

15TH ANNUAL MEETING INTERNET GOVERNANCE FORUM

Internet for human resilience and solidarity



Disclaimer:

The views and opinions expressed herein do not necessarily reflect those of the United Nations Secretariat. The designations and terminology employed may not conform to United Nations practice and do not imply the expression of any opinion whatsoever on the part of the Organization.

Table of contents

Glossary	4
Internet Governance Forum	5
Foreword	6
IGF 2020 Cycle	7
IGF 2020 thematic orientation	7
Intersessional work	7
MAG working groups	7
Capacity development	7
Looking ahead	7
IGF 2020 Summary	8
IGF 2020 at a Glance	8
1 Introduction to IGF 2020	9
2 IGF 2020 by the Numbers	10
3 What Made IGF 2020 Unique	13
4 Phase 1	15
5 Phase 2	16
6 Strengthening Links with United Nations Processes	16
7 Overarching theme of 15th IGF: Internet for human resilience and solidarity	16
8 IGF 2020 Messages	17
9 Documentation and Outputs by Session Participants	20
10 IGF 2020 Voluntary Commitments	21
11 IGF 2020 Intersessional Work Tracks	22
12 About IGF 2020 Preparatory Process	24
13 Co-located Meetings, Events and Launches	25
Best Practice Forums	28
1. Introduction	28
2. BPF Cybersecurity	29
3. BPF Data and New Technologies	31
4. BPF Gender	32
5. BPF Local Content	35
Recommendations	37
NRIs Discussion Priorities in 2020	39
Annex I Output Document from the Parliamentary Roundtable	41
15th UN Internet Governance Forum	41
Annex II IGF 2020 Donors	44

Glossary

BPF	Best Practice Forum
CENB	Connecting and Enabling the Next Billion(s)
CSTD	Commission on Science and Technology for Development
DC	Dynamic Coalition
Digital Economy	refers to an economy that is based on digital computing technologies, although we increasingly perceive this as conducting business through markets based on the internet and the World Wide Web. The digital economy is also sometimes called the Internet Economy, New Economy, or Web Economy. Increasingly, the digital economy is intertwined with the traditional economy, making a clear delineation harder.
DPIDG	Division for Public Institutions and Digital Government (DPIDG)
IGF	Internet Governance Forum
IoT	Internet of Things
ITU	International Telecommunication Union
MAG	Multistakeholder Advisory Group
NRI	National, Regional and Youth Initiative
UN DESA	United Nations Department of Economic and Social Affairs
UNOG	United Nations Office at Geneva
WG	(MAG) Working Group
WG-CO	Working Group on Communication and Outreach
WG-FUN	Working Group on Fundraising
WG-IMP	Working Group on IGF Improvements
WG-Language	Working Group on Language
WG-MWP	Working Group on Multi-year Strategic Work Programme
WG-NSF	Working Group on New Session Formats
WG-OE	Working Group on Outreach and Engagement
WG-WREP	Working Group on Workshop Review and Evaluation Process
WG-Strategy	Working Group on IGF Strengthening and Strategy
WSIS	World Summit on the Information Society

Internet Governance Forum

The Internet Governance Forum is a global multistakeholder platform that facilitates the discussion of public policy issues pertaining to the Internet governance¹. The IGF was one of the most important outcomes of the United Nations World Summit on the Information Society (WSIS) that mandated the United Nations Secretary-General to formally convene the Forum on 18 July 2006.

In the resolution adopted by the UN General Assembly on 16 December 2015, (70/125) 'Outcome document of the high-level meeting of the General Assembly on the overall review of the implementation of the outcomes of the World Summit on the Information Society'², the existing mandate of the IGF as set out in paragraphs 72 to 78 of the Tunis Agenda was extended for another 10 years.

Institutionally, the IGF is supported by the IGF Secretariat, administered by the UN Department of Economic and Social Affairs (UN DESA), while the programme of the annual IGF meeting is developed by the Multistakeholder Advisory Group.

So far, fifteen annual meetings of the IGF were hosted by various governments. The sixteen annual IGF meeting will be hosted by the Government of Poland in Katowice from 6 to 10 December 2021. The IGF 2022 will be hosted by the Government of Ethiopia and the IGF 2023 by the Government of Japan.

¹ <https://www.intgovforum.org/multilingual/about>

² https://unctad.org/en/PublicationsLibrary/ares70d125_en.pdf

FOREWORD

The year 2020 was an exceptional year that will not be easily forgotten. The devastating impact of the COVID-19 pandemic on human lives and the global economy exposed unprecedented challenges to public health, education, food systems and the global trade and workforce. Indeed, the COVID-19 pandemic has changed our lives and the world, in many ways.

The pandemic has also offered a foretaste of the complexities of global digitalization. While social distancing and quarantine measures were essential, Internet connectivity and digital technologies had become vital to address isolation and keep people informed and engaged. But the rapid and multi-faceted digital responses to manage the effects of the pandemic had also laid bare the persistent digital divides, and many concerns over Internet governance, including the infodemic, data privacy and cybersecurity.

It was, therefore, an opportune moment that the fifteenth meeting of the Internet Governance Forum (IGF) was convened on 2-17 November 2020 globally, and virtually for the first time. Heads of State and Government, leadership of private sector entities and non-governmental organizations, technical communities, experts from academic and research sectors, members of parliaments and young people from all parts of the world, gathered virtually to exchange discourse on pertinent emerging policy issues on Internet governance. There was resounding agreement on one message: meaningfully connecting everyone and ensuring all people have the skills and knowledge to benefit from the Internet is an imperative for sustainable development. At the heart of this message was the cooperation among countries, stakeholder groups, and across sectors, disciplines and generations.

The IGF 2020 recorded the highest participation ever -- joined actively and interactively by over 6,000 participants from 173 countries. This is not just an indication of its success but also relevance to all people. The United Nations also supported financially, and through other means, the increased participation from developing countries including the least developed countries, landlocked developing countries and small island developing states.

The IGF's Multistakeholder Advisory Group steered effectively the programming of the annual meeting, offering a more focused agenda on four main thematic tracks – data, inclusion, security and the environment. The pandemic impacted the discussion narratives, underlining the growing need for harmonized data protection policies; more collective multistakeholder actions for leaving no one behind in an online world; and building a more trustworthy and secured Internet. This 2020 meeting of the IGF was also the discussion of the intersection between digitalization and environment, during which participants agreed on the need for sustainable ways of connecting people digitally while avoiding environmental ramifications. The first ever Youth Summit was held, and youth engagement was highlighted via youth flash sessions and the high-level leaders track.

The next three annual meetings of the Internet Governance Forum will be held in Poland in 2021, Ethiopia in 2022 and Japan in 2023. The confirmation of these host countries is an indication of the longer-term relevance and sustainability of the IGF. The United Nations is deeply grateful to all donors to the IGF, who showed their firm commitment toward supporting this people-centric inclusive platform.

This Report contains the key outcomes of the IGF 2020 cycle, including its rich intersessional work activities, cooperation with the national, regional and youth IGF initiatives (NRIs), as well as structural and substantive elements of the 15th annual IGF meeting. The IGF 2020 Report lays out a critical foundation for the IGF 2021 process that serves as a transition from an emergency the pandemic brought about, towards a 'new normal' that is driven by a more inclusive Internet governance ecosystem.



Under-Secretary-General for Economic and
Social Affairs
United Nations

IGF 2020 Cycle



The planning of the IGF 2020 cycle, including the intersessional work and the 15th annual meeting, started at the conclusion of the 14th

annual IGF meeting in Berlin with the announcement of the newly appointed Multistakeholder Advisory Group (MAG). Throughout the year, the 50 members of the MAG met over 24 meetings to carefully plan the overall annual meeting's programme, building on the results of the public call for feedback on IGF 2019 and suggestions for IGF 2020. The process planning began with the understanding that the annual meeting will be hosted by the Government of Poland. However, as the pandemic was progressing, the IGF Secretariat and UN DESA were carefully following the situation, working in parallel on a contingency plan in case of need to transition to a fully online meeting. In June 2020, the official decision was made to have the IGF 2020 annual meeting hosted online by the Secretariat of the United Nations, while the IGF 2021 will be hosted by the Polish Government.

IGF 2020 thematic orientation

The objective of having a more focused and streamlined programme was achieved through defining four main thematic tracks for IGF 2020: 1) Data; 2) Environment; 3) Inclusion; and 4) Trust; each one being associated with a corresponding [thematic narrative](#)¹. Following an open validation process of these thematic tracks, a public, open call for session proposals was launched on these themes, resulting in over four hundred (400) proposals, with over three hundred (300) workshops evaluated by the MAG and the rest of thematic sessions cleared by the IGF Secretariat.

Intersessional work

At the first MAG and Open Consultations in-person meeting (January 2020 in Geneva, Switzerland), the intersessional work modalities were agreed

and four (4) [Best Practice Forums \(BPFs\)](#)² approved to map and analyse best practices around four main issues: 1) Cybersecurity; 2) Local Content; 3) Gender and Access; and 4) Big Data and New Technologies in an Internet Context. Through more than 50 open meetings and consultations, public surveys, interviews and additional research, these workstreams allowed for the IGF process to engage several hundred stakeholders from all sectors and disciplines that hold interest or expertise in the subject matters to exchange views on existing good practices. With an aim to improve future BPF-related work, an additional intersessional work track ('BPF on BPFs') was approved focusing on assessing so far implemented BPFs and recommending future criteria and monitoring mechanisms. The 'BPF on BPFs' cooperated with core workgroups of past BPFs, as well as with networks of Dynamic Coalitions (DCs) and National, Regional, Sub-regional and Youth IGF initiatives (NRIs).

For the sake of strengthening a global Internet governance ecosystem and IGF processes, the IGF Secretariat facilitated continuous coordination with DCs and NRIs. Over 25 open, online meetings were hosted to plan these networks collective sessions at the annual IGF meeting. In addition, bilateral meetings are facilitated on an ongoing basis to support strengthening of the DC and NRIs processes. The 2020 process saw a growth in the number of recognised DCs to a total number of 23 and NRIs to 131.

MAG working groups

In addition to regular MAG responsibilities related to the IGF 2020 programme, four working groups worked throughout the year, focusing on suggesting improvements for particular aspects of the IGF process. Namely, the chartered working groups were: Working Group on Outreach and Engagement (WG-OE); Working Group on Workshop Process (WG-WSP); Working Group on Language (WG-Language); and Working Group on IGF

¹ <https://www.intgovforum.org/multilingual/content/igf-2020-themes>

² <https://www.intgovforum.org/multilingual/content/best-practice-forums-bpfs>

Strengthening and Strategy (WG-Strategy). These groups engaged with various stakeholders suggesting improvements on workshop process; exploring ways to strengthen communication and outreach; look into possible implementation mechanisms of the recommendations toward the IGF from the Secretary-General's Roadmap for Digital Cooperation; and discussing language-related accessibility of the IGF programme.

Capacity development

Three open, online consultations were hosted with several hundred young people from all parts of the work, to develop a long-term youth engagement strategy. This resulted in several hundred young people becoming part of the youth@igf network

and taking active participation in youth-shaped programme components of the IGF 2020.

As part of the IGF's capacity development efforts, over hundred (100) individuals from least developed countries (LDCs), landlocked developing countries (LLDCs) and small island developing states (SIDS) received support for meaningful participation in the IGF 2020 annual meeting by financially supporting their costs of access.

Looking ahead

The Forum has confirmed the Host Governments for 2021 (Poland), 2022 (Ethiopia), 2023 (Japan) and 2025 (Russian Federation), with a number of expressions of interests to host the meeting in 2024.

**INTERNET
FOR
HUMAN
RESILIENCE
AND
SOLIDARITY**

Join us online

2-17 November 2020

bit.ly/IntGov2020



**VIRTUAL
INTERNET
GOVERNANCE
FORUM**

#IGF2020



In support of the Sustainable Development Goals
#GlobalGoals

IGF 2020 Summary

Fifteenth Annual Meeting of Internet Governance Forum

2–17 November 2020

IGF 2020 at a Glance

When	Phase 1: 2–6 November 2020 Phase 2: 9–17 November 2020
Overarching theme	Internet for human resilience and solidarity
4 interlinked thematic tracks	Data Environment Inclusion Trust
New to this year's IGF	Youth Summit Environment as thematic track Overarching policy questions to guide thematic tracks
IGF 2020 in numbers	6 149 registered participants from 173 countries 20 929 connections to 275 sessions; ~50 min/connection average 23 431 views of YouTube stream 15 668 views of UN WebTV Live Facebook view stats: 7767

This IGF 2020 Summary has been produced by the IGF Secretariat.

1 Introduction to IGF 2020

In 2020, the Internet Governance Forum (IGF) is midway through its second 10-year mandate, granted by the UN General Assembly in 2015¹ as part of the overall review of the implementation of the outcomes of the World Summit on the Information Society (WSIS).

This year, the fifteenth IGF brought together representatives from governments, the technical and academic communities, business, civil society and intergovernmental organisations to discuss advancing a range of Internet-related policy issues. IGF 2020, the fifteenth time the IGF was convened since its establishment in 2005, was the first entirely online IGF, as a response to the COVID-19 pandemic.

Under the overarching theme “Internet for human resilience and solidarity” the IGF 2020 provided a substantive multistakeholder platform for engaged and informed discussions about policy

issues pertaining to the Internet, amplifying digital cooperation and how the Internet can support and fulfil the nexus of respecting human rights and achieving the Sustainable Development Goals (SDGs).

The discussions took place under four thematic tracks:

- Data
- Environment
- Inclusion
- Trust

In addition, in light of the United Nations Secretary-General's Roadmap for Digital Cooperation, the topic of global digital cooperation featured prominently throughout the meeting.

For information about the IGF 2020, its outputs, including IGF 2020 messages, session reports, transcripts, session recordings, press releases and IGF participant statements, visit: <https://www.intgovforum.org/vlGF>

¹ Resolution adopted by the UN General Assembly in December 2015 (A/RES/70/125): “Outcome document of the high-level meeting of the General Assembly on the overall review of the implementation of the outcomes of the World Summit on the Information Society” – https://unctad.org/system/files/official-document/ares70d125_en.pdf

2 IGF 2020 by the Numbers



IGF 2020 BY THE NUMBERS

IGF WEBSITE

400,000+

page views on the IGF Website

20,929

connections to sessions

295

events including 235 Webinars
and 60 Meetings

SOCIAL MEDIA



23,431

Views

Top countries: US, Poland,
India, Brazil, Germany



7,767

Top countries: Brazil, US, India,
Mexico, Germany



20,000,000+

Reach



15,668

Views on UN TV

The Fifteenth Annual Meeting of the Internet Governance Forum (IGF) was hosted online by the United Nations under the overarching theme: Internet for human resilience and solidarity. The first phase was hosted on 2-6 November and the second on 9-17 November. The IGF 2020 Outputs are available.

6,150 people registered as participants. The meeting recorded **20,929 connections** to sessions hosted over **1,000,000+ minutes**, making an average time per connection be **50 minutes**.

59% of registered users indicated to be the first-time comers. Gender representation was 52% male, 47% female and 1% self-identified as other. About 1% of registered participants indicated to be members of parliaments. The forum also saw around 1% of registered media representatives.

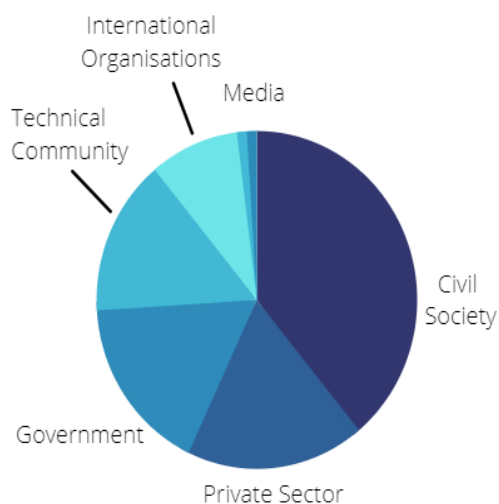
The IGF website received more than **80,000 connections** and almost **400,000 pages** opened. Some of the countries with high number of connections were the **US, UK, China, Poland, France, Germany, Netherlands, India, Brazil, Russia, Nigeria and Switzerland**.

During the IGF, there were about **250 networking email** connections using IGF 2020 Schedule (spontaneous one-to-one contact between attendees).

UN Web TV featured more than **15,000 live viewers**, meaning more than 1,000 viewers on each high level session on average. Some of the top viewers countries included the United States, Switzerland, Comoros, Israel, Canada, Japan, Mexico, Norway, Australia or China.

Sessions were also offered at the **IGF's YouTube and Facebook sites**. All IGF 2020 sessions are archived at the IGF YouTube Channel, with the highest number of viewers during the IGF 2020 timespan coming from India, Brazil, USA, France, Poland, Germany, Russia, UK and Bangladesh. IGF Facebook Channel also presented some youth sessions, where other countries such as Italy, Pakistan or Egypt were prominent in views.

Social media activity is estimated to have reached more than **20,000,000 people**, with about **400 contributors** counting only mention of #IGF2020 hashtag, an average of 1.25 original tweets and 3 retweets per contributor, with about 1,000 impressions and 10 interactions per tweet.

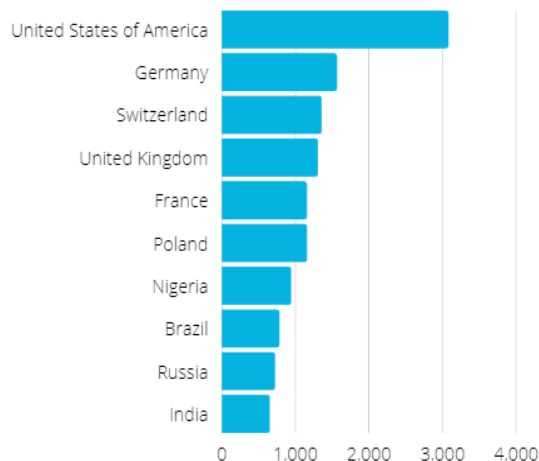


39% of participants belonged to **civil society** while 18% came from the **private sector**, 17% from **government**, 15% from the **technical community**, 9% from **international organisations** and 1% from **media**

Organizations from five different continents joined the IGF Village with 70 booths to share their work missions with the Forum's participants.

The Village included representatives from all key stakeholder groups: governments and intergovernmental organizations, private sector, civil society and technical community.

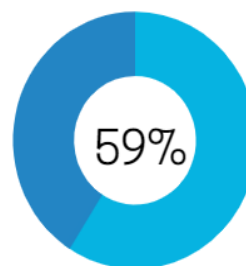
The top 3 countries for participation were the **USA, Germany and Switzerland**



The meeting featured **295 sessions**. 60 functioned as meeting format including networking sessions and several programme sessions, with others functioning as webinars.

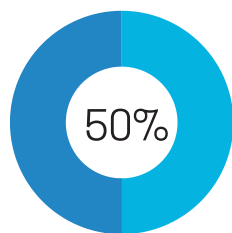
Breakdowns per session type were:

1 orientation session, 80 pre-events, 17 Dynamic Coalitions, 7 National and Regional Initiatives Sessions, 28 Open Forums, 7 Youth Sessions, 4 Best Practice Forums, 84 Workshops, 7 Main sessions, 8 High-Level and Leaders Sessions and 1 open mic session.

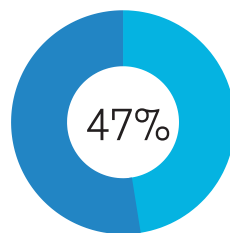


59% of participants were **newcomers** to the IGF

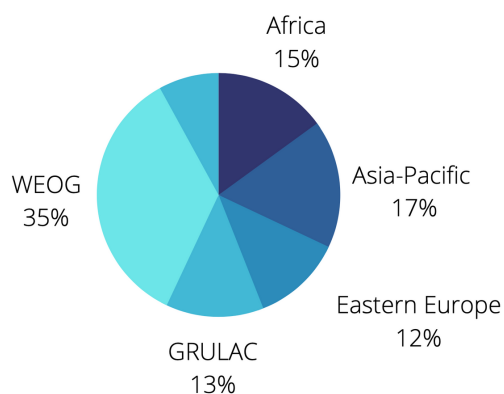
50% of **session organisers** were women



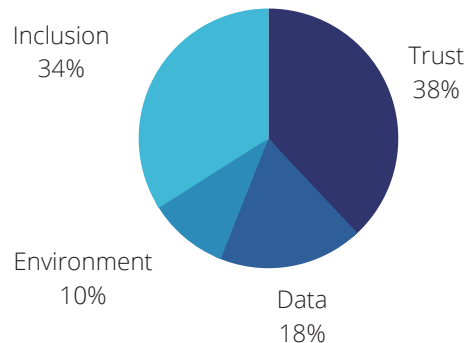
47% of **participants** were women



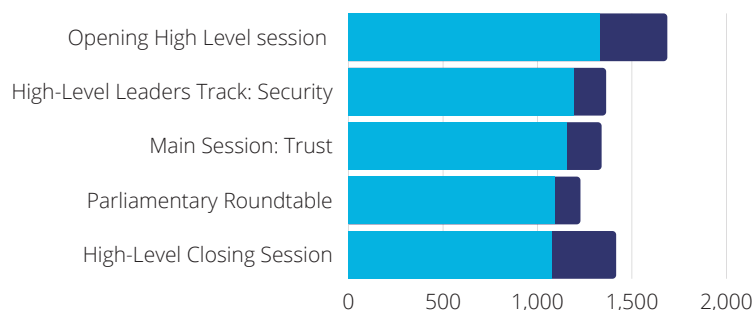
There were also **27 remote hubs** organised around the world. These included 14 from Africa, 4 from the Asia-Pacific region, 3 from Europe, and 5 from Latin America and the Caribbean, with an active online presence, video-sharing and live-comments.



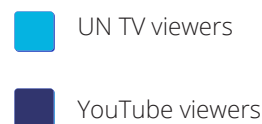
45% of participants were from the Global South



38% of sessions concerned the theme of **Trust**, 34% were on **Inclusion**, 18% were on **Data** and 10% concerned the **Environment**



The most watched session on UN TV was the **Opening High Level Session**



3 What Made IGF 2020 Unique

3.1 In brief

- The first ever entirely online IGF. Also the first IGF hosted solely by the Secretariat of the United Nations through its Department of Economic and Social Affairs (UN DESA).
- Discussions about the Internet have a unique importance in the context of the COVID-19 pandemic, when so much of people's lives and economies have moved online.
- IGF 2020 has taken place in the year when the UN Secretary-General's Roadmap for Digital Cooperation has been released. In the roadmap, the Secretary-General recommends the strengthening of IGF.
- The first ever Youth Summit was held in Phase 1, and youth have been integrated into the IGF programme via youth flash sessions and were represented in the high-level leaders track in Phase 2.
- Environment was a main theme for the first time at an IGF – a topic of particular importance on climate change and if the world is to achieve the goals of the UN 2030 Agenda for Sustainable Development.
- The first ever call for voluntary commitments from IGF participants to further the goals of the IGF was issued.
- New documentation and processes to aid participant and stakeholder understanding before, during and after the IGF 2020.



Data



Environment



Inclusion



Trust

3.2 In detail

3.2.1 The first ever entirely online IGF.

Like many events in this year of the COVID-19 pandemic, the IGF had to change plans and move online. This decision was made in June 2020. For IGF, this was a natural transition, given the Internet is the reason for the IGF's creation. IGF 2020 also had a motto reflecting this all online meeting: "Virtually together".

3.2.2 Discussions about the Internet have a unique importance in the context of the COVID-19 pandemic, when so much of our lives and economies have moved online.

The Internet Governance Forum has always developed the content of its annual meetings around the most pressing issues of the day. However, in 2020, the COVID-19 pandemic has heightened the world's reliance on the Internet and shone a light on the reality that issues of Internet governance are not just about the Internet, but are now intimately linked to people's everyday lives and to the full breadth of other governance issues not traditionally viewed as having an Internet-dimension.

3.2.3 IGF 2020 has taken place in the year when the UN Secretary-General's Roadmap for Digital Cooperation has been released. In the roadmap, the Secretary-General recommends the strengthening of IGF.

The UN Secretary-General's Roadmap for Digital Cooperation has supported strengthening of the IGF as a way to contribute to building a more effective architecture for global digital cooperation. As part of this year's Phase 2 programme of discussions, there was a main session dedicated to the topic of digital cooperation, and many sessions throughout the programme also touched on the relationship between the wider concept of digital cooperation and the specific global cooperation mechanisms that the IGF supports. For more information on the Roadmap for Digital Cooperation, see:

<https://www.un.org/en/content/digital-cooperation-roadmap/>

3.2.4 The first ever Youth Summit was held in Phase 1, and youth have been integrated into the IGF programme via youth flash sessions and were represented in the high-level leaders track in Phase 2.

Through the Summit, young people from different parts of the world discussed ways for connecting the next generation of the Internet users and called for advancing traditional education systems through digital innovation.



3.2.5 Environmental issues were a main theme for the first time at an IGF – a topic of particular importance if the world is to achieve the goals of the UN 2030 Agenda for Sustainable Development.

Several workshops have addressed environmental concerns at previous IGFs, but they have not been prominent at the IGF in the past. Where environment-linked issues have been raised, they have mostly been discussed in the wider context of the UN's 2030 Agenda for Sustainable Development. 2020 was the first year that environmental issues have been given priority and had a main session and high-level leaders session dedicated to the issue.

3.2.6 The first ever call for voluntary commitments from IGF participants to further the goals of the IGF was issued.

All stakeholders - governments, the private sector, the technical community, IGOs, civil society organisations and individual actors - were invited to make a voluntary commitment of an action to be carried out during the 2021 cycle (through to IGF 2021) or beyond, that are supportive of achieving or implementing IGF objectives or action areas related to the Secretary-General's Roadmap.

3.2.7 New documentation and processes to aid participant and stakeholder understanding before, during and after the IGF 2020.

In the leadup to IGF 2020, the IGF Secretariat produced, for the first time, a Guide to IGF 2020 Issues and Themes. The guide contains overviews of each of the thematic tracks, as well as overarching policy questions to help guide the discussion on the themes throughout the many and varied, more specific topics under discussion in individual sessions.

To strengthen communication of session outcomes directly from session organisers, participants and rapporteurs, key takeaways documented in session reports were directly distributed to Internet governance stakeholders via social media.

New social media channels have also debuted during IGF 2020.

Four thematic track Twitter accounts² were launched aimed at making it easier to follow sessions within each track, including key takeaways from those sessions, and to create more targeted and ongoing engagement with Internet governance stakeholders on the issues under discussion.

https://twitter.com/igf_data
https://twitter.com/igf_environment
https://twitter.com/igf_inclusion
https://twitter.com/igf_trust

A new Instagram account was created. The Instagram account is an additional way to attract and engage youth participation in IGF.

<https://www.instagram.com/intgovforum/>

4 Phase 1

IGF 2020 was split into two phases when it moved from being a physical meeting to a virtual meeting. Phase 1 contained just under 150 sessions that can loosely be considered “like-minded communities of interest”. Unlike the workshops and main sessions taking place in Phase 2, Phase 1 sessions included sessions organised by specific entities or communities that have coalesced around specific issues:

- **Pre-events.** These are organised by entities or processes that choose to co-locate their events at the same time as IGF. In physical meetings, these are known as “Day Zero” events, but were spread over the five days of Phase 1, so were renamed “pre-events”.
- **Dynamic Coalitions.** Dynamic Coalitions, which date back to the very first IGF in 2006, are year-round community bottom-up intersessional activities. Many Dynamic Coalitions choose to hold their main meeting of the year during the IGF.
- **Open Forums.** These sessions are held by governments, treaty-based international organisations, and global organisations with international scope and presence, with operations across regions, dealing with Internet governance-related issues. Open Forums are an opportunity to discuss their work on Internet governance-related matters.
- **NRI Collaborative Sessions.** These are an opportunity for National, Regional, Sub-regional and Youth IGF Initiatives (NRIs) to discuss Internet issues of common interest and compare experiences.
- **Youth Summit.** The Summit offers youth from around the world a platform to discuss ideas and concerns related to the use, evolution and governance of the Internet.
- **Networking sessions.** The Multistakeholder Advisory Group (MAG) and the Secretariat organised sessions to enable participants to interact informally with representatives of intersessional processes and the MAG, and included coffee/tea breaks where participants could communicate with one another in languages other than English. Participants were also able to book networking time slots online.

² Operated in conjunction with the official IGF Twitter (<https://twitter.com/intgovforum>) and Facebook (<https://www.facebook.com/IntGovForum>) accounts.

5 Phase 2

The sessions held in Phase 2 fell into the following categories:

- **High-Level Leaders' Track.** High-level leaders from all stakeholder groups discussed the role the Internet and digital technologies can play in mitigating the impact of emergencies, such as the COVID-19 pandemic, on a range of issues, including the economy, health and security. The High-Level Leaders' Track was, in particular, used to increase engagement with other United Nations processes.
- **Parliamentary Roundtable.** Building on the success of the IGF 2019 parliamentary roundtable, this year's roundtable focused on "Building trust in a time of COVID-19 response and post-COVID-19 recovery".
- **Main Sessions.** The main sessions focused on the four main themes of this year's IGF, as well as digital cooperation. Two other main sessions showcased the work of the NRIs focused on the role of the Internet in emergencies and DCs focused on the post-pandemic socio-economic recovery.
- **Workshops.** Workshops are the core set of multistakeholder-organised sessions at the IGF. Workshops must include a wide range of stakeholder group and geographic representation, as well as gender balanced panels.
- **Best Practice Forum (BPF) Sessions.** The four BPFs held sessions to make progress on the draft outcomes from their intersessional work in 2020.
- **Networking sessions.** These continued from Phase 1.

6 Strengthening Links with United Nations Processes

IGF deliberations have long contributed to the discussions taking place every year at the United Nations General Assembly in New York at the United Nations Headquarters. IGF has existing relationships with the Second and Third Committees:

- IGF is regularly referred to in the resolutions of the Second Committee (Economic & Financial), such as resolutions on Information and Communications Technologies for Sustainable Development.

- Discussions in IGF sessions on cyber threats, including cybercrime, inform the discussions at the Third Committee (Social, Humanitarian & Cultural Issues).
- IGF began engaging with the First Committee (Disarmament and International Security Committee) in 2019, via input from the BPF on Cybersecurity to the Open-Ended Working Group.

In 2020, following on from engagement in 2019 with the United Nations Secretary-General's High-Level Panel on Digital Cooperation, the IGF has been engaged with the United Nations Secretary-General's Roadmap for Digital Cooperation via:

- The direct engagement of the Under-Secretary-General for Economic and Social Affairs, in conjunction with the Secretariat
- The MAG Working Group on Strengthening and Strategy
- A series of online discussions held as part of an initiative by the MAG Chair, in conjunction with the MAG Working Group on Strengthening and Strategy
- A "fifth track" at IGF 2020 on the theme of digital cooperation

7 Overarching theme of 15th IGF: Internet for human resilience and solidarity

IGF 2020 has been held in the year of a global pandemic, when, given the need for physical distancing to contain the spread of COVID-19 as much as possible, large portions of the world have turned to the Internet for work, for social and cultural activities, for collecting and sharing data about the virus, and for education. If the state of Internet connectivity and services had not been as advanced as it currently is, the impact of the virus would have been much worse for people's lives, for economies, and for tracking and tracing potential contacts with the virus. However, much of the world remains unconnected, or poorly connected, and many billions of the world's people were not able to move their lives online during the pandemic. The overarching theme of IGF 2020 developed by the MAG, therefore, has an immediacy of impact that no previous IGF overarching theme has had and has been the common thread through the vast majority of sessions during Phases 1 and 2 of the meeting.

8 IGF 2020 Messages

8.1 Thematic tracks

To provide a high-level overview for decision-makers of the most current thinking on key Internet governance issues, discussions from over 200 sessions held during IGF 2020 under the four thematic – tracks, data, environment, inclusion and trust – have been distilled into IGF 2020 Messages. The IGF 2020 Messages are available at: <https://www.intgovforum.org/multilingual/content/igf-2020-messages>

8.2 High-Level Leaders Track

The High-Level Leaders Track brought together some of the world's most prominent experts and leaders from all stakeholder groups to discuss the role of Internet governance in the age of uncertainty. The sessions included in this track discussed how Internet and digital policy can support COVID-19 recovery efforts in the areas of health, security, economy, social development and environment.

Opening High-Level Session

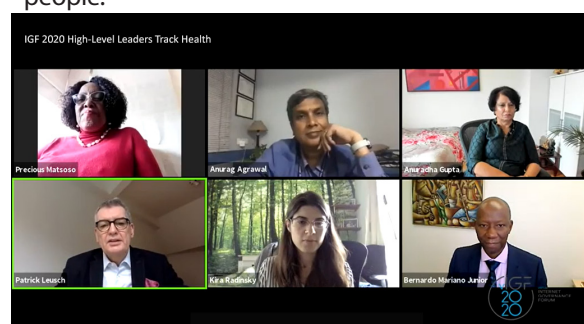
- The devastating impact of COVID-19 has laid bare the importance of the Internet and digital technologies for our daily livelihoods and has accelerated digitalisation processes worldwide. It is essential that these processes continue, through the engagement of all stakeholders.
- The COVID-19 pandemic has also highlighted profound digital inequalities. To fulfil the role of the Internet as a global public good serving to achieve inclusive and sustainable development, universal access is essential. The key challenge is to determine the frameworks for how this should be done, and how it should be financed.
- There is a need for adequate investment in infrastructure, but also for affordable access and connectivity. Some approaches to achieve this include community connectivity models and shifting some of the investments from roads and bridges to Internet connectivity.
- The need to invest in human capital is equally important. Investing in digital literacy and capacity development for all – and in particular for vulnerable communities – is key to ensuring meaningful access.
- Focused efforts are needed to ensure that national and global digital governance

processes keep up with the pace of accelerating technological change. Effective digital governance cannot exist without truly inclusive, participatory and multistakeholder approaches.

- Global digital cooperation mechanisms need to be strengthened. The international community can jointly collaborate on an equal footing, with different roles, responsibilities and areas of expertise. Going beyond geopolitical debates to enable more effective public-private partnerships is also important.

Health

- The digitalisation of healthcare systems must be a priority around the world, to ensure that more people have access to better and more efficient services. Actions to be taken include sustained investments, the development and implementation of adequate policy frameworks, enhanced public-private partnerships, and cooperation mechanisms that include decision makers, experts, care-givers and care-receivers.
- Stakeholders need to continue their actions aimed at fighting health-related disinformation and misinformation. More awareness-raising among citizens and the accelerated distribution of accurate and reliable information are key.
- Trust is essential for the success of digital health systems. This can be achieved through policy frameworks and standards that balance the use of open and big data with respecting everyone's rights and freedoms, as well as through transparency in the operation of systems and applications, and in the development and implementation of policies.
- Each country needs to have its national digital health strategy, carefully tailored to their people's needs, existing conditions, capacity and desired goals. This would help facilitate guided, structured action toward improving the health system.
- Only by meaningfully connecting people, digital health services and tools can be equally available to all. This calls for firm investment in infrastructure and digital literacy and skills among people.



Economy

- The benefits of digital technologies need to be brought to all sectors in an efficient and resilient way. At the same time, solutions to manage risks associated with digitalisation processes have to be incorporated from the onset. For instance, while the free flow of data is considered beneficial worldwide, ensuring a balance between the rights of people and the interests of businesses should be carefully considered.
- There is a need for a clear policy framework on taxation of digital goods and services. Taxation should be used to redistribute income and welfare but should not penalise small business and digital startups. Globally, a balance needs to be formed between countries which are the drivers of digital business and countries which are broadly digital consumers.
- Policymakers need to incentivise innovative business models and practices, including social enterprises. Investing in digital literacy is also important, especially to enable the reskilling and upskilling of workers. And policies are needed to support a more active engagement of women in the digital economy.
- While countries with proper e-commerce infrastructure enjoy the benefits of online trade, there is still a clear need for better e-commerce frameworks and infrastructures in developing countries.
- In supporting the growth of an inclusive digital economy, macroeconomic and fiscal policies tools are needed to promote innovation, stimulating job creation, and eradicate poverty.
- International cooperation plays a critical role in strengthening consumer protection, particularly during the urgency of the pandemic. Also, a dialogue with stakeholders is fundamental to enable e-trade principles, including with regard to data management and cybersecurity.

Environment

- There is a need to forge a common vision on how to harness and govern environmental data, so that it can be used to achieve to: (i) to monitor global process against environmental sustainable development goals and the system of multilateral environmental agreements; (ii) to identify emerging and converging risks from environmental degradation and a changing climate; and to (iii) to inform and shape the core pillars of the economy in terms of policy options, markets, supply chains, and consumer behaviours.
- Public trust in environmental data, trends and analytics is essential for decision-making and collective action. Safeguards to protect people from disinformation and misinformation, are needed, along with international standards to protect data quality and security.
- Stakeholders need to work on resolving the challenge of environmental data fragmentation and proliferation of data platforms. It is important to orient strategic efforts towards building a digital ecosystem for the planet, so that environmental data is harmonised, inter-operable, easily licenced and available through a global framework of Earth Application Programming Interface. We must agree through a multi-stakeholder process on a core set of essential environmental variables that we systematically collect and validate on a global basis and publish as digital public goods for the benefit of all citizens.
- While open data concept stands as a good governance principle, potential security risks and unintended consequences of data need to be addressed in a transparent way. This must include data protection safeguards and respect for indigenous data sovereignty. Closing the digital divide and ensuring all citizens have access to environmental data is equally important.
- Stakeholders need to raise self-awareness on their own roles related to collecting and utilising environmental data, to become collective stewards of the data as digital public goods. This calls for clear principles and procedures, within a human-centred framework, beneficial for all. Development of such governance frameworks must balance its goals with innovation, to ensure the environmental data can flow and be easily connected to other sources of socio-economic data to further drive innovation and transformation.

IGF 2020 High-Level Leaders Track: Economy



Security

- Digital technology is helping us to ensure continuity thanks to a robust infrastructure. As with every crisis, during COVID-19 cybersecurity issues spike and new vulnerabilities arise, but the infrastructure and technologies are standing the stress test. We can be proud, but should not take it for granted.
- The increase of cyber incidents during COVID-19 is raising deep concerns on how threats can impact parts of critical infrastructures. Secretary-General Guterres has called on the international community to address these threats, including the ones affecting the provisions of health services, for example, cyber-attacks against hospitals.
- Cyber has never been more important and dialogue about cyber has never been more crucial. Fortunately, due to globalisation, there is more flexibility to find ways to cooperate. If all agree that this is a global challenge, and that some sectors, such as health, need to be safeguarded and cannot be attacked, work can start through bubbles of trust, diplomacy, international cooperation and norm-building.
- The COVID-19 crisis encouraged a massive uptake of digitalisation, in particular by SMEs, increasing the potential impact of cyber-attacks in the supply chain and economy. Cyber-vulnerabilities have become a classic risk for business that needs to be managed, but we also need to recognise that it is a global problem that needs to be addressed through multistakeholder cooperation and dialogue.
- There is growing awareness and agreement in both developed and developing countries that cybersecurity is an economic, technical, policy, human rights, foreign affairs issue and so on, that requires capacity building to develop national strategies, and policy and institutional capacities, including the training of “cyber diplomats”, to allow countries to get involved in international cybersecurity dialogues at the United Nations and elsewhere.
- The implementation of normative frameworks is equally important as developing and having them in place. We need to continue to explore what can be done better, including how multistakeholder input can help to improve the work, or how work done in different fora can be coordinated.

Social development

- Consolidated multistakeholder efforts are needed to democratise access to the Internet and digital services and ensure that vulnerable and marginalised groups (e.g. women, minorities, people in remote areas) can benefit from the opportunities that the Internet and digital technologies have to offer. Being excluded from Internet connectivity means being shut out of the 21st century. In order to have equality, we need equal access to the digital world.
- Multistakeholder partnerships are needed at the national and international level to build infrastructures and policies that accelerate the use of digital technologies to build back better and achieve sustainable development.
- People need to be put at the centre of technological progress; they should not only learn how to master technologies, but also be involved in shaping the technological revolution.
- There is a need for a common approach at the international level on how to put in place regulatory frameworks that address the potential risks of digital technologies. It is important to acknowledge that technologies should enhance human rights and dignity, and not undermine them. At the same time, Internet-related regulations need to consider the architecture and fundamental properties of the Internet, and preserve its ability to enable permissionless innovation and to deliver new social and economic opportunities for people.
- Tech companies should gain an in-depth understanding of the needs and priorities of governments and societies prior to devising tech solutions to respond to them. They should also work together with the governments and the targeted communities to address those needs.
- Currently, the potential of data to contribute to sustainable development is not sufficiently

IGF 2020 High-Level Leaders Track: UN Wrap-up



tapped into. Addressing this challenge requires (1) regulatory frameworks that create fair competition and guarantee trust; (2) cultural changes within institutions and companies to enable interoperability and data sharing; and (3) the democratisation of data production and use, so that users themselves set their own terms and make their own decisions on how their data is used.

Closing High-Level Session

- The Internet is an efficient tool for a quick recovery from the COVID-19. The pandemic has shifted priorities on political agendas towards favouring digital. E-education, for example, has shown us that digital infrastructure is an important strategic asset for societal development. It is necessary to orient multistakeholder efforts toward providing stable infrastructure for all, backed with safe and secure digital policies.
- There has never been a more crucial time to bring people online and advance the SDGs to full completion by 2030, as this year when the COVID-19 pandemic has reinforced the connection between technological advancements and human progress. But Internet connectivity, even when available, is prohibitive due to high-costs. Affordability needs to be at the centre of decision makers. In addition, building digital skills, and with that digital identities, is important to meaningful access. Digitalisation processes lack investment. Governments need to ensure that the digital field is predictable to create the “emulation effect” for attracting the private sector investment.
- Inequalities offline mirror inequalities online. Internet issues can not be solved only on the Internet. Cooperation among policy makers and shapers must be established across silos. Bridging the digital divide requires political will and vision. With creative solutions to making software available, associated costs do not necessarily need to be a barrier.
- Making the Internet safe while keeping it open is one of the primary challenges of bridging the digital divide. Safe, accessible, affordable Internet where human rights are respected needs to stand as an imperative for those shaping digital policy and turning it into action.

- The importance of the Internet as a network of networks for people is defined by content. The ability to access the Internet, understand its symbols and navigate its services is what matters most to people. This makes the language of the content an extremely important component of meaningful access.
- Complexity of the Internet and its governance should not overshadow the complexity of solution-finding. The IGF was designed with this understanding, to ensure direct dialogue of governmental and non-governmental stakeholders and achieve consensus on how these see the Internet and digital public policy. For the IGF to reach its full potential, unrepresented voices must be included. This can be done by strengthening local levels of multistakeholder processes for discussion and shaping Internet governance.

9 Documentation and Outputs by Session Participants

Session organisers were asked to submit reports of the outcome of discussions from their sessions. These reports are available at: <https://www.intgovforum.org/multilingual/igf-2020-reports>

Within the reports, session organisers were asked to particularly focus on:

Key takeaways: Session organisers were requested to document “key takeaways” resulting from their sessions’ discussions.

Policy recommendations and suggested ways forward: Based on the session discussions, organisers also reported on policy recommendations and proposals for ways to move forward on a range of Internet-related policy issues.

9.1 Youth Summit

The Youth Summit produced draft messages that were available for comment by session participants through to 17 November. Several hundreds of young people discussed ways of bridging the digital divides and called for the digital transformation of traditional educational systems and more capacity development initiatives. The final version of the Youth Summit

³ Such as the call for voluntary commitments at the Ocean Conference, The Sendai Framework Voluntary Commitments online platform (VC platform), the SDG Acceleration Actions, and the World Humanitarian Summit.

messages are available at: <https://www.intgovforum.org/multilingual/content/igf-2020-youth-summit-messages>

9.2 Parliamentary Roundtable

Continuing a practice that was introduced at IGF 2019, a parliamentary roundtable was hosted this year in cooperation with the Inter-Parliamentary Union. Members of parliaments from around the world came together to discuss ways of building trust during and beyond the COVID-19 crisis. The output document crafted with the input from engaged parliamentarians is available at: https://www.intgovforum.org/multilingual/index.php?q=filedepot_download/9615/2349

10 IGF 2020 Voluntary Commitments

Following the examples of voluntary commitments encouraged as part of other UN processes,³ and taking into consideration the United Nations Secretary-General's call to action on his Roadmap for Digital Cooperation as well as the call for champions for the eight action areas in the Roadmap, IGF 2020, supported by UN Department of Economic and Social Affairs (UN DESA), initiated a call for voluntary commitments (actions or pledges) to forward the goals of the Internet Governance Forum and the Roadmap for Digital Cooperation: <https://www.intgovforum.org/multilingual/content/igf-2020%E2%80%8E-call-for-voluntary-commitments%C2%A0>

All stakeholders – governments, the private sector, the technical community and academia, IGOs, civil society organisations and individual actors – were invited to make a voluntary commitment of an action to be carried out during the 2021 cycle (through to IGF 2021) or beyond, that are supportive of achieving or implementing IGF objectives or action areas related to the Secretary-General's Roadmap.

A compilation of voluntary commitments received to date is available at: https://www.intgovforum.org/multilingual/filedepot_download/10794/2352

11 IGF 2020 Intersessional Work Tracks

11.1 Best Practice Forums

There were four IGF Best Practice Forums (BPFs) in the leadup to IGF 2020. The four BPFs announced their draft outputs on the first day of Phase 1, held dedicated sessions during Phase 2, and published their final reports in December 2020:

Cybersecurity	Exploring Best Practices in Relation to International Cybersecurity Agreements Final report: https://www.intgovforum.org/multilingual/filedepot_download/10387/2397 BPF page: https://www.intgovforum.org/multilingual/content/bpf-cybersecurity-2020
Gender and Access	Gender at the Internet Governance Forum Final report: https://www.intgovforum.org/multilingual/index.php?q=filedepot_download/5004/2371 BPF page: https://www.intgovforum.org/multilingual/content/bpf-gender-and-access-2020
Data and New Technologies in an Internet Context	A dialogue on how users' data is collected, analysed and used. Final report: https://www.intgovforum.org/multilingual/filedepot_download/9655/2393 BPF page: https://www.intgovforum.org/multilingual/content/best-practice-forum-on-data-and-new-technologies-in-an-internet-context-2020
Local Content	Local and indigenous content in the digital space Final report: https://www.intgovforum.org/multilingual/index.php?q=filedepot_download/5005/2372 BPF page: https://www.intgovforum.org/multilingual/content/bpf-on-localcontent-2020

There was also a process to review the past BPF's: https://www.intgovforum.org/multilingual/filedepot_download/3405/2212

11.2 National, Regional and Youth IGF Initiatives

National, Regional and Youth IGF Initiatives (NRIs) are organic and independent formations that are discussing issues pertaining to the Internet Governance from the perspective of their respective communities, while acting in accordance with the main principles of the global IGF.

The status of NRIs in 2020:

- 131 NRIs recognised in total
- 118 NRIs represented at IGF 2020
- 5 more countries/regions have established IGF processes since IGF 2019

At the IGF 2020, more than 120 NRIs participated. Through a bottom-up consultative process, the NRIs hosted a main session on the topic: "The role of the Internet in Emergency Situations". In addition, based on national and regional discussions held in NRIs in the leadup to the meeting, NRIs organised seven collaborative sessions on topics of mutual interest:

- Cybersecurity
- Data
- Future of jobs
- Digital economy
- Content regulation
- Access and digital inclusion
- Digital rights

An NRIs Coordination Session was held after IGF 2020, in which all interested NRIs met with the representatives of the UN DESA, MAG, IGF Secretariat and the wider IGF community.

About the NRIs	https://www.intgovforum.org/multilingual/content/igf-regional-and-national-initiatives
National IGFs	https://www.intgovforum.org/multilingual/content/national-igf-initiatives
Regional IGFs	https://www.intgovforum.org/multilingual/content/regional-igf-initiatives
Youth IGFs	https://www.intgovforum.org/multilingual/content/youth-initiatives
Preparatory work of the NRIs	https://www.intgovforum.org/multilingual/content/igf-2020-nris%C2%A0preparatory-process

11.3 Dynamic Coalitions

IGF Dynamic Coalitions (DCs) continued their work as independent, multistakeholder expert discussion groups on a variety of topics, respecting common standards of transparency and inclusiveness (open archives, open membership, open mailing lists). Four new Dynamic Coalitions were recognised by the IGF Secretariat since IGF 2019. In total, there are now 23 active Dynamic Coalitions.

Accessibility and Disability	https://www.intgovforum.org/multilingual/content/dynamic-coalition-on-accessibility-and-disability-1
Blockchain Technologies	https://www.intgovforum.org/multilingual/content/dynamic-coalition-on-blockchain-technologies-0
Child Online Safety	https://www.intgovforum.org/multilingual/content/dynamic-coalition-on-child-online-safety-1
Community Connectivity	https://www.intgovforum.org/multilingual/content/dynamic-coalition-on-community-connectivity-0
Core Internet Values	https://www.intgovforum.org/multilingual/content/dynamic-coalition-on-core-internet-values-2
Data and Trust	https://www.intgovforum.org/multilingual/content/dynamic-coalition-on-data-and-trust-dc-dt
Data Driven Health Technologies	https://www.intgovforum.org/multilingual/content/dynamic-coalition-on-data-driven-health-technologies-dc-ddht
DNS Issues	https://www.intgovforum.org/multilingual/content/dynamic-coalition-on-dns-issues-dc-dnsi
Gender and Internet Governance	https://www.intgovforum.org/multilingual/content/dynamic-coalition-on-gender-and-internet-governance
Innovative Approaches to Connecting the Unconnected	https://www.intgovforum.org/multilingual/content/dynamic-coalition-on-innovative-approaches-to-connecting-the-unconnected-0
Internet and Jobs	https://www.intgovforum.org/multilingual/content/dynamic-coalition-on-internet-jobs-dc-jobs
Internet of Things	https://www.intgovforum.org/multilingual/content/dynamic-coalition-on-the-internet-of-things-0
Internet Rights & Principles	https://www.intgovforum.org/multilingual/content/dynamic-coalition-on-internet-rights-and-principles-1
Internet Standards, Security and Safety	https://www.intgovforum.org/multilingual/content/dynamic-coalition-on-internet-standards-security-and-safety-dc-iss
Internet Universality Indicators	https://www.intgovforum.org/multilingual/content/dc-on-internet-universality-indicators-dc-iui
Network Neutrality	https://www.intgovforum.org/multilingual/content/dynamic-coalition-on-network-neutrality-1
Platform Responsibility	https://www.intgovforum.org/multilingual/content/dynamic-coalition-on-platform-responsibility
Public Access in Libraries	https://www.intgovforum.org/multilingual/content/dynamic-coalition-on-public-access-in-libraries-dc-pal
Publicness	https://www.intgovforum.org/multilingual/content/dynamic-coalition-on-publicness
Schools of Internet Governance	https://www.intgovforum.org/multilingual/content/dynamic-coalition-on-schools-of-internet-governance
Small Island Developing States in the Internet Economy	https://www.intgovforum.org/multilingual/content/dynamic-coalition-on-small-island-developing-states-in-the-internet-economy-dc-sids
Sustainability of Journalism and News Media	https://www.intgovforum.org/multilingual/content/dynamic-coalition-on-the-sustainability-of-journalism-and-news-media-dc-sustainability
Youth Coalition on Internet Governance	https://www.intgovforum.org/multilingual/content/youth-coalition-on-internet-governance-1

12. About IGF 2020 Preparatory Process

The IGF meeting programme is prepared by the Multistakeholder Advisory Group (MAG) and the IGF Secretariat over the course of the year. Key decisions on the programme are taken in the face-to-face meetings as well as regular virtual meetings of the MAG leading into the IGF.

Following an approach that was introduced in 2019, the preparatory processes started with the identification of the four thematic tracks. These were developed by the MAG based on input and contributions submitted by the community. The programme for IGF 2020 was then built around these tracks, while additional elements were added throughout the process (such as high-level sessions).

20 December 2019	Call for feedback on IGF 2019 and Suggestions for improvements for IGF 2020 launched Submission deadline: 10 January 2020 • Analysis of input https://www.intgovforum.org/multilingual/index.php?q=filedepot_download/9615/1948
19 January 2020	Deadline for proposals for 2020 Best Practice Forums
14–16 January 2020	First Open Consultations and MAG Meetings, Geneva https://www.intgovforum.org/multilingual/content/igf-2020-first-open-consultations-and-mag-meeting
23 January 2020	IGF 2020 Call for Validation of Thematic Tracks and Action Items launched Submission deadline: 6 February 2020 • Analysis of input https://www.intgovforum.org/multilingual/index.php?q=filedepot_download/9615/1976
2 March 2020	Calls for following published: • Workshop proposals • Dynamic Coalition sessions • Open Forums • Day 0 events • IGF Village booths • Remote hubs • Travel support Submission deadline: 22 April 2020
6 April	An IGF 2020 Outreach Webinar was hosted https://www.intgovforum.org/multilingual/content/igf-2020-outreach-webinar
14 June 2020	It is announced that the IGF 2020 meeting will be held online
15–19 June 2020	2nd set of Open Consultations and MAG Meetings, online https://www.intgovforum.org/multilingual/content/igf-2020-second-open-consultations-and-mag-meeting
31 July 2020	Announcement: IGF 2020 will be held in two phases https://www.intgovforum.org/multilingual/mag-chair-s-blog
1 September 2020	Registration for IGF 2020 opened
12 & 14 October 2020	IGF 2020 webinars for organisers, speakers and hubs https://www.intgovforum.org/multilingual/content/webinar-for-igf-2020-sessions-organizers-speakers-hubs
27 October 2020	Online booking form for virtual networking slots opened.

In addition to the overall collective work, the MAG worked on particular segments of the Forum's preparations to advance the overall process through four working groups:

Working Group on Outreach and Engagement (WG-OE)	https://www.intgovforum.org/multilingual/content/working-group-on-outreach-and-engagement-wg-oe-0
--	---

Working Group on Workshop Process (WG-WSP)	https://www.intgovforum.org/multilingual/content/working-group-on-workshop-process-wg-wsp
Working Group on Language (WG-Language)	https://www.intgovforum.org/multilingual/content/working-group-on-language-wg-language
Working Group on IGF Strengthening and Strategy (WG-Strategy)	https://www.intgovforum.org/multilingual/content/working-group-on-igf-strengthening-and-strategy-wg-ss

13. Co-located Meetings, Events and Launches

Because IGF is the one annual event at which the widest range of Internet governance stakeholders are present, many organisations and groups choose to launch new processes, books, studies and reports at the IGF; others choose to co-locate their meetings at IGF.

The Dynamic Coalitions on Community Connectivity and Net Neutrality launched the ebook, "The Value of Internet Openness at Times of Crisis"	https://cyberbrics.info/the-value-of-internet-openness-in-times-of-crisis/
2020 EQUALS in Tech Awards	https://www.equals.org/awards
Freedom Online Coalition Joint Statement on Artificial Intelligence and Human Rights	https://freedomonlinecoalition.com/news/foc-issues-joint-statement-on-artificial-intelligence-and-human-rights/
GovTech Poland - Chancellery of the Prime Minister Office: Game Jam Kick Off Ceremony	http://www.govtechfestival.com/

13.1 1st Virtual Meeting of the Open Consultation Process for the WSIS Forum 2021

The IGF was an outcome of the World Summit on the Information Society (WSIS) Tunis Agenda. IGF 2020 supported the ongoing and wider process of implementing the WSIS outcomes by hosting the first virtual meeting of the Open Consultation Process for the WSIS Forum 2021: <https://www.itu.int/net4/wsis/forum/2020/Home/OCP2021#phase2>

13.2 Networking Sessions

With IGF 2020 being an entirely online event, there was no ability to hold bilateral meetings or informal get-togethers, both of which have become vital elements of the annual IGF meeting. To try and make up for this lack of informal meetings that are possible at a physical IGF venue, a range of virtual networking slots was made available for participants to request to use.

13.3 Pre-events

Day Zero has become a key day for IGF participants to hold pre-events focused on specific stakeholder and interest groups and their activities. With the IGF 2020 being held online, the traditional Day Zero events became pre-events and spread across the first phase of the meeting.

Meetings and Events

Below is a list of forums and summits that co-located their meetings at IGF 2020 as pre-events.

IGFSA General Assembly	https://www.intgovforum.org/multilingual/content/igf-2020-pre-event-94-igfsa-general-assembly
2020 Annual Symposium of the Global Internet Governance Academic Network	https://www.intgovforum.org/multilingual/content/igf-2020-pre-event-1-giganet-2020-symposium
Coalition against Stalkerware: Stop stalkerware: tackling digital stalking helps victims of domestic violence	https://www.intgovforum.org/multilingual/content/igf-2020-pre-event-12-stop-stalkerware-tackling-digital-stalking-helps-victims-of-domestic
Forum of the Internet & Jurisdiction Policy Network	https://www.intgovforum.org/multilingual/content/igf-2020-pre-event-97-forum-of-the-internet-jurisdiction-policy-network
Internet Commons Forum	https://www.intgovforum.org/multilingual/content/igf-2020-pre-event-39-internet-commons-forum
Digital Sustainability Forum – a CEE initiative to support tech sustainability	https://www.intgovforum.org/multilingual/content/igf-2020-pre-event-77-digital-sustainability-forum---a-cee-initiative-to-support-tech
Freedom Online Coalition: Promoting Rights-Respecting AI: a Call for Action from the Freedom Online Coalition	https://www.intgovforum.org/multilingual/content/igf-2020-pre-event-65-promoting-rights-respecting-ai-a-call-for-action-from-the-freedom

Presentations of reports, progress reports and studies

Several organisations used pre-events to present various reports and studies.

Global Commission on the Stability of Cyberspace and The Hague Centre for Strategic Studies: Presentation of findings and developments of the GCSC Report “Advancing Cyberstability”	https://www.intgovforum.org/multilingual/content/igf-2020-pre-event-36-2020-cyberstability-stocktaking-of-norms-and-institutional-dialogues
UNESCO: Presentation of the Internet Universality ROAM-X Indicators national assessment results from 21 countries	https://www.intgovforum.org/multilingual/content/igf-2020-pre-event-16-unesco's-launch-of-igf-dynamic-coalition-on-internet-universality-roam
Global Internet Forum to Counter Terrorism: Presentation of the latest trend in how terrorism and extremism are manifesting themselves in the online environment	https://www.intgovforum.org/multilingual/content/igf-2020-pre-event-10-an-open-discussion-about-tackling-terrorist-and-violent-extremist
Missions Publiques: Presentation of the Global Citizens’ Dialogue on the Future of the Internet	https://www.intgovforum.org/multilingual/content/igf-2020-pre-event-17-we-the-internet-experiencing-the-global-deliberation
Just Net Coalition: Launch of the compendium “A Digital New Deal: Visions of Justice in a Post-Covid World”	https://www.intgovforum.org/multilingual/content/igf-2020-pre-event-28-the-digital-justice-conversations
Algorithm Watch: Presentation of excerpts from the “Automating Society 2020” report	https://www.intgovforum.org/multilingual/content/igf-2020-pre-event-20-automating-society-well-show-the-evidence
Polish Economic Institute: Presentation of the results of a survey testing the understanding of and willingness to share private data with public institutions	https://www.intgovforum.org/multilingual/content/igf-2020-pre-event-64-sharing-of-personal-data-during-pandemic

Informational and coordination sessions for specific groups and stakeholders

As in previous years, stakeholder and special interest groups often hold pre-events to prepare their members for the week of IGF.

Collaborative Leadership Exchange	https://www.intgovforum.org/multilingual/content/igf-2020-pre-event-13-internet-societys-collaborative-leadership-exchange-clx
Civil society coordination meeting: a Public Interest Internet discussion	https://www.intgovforum.org/multilingual/content/igf-2020-pre-event-31-civil-society-coordination-meeting-a-public-interest-internet

Regional dialogues

Pre-events also provided an opportunity for regional discussions and coordination.

North Africa Stakeholders Coordination Meeting	https://www.intgovforum.org/multilingual/content/igf-2020-pre-event-4-north-africa-stockholders-coordination-meeting
IGF LAC Space	https://www.intgovforum.org/multilingual/content/igf-2020-pre-event-9-igf-lac-space

Best Practice Forums

1. Introduction

1.1 The Internet Governance Forum

The Internet Governance Forum (IGF) is a global forum, convened by the United Nations Secretary-General⁵, where governments, civil society, the Internet technical community, academia, the private sector, independent experts and international organisations discuss Internet governance and policy issues.⁶

IGF 2020, the fifteenth annual meeting of the IGF and the first virtual IGF meeting due to the COVID-19 pandemic, was hosted by the United Nations Department of Economic and Social Affairs (UN DESA) in November 2020 under the overarching theme Internet for human resilience and solidarity.

1.2. IGF Best Practice Forums

The IGF Best Practice Forums (BPFs)⁷ provide a platform for experts and stakeholders to exchange experiences in addressing Internet policy issues, discuss and identify emerging and existing good practices.⁸ BPFs are expected to be open, bottom-up and collective processes, and their outputs to be community-driven.

BPFs prepare their work in a series of intersessional discussions that culminate in a BPF session at the annual IGF meeting and a report published as part of the IGF outputs.

The objective is to collect from community experience, not to develop new policies or practices. BPF outputs intend to contribute to an understanding of global good practice, and to serve as a resource to inform policy discussions, standards development, business decisions, as well as public understanding, awareness, and discourse.

1.3. IGF 2020 Best Practice Forums

BPFs are organised under the supervision of the IGF Multistakeholder Advisory Group (MAG), which selects the topics for the BPFs, and receive substantive IGF Secretariat support.

The MAG confirmed the following four topics for the 2020 BPF cycle:

- Data and new technologies in an Internet context (BPF Data and New Technologies)
- Exploring best practices in relation to international cybersecurity agreements (BPF Cybersecurity)
- Gender impact on shaping Internet policy (BPF Gender)
- Protection, preservation and remuneration of creative work and collective wisdom from a local content perspective (BPF Local Content)

This handbook collates summarised versions of the 2020 BPF outputs with the aim of providing the community with a snapshot guide on the important topics covered by these diverse BPFs. The full BPF reports can be accessed on the IGF website.⁹

1.4. A Review of past BPFs to enhance future BPF work

In addition to the BPF activities, there was an intersessional process to review the past IGF Best Practice Forums (2014–2019) to enhance future BPF work.

The final report, including suggestions and recommendations for BPFs in future, is available at: https://www.intgovforum.org/multilingual/filedepot_download/3405/2212

5 The resolution adopted by the UN General Assembly on 16 December 2015 (70/125), “Outcome document of the high-level meeting of the General Assembly on the overall review of the implementation of the outcomes of the World Summit on the Information Society”, extended the mandate of the IGF as set out in paragraphs 72 to 78 of the Tunis Agenda.

6 IGF website: <http://www.intgovforum.org>. The IGF is one of the key outcomes of the World Summit for the Information Society (WSIS).

7 BPFs were re-introduced in 2014 as part of the intersessional programme to complement the work of the IGF community and develop more tangible outputs to “enhance the impact of the IGF on global Internet”. This intersessional programme was designed in accordance with the recommendations of a 2012 report by the Commission on Science and Technology for Development’s (CSTD’s) Working Group on IGF Improvements. https://www.intgovforum.org/multilingual/index.php?q=filedepot_download/4586/588

8 BPF outputs and activities are archived on the IGF webpage: <https://www.intgovforum.org/multilingual/content/bpfs-outputs>

9 <https://www.intgovforum.org/multilingual/content/2020-best-practice-forums>

2. BPF Cybersecurity

Introduction

In the last three years, the BPF on Cybersecurity started investigating the concept of culture, norms and values in cybersecurity. In 2018 the BPF took a closer look at norms development mechanism. In 2019, when the BPF ran in conjunction with the initiation of the UN GGE and OEWG, the BPF looked at best practices related to the operationalisation of cyber norms and started analysing international and cross-stakeholder cybersecurity initiatives for commonalities.

What cybersecurity policymaking can learn from normative principles in global governance

The BPF 2020 took a wider approach and explored what can be learned from norms processes in global governance, in areas completely different than cybersecurity. Discussions during the BPF session at IGF 2019 in Berlin and the December 2019 informal intersessional consultative meeting of the Open-ended Working Group (OEWG) on developments in the field of information and telecommunications in the context of international security, showed that the understanding of what is a norm and how norms work is not universal across the entire spectrum of norms and actors.

A working group within the BPF investigated a variety of different norms initiatives, to identify and define general characteristics of norms, how they arise and what they aim to change. It then took a deeper dive into their unifying effects: what works, what doesn't work, and how do they work.

The analysis identified several factors that determine success in defining norms and their internalisation:

- Using the correct context and processes for norm construction in order to reach widespread acceptance;
- Employing strong leaders and resources for norm development;
- Ensuring the right elements of norm: identity, behavior, propriety, and expectation;
- Choosing the right tools of influence: incentives, persuasion, and socialization.

The analysis identified common mistakes in norm-setting and identified a number of risk factors inducing failure of norm initiatives:

- Lack of clear outcomes;
- Lack of enforcement mechanisms;
- Too weak or too powerful leadership;
- Lack of incentives for internalizing norms;
- Domestic balance of power;
- Norms too specific or strict in wording.

To complete its framework, the team looked at how norms are promoted and enforced and documented a selection of existing enforcement mechanisms.

The case study analysis of successful norms frameworks, i.e. global nuclear norms, the Diplomatic Privilege and the Vienna Convention on Diplomatic Relations, the Global Sullivan Principles on Employment Practices, and the World Bank Guidelines in Treatment of Foreign Direct Investment, allowed to gather lessons learned on process, content and implementation.

- **On process:** Practically speaking the success in diplomatic norms is due to the excellence of the preparatory work and negotiating skills that led to the Vienna Convention.
- **On content:** The success of the global nuclear norms regime stems from its concreteness. In addition the long stability of the basic rules of diplomatic law. Controversial issues such as diplomatic asylum were avoided and exceptioned. World Bank Guidelines on Treatment of Foreign Direct Investment are technically rigorous.
- **On implementation and enforcement:** The effectiveness of the Vienna Convention is also due to the norm of reciprocity as a sanction against non-compliance. While the Global Sullivan Principles (GSP) perhaps only had widespread adoption and consensus because they lack concreteness, codification in binding documents and had few costs of violating those norms, they did give rise to more holistic frameworks for business ethics. The GSP could be considered as a launching pad for more legitimate and enforceable processes in local contexts.

The research team summarised its lessons learned from norms initiatives in global governance for the BPF session at the virtual IGF 2020 in three bullet points:

- Powerful norm promoters and ensuring incentives can be critical.
- Failures happen and are inevitable, but can become the basis for success.
- Norm development, even without results, creates socialisation, which can be critical for further success.

Exploring best practices in relation to international cybersecurity agreements

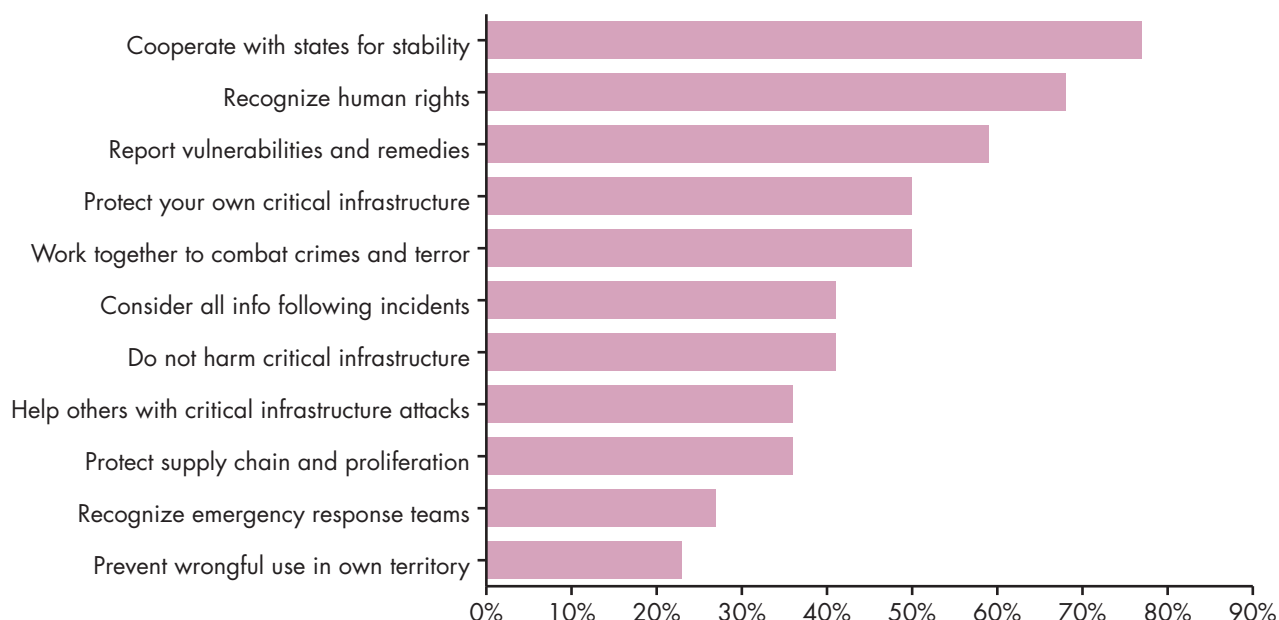
The 2020 BPF on Cybersecurity continued and further advanced the analysis of the 2019 BPF report on the state of international cybersecurity agreements, with a more narrow focus on cyber norms agreements.

Agreements were scoped into the analysis based on the following criteria:

- The agreement describes specific commitments or recommendations that apply to any or all signatory groups;
- The commitments or recommendations must have a stated goal to improve the overall state of cybersecurity; and
- The agreement must be international in scope – it must have multiple well known actors that either operate significant parts of Internet infrastructure, or are governments (representing a wide constituency).

Experts participating in the BPF identified 22 international agreements on cybersecurity norms for inclusion in the report, based on the scoping criteria above and split between three categories – UN agreements, agreements within a stakeholder group, and agreements between multiple stakeholder groups. Each of the international cybersecurity agreements was reviewed based on i) when they were initiated, ii) which stakeholders are included, iii) the total number of supporters/signatories, iv) whether there is an organization responsible for maintaining the agreement, v) whether any of the eleven UN-GGE norms¹⁰ are reflected in the agreement, and vi) what other norms are featured.

Frequency of UN cyber norms reflected in other international norms agreements



The output report IGF 2020 BPF Cybersecurity is available at https://www.intgovforum.org/multilingual/filedepot_download/10387/2397

¹⁰ Norms of Responsible State Behaviour in Cyberspace, as Agreed in the UN Group of Government Expert Reports of 2010, 2013 and 2015 https://www.un.org/ga/search/view_doc.asp?symbol=A/70/174

The decision to use the UN GGE norms as basis for the analysis of other cybersecurity agreements is due to the unique responsibility the United Nations has in matters of international peace and security, and the recognition of the GGE's 11 norms by consensus of the UN General Assembly. This was an effort to determine whether or not these multilateral cyber norms are being recognized and reinforced in other agreements in order to be strengthened, implemented, or enforced – including with non-state stakeholders.

The BPF's analysis showed that the sixth norm, calling for cooperation to promote stability and security in cyberspace, was the norm most commonly reflected in the other agreements, with some form of it being evident in 77% of the agreements reviewed. It is perhaps unsurprising that the norm most commonly found in such agreements is that there should be partnership and cooperation between the parties in the agreement. The next most frequently recognised norm was number five, which is reflected in 68% of the agreements and recognises of either human rights or privacy rights online. States preventing their own territory from being used in wrongful ICT acts, norm number one, was the UN norm least often reflected in other agreements.

3. BPF Data and New Technologies

Introduction

The BPF on Data and New Technologies in an Internet Context was dedicated to establishing a dialogue on how users' data is collected, analysed, and used, and best practices to ensure that this data is used to bring benefit and not to harm users.

A dialogue on how users' data is collected and used

The number of applications that make use of new technologies to collect and analyse data is booming and will continue to grow exponentially in the coming years and decades. The data helps making progress in addressing environmental, healthcare, transportation, and many other challenges. The user will, directly or indirectly, benefit when the data helps to make their life more convenient or contributes to creating a better world.

At the same time, however, concerns are growing about how the data can be used and abused by companies and governments, in ways that intentionally or unintentionally put users in a weaker and powerless position or even harm them.

Throughout its work the BPF built on the work of the BPF on the Internet of Things (IoT), Big Data, and Artificial Intelligence (AI). In 2018, the BPF IoT, Big Data, AI, identified best practices to facilitate stakeholder dialogue on issues pertaining to IoT, Big Data, AI in an Internet context, and, in 2019, it discussed best practices to face the policy challenges that arise when using IoT, Big Data, AI to contribute to solving societal challenges.

A discussion on data in the year of the global COVID-19 pandemic

The COVID-19 crisis has led to an increased and intensive use of smart-working and other apps and solutions that collect and share data. Some applications intensively collect personal data, other initiatives do not rely on personal data. As a side effect, the pandemic has been an important accelerator for discussions on the challenges and the boundaries of using online generated user data for public policies.

The importance of clear definitions and concepts

In many discussions on data and new technologies terms and concepts are used without specifying what they refer to. This can create confusion and misunderstandings, and participants involved in a discussion can be talking about different things without realising it. The BPF easily illustrated this by listing different meanings of frequently used terms such as data, user's data, internet data, the role of the Internet.

The BPF did not hesitate to repeat the recommendations formulated by the BPF IoT, Big Data, AI in 2018 to define terms narrowly so that it is clear for policy makers and stakeholders what aspects of a technology they are discussing, to avoid generalisations, and to strive to keep policy discussions technology-neutral so that they focus on general issues and challenges and on one specific application or technology.

A need for new models and concepts?

Big statements, buzzwords, catch phrases, and analogies are well-considered choices, chosen, in the first place to capture people's attention. While very useful to get a topic on the discussion table, buzzwords and statements risk to get in the way of an open policy discussion and limit the open dialogue.

At the IGF 2020 annual meeting, the BPF organised a roundtable discussion to reflect on some of the most frequently used buzzwords and catchphrases, such as "cyberspace", "data governance", "ethical artificial intelligence", "data sovereignty", "data is the new oil", etc., to identify potential issues with the term and suggest, where possible, alternatives and new concepts.

Data and New Technologies Issues Card

The BPF developed a Data and New Technologies Issues Card, which maps potential issues and challenges related to the use of users' data by new technologies.

The Issues Card is intended as a tool to foster discussion on data and new technology applications. It provides questions that stakeholders can use when assessing how data is collected, analysed and used and to question what decisions and choices are made to ensure that the data is used to bring benefit and not to harm users. The Issues Card is a tool, framework or checklist that can be used by all kinds of stakeholders to structure their discussions on the subject matter.

The Data and New Technologies Issues Card is included in the report and online available at <https://www.intgovforum.org/multilingual/content/data-new-technologies-issues-card>.

Addressing the challenges – case studies and best practices

In the context of the BPF a best practice was defined as a data processing activity that is less harmful to individuals and their liberties and compliant with applicable data protection frameworks and principles.

To help with identifying existing practices, the BPF launched a Call for Case Studies and examples of how stakeholder address the challenges that emerge when collecting and using users' data in an Internet context. Received case studies are summarised in the report and archived on the BPF webpage.

The output report IGF 2020 BPF Data and New Technologies in an Internet context is available at https://www.intgovforum.org/multilingual/filedepot_download/9655/2393

4. BPF Gender

Introduction

Established in 2015 in the framework of the IGF, the BPF on Gender and Access (in short, BPF Gender) has focused on different aspects of women's meaningful access to the Internet, from online abuse and gender-based violence to opportunities and challenges that women face to get the necessary skills to benefit from the future of work.

In 2020, BPF Gender zoomed in on issues related to violence, harm, pleasure and consent online, from a gender-diversity perspective. It has also chosen to focus on the IGF itself, to look at:

- Whether and how the BPF thematic issues have been brought up at the IGF between 2016 and 2019.
- Whether and how the IGF has fostered the participation of women and gender-diverse people in its activities in general, and in discussions focused on the thematic issues.

In its work, the BPF carried out an analysis of sessions held at the IGF between 2016 and 2019 (session descriptions, reports and transcripts) and of input collected through IGF tacking stock processes. It also conducted a public survey and ran interviews with members of the IGF community, the IGF Secretariat and the Chair of the Multistakeholder Advisory Group (MAG).

Whether and how the BPF thematic issues have been brought up at the IGF between 2016 and 2019

The BPF looked at sessions descriptions, reports, transcripts, and gender report cards between IGF 2016 and IGF 2019, to understand whether and how the BPF thematic issues (violence, harm, pleasure and consent online) have been included into IGF discussions. The analysis includes main sessions, workshops, open forums, BPFs, dynamic coalitions, sessions organised by national and regional IGF initiatives, and flash sessions.

Looking at the general picture between 2016 and 2019, the percentage of IGF sessions focused exclusively on gender issues has been relatively low (between 3% and 7%). But there is one positive trend showing that an increasing number of IGF sessions integrate gender-related issues when discussing other Internet policy topics (from 19% in 2016 to 41% in 2019). Zooming in, the percentage of sessions dedicated to issues of violence, harm, pleasure or consent has been relatively constant across the years, oscillating between 2% and 6%. One general observation is that gender issues tend to be discussed mostly in relation to access and inclusion (e.g. bridging digital divides, promoting digital skills among women and girls, empowering women entrepreneurs in ICT skills).

One main conclusion from this analysis is that, while the IGF has featured some discussions on gender-based violence and harm, this has not so much been the case when it comes to pleasure and consent. It seems there is a tendency to focus more on problems and negative issues and not emphasise what still needs to be done to promote the Internet as a space for self-expression and pleasure (with consent as a guiding principle).

Going beyond numbers, the BPF has also provided a summary of how issues related to violence, harm, pleasure and/or consent online were discussed at the IGF during the analysed years. The summary shows that discussions on consent, self-expression and pleasure were mostly related to the following topics: challenges and solutions to protect freedom of expression online (including sexual expression); the need for policies to distinguish between the consensual and non-consensual production and distribution of private content online; the use of consent as a tool to empower users; issues of doxxing and sextortion towards vulnerable groups; the connections between

gender, sexuality and data; and concerns related to the criminalisation of certain behaviour in some societies (for instance, expressing one's sexuality).

Discussions on violence and harm covered a broader range of issues: the offline-online continuum in gender-based violence; how violence and harm affect the participation of women and gender-diverse people in the digital space; the need to create safer online environments for women, girls and gender-diverse people; the spread of gender-based violence in the context of certain professions (e.g. journalists, politicians); regulatory and self-regulatory measures to address online harassment, hate speech, bullying and other forms of gender-based violence; challenges in enforcing legal rules and ensuring access to justice; the need to balance safety and freedom of expression; and empowering women and gender-diverse people to deal with and fight online violence.

The survey and interviews conducted by the BPF offered additional insights regarding the integration of gender issues into the IGF programme. While the IGF is now generally open to discussing gender issues, improvements are always welcome. It is also important to break the silos in which gender discussions tend to happen and adopt a more intersectional approach. The fact that the IGF has less discussions on pleasure and consent should also be seen as part of a broader policy issue of how to create more positive content around sexuality and self-expression without dismissing the focus on violence and harm.

Inclusion of women and gender-diverse people

The BPF has also looked at the inclusion of women and gender-diverse people at the IGF. As a general observation resulting from the BPF analysis and the survey and interviews conducted, it was noted that the IGF has made good progress over the years in fostering better gender diversity. Here, too, improvements are welcome, in particular with regard to moving from simply ticking the gender diversity box to having more meaningful participation.

IGF discussions on violence, harm, pleasure and/or consent do exceptionally well in terms of gender diversity among speakers, moderators and participants. This, however, is only valid in terms of women–men diversity. The inclusion of gender-

diverse people could not be measured. There is no mechanism in place to measure the inclusion and participation of gender non-binary people; more disaggregated data is needed in order to be able to fully assess the degree of gender diversity across the overall IGF and within sessions.

Recommendations

Throughout its work, the BPF has collected and developed a series of recommendations on how the IGF can foster greater gender diversity and how the discussions on gender-related issues in general could be more mainstreamed. Below is an extract from the overall set of recommendations which can be found in the report's dedicated section.

Gender mainstreaming at the IGF

- Continue to encourage the integration of gender-related issues within discussions on other Internet and digital policy issues.
- MAG to consider including a question in IGF workshop proposal forms asking session organisers to indicate whether and how they plan to approach the proposed topics from a gender diversity perspective.
- While discussions dedicated only to gender issues should still happen, it is important to ensure that these discussions are not only attracting the communities they are referring to.
- The inclusion of gender into the debates is a two-way responsibility: it has to be encouraged from the top (by the MAG, the IGF Secretariat, etc.), but the community should also be more proactive in requesting more gender-related discussions or more gender mainstreaming, as needed.

Integration of discussions on violence, harm, pleasure and consent

- Encourage more discussions on empowerment, self-expression, pleasure and consent, as women and gender-diverse people's experiences online are not and should not be limited to harm and violence issues.
- The IGF has an opportunity to become the main space that fosters discussions on how to empower and uplift women and gender-diverse people in the online space, and this opportunity should not be missed.

- Make sure that discussions on these issues do not happen "inside bubbles", but that they reach and include the wider IGF community.

Gender diversity at the IGF

- More disaggregated data is needed in order to be able to fully assess the degree of gender diversity across the overall IGF.
- The MAG and the IGF Secretariat should consider developing a mechanism to measure the inclusion and participation of gender non-binary people. Gender-diverse people should be included in a conversation on whether and how such a mechanism could be built.
- The gender diversity principle should apply across all sessions, including those focused on gender issues. Avoid echo chambers.
- Having women and gender-diverse people in sessions should not be the end goal. Their participation should not be tokenised.
- Inclusion must go beyond participation in one session. Encourage women and gender-diverse people to engage with other work.
- Go beyond capacity building to also develop confidence building for those working on gender issues at IGF.
- Work more closely with other organisations which are active on gender issues. Create linkages with local and regional communities.
- When discussing approaches for fostering more gender diversity at the IGF, the MAG and the Secretariat should seek input from the targeted community directly.
- Use the list of resource persons to help session organisers have more gender diversity in sessions. Consider including specific tags allowing experts who are women and gender-diverse people to identify themselves as such if they wish to.
- Consider allocating more funds to encourage the participation of less represented gender communities.
- When appointing MAG members, the UN Secretary-General should also look at whether there are candidates who have expertise on gender issues. Simply having women on the MAG does not necessarily mean that expertise on gender issues is present.

Further work that could be taken up by the IGF:

- Mapping policy processes and spaces that discuss issues of violence, harm, pleasure and consent in the digital space, from a gender-diversity perspective.
- Mapping policy processes and space that discuss issues of violence, harm, pleasure and consent from a gender-diversity perspective, but not necessarily in an Internet/digital context.
- Fostering linkages between these processes, by inviting them to contribute to IGF discussions and activities focused on the thematic issues.

The output report of BPF Gender is available at https://www.intgovforum.org/multilingual/index.php?q=filedepot_download/5004/2371

5. BPF Local Content

Introduction

A BPF on Local Content was first established in the IGF framework in 2014, with a focus on how to create an enabling environment for the development of online local content. The BPF was then reconvened in 2017 and over the past three years it has looked at various issues related to the development and promotion of locally-relevant content in the digital space.

In 2020, the BPF looked at issues related to the protection, preservation, and promotion of local and indigenous languages and cultural heritage in the digital age. It also explored issues of sustainability and funding related to the production of various forms of local content.

In its work, the BPF carried out a public survey, held online meetings with interested stakeholders, collected contributions from relevant organisations, and carried out research to identify additional relevant good practices on the issues explored.

Protection, preservation and promotion of local and indigenous languages

The BPF has provided overviews of several initiatives and policies dedicated to protecting, preserving and promoting local and indigenous languages in the digital space.

At the international level, the United Nations Educational, Scientific and Cultural Organization (UNESCO) has carried out significant work in support of multilingualism and local and indigenous languages. For instance, the 2003 Recommendation concerning the Promotion and Use of Multilingualism and Universal Access to Cyberspace proposes a series of measures aimed to contribute to fostering universal access to digital resources and services, and facilitating the preservation of cultural and language diversity. In 2019, UNESCO acted as the leading UN agency for the implementation of the International Year of Indigenous Languages (IYIL), which raised global awareness of the importance of indigenous languages for sustainable development. The Strategic Outcome Document of the IYIL 2019 highlights the need to ensure the availability of digital technologies, content and services for indigenous language users.

Considering the gradual disappearance of indigenous languages and the vulnerable situation of the world's indigenous peoples, the UN General Assembly declared an International Decade of Indigenous Languages between 2022 and 2032. In February 2020, a high-level event held in Mexico led to the elaboration of the Los Pinos Declaration, outlining recommendations for the elaboration of a Global Action Plan for the International Decade, including in the area of digital empowerment, language technology and indigenous media.

The BPF has also looked at other specific initiatives that support the digital presence of local and indigenous languages. Rising Voices is working in Latin America with networks of digital activists who use technology, digital media, and the Internet to promote and revitalise their native languages by producing digital content. Wikimedia projects are also a useful tool for the preservation and promotion of local languages and culture. Other initiatives include the Drops language learning app (which includes languages such as Maori, Samoan, and Hawaiian); the Language Digitization Initiative dedicated to providing various resources to indigenous communities to help improve their access to information; and the Canadian Indigenous Languages Technology Project which develops speech- and text-based technologies to assist the stabilisation and revitalisation of indigenous languages.

Local radio and TV stations are valuable avenues for promoting and preserving local languages, while also

supporting the production of local content (including cultural production). Various countries have radio and TV channels – now moving into the web – that preserve and give new life to local languages. Examples include S4C in Welsh in Wales, Māori Television in New Zealand, Algeria-based TV4 and the Tamazight channel in Morocco.

The COVID-19 pandemic has highlighted once more the important role of the Internet in our societies. As lockdown measures were put in place, the Internet has become central for accessing information about the spread of the disease, but also for education and work. In this context, it became increasingly important to make sure that people have access to relevant information in their languages.

UNESCO, Wikimedia and the Hutukara Yanomami Association in Brazil have been among the various organisations launching initiatives to facilitate access to accurate, clear and reliable information in indigenous languages.

Protection, preservation and promotion of cultural heritage

The second large focus area for the BPF was the protection, preservation and promotion of cultural heritage. To start with, the BPF explored the role of libraries and other cultural and heritage institutions in preserving cultural heritage and making it available via digital tools. One example is Cerdotola, a digital library safeguarding the cultural heritage and memory from countries around Africa. The German and Qatar Digital Libraries also offer unrestricted online access to valuable cultural heritage objects. Many libraries and institutions are turning digital to open the cultural heritage data that their collections contain (e.g. Digital Library of the Brasiliana Guita). Such efforts respect intellectual property rights and largely power access to materials in the public domain (or obtain the permission of rights holders otherwise). But applicable intellectual property frameworks can pose challenges (e.g. especially for digitisation projects spanning several jurisdictions), and at times require more resources.

The protection of intellectual property in the context of traditional knowledge (TK) and traditional cultural expressions (TCE) was another issue the BPF looked at. At the international level, the Intergovernmental Committee on Intellectual Property and Genetic Resources, Traditional Knowledge and Folklore under the World

Intellectual Property Organization (WIPO) undertakes negotiations to finalise an agreement on (an) international legal instrument(s) for the protection of TK, TCEs and genetic resources. Such an instrument would define what is meant by TK and TCEs, who the rights holders would be, how competing claims by communities would be resolved, and what rights and exceptions ought to apply. In parallel, WIPO is providing various tools to help indigenous and local communities in managing intellectual property. Examples include the WIPO Cultural Documentation and Intellectual Property Management Training Program, the Indigenous and Local Community Entrepreneurship Program and the WIPO for Creators consortium.

It has for long been the practice that researchers who collected representations of native and indigenous life, language and cultural materials became owners of intellectual property rights for such collections. But such practices have often failed to take into account the rights of the native and indigenous communities themselves over their own cultural heritage. The BPF has identified some initiatives dedicated to addressing such challenges. Local Contexts has developed a set of TK Labels to empower native, first nations, aboriginal and indigenous communities to define the circulation routes and access obligations for digital cultural heritage materials. British Columbia-based Indigitization developed a toolkit of resources to support and guide digitisation projects in indigenous communities.

Initiatives that promote the ethical sharing of, and open access to, cultural heritage are also worth mentioning. Some of the licenses and public domain tools developed by Creative Commons can be used to share and preserve cultural heritage online. The Open GLAM initiative promotes digital cultural heritage, focusing on works that are already out of copyright and are being digitised by cultural heritage institutions.

The digitalisation of intangible cultural heritage (ICH) deserves more attention. ICH is subject to various threats that jeopardise its existence and its availability for future generations. These range from environmental degradation and cultural globalisation, to demographic issues, and economic pressure. Digitisation initiatives can help preserve, protect and promote ICH.

Protection, preservation and promotion of other forms of local content in the digital age

Local communities and local creators need to be empowered to use digital technologies to develop, promote and protect creative content, products and services. Such communities can benefit from having access to easy-to-use and open online tools allowing them to improve their work and make it available online. Examples of initiatives that focus on such issues include StoryWeaver – an India-based web platform dedicated to all those interested in reading and creating multilingual children's books, and Bloom – a web platform allowing the creation and translation of books into multiple languages (especially minority languages).

Providing training and funding for local artists to freely express themselves is also important. An initiative of Hivos, the Resource of Open Minds (R.O.O.M.) programme is dedicated to supporting artists, culture and media producers, and creative hubs to freely express themselves, including through the use of digital tools.

Local content production: issues of sustainability and funding

There are many communities around the world which have specialised in the production of local artisanal objects. These communities rely on their skills in crafts such as textile designing, handicrafts, the production of glass and leather goods to make a living and ensure their sustainability. Other local communities have been traditionally involved in producing organic goods and rely on these productions as their main source of income. Digital technologies can help these communities become more sustainable.

In India, the Digital Empowerment Foundation has put in place the Digital Cluster Development Programme to support the development of local clusters that leverage digital technologies to improve and scale up local crafts activities as a way to create sustainable livelihood options and support inclusive growth at the local level.

China-based Alibaba Group, in collaboration with the government, launched Rural Taobao, a strategic initiative dedicated to building e-commerce infrastructures that allow rural communities to easily

sell their handicrafts and manufactured goods. The overall goal behind the initiative is to drive inclusive economic growth in rural China through e-commerce.

Local newspapers have an important role to play in the preservation and promotion of local languages, but they often struggle with sustainability challenges, especially in the face of digitalisation. One successful example is La Voz de Galicia, which over the past years has been intensively working on transition from a paper-first to a digital-first newspaper.

Recommendations

The initiatives and examples of good practices that the BPF has collected served as a good source for a series of the recommendations on what still needs to be done to protect, preserve and promote local and indigenous languages and cultural heritage, and support the sustainability of local content production. Below is an extract from the overall set of recommendations which can be found in the report's dedicated section.

Protection, preservation and promotion of local and indigenous languages

- Sustainable policies are needed to ensure a universal, free and open online access to multilingual knowledge and information. Digital technologies can be leveraged to this aim.
- Funds need to be allocated to capacity development initiatives to foster digital skills among local and indigenous communities, so that they become empowered to use digital technologies in a meaningful way to access and develop content.
- Support to cultural diversity needs to be extended worldwide as a common practice, to face and counter the risk of global homogenisation.
- Stakeholders should encourage the creation of networks of digital activists and champions who can promote indigenous languages. More sustainable models are needed for digital activists who support communities to use the Internet and digital media to promote and revitalise indigenous languages.
- Local and indigenous media should be supported (through technical, organisational and financial means) in the efforts to produce and disseminate original content.

Protection, preservation and promotion of cultural heritage

- Governments need to develop enabling policies and allocate funds to support initiatives focused on the digitisation of cultural heritage, tangible and intangible.
- Intellectual property rights frameworks need to be clarified and, where necessary, enhanced, to support the digitisation of cultural heritage. International frameworks on exceptions and limitations to intellectual property rights could help address challenges in the digitisation of cultural/heritage material.
- Indigenous communities should be empowered to manage the intellectual property associated with their cultural heritage in ways that best respond to their needs and interests. Digital tools could be leveraged in this regard.
- Governments and the private sector should support local communities in their efforts to digitise their intangible cultural heritage, through funds, capacity development, etc.

Local content production: issues of sustainability and funding

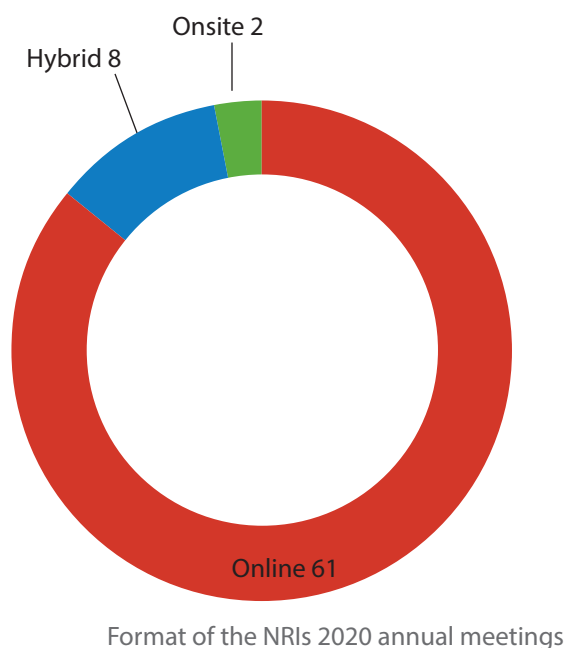
- Governments, international organisations, private sector actors and other stakeholders should actively support (with funds, technical resources, capacity development initiatives) local creators such as artisans to make use of digital tech to improve their conditions and bring more sustainability to local communities.
- More sustainable models for the remuneration of creative work need to be devised as a way to foster the development of local content.
- Funding initiatives need to be put in place to support small publishers – like local newspapers, community media and services for minorities – in their efforts to ensure sustainability.

The output report of BPF Local Content is available at https://www.intgovforum.org/multilingual/index.php?q=filedepot_download/5005/2372

NRIs Discussion Priorities in 2020

The national, regional, subregional and youth IGF initiatives (NRIs) annual programmes are developed in a bottom up manner through public calls issued to all stakeholders of their targeted communities. The IGF Secretariat conducts annual review of discussion priorities and trends across the NRIs, by consulting their annual meeting agendas. By the time of the 15th annual IGF, nine new NRIs were recognised by the Secretariat, making the total number of recognised NRI be 131.

Due to the COVID-19 pandemic, the 2020 cycle saw sudden and dramatic challenges in both procedural and substantive areas of the NRIs work while implementing the IGF-like frameworks across the world. Less meetings were hosted than in 2019, primarily because of the pandemic and its impact on the overall environment. Out of 71 hosted NRIs meetings, only two managed to host their meetings fully onsite (Arab IGF; Trinidad and Tobago IGF), while eight hosted hybrid meetings, with primary participation form being online and an onsite component where members of the organising committee and several other stakeholders managed to gather in-person while respecting relevant health and safety epidemiological measures.



There were a few cases where annual meetings' duration was extended over a couple of months, to ensure inclusion and comprehensiveness of the programme. Procedurally wise, the fully online hosted meetings were a new practice and required brainstorming on best way to develop programmes to ensure comfortable and meaningful ways of participation. As the IGF itself, many saw this year also as an opportunity to raise awareness on the importance of the Internet and Internet governance processes and foster meaningful inclusion of targeted stakeholders given that the challenges related to travel logistics to a meeting venue were swapped out with challenges of having meaningful connection to participate.

COVID-19 impact on Internet governance

There was an evident shift in the overall thematic focus, compared to 2019. The COVID-19 pandemic and the role of the Internet dominated the 2020 NRIs discussions. This was mostly prompted by the fact that, due to strict measures for physical distancing, people were forced to turn to digital in order to continue going to schools, working and communicating. Given the proven dependency on the Internet, discussions focused on an urgent need for bridging the digital divides and meaningfully connecting everyone; toward the need for investment in capacity development on individual and institutional levels. The latter mostly related to developing digital literacy for people to safely and confidently use the Internet through educational trainings, which calls for firmer collaborative efforts and cooperative mechanisms among all stakeholders. Digital transformation in education was present in many of the NRIs discussions, with narratives relating to accessibility of e-education to the need for modernisation of educational systems through digital tools and services, and as mentioned, introducing digital literacy-related subjects.

Access to the Internet guaranteed as a right was also on the agendas of the majority of 2020 NRIs discussions. In this regard, the policy discussion frameworks reflected on people's dependency on the Internet to fulfil some other rights and

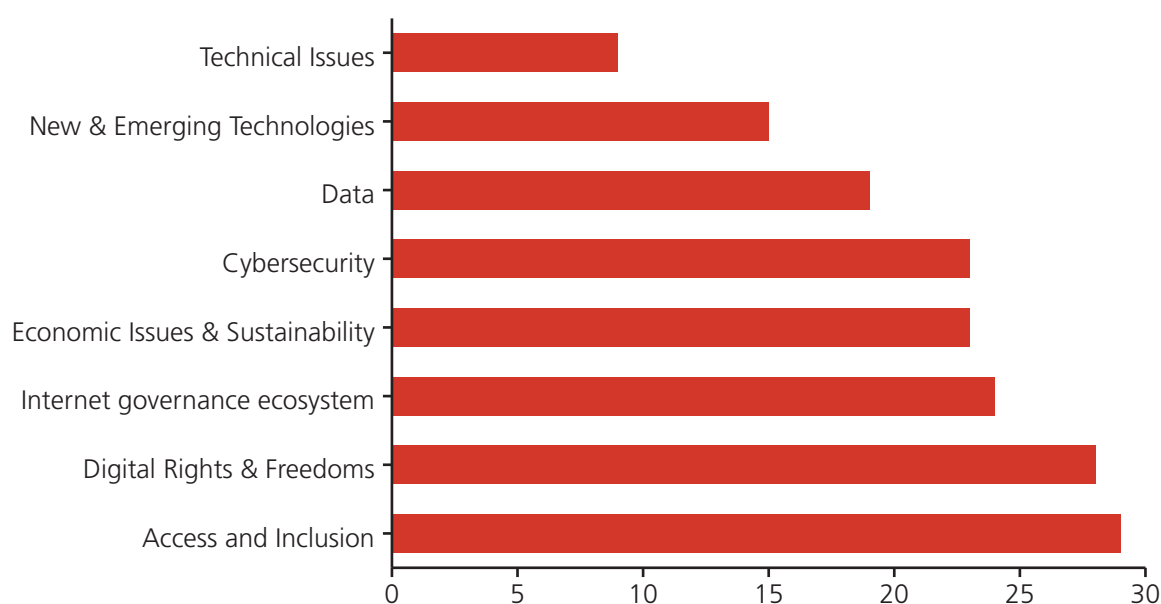
freedoms through the Internet, such as the right to be informed or express opinion and right to privacy; but also to perform some of the essential life operations during the pandemic, such as to work, go to school, communicate for professional and personal purposes, purchase items, make financial transactions, receive healthcare etc. Particular attention was dedicated to the digital divides and ways of inclusion of vulnerable groups, prioritising people in remote and rural areas, youth, people with disabilities, women and girls.

Compared to the 2019 cycle, data topics featured even more profoundly across the NRIs discussions, especially with narratives that relate to the importance of good standards and users consent for data collection and utilisation, toward the role of open data and big data for public good, such for instance, combating the harms of the current pandemic. Data localisation was also central to

many of the NRIs discussions, mostly nested under a broader context of data ownership.

Economic issues spectrum also grew, focusing mostly on the role of the Internet for economies with special focus on its role during the COVID-19 pandemic and post-pandemic recovery. The need for digital transformation was also centralised among many of the NRIs, especially in sectors of economy and education.

As a broadly emerging discussion area among the NRIs in 2020, environmental sustainability stood out. The discussion narratives were dominated by the impacts digital technologies have and could have on preserving climate change, reducing carbon footprint, role of data and smart digital technologies for combating and alleviating impacts of natural and other types of disasters, as well as how economies could become greener.



Priority discussion areas across 71 NRIs annual meetings in 2020

Annex I

Output Document from the Parliamentary Roundtable¹¹

15th UN Internet Governance Forum

Tuesday, 10 November 2020

The IGF 2019 Parliamentary Forum encouraged and recommended that national parliaments cooperate and exchange best practices for dealing with Internet-related public policy issues. The Berlin IGF's "Jimmy Schulz Call" called on parliaments from all parts of the world to enhance international cooperation and the exchange of best practices among national parliaments to deal with Internet related public policy issues¹². It was agreed that legislation must be reconsidered to address the challenges of the digital age, underlining the importance of engaging non-state actors, and respecting and protecting individual human rights and fundamental freedoms, as laid down in the Universal Declaration of Human Rights (1948)¹³.

The COVID-19 pandemic has made it clearer: The Internet is more critical than ever in maintaining basic economic processes, social interaction and a minimum of cultural life. This prioritises having meaningful access for all people, good digital policies and Internet governance, as well as ensuring trust in public officials and information. Yet the digital divide still exists and the COVID-19 pandemic has made this evident. Multilateralism and multistakeholder cooperation across sector sand at all levels is essential to tackle common challenges, not least the digital and gender divides, and to promote ICTs and the Internet for the benefit of all. In this regard, the cooperation of national parliaments through the enactment of legislation is critical.

Parliamentarians have a responsibility to actively contribute to creating legal frameworks for the current and next generations of Internet users which make the Internet accessible, open and safe

for everyone. In these people-centred processes, parliaments must be guided by public trust, both in themselves as legislators and in the Internet itself.

The Internet is all-pervasive; it affects multiple aspects of our lives and has become normative for many people. Yet, despite people's growing dependency on it, many are among marginalized groups. Digital and gender-based divides must be addressed by all, including the parliamentarians, for the sake of everyone benefiting equally from the immense power digital technologies have for sustainable development. For those connected, safety and security online are not yet a norm. Beside the positive aspects, the cyberspace challenges us to deal with information overload, misinformation and disinformation. Increasingly, it is hard to distinguish truth from fiction or outright untruths. The World Health Organization has noted that this has created significant problems in fighting the pandemic, with an 'infodemic' – an unprecedented overabundance of information (both accurate and false) – preventing people from accessing authoritative, reliable guidance about the virus.¹⁴

Centered on theme "Building Trust in a time of COVID-19 response and post-COVID-19 recovery", the IGF 2020 Parliamentary Roundtable concluded on the following messages:

With reference to the Tunis Agenda of the UN World Summit on the Information Society (WSIS, 2005); UN Member States have confirmed that international law, as enshrined in the UN Charter (1945), guided by principles such as equity, ethics, non-discrimination, inclusiveness and fairness, human

¹¹ The Parliamentary Roundtable at IGF 2020 was co-organized by UN Department of Economic and Social Affairs and the Inter-Parliamentary Union, supported by the IGF Secretariat. This draft document was open for feedback, to participating parliamentarians; and the IGF Secretariat received inputs from Germany, Poland, the Russian Federation and the Parliament of the Islamic Republic of Iran.

¹² "Jimmy Schulz Call" https://www.intgovforum.org/multilingual/index.php?q=filedepot_download/7505/1807

¹³ Ibid.

¹⁴ <https://www.who.int/news-room/feature-stories/detail/immunizing-the-public-against-misinformation>

rights as laid down in the Universal Declaration of Human Rights (1948), are both relevant in the online domain; being guided by the United Nations Secretary-General's Roadmap for Digital Cooperation (2020); referring to the work of the Inter-Parliamentary Union (IPU) and taking note of the United Nations 2030 Agenda for Sustainable Development:

A: Public Trust in the Internet

Parliaments can contribute to improving public trust in the Internet by:

- promoting good practices of digital technologies supporting sustainable development to showcase the benefits that digital inclusion can bring to people, and to foster people's trust in technologies.
- advocating for bringing meaningful access to all its people through multistakeholder partnerships and initiatives, and recognise the need for non-state stakeholders to observe principles, rules and norms for responsible behaviour online.

Given a rapidly growing strong integration of the Internet in people's lives and the fact that online safety also depends on end-users' skilful and informed behaviour, national parliaments can:

- encourage embedding digital literacy in formal educational curricula available to all citizens.

Misinformation and disinformation online are a systemic global problem and cannot be dealt with in a single legislative response. This problem requires a systemic approach, where all stakeholders, including legislators, would actively contribute to long-term awareness raising and facilitation of critical thinking among online population, online content creators and online platform owners. The IGF 2020 Roundtable advises all national parliaments to:

- take active participation in awareness raising and supporting capacity development on combating misinformation and disinformation online.

Cyberattacks and criminal online activities are undermining the security and safety of the Internet and need a collective response, which includes the promotion of confidence and capacity building

measures as well as the strengthening of the resilience of the billions of Internet users. The IGF 2020 Parliamentary Roundtable advises all national parliaments:

- to promote a new culture of cybersecurity and comprehensive cyber-hygiene in the daily use of the Internet;
- to promote the stability of cyberspace and its infrastructure by protecting, in particular, the public core of the Internet.

B: Public Trust in Parliamentarians

Trust is crucial to success in political life and the public builds an image of trustworthiness from their media consumption – both formal and informal.¹⁵ Parliaments and parliamentarians are using the Internet to increase public awareness, enhance their public image, help form and shape public opinion.¹⁶

The Internet is a place where parliaments can inform, educate and engage. However, disinformation and deliberate attempts to disrupt democratic processes are new realities and well reported. It is vital that parliaments and members understand the risks and challenges. They need the skills to manage their digital spaces safely and effectively if they are to maintain further advance public trust. The IGF 2020 Parliamentary Roundtable recommends that national parliaments:

- actively promote good practice on safe online behaviour for all.
- nurture the public image of parliaments through the social media citizens use to build familiarity and trust.
- encourage all parliaments to actively increase public exposure of their work through open data.
- engage more people in the work of parliaments through digital participation initiatives and multistakeholder dialogues, in particular with regard to legislation on Internet related public policy issues;
- enhance communication and consultation with the technical community on Internet related legislation to deepen the mutual understanding of the interlinkage of law and code making in the digital age;

¹⁵ Chadwick, A. (2013). *The hybrid media system: Politics and power*. Oxford, UK: Oxford University Press.

¹⁶ Inter-parliamentary Union. (2018). *World e-Parliament Report 5th Edition*. Geneva: IPU.

- take pro-active steps to overcome the impact of disinformation and prevent the flow of misinformation through promoting open standards, open data, and awareness raising through multistakeholder engagement and by fostering inclusive digital literacy.

C: Open Discussion Discourse

Transparent, inclusive and multistakeholder continuous discussion on public digital policy matters is critical for advancing trust in digital technologies, introducing effective policies, but also fostering trust in the work of parliaments.

In light of the United Nations' 2030 Agenda for Sustainable Development, particularly the Sustainable Development Goal 9, and based on national development priorities and strategies of the countries to build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation and referring to the United Nations Roadmap for Digital Cooperation, the IGF 2020 Parliamentary Roundtable recommends that the Internet Governance Forum, as a bottom-up, open, inclusive, multistakeholder, non-commercial platform for facilitation of dialogue pertaining to Internet governance matters:

- introduces as a permanent practice an annual high-level segment and ministerial and parliamentary tracks, ensuring more actionable outcomes¹⁷.
- promotes the formation of a permanent informal working group of Parliamentarians, aimed at facilitating the exchange of information and good practice experiences among members of national parliaments with regard to the preparation, adoption and implementation of legislation on Internet related public policy issues, through participation at the IGF, and to support concrete efforts to close the digital divide between developed and developing countries;
- investigates the feasibility of the establishment of a global repository of national legislations on Internet related public policy issues and regulatory frameworks on the development and use of digital technologies.

Annex:

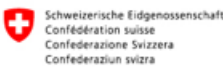
List of parliamentarians who participated at the roundtable <https://www.intgovforum.org/multilingual/content/igf-2020-parliamentary-roundtable>

17 UN Secretary-General Roadmap for Digital Cooperation <https://undocs.org/A/74/821>

Annex II

IGF 2020 Donors

The IGF project and its Secretariat is funded through donations from various stakeholder groups. While host countries bear the majority of the costs associated with holding the annual IGF meeting, the IGF Secretariat's activities are funded through extra-budgetary contributions paid into a multi-donor Trust Fund administered by the United Nations Department of Economic and Social Affairs (UN DESA). This year, given that the UN hosted the IGF, the meeting was funded through the Trust Fund and in-kind support. In 2020, the following donors supported the IGF, financially:

	Government of Finland		Government of Germany
	European Commission		Government of the Netherlands
	Government of the United Kingdom		Government of Poland
	Government of Switzerland		Internet Corporation for the Assigned Names and Numbers (ICANN)
	The Internet Society Foundation		Number Resource Organization (NRO)
	Google		TIDES Foundation
	Afilias Global Registry Services		IGFSA
	Facebook		European Registry for Internet domains (EURid)
	CISCO		.PR ccTLD

