governance]

38. We welcome the creation of the Internet Governance Forum (IGF) in the follow up to the World Summit on the Information Society;
39. We salute the efforts deployed by United Nations and by the International Telecommunication Union (ITU) in the World Summit on the Information Society (WSIS) and the Internet Governance Forum (IGF), to create spaces for reflection and discussion on ICT and the elements that must be part of internet governance, in order to eliminate the digital divide and create a fairer Information and Knowledge Society. We value the multi-sectoral and non-binding nature of the IGF and support its continuation for another period of five years, adopting mechanisms that foster a balanced representation between developed and developing countries in all sectors and that facilitate the formulation of recommendations, while at the same time, we underline the need to continuously improve its functioning and enhance its visibility. We welcome the effort deployed to increase the diversity of participants at

the IGF and we will undertake efforts to contribute towards these goals;

40. In light of the discussions on Internet public policy issues at the ITU, namely at the forthcoming World Telecommunication Development Conference in May, in India, and at the Plenipotentiary Conference in October, in Mexico, we stress that while governments have a crucial input to make, the debate on such issues is best conducted with other stakeholders such as civil society and business;
41. We thank ECLAC for its cooperation and assistance in the construction of Information Societies in Latin-America and the Caribbean, and we call for a continuation of the efforts carried by this Institution, promoting the cooperation with the EU and a permanent follow-up of cooperation activities agreed in this Declaration;
42. We express our deepest condolences and all our solidarity to our brother peoples of Haiti and Chile, recently hit by nature and we call on the international community to channel urgent efforts for the reestablishment of telecommunication services in the affected areas.

Annex 5: Granada Declaration on the European Digital Agenda

Informal Ministerial Meeting of EU Minister of Telecommunications and Information Society, Granada (Spain), 18-19 April 2010

We, the ministers responsible for the Information Society Policy of the European Union Member States, and the European Economic Area, under the Chairmanship of Mr Miguel Sebastián, Minister for Industry, Tourism and Trade, and in the presence of Vice President Neelie Kroes, European Commissioner for the Digital Agenda, on the occasion of the Informal Ministerial Meeting in Granada Spain 18-19 April 2010, have agreed on the following:⁴

Whereas:

1. The EU2020 Strategy calls for the European Union to find a fast and effective road to recovery following the recent economic downturn based on smart sustainable and inclusive development.⁵
2. The ICT sector is a crucial driver of growth and jobs in the EU economy, ICT is contributing 50% to productivity growth⁶ and a key source of innovation and new business opportunities.
3. The start of the recovery phase of an economic cycle is the most effective moment to undertake the restructuring of services and

4 Switzerland agreed on the principles of this Declaration.

5 Europe 2020 – A strategy for smart, sustainable and inclusive growth, COM(2010) 2020

6 European Commission estimate based on data from EU KLEMS, see: The economic impact of ICT, i2010 High Level Group paper 2006

renewal of infrastructures that are needed to set the stage for long term growth.

4. Europe could put itself onto a fast track to growth by raising its global competitiveness in the Digital Economy, notably in respect of the market for information and communication technologies, very high speed broadband, and on-line dissemination of knowledge and online distribution of goods and services,
5. To be effective a smart, sustainable growth strategy must also be inclusive so that all Europeans are given the opportunities and skills to participate fully in an Internet-enabled Society.

The following actions should be considered:

Infrastructures

1. Take concrete steps to overcome the digital divide by meeting the target of 100% coverage of basic broadband to all citizens by 2013 and promote wide take-up of high speed broadband by 2020.
2. Provide a strong impulse to the roll out of competitive next generation high speed networks through promotion of competition between broadband providers and by implementing a predictable regulatory regime for the promotion of efficient investment in high speed broadband infrastructure and related services, based on swift implementation of the revised EU e-communication services framework.
3. Boost competition and financing of the networks of the future by encouraging efficient and sustainable private long term investments and providing public support for open networks where needed and appropriate.

4. Promote the rapid development of innovative digital wireless services and the adoption of the future EU radio spectrum policy programme, with the objective of an efficient use of radio spectrum.

Advanced use of the open internet, security and trust

5. Safeguard the openness of the internet through implementing and monitoring of the new EU electronic communications rules on network provision.
6. Increase the strength of a smart, sustainable and inclusive European Digital Economy especially by promoting:
 - a. the extensive use of ICT in education and learning, for example the widespread take-up of mobile computers and digital interactive content and tools, as well as digital literacy amongst citizens & e-skills for businesses, especially SMEs;
 - b. smart and open public services such as e-health and e-government;
 - c. systematic deployment of ICT to address key societal challenges such as ageing and climate change.
7. Explore ways to seize the opportunities of cloud computing to provide productivity and efficiency gains as well as environmental gains especially for European public bodies, small businesses and communities.
8. Promote data protection, network and information security and trust through concerted EU actions on e-authentication for consumers and

businesses online, especially on e-signatures, e-ID cards, e-payments, and internet safety.

9. Raise public awareness of online security risks to achieve a culture of data protection and privacy; coordinate EU-wide measures to increase network & information security, in particular through ENISA; diffuse best practices; and invest in R&D on cybersecurity and privacy-enhancing technologies.
10. Empower citizens to play a full part in the digital environment by strengthening their confidence and ability to buy goods and services online.
11. Promote equal use and access to the information society in particular for citizens with special needs by measures on e-accessibility, usability, better design, promotion of ICT-enabled self-employment and generally fostering the take-up of digital services.

Digital User Rights

12. Promote awareness of current EU rules protecting users of electronic communications and online services by the preparation and dissemination of an easily available and understandable "Code of Digital Rights of e-Communications and online services".
13. Reinforce data protection and privacy for users of social networking services and in key fields such as online health and e-government services.

Digital Single Market

14. Foster a pan-European digital market place for content and e-commerce, inter alia, by eliminating regulatory obstacles, notably regarding cross-border access and transactions.
15. With regard to intellectual property rights, actively promote the development of European digital content markets through practical solutions to promote new business models and concrete measures to reduce market fragmentation for the reuse and access to digital content, while protecting and assuring the fair remuneration of rights holders.
16. Provide support for the digitisation and dissemination of European cultural heritage through a systematic development of European and other public private partnerships.
17. Encourage the supply and access to the legal offer of high-quality content and respect of copyright on the internet through easing the complexity of multi-territorial licensing.
18. Stimulate transborder e-commerce by the promotion, and government adoption, of interoperable e-procurement, e-invoicing and e-payment systems based on open and flexible technologies.

Public Digital Services

19. Respond to the Milo Declaration on eGovernment by developing more effective and efficient interoperable public services that emphasise open and transparent government and active participation, that promote the reuse of public sector information and thus potentially very important new user-driven service

innovations, that increase the efficiency of government and lead to a measurable reduction in administrative burdens on citizens and businesses as well as contribute to a low-carbon economy.

20. Ensure the implementation of eGovernment strategies at an organisational, legal and technical level including e-ID and e-signatures.
21. Embed innovation and cost effectiveness into eGovernment through the systematic promotion of open standards and interoperable systems, development of EU wide e-authentication schemes and proactive development of e-invoicing, e-procurement (and pre-commercial procurement).
22. Deploy eHealth and ICT assisted elder care services systematically across the EU in order to reduce costs while raising efficiency and the quality of care.

Strengthening the Competitiveness of Europe's ICT sector

23. Reinforce and better targeting of EU ICT R&D and Innovation efforts through more coordination of research and targeting in areas of potential strategic advantage.
24. Increase the opportunities for European ICT firms including high-tech SMEs to grow by reducing the bureaucratic barriers to research funding and enhancing access to risk capital. Also to use public procurement, notably pre-commercial procurement for promoting growth opportunities.
25. Support ICT innovation through R&D in areas where Europe has a lead market potential, e.g. health, green mobility, smart grids & meters and energy efficiency; or which are strategic such as Future Internet or cloud computing.

International dimension of the Digital Agenda

26. Seek to strengthen the role of the EU in international fora through effective coordination of EU positions in areas such as ICT standard setting, audiovisual policy, digital rights and e-accessibility; through a greater coordination between Member States in areas such as spectrum issues relevant for the EU and internet governance; and through improved communication of EU information society and ICT R&D policy approaches at the international level.
27. Ensure that Internet Governance continues to evolve in line with the principles established in the Tunis Agenda⁷, such as transparency,

⁷ WSIS (World Summit on Information Society) Tunis Agenda for the Information Society WSIS-05/TUNIS/DOC/6 (rev. 1), Nov. 2005

multilateralism, democracy and the full involvement of all stakeholders; and that the Internet Governance Forum (IGF) develops as an open place for meeting, policy dialogue and exchange of best practices between governments, civil society and the private sector.

Measuring progress

28. Track policy implementation and key targets through a regular reporting of progress, and where appropriate provide benchmarks against international performance.
29. Benchmark progress annually through harmonised methodologies and indicators, adaptable to the evolution of technology and its use by citizens, enterprises and public administrations, allowing for a robust and comparable measurement of ICT use and impact on sustainable economic growth and social welfare.

Annex 6: Madrid Document on Information Society Policies and Metrics

EU Ministerial Meeting on Information Society Policies and Metrics, Madrid, 13-14 June 2010

We, the Ministers and heads of delegation responsible for Information Society Policies in the European Union (EU) Member States endorse this document under the occasion of the Ministerial Meeting on Information Society Policies and Metrics in Madrid, Spain, on June 14th, 2010.

Background:

1. Considering the works carried out by the **European Commission** on the measurement of the Information Society through the **Information Society and Media Directorate General**, and particularly its Economic and Statistical Analysis unit, its **Communications Committee**, its **i2010 High Level Group**, **Eurostat** and its **Working Group on Statistics for the Information Society (ISS)**.
2. Bearing in mind the Declaration signed on March 2010 at the **“5th European Union – Latin American and Caribbean Ministerial Forum”**, held in La Granja, Spain, which recognised the need to have IS indicators and metrics that make it possible to obtain reliable and comparable measurements of the use and impact of ICT on economic development and social well-being.
3. Recalling the **“Granada Ministerial Declaration on the European Digital Agenda”** (April 2010), which recognised the need for State Members to allocate the appropriate resources and efforts in order to ensure a robust IS system for measuring IS in the EU.

4. Taking into consideration the Declaration by Ministers from OECD Member Countries and beyond, signed on June 2008 at the “**Seoul Ministerial Meeting** on the Future of the Internet Economy”, which encouraged OECD Countries to improve statistical systems to measure the changing access and use of the Internet and related ICT networks by citizens, businesses and institutions in order to provide reliable measures of evolving uses and the impact of the Internet on economic performance and social well-being.
5. In light of the work carried out by the OECD on the measurement of the Information Society through the **Committee for Information, Computer and Communications Policy** (ICCP), particularly the Working Party on Indicators for the Information Society (WPIIS).
6. Considering the work carried out by the **ITU** on Telecommunication and Information Technology indicators through the **Market Information and Statistics Division**, attached to the **Telecommunication Development Bureau**, as well as the work by **The Partnership on Measuring ICT for Development**.
7. Recognising that, when new global challenges appear, further evolution towards the knowledge society, innovation and information economy is needed; Governments should be the ones leading the process, and in order to achieve this evolution, the right policy strategies need to be implemented.
8. Highlighting that, in order to define the correct strategy for public policies, and to be successful in implementing them, knowledge of the current situation, at national and international level, is required. The timeliness and accuracy of this knowledge can determine the possibilities of success for these policies.

9. Considering that Governments normally make use of indicators and measurements, developed by their NSOs (National Statistic Offices) and International Organizations, as a way to obtain the current snapshot of public policies development.
10. Acknowledging the high responsibility that NSOs and International Organizations are holding, since their efforts have a direct impact on top decision makers.
11. Taking into consideration that the ICT sector, due to its evolving nature, is a particularly complicated as well as interesting sector for NSOs and that, in recent years, many efforts, particularly at international level, have been made in order to push ICT indicators evolution to be as fast and sophisticated as that of the environment.
12. Bearing in mind all the ongoing work, this Ministerial Document seeks to take a step forward in this direction, in order to promote and lead co-operative efforts within the international statistical system to progress in terms ICT measurement systems that respond to new challenges of the Information Society for economic development and social well-being.
13. Observing that, in order to improve these strategies, efforts must be aimed at producing robust analyses of the social-economic impacts of ICT for policy support.

Rationale:

14. Having better quality indicators, at international and national level, not only provides a more powerful decision-making tool for the public and private sector, but also helps citizens to better understand

policy strategies. In the end, it generates added value to the whole society.

15. The efforts that Public Administrations, NSOs and International Organizations are currently making in order to maximize the usefulness of ICT indicators are worthy of mention. As the field evolves quickly, there is a need to improve methodologies and indicators used in ICTs, such as:
 - a. New ICT challenges need new indicators. This is the case of the need to measure the impact of ICTs in Green Growth strategies, the deployment of Next Generation Networks, including wireless and mobile communications the opportunity for ICT innovation measurements, among others.
 - b. The evolution of the Information Society requires more sophisticated indicators. The more the Information Society consolidates, the more complex situations emerge, and they need to be measured. For instance, quality of service and user perception variables should have their own enhanced set of indicators.
 - c. International ICT analysis should be based on increasingly sophisticated indicators. Although not all the countries may enjoy the same level of sophistication in their indicators, an effort should be made to stimulate the catch up process of those lagging behind.
 - d. Moreover, experiences from countries with higher levels of development can be used to promote development in less advanced countries in order to achieve better results.

Proposal: Strengthening the common framework

16. A majority of international organisations and governments have addressed the subject of devising the most appropriate methodologies and indicators to adequately reflect the development of the Information Society. The European Commission, OECD and ITU's efforts in this field are particularly valuable and have produced remarkable results to this day, both at a political and specialized level.
17. This document proposes to take a step forward by strengthening the common consensual framework for dialogue and co-operation on improving ICT and IS methodologies and indicators, building on the results and the work in progress at the international level, and taking into account new challenges.
18. To overcome challenges:
 - a. Governments should acknowledge the importance of continuing to contribute to the development of timely and comparable IS indicators and methodologies, which are more easily processed by international organisations.
 - b. Governments should agree upon the need to allocate the appropriate efforts to this task, including effective funding and provision of resources to national entities contributing to the development of IS indicators.
 - c. International organizations should be strengthened to be able to fulfil new valuable capabilities for Member States, such as allocating efforts to develop more sophisticated

- indicators or enhancing statistics with special market conditions, among others.
- d. Governments and international organizations should commit to, at least, an annual meeting to discuss main challenges in terms of data collection, methodologies and use of results, establishing mechanisms that ensure appropriate debate and agility whenever more frequent analysis is needed, taking into consideration the meetings organized regularly by the OECD, ITU, Eurostat and DG Information Society and Media (European Commission) and the Partnership on Measuring ICT for Development.
 - e. Governments should further support the international organizations efforts in improving and introducing new indicators in cooperation with official national agencies by contributing to the construction of comparable statistics and taking active part to ongoing discussions in the dedicated committees and groups.
 - f. The use of official statistical sources should be privileged. When specific policy needs cannot be addressed through official statistics, non-official sources such as ad-hoc surveys may be used, paying specific attention to the reliability and quality of results.
19. Under the terms of the new Digital Agenda for Europe, adopted by the European Commission on 19th May 2010, of which the Council of Transport Telecommunications and Energy Ministers took note in its Conclusions of 31st May 2010, and referred for the discussion at the European Council in June 2010, EU Member States should strengthen their commitment and cooperation with international entities to

reinforce their metric systems and methodologies, in order to provide Key Performance Indicators, adequately cover the goals in the Digital Agenda and optimally implement subsequent national policies.

20. The development of the Information Society and ICT makes it possible to obtain better, more accurate, more frequent and faster-to-acquire metrics, thus allowing for a 'virtuous circle' to be built right from the measurement stage to policy implementation. Elaborating on this idea, Governments and international institutions should cooperate to explore and identify innovative ways of using the potential of ICT and IS-related technologies to progressively optimize data processing and collection procedures in terms of cost, resources, people and time.