Terms of Reference

Conducting a National Assessment of UNESCO's Internet Universality Indicators

UNESCO invites interested actors and research teams to conduct a national assessment of the Internet Universality Indicators, referring to this ToR as general requirements and parameters to guide the research process and help elaborate desired deliverables.

UNESCO welcomes and encourages those key actors, research institutions or individuals that have self-sustained resources and capacities, to support the process. UNESCO stands ready to join partnership and synergy agreements.

Background

UNESCO has developed a framework of *Internet Universality Indicators* (IUIs), using a global, open, inclusive, and multi-stakeholder process over three years.

The result is a research instrument that was welcomed by UNESCO's International Programme for the Development of Communication (IPDC) in November 2018. The intergovernmental programme endorsed the voluntary application of the indicators by stakeholders interested in conducting national assessments of Internet development, and encouraged financial contributions to make this happen.[1]

As with other UNESCO indicators frameworks, the new Internet instrument is a way (1) to take scientific stock of the situation in a given country, and then (2) to use the findings to recommend specific changes to address problems and harness opportunities.

The IUIs framework is based on UNESCO's concept of Internet Universality, which highlights four principles that are essential for the Internet to help achieve the Sustainable Development Agenda. Known as the ROAM principles, these promote an Internet that respects human Rights, that is characterised by Openness, that is Accessible to all, and that is nurtured through Multistakeholder participation.

The Indicators give measurable substance to these principles, enabling people to assess where their national Internet can come closer to Internet Universality. There are five categories of indicators – four of which reflect the four ROAM principles, while the fifth is concerned with important cross-cutting issues (Category X). The cross-cutting indicators address issues of gender equality and the needs of children and young people, economic dimensions, trust and security, as well as legal and ethical aspects of the Internet.

The final IUIs framework contains 303 indicators. Of these, 109 are identified as the *core* indicators for basic-level assessments of national Internet contexts. The indicators also

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[1] Decisions taken by the 31st Council Session of the International Programme for the Development of Communication (IPDC), 21-22 November 2018, UNESCO HQ. https://unesdoc.unesco.org/ark:/48223/pf0000266235

serve as a *toolbox*, whereby stakeholders can also use selected relevant indicators-according to their local interests, priorities and budgets.

Objectives

The ROAM-X indicators framework is a unique and powerful resource that has been developed through an extensive process of research, consultation and analysis.

National assessments aim to evaluate the six categories of indicators (either full 303 indicators or the core 109 ones) in a given country. The national assessment process would lead to a national assessment report and to the organization of related events that aim to:

- Present a comprehensive and substantive understanding of the national Internet environment and policies;

- Assess Internet alignment to UNESCO's R.O.A.M. principles and their contribution to sustainable development;

- Develop policy recommendations and practical initiatives that will enable the country to improve the national Internet ecosystem as advanced ICTs evolve.

Deliverables

I. **Establishing a Multistakeholder Advisory Board (MAB)**. UNESCO would strongly recommend the research partner to kick off the national assessment process by identifying a list of multi-stakeholder experts and establishing a multistakeholder advisory board. A MAB should preferably be composed of leading experts from various stakeholder groups, including governments, academia, the technical community, private sector, journalists and media organizations, civil society, individual Internet users, UN agencies and intergovernmental groups. UNESCO strongly recommends that the national IGF community and ISOC chapters be engaged on board. The research team takes the responsibility to conduct regular consultations with the MAB.

Terms of Reference of MAB members

MAB members are expected to suggest resources for the assessment as well as data sources to the researchers and help to open doors to these.

Each MAB member should be able to commit a few hours every two months to respond to relevant emails and work on the Multistakeholder Advisory Board.

Each MAB member should seek to attend physical and/or online consultation meetings and events whenever possible and without budgetary burden.

Each MAB member should take responsibility to help peer review the final report for publishing purpose. This role is not to override research findings or influence them in pursuit of vested interests, but to consider issues of scientific quality and linkage between findings and recommendations, as well as how the work can be strengthened.

Each MAB member should be proactive in participating in a national validation workshop at the end of the research, and in engaging with policy makers in government, business and other institutional settings to effect change in line with the recommendations arising from the findings of the assessment.

2. **A national assessment report and publication template**. The work of implementing the Internet Universality indicators at the national level involves producing an assessment that maps the Internet in terms of each category of indicators. The research team will produce a country assessment report that will set out the findings, analyse the data, and provide draft recommendations to stakeholders for improvement. The report will contain approximately 100 A4-pages double-spaced (+/- 25000 words), will be produced in English, French or Spanish depending on the country assessment (mother-tongue level), and will be written in a "policy study" style aimed at Member States and interested stakeholders.

   The structure of the National Assessment Report should contain below elements, having incorporated the publishing requirements as an edition of UNESCO Series of Internet Universality Indicators national Assessments.

Title: Assessing Internet Development in ___(Country's name): Using UNESCO Internet Universality ROAM-X Indicators

> *Table of contents*
> *Foreword by ADG/CI (as provided by UNESCO HQ)*
> *Foreword by national authors*
> *Acknowledgments*
> *Glossary*
> *Executive Summary (4-6 pages, EN and/or FR, summarizing major findings, challenges and key policy recommendations)*

Chapter 1: Introduction (should contain: background on UNESCO Internet Universality concept and Indicators project; national context of the assessment initiative; methodology; structure of the report).

Chapter 2: Contextual indicators: Findings

Chapter 3: Category R – Rights : Findings of core/full indicators, and policy recommendations for various stakeholders
> *Theme A – Policy, Legal and Regulatory Framework*
> *Theme B – Freedom of Expression*
> *Theme C – Right of Access to Information*
> *Theme D – Freedom of Association and the Right to take part in the conduct of Public Affairs*
> *Theme E – The Right to Privacy*
> *Theme F – Social, Economic and Cultural Rights*

> ***Policy recommendations*** *for various stakeholders(including Governments, Private Sector, Civil Society, Technical Community, Academia, Individual users, Media and journalists, etc.)*

Chapter 4: Category O – Openness: Findings of core/full indicators, and policy recommendations for various stakeholders
> *Theme A – Policy, Legal and Regulatory Framework*
> *Theme B – Open Standards*
> *Theme C – Open Markets*
> *Theme D – Open Content*
> *Theme E – Open Data and Open Government*

> ***Policy recommendations*** *for various stakeholders(including Governments, Private Sector, Civil Society, Technical Community, Academia, Individual users, Media and journalists, etc.)*

Chapter 5: Category A – Accessibility to All : Findings of core/full indicators, and policy recommendations for various stakeholders
> *Theme A – Policy, Legal and Regulatory Framework*
> *Theme B – Connectivity and Usage*
> *Theme C – Affordability*
> *Theme D – Equitable Access*
> *Theme E – Local Content and Language*
> *Theme F – Capabilities / Competencies*

> ***Policy recommendations*** *for various stakeholders(including Governments, Private Sector, Civil Society, Technical Community, Academia, Individual users, Media and journalists, etc.)*

Chapter 6: Category M – Multistakeholder participation: Findings of core/full indicators, and policy recommendations for various stakeholders
> *Theme A – Policy, Legal and Regulatory Framework*

Theme B – National Internet Governance
Theme C – International and Regional Internet Governance

Policy recommendations for various stakeholders(including Governments, Private Sector, Civil Society, Technical Community, Academia, Individual users, Media and journalists, etc.)

Chapter 7: Category X – Cross-cutting indicators: Findings of core/full indicators, and policy recommendations for various stakeholders
Theme A – Gender
Theme B – Children
Theme C – Sustainable Development
Theme D – Trust and Security
Theme E – Legal and Ethical Aspects of the Internet

Policy recommendations for various stakeholders(including Governments, Private Sector, Civil Society, Technical Community, Academia, Individual users, Media and journalists, etc.)

Chapter 8: Conclusions and Key Priority Recommendations, by stakeholder groups. (setting out major findings, challenges and key recommendations for action).

Annex 1: List of Multi-stakeholder Advisory Board
Annex 2: List of Peer Reviewers
Annex 3: Meeting report of the national validation workshop
Annex 4: List of charts and tables

3. **A national validation workshop**. At the end of the national assessment process, a national validation workshop should be organized to discuss the assessment results and policy recommendations, involving multistakeholder participants and key policy makers. The event will also discuss possible actions for future implementations of policy options.

Methodology

The IUIs framework is a unique and powerful resource which has been developed through an extensive process of research, consultation and analysis, to help governments, policy and regulation authorities and as well as other stakeholders achieve substantive and wide-ranging findings that will have real value to improve the quality of policy-making and practice.

Implementation of the framework will require careful planning, sufficient time and resources for effective data-gathering and analysis, and inclusive discussion of findings

and recommendations. This can be divided into the main action steps – culminating in policy changes and evaluation of impact.

The researcher team needs to complete below action steps, in close collaboration with UNESCO. Further details are set out in the Implementation Guide.

- Action step 1: Establishing a Multistakeholder Advisory Board
- Action step 2: Building a collaborative research team
- Action step 3: Developing a research action plan
- Action step 4: Data gathering
- Action step 5: Data analysis
- Action step 6: Report-writing and recommendations
- Action step 7: Organizing of national validation multistakeholder workshop and conducting related advocacy activities
- Action step 8: Impact assessment and monitoring

Time Duration

6-18 months.

Commitment from UNESCO

UNESCO stands ready to support the entire process ranging from establishing the Multistakeholder Advisory Group, to co-organizing events and monitoring the impact. Where suitable, UNESCO will publish the results of a national assessment as part of a dedicated UNESCO publication series. UNESCO will also establish a global online platform to assist the national assessment process and share national exercises in order to facilitate exchange of practices, advocacy activities and policy debates.

Annexes

- UNESCO's Internet Universality indicators (including the Implementation Guide)
- Project Website: https://en.unesco.org/internetuniversality

Expression of interest and general enquiries

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