UNESCO
United Nations
Educational, Scientific and
Cultural Organization

IFAP
Information for All
Programme

Distribution limited

**(Twenty-seventh)
Meeting of the Bureau of the Intergovernmental Council
for the Information for All Programme**

Fontenoy Building Room IX
27 February 2017
9:30 a.m. – 12:30 p.m. and 2:30 p.m. - 5:30 p.m.

Item 10 of the provisional agenda

**IFAP Strategic Plan Document
(2017 – 2021)**

Summary

As recommended by Intergovernmental Council and the Bureau of the IFAP and Recommendation 15 of external Audit Report of CI sector, the Secretariat prepared a draft version of Strategic Plan Document (2017 – 2021) to be presented to 27 Meeting of the Bureau of the Intergovernmental Council members of the Information for All Programme on 27 February, 2017. Following the feedback from the Bureau and an online consultation with the IFAP Council members, the document will be adopted by the IFAP Council.

Action to be taken:

The Bureau may wish to :
1. Provide feedback and comments on the Strategic Plan
2. Submit the document for wider consultation with members of IFAP Intergovernmental Council prior to the final approval

1. Executive Summary

The Information for All Programme (IFAP) was established by UNESCO 2001 to provide a framework for international co-operation and partnerships in "building information and knowledge societies for all".

This strategic plan covering the period 2017-2021, addresses this challenge by declaring a five-year vision of Information for All and suggesting how IFAP can concentrate its efforts in Member States in progressing towards achieving sustainable development goals (SDG). Building on the intergovernmental strength of the programme, IFAP will support Member States to foster knowledge societies for sustainable development and peace using information and communication technologies (ICT).

To achieve this objective in the five-year period, IFAP will support Member States to integrate quality UNESCO policy development resources into their national information policies, raise awareness and promoting all standard setting instruments (declarations, guidelines, studies, capacity building initiatives) among Member States in the IFAP priority areas. Furthermore, it will adopt a strong SDG orientation in its work in line with the WSIS + 10 outcomes, which put universal access to information at the heart of the knowledge society and identify it as the ultimate objective of knowledge society development. IFAP will enhance cooperation with all stakeholders and profit from their contribution and work in collaboration with multistakeholder partners, including governments, intergovernmental organizations, NGOs, research institutes, other international organizations and the private sector to achieve this goal and boost interctorality of Information for All by leveraging on the new ICT, especially the Internet.

2. Background: Why a new Strategic Plan for IFAP?

This IFAP Strategic Plan was initiated with the recommendations from:

- Recommendation 1 of Ninth session of Intergovernmental Council for the Information for All Programme, May 2016
- The External audit of CI Sector conducted in 2016
- IFAP council also recommended that IFAP Programme will need to be more relevant to Member States and synergise with 2030 Agenda of SDGs, WSIS+ 10 review outcomes and the revised C/4(medium-term strategy of UNESCO)

Recommendation 1 of Ninth session of Intergovernmental Council to the Information for All Programme, May 2016

"Continue the efforts and initiatives undertaken in view of implementing the objectives of IFAP with a view to *updating its strategic plan in line with the C/4 and C/5 to reflect changes within IFAP, as well as contributing to the implementation of the 2030 Sustainable Development Goals and the WSIS + 10 Agendas.* This effort will be conducted in close collaboration with all members of the Council, the members of the Bureau and the Secretariat";

External audit of CI Sector

Cour des Compte France conducted an audit of the Communication and Information Sector (CI) at UNESCO Headquarters from 4 to 15 April 2016. The audit focused on the management and activities of the Sector during 2014-2015 biennium. In some cases, operations carried out previously were considered and wherever necessary, light was shed on the 2016-2017 biennium. The auditors had submitted a list of recommendations. Among the 15 recommendations formulated by the external auditor, Recommendation 15 is related to IFAP:

Recommendation No.15: *The External Auditor recommended inviting the State Members of the Intergovernmental Council of the IFAP to prepare and adopt a strategic plan for the Programme for the coming years that will make it possible to highlight the concrete contributions of the Programme, distinguished from the other activities of the CI Sector in the same fields.*

IFAP's relevance and synergy with SDGs, WSIS+10 and UNESCO C/4

IFAP and Sustainable Development Goals (SDGs)

The 2030 Agenda for SDGs creates a new context in which IFAP will positively impact the emergence of inclusive Knowledge Societies. In particular, SDG 16 recognizes the importance of universal access to information with the target of creating peace, justice and strong institutions. In the period 2017-21, IFAP will support Member States in ensuring that the digital revolution is harnessed for eradicating poverty, empowerment, informed decision-making and human development, to strengthen the foundations of peace.

Information and knowledge have always remained crucial to human development. IFAP believes that Innovation in ICT for learning and equal participation in societal development will be essential for achieving SDG 4 and 11, which call for equitable and inclusive access to quality education for lifelong learning, including most marginalized social groups. Advances in ICT and increasingly inter-connected Knowledge Societies also underscore the importance of ensuring a push to creativity and innovation through an "Open Solutions" approach towards empowerment. It also envisages social, economic inclusion of all (SDG 10.2) and the reduction of the proportion of youth not in employment, education or training (SDG 8.6).

IFAP's goal in integrating sustainable development with building inclusive Knowledge Societies is to ensure that ICT opportunities are fully harnessed to:

- Improve people's lives and livelihoods;
- Extend effective access to information and knowledge;
- Further access to scientific research;
- Deepen dialogue and mutual understanding around cultural and linguistic diversity;
- Help address global challenges that threaten the future of humanity, including security, conflict, forced migration, violent extremism and climate change.

IFAP will promote Internet Universality concept by implementing the ROAM principles and ensure that Internet Governance activities are human rights-based, open, accessible to all, and nurtured by multi-stakeholder participation. IFAP will also address emerging challenges, which are inherent to technological development such as the internet of things, algorithmic decision-making and artificial intelligence, including the risks associated with increased surveillance, profiling and data privacy, with the uncertain impact of huge data and continued digitalization of communication, employment, equality and empowerment.

IFAP will assist relevant institutions in Member States that struggle to keep up with the tremendous pace of innovation and change. It will seek to counter the risk that digital and knowledge divides will leave behind for those who are relatively disadvantaged, such as LDCs, SIDS, women and girls, youth, people with disabilities and marginalized groups in all societies.

IFAP will tackle complex challenges on Internet such as online hate speech, radicalization and incitement of violence and online threats on vulnerable groups including women and girls, persons with disabilities and speakers of lesser-used languages in a comprehensive and holistic manner.

IFAP will build on the existing frameworks of access to information and knowledge, ICTs, online and offline, as these play a catalyzing role for the achievement of all SDGs. The IFAP will focus on the attainment of the SDGs 4, 5, 8, 9, 11, 13 and 16, by contributing to:

- Contributing to quality education and lifelong learning (SDG 4), including through, flexible learning, and Media and Information Literacy (MIL) initiatives;
- Empowering women in and through media and the use of ICTs (SDG 5.b) to address gender inequalities through specific gender programming and mainstreaming through use of tools;
- Reducing the proportion of unemployed, uneducated and untrained youth (SDG 8.6) through programmes, which can empower them with high-level skills to develop, promote, and sell locally relevant mobile applications (apps) that address local sustainable development issues, and provide self-generated, viable employment opportunities in the mobile/ICT industry;
- Enhancing universal and affordable access to the Internet (SDG 9.c), including through UNESCO's active contribution to the Broadband Commission for Sustainable Development and the promotion of policy, capacity and content development.
- Safeguarding the world's cultural heritage (11.4) by raising awareness about the importance of preservation, dissemination and accessibility to documentary heritage, including in digital form; as an invaluable asset of humanity and an expression of the richness and the diversity of people and cultures;
- Promoting peaceful and inclusive societies (SDG 16) by ensuring public access to information, promoting access to information, preventing violent extremism, building Media and Information Literacy and ensuring media pluralism and diversity. IFAP also will contribute to regular global monitoring of indicators approved by the UN Statistics Commission, to the tracking of indicator 16.10.1 and as UNESCO designated custodian agency for global reporting on indicator 16.10.2.

IFAP's synergy with UNESCO's C/4 (Medium-term Strategy)

IFAP will continue to play a lead role globally in the promotion of universal access to information and knowledge, for building inclusive knowledge societies. The concept of knowledge societies, as defined by Medium Term Strategy (C\4), and embraced by the WSIS, has taken on a central role in discussions on pathways to sustainable development. Technological evolution has created unprecedented conditions for the production, exchange and use of information. Enabled by an increased access to and use of new technologies, the free flow of information and ideas, strengthens democratic governance, promotes of all human rights, more inclusive, participatory and responsive political and social processes, as well as a culture of peace and encourages dialogue.

Issues including ethical dimensions of the information society, multilingualism in cyberspace, and transforming digital divides into digital inclusions remain unresolved. IFAP will therefore support all relevant stakeholders to strengthen efforts to find solutions to the challenge.

The WSIS+10 Outcomes

On 16 December 2016, United Nations General Assembly passed a resolution 70/125 on the Outcome document of the high-level meeting of the General Assembly on the overall review of the implementation of the outcomes of the WSIS+10.

The Outcome document expresses concern on *significant digital divides, such as between and within countries and between women and men, which need to be addressed through, among other actions, strengthened enabling policy environments and international cooperation to improve affordability, access, education, capacity building, multilingualism, cultural preservation, investment and appropriate financing. Further, they acknowledge that a gender divide exists as part of the digital divides, and encourage all stakeholders to ensure the full participation of women in the information society and women's access to new technologies, especially ICTs for development.(Paragraph 11)*

The outcome document reiterated the need *for harnessing the potential of ICTs to achieve the 2030 Agenda for Sustainable Development, Noting that ICTs can accelerate progress across all 17 SDGs and called on all governments, the private sector, civil society, international organizations, the technical and academic communities, and all other relevant stakeholders to integrate ICTs in their implementation approaches to the SDGs, and requested United Nations entities facilitating the WSIS Action Lines to review their reporting and work plans to support implementation of the 2030 Agenda.*(para 18)

WSIS+10 underscore that *the approach must be multidimensional and include an evolving understanding of what constitutes access, emphasizing the quality of that access. We acknowledge that speed, stability, affordability, language, local content, and accessibility for persons with disabilities are now core elements of quality, and that highspeed broadband is already an essential enabler of sustainable development.*

Acknowledging that differences in individuals' capabilities to both use and create ICTs represent a knowledge divide that perpetuates inequality, the document noted that the ambition to move beyond "information societies" to "knowledge societies", in which information is not only created and disseminated, but put to the benefit of human development. It called on all stakeholders, particularly United Nations entities that are facilitating WSIS Action Lines, within their mandate and existing resources, to continue working together to regularly analyse the nature of digital divides, study strategies to bridge them, and make their findings available to the international community.

IFAP as an Intergovernmental body will contribute to the proposed knowledge societies in which information and knowledge will be put to the benefit of human development. IFAP will also play a key facilitator WSIS action lines C10, C3 and C8 and make contributions to bridge the digital divide underlined in the WSIS+ 10 outcomes.

WSIS asked the UN Economic and Social Council (ECOSOC) through the Commission on Science and Technology for Development (CSTD) to "oversee the system-wide follow-up of the Geneva and Tunis outcomes of WSIS". It also laid emphasis on UNESCO, together with ITU and UNDP taking up key responsibilities for implementation activities, including facilitation of six of the Action Lines.

- C3: Access to information and knowledge
- C7: E-learning
- C7: E-science
- C8: Cultural diversity and identity, linguistic diversity and local content

- C9: Media
- C10: Ethical dimensions of the Information Society

UNESCO is also a key stakeholder in two other parts of the international post-WSIS coordination activities: Internet Governance Forum and Partnership on Measuring ICT for Development.

3. Strategic Programme Objectives

Six strategic programme objectives have been identified to correspond with six IFAP priorities:

- Information for development
- Information Literacy
- Information Preservation
- Information Ethics
- Information Accessibility
- Multilinguism in Cyberspace

Six Strategic Objectives (SO)

- SO 1: Mainstreaming knowledge society policies in national development plans for sustainable development
- SO 2: Fostering information literate societies
- SO 3: Promoting and widening access to knowledge and information in the public domain through the organization, digitization, dissemination and preservation of content and data
- SO 4: Raising awareness of ethical issues related to information
- SO 5: Enhancing opportunities for disadvantaged communities by providing access to information and knowledge
- SO 6: Reinforcing promotion and use of Multilingualism in Cyberspace

SO 1: Mainstreaming knowledge society policies in national development plans for sustainable development

One of the challenges facing the IFAP is to sensitize governments and communities about the value of information in addressing development issues. IFAP recognizes the transformative role played by information and knowledge across all spheres of human endeavour and, has been promoting its vision of inclusive Knowledge Societies.

Since 2001, IFAP has been playing a lead role in the international policy landscape. IFAP provides a platform for international policy dialogue, cooperation and the development of guidelines for action in the area of access to information and knowledge. The National Information Society Policy Template, which IFAP launched in 2009, was an important contribution to policy-making efforts at the international, regional and national levels. In particular, this tool has been instrumental in supporting the development of national capacities to design and manage policy processes in a number of East African and South Asian countries. Through its capacity-building efforts and mobilization of resources, the IFAP network has been supporting Member States to develop and implement national policy and strategy frameworks. It is natural that IFAP would seek to develop linkages between UNESCO's concept of knowledge societies and the 2030 SDGs.

The objective of the 2030 Agenda of SDGs is, to end poverty, protect the planet, and ensure prosperity for all. The central underlying issue is the need to stress not only the importance of

access to information, but also the relevance and usefulness of the information. The 2030 SDGs require both conceptual frameworks and processes that can be adapted and contextualized in light of local needs and specificities. Policies are essential. The 2030 Sustainable Development Agenda, with its attention to the 5Ps - People, Planet, Prosperity, Peace and Partnership – offers new possibilities for more holistic and contextualized approaches to development. The new approaches as well as the demands of a framework with 17 goals and 169 targets have also highlighted an urgent need for tools to support policy-makers in more effectively aligning their actions and efforts to this new global focus of action.

For instance, IFAP published a Knowledge Societies Policy Handbook in 2016, which offers multiple diagnostic lenses for exploring each society, understanding its strengths, challenges and characteristics, thereby supporting the collective formulation of appropriate policy responses. The Handbook builds on existing knowledge and practices to provide policy-makers with an actionable conceptual framework for understanding and assessing the relationship between the SDGs and Knowledge Societies. By identifying gaps as well as strengths, the Handbook will enable countries to more effectively deploy resources and implement appropriate policy measures.

Secondly, looking at the importance and significance of universal access to information in creating knowledge societies and its key role in building peace, sustainable economic development, and intercultural dialogue, IFAP in collaboration other partners of CI Sector decided to recommend Member States of UNESCO to promulgate 28 September as the International Day for Universal Access to information and its celebration. This day has a significant resonance to IFAP's role and activities, which promotes universal access to content, technology, and processes through awareness raising, policy formulation and capacity building. IFAP participated in preparation of the documents for Executive Board (197 EX/Decision 35) and General Conference (38 C/70) and involved in proactive lobbying for the approval of the day since the inception of the idea.

To achieve the SDGs in Small Island Developing States, equal and universal access to information could be a powerful engine for positive change, widening opportunities to overcome inequalities, to reach the marginalised, to create and share knowledge to strengthen the foundations of democratic institutions. The Third International Conference on SIDS in Apia, Samoa in 2014 focused the world's attention on the group of countries that remain a special case for sustainable development in view of their unique and particular vulnerabilities. Therefore, universal access to information should be included in all development agendas of the SIDS with an emphasis on the digital revolution, which must be a development revolution, drawing on the empowering force of new ICTs for inclusion and innovation. – such as broadcasting, satellite communications, broadband cable or mobile technologies..

Possible future activities of IFAP may include:

1.   **Formulation of policies and strategies to strengthen global standards on social media, Internet governance and national IFAP priorities**. IFAP may support alignment of Internet-related laws, policies and protocols with international standards, support the Internet Universality principles (R.O.A.M) that promote a Human Rights-based, Open Internet accessibility to all and characterized by multi-stakeholder participation, thus strengthening role of the Internet in all UNESCO's programmes. IFAP will continue to engage in producing standard setting instruments in the field of social media, internet governance and IFAP priorities.

2.   **Promotion of Knowledge Society Policy in Member States for adaptation in their national information policies and strategies.** IFAP will support Member States in the adaptation of the Knowledge Society Policy and integration into information policies with gender equity.

3.   **Celebration of International Day for Universal Access to Information:** IFAP will encourage Member States to take advantage of the Day to organize activities with local partners, especially those already celebrating the day, to advance universal access to information within their country.

4. Mainstreaming Universal Access to Information in the development process of Small Island Developing States

SO 2: Fostering Media and information literate societies

The Alexandria Proclamation of 2005 describes information literacy and lifelong learning as the "beacons of the Information Society, illuminating the courses to development, prosperity and freedom. Information literacy empowers people in all walks of life to seek, evaluate, use and create information effectively to achieve their personal, social, occupational and educational goals. It is a basic human right in a digital world and promotes social inclusion in all nations."

Media and Information literacy enables people to interpret and make informed judgment as users of information sources and to become producers of information in their own right. Information literate people are able to access information about their health, environment, education and work, empowering them to make critical decisions about their lives.

In a digital world, information literacy requires users to have the skills to use ICTs and their applications to access and create information. For example, the ability to navigate in cyberspace and negotiate hypertext multimedia documents requires both technical skills to use the Internet and literacy skills to interpret the information.

Information literacy reaffirms the spirit and content of the progression and gradual repositioning of MIL in previous Declarations such as Grünwald Declaration (1982), Prague Declaration Towards Information Literate Societies (2003), Alexandria Proclamation on Information Literacy and Lifelong Learning (2005), Paris Agenda-12 Recommendations on MIL (2007), Fez Declaration on MIL (2011), Moscow Declaration on MIL (2012), Framework and Action Plan of the Global Alliance on Partnerships on MIL (2013) and Paris Declaration on MIL in the Digital Age (2014);

Information literacy supports economic growth and competitiveness of societies and the well-being of individuals, in that such competencies are in increasing demand in job markets and are vital for many sectors. It is to be noted, the information, media and communications landscape is very complex and rapidly changing, and different stakeholders and creators are in a dynamic relationship with one another. Further, security concerns about the increasing misuse of information and media resources aiming at disinformation, propaganda, hate speech and incitement of violence, urge need for a concerted effort to empower societies with stronger media and information literacy competencies.

IFAP recognizes the importance of Information Literacy and supports Member States to integrate information literacy standards and assessment systems into their education systems to support students and citizens. It also recognizes the role of MIL for building Open Governments.

Possible future activities of IFAP may include:

Integration of Media and Information literacy standards and assessment systems into the education systems of Member States to support students and citizens. IFAP will help its Member States to gather first valid and reliable data on the status and availability of competencies on Media and Information Literacy. The UNESCO Global MIL Assessment Framework will enable Member States to carry out comprehensive assessments of the information and media environment, and to monitor at the national level the extent to which citizens have acquired MIL competencies, particularly targeting teachers in service and training.

SO 3: Promoting and widening access to knowledge and information in the public domain through the organization, digitization, dissemination and preservation of content and data

Universal access to information is a prerequisite for building knowledge societies. Throughout history, libraries and archives have been the guardians of the documentary heritage of humankind. However, in a world increasingly being shaped by digital technologies, the traditional guardian institutions are challenged to keep pace with the rapid growth in information. They also face a new challenge as technology advances the stability and lifespan of documents is considerably decreases. If nothing is done, many important documents in electronic format will not survive or will become inaccessible within a short time. It will result in permanent loss to the collective memory of humankind. This challenge needs to be tackled urgently. The costs of preserving digital information should not be underestimated as these far exceed the preservation costs experienced to date with five millennia of traditional documents.

IFAP supports the normative instrument and promote the Recommendation concerning the Preservation of, and Access to, Documentary Heritage including in Digital Form adopted at 38th General Conference in 2015. The Recommendation aims to assist Member States both, at national level through identification of documentary heritage and policy measures ensuring preservation of and access to it, and at international scales through bilateral or multilateral research projects and publishing guidelines, policies and best practice models. This normative instrument will also help build partnerships for identifying appropriate solutions to threats such as the ravage of time, natural disasters, human behavior, and technology obsolescence, mobilizing resources, so that valuable collections and records may never be lost.

Awareness of the need to safeguard digital documentary heritage resulted in the adoption of "UNESCO Charter on the Preservation of the Digital Heritage", and the UNESCO/UBC Vancouver Declaration for implementation by UNESCO, its Member States, professional associations and industry.

In addition, given that any software component may turn out to be essential in the future, it is important to collect, preserve, and share all software that is publicly available in source code form. The construction of curated archives is essential to keep the Software Heritage down the years.

Possible future activities of IFAP may include:

IFAP will help the Member States initiate appropriate steps to
- Adopt the normative instrument and promote the "Recommendation concerning the Preservation of, and Access to, Documentary Heritage including in Digital Form" to their specific contexts, disseminate it widely across their national territories, facilitate its implementation through the formulation and adoption of supporting policies, strategies and legislation.
- Raise awareness on the importance of preservation, dissemination and accessibility to documentary heritage, including in digital form.
- Participate in initiatives aiming at preserving and making accessible software source code(Software heritage). IFAP may support a number of projects in the Member States to index, organize, and make referenceable and accessible all these precious heritages. Like Documentary Heritage, Software Heritage showcases "Information Heritage" down the memory lane.

SO 4: Raising awareness about ethical issues related to information

The international debate on information ethics (infoethics) addresses the ethical, legal and societal aspects of the application of ICTs. Ethical principles for knowledge societies derive from the Universal Declaration of Human Rights. IFAP supports and promotes the ethical dimensions of the information society as one of its priorities to implement the decisions of the WSIS. Free and unhindered access to information on the interactive networks remains a key goal, raising various ethical issues that require the attention of the international community.

One of the most challenging ethical issues is use of cyberspace for radicalisation of young people leading to violence. UNESCO organized two major international conferences and several follow-up initiatives to counter youth radicalization on the Internet, leading to violent extremism. UNESCO and the Government of Québec organized in Québec City, from 30th October to 1st November 2016, the international conference "Internet and the Radicalization of Youth: Preventing, Acting and Living Together''. It was a concrete follow-up to the organisation of the first-ever international conference on "Youth and the Internet: Fighting Radicalization and Extremism", held in Paris, in June 2015. The Québec's Call for Action is a concrete result of the International Conference in Canada. It calls upon governments and the international community to take action to fight and prevent radicalization through the development of counter-narratives, information and media literacy programmes and education on ICTs policies that are inclusive and that emphasize the empowerment of youth by stimulating critical thinking, tolerance and respect for human rights and for a culture of peace.

In addition, IFAP launched a report on "Policy Options and Regulatory Mechanisms for Managing Radicalization on the Internet" in Quebec conference. The report analyses the legal measures taken specifically against online radicalisation. It also examines international treaties, European directives, and resolutions at a regional and international level in an attempt to identify grounds of a common understanding and a consensual approach to measures against online radicalisation by the international community.

Changes brought about by the rapid development of ICT not only open tremendous opportunities to humankind but also pose unprecedented ethical challenges. They ensure that information society is based upon principles of mutual respect and the observance of human rights is one of the major ethical challenges of the 21st century. Along with the benefits of a digitally connected world come the threats of misuse and abuse. UNESCO, in collaboration with its partner

institutions, and through its IFAP seeks to address these challenges towards a fair and multicultural information society.

IFAP promotes research into the ethical implications of new and emerging technologies as well as undertake future-oriented initiatives that seek to assess their potential societal implications, for instance by establishing task forces on ethical issues with a digital dimension. IFAP supports policymakers to enhance their awareness, and capacity to address the ethical aspects of the Information Society by providing relevant training and tools and resources that support their decision-making and policy-formulation activities, also extending these efforts to organizations involved in quasi-policy setting/ implementation roles such as Internet intermediaries and bodies establishing technical standards.

In recognition of the trans-boundary nature of the Internet, IFAP supports regional and international cooperation, capacity-building, research, the exchange of good practices, and development of broad understanding and capabilities to respond to ethical challenges. IFAP will continue to support research to assess the impacts on privacy of digital interception, collection, storage and use of data and other emerging trends.

IFAP supports initiatives that promote people's awareness of the right to privacy online and the understanding of the evolving ways in which governments and commercial enterprises collect, use, store and share information, and the ways in which digital security tools can be used to protect users' privacy rights. It supports efforts to protect personal data, which provide users with security, respect for their rights, and redress mechanisms, and which strengthen trust in new digital services.

Possible future activities of IFAP may include:

IFAP will provide leadership in building counter/alternative online narratives for youth radicalization leading to violent extremism (follow-up of the Call of Quebec). To follow-up "Call of Quebec", the following activities may be undertaken by IFAP in the next few years to come:

- Organize a number of international/regional events and initiatives on the themes of "Internet and Youth Radicalization" in different regions including a proposed conference in Beirut, Lebanon, in May, 2017
- Establish guidelines for capacity-building measures through a policy handbook to combat the online radicalization of youth and violent extremism,
- Support the creation of a comprehensive network of partner institutions who are working on this issue of online radicalization,
- Equip the young generation with Media and Information Literacy skills at an early stage of life to enable them to understand and appreciate genuine piece of information/knowledge from propaganda published in the Internet.
- Organise information and awareness sessions on "Policy Options and Regulatory Mechanisms for Managing Radicalization on the Internet" for Member States to sensitize them on how to create an enabling environment for managing radicalization in the internet without compromising human rights.
- Encourage Member States to establish an info-ethics advisory board or info-ethics council, supported by eminent technologists, academics and community representatives to provide a framework for action to debate the issues and highlight them in their national information policies.

SO 5: Enhancing opportunities for disadvantaged communities by providing access to information and knowledge

The SDGs and targets in the outcome document agreed by UN Member States includes specific targets, which explicitly refer to persons with disabilities. Numerous examples of effective usage of ICTs demonstrated that accessible and inclusive ICTs could improve the livelihoods of persons with disabilities. The adoption of the UN Convention on the Rights of Persons with Disabilities (UN CRPD) in 2006 by the UN General Assembly provided a comprehensive normative framework for disability-inclusive development. Although the commitment of the UN and States Parties of the UN CRPD to the rights of persons with disabilities and their inclusion are implied in all aspects of the SDGs and articulated in other international documents, this does not automatically result in their inclusion in either general or targeted efforts to meet SDGs and integration into the national information and technology-related policies, practices and processes.

The World Health Organisation (WHO) states that 15 per cent of world population are with disabilities. However, information and communication technologies (ICTs) have the potential to make significant improvements in the lives of these persons, allowing them to enhance their social and economic integration in communities by enlarging the scope of activities available to them.

UNESCO is one of the UN agencies that promotes and supports the Convention on the Rights of Persons with Disabilities adopted in 2006. UNESCO's vision is to create knowledge societies that are inclusive, pluralistic, equitable, open and participatory for all its citizens.

In this context, IFAP will provide space for open consultations and encourage constructive dialogue on information accessibility, with a special focus on access to information and knowledge using accessible and inclusive ICTs for the inclusion of persons with disabilities. It will build on the outcomes of the recently held consultation particularly in consonance with the Outcome document of the international Conference "From Exclusion to Empowerment: Role of ICTs for Persons with Disabilities" organized from 24 to 26 November 2014 in New Delhi, India. IFAP will explore how the recommendations may be incorporated within IFAP's activities on Information Accessibility- the usage of inclusive and accessible ICTs by persons with disabilities to access information and knowledge.

In 2016, UNESCO has published the Guidelines on the Inclusion of Learners with Disabilities in Open and Distance Learning (ODL) with an aim to integrate it in higher education. These guidelines provide an overview for governments, institutions, instructors and instructional designers, along with quality assurance and qualification recognised bodies, when developing ODL platforms, processes, courses, examination and others with a view to incorporating the needs of learners with disabilities.

IFAP will raise awareness about disability issues in a cross-disciplinary, cross-sectorial manner and draw attention to an urgent need to mainstream accessibility of ICTs for persons with disabilities in the post-2015 development agenda. Furthermore, the plenary session will build synergy and contribute to the ongoing discussions of the new IFAP strategy.

Despite technological progress, many persons with disabilities experience a variety of barriers to access information available in cyberspace, particularly websites and e-resources, using mobile phones and applications, television, personal computers, tablets and other gadgets. The key challenge still remains how to take the situations of persons with disabilities into account by

mainstreaming a disability perspective in all planned development actions, including legislation, policies and programmes, industrial development in all areas and at all levels of development.

IFAP promoted several activities to empower young women and men to develop ICT/ mobile applications addressing local issues of sustainable development and generating employment opportunities. One of them is the Youthmobile initiative that introduces young people to computer science programming (learning-to-code) and problem solving (coding-to-learn).

Possible future activities of IFAP may include:

- Supporting upscaling initiatives aiming at empowering young women(especially in Africa) to develop ICT/mobile applications addressing local issues of sustainable development and generating employment opportunities. IFAP and its partners may provide young people with the high-level skills and confidence to develop, promote, and sell locally relevant mobile apps that solve local issues of sustainable development and provide employment.
- Promotion of the Guidelines on inclusion of Learners with Disabilities in Open and Distance Learning (ODL) in higher education in the Member States. IFAP will support Member States to integrate open and inclusive solutions into higher education with a special focus on marginalized social groups such as persons with disabilities, speakers of lesser-used languages, people living in remote areas and not the least young girls and women.

SO 6: Reinforcing promotion and use of Multilingualism in Cyberspace

Language is a primary vector for communicating information and knowledge, thus the opportunity to use one's language on the Internet will determine the extent to which one can participate in emerging knowledge societies. The beginning of the internet has brought about diverse opportunities for sharing information and knowledge in various languages. Today, anyone in principle can produce content, share it with the rest of the world and receive feedback. In principle, the Cyberspace is open to all languages of the world when certain technical conditions are met.

However, many languages are not present on the Cyberspace. There is a vast linguistic divide in cyberspace today and this will only exacerbate the digital divide. Everyone therefore should have access to the multilingual cyberspace. Nations, communities and individuals without access to the Cyberspace and its resources will certainly be marginalized with limited access to information and knowledge, which are critical elements of sustainable development. Speakers of non-dominant languages need to be able to express themselves in culturally meaningful ways, create their own cultural content in local languages and share through cyberspace. The digital divide has two important aspects: firstly, everyone should have access to the Cyberspace, and secondly, access to quality content created not only at international or regional level, but locally and in local languages. The Cyberspace is multilingual and culturally diverse where every culture and language has its own space.

IFAP is convinced that cultural diversity and multilingualism on the cyberspace have key roles to play in fostering pluralistic, equitable, open and inclusive knowledge societies. IFAP encourages its Member States to develop comprehensive language-related policies, to allocate resources and use appropriate tools in order to promote and facilitate linguistic diversity and multilingualism, including the Internet and media. In this regard, the Organization supports the inclusion of new languages in the digital world, the creation and dissemination of content in local languages on the

Cyberspace and mass communication channels, and encourages multilingual access to digital resources in the cyberspace.

IFAP organized several activities to promote of multilingualism in cyberspace which include IFAP International conference on Linguistic and Cultural Diversity in Cyberspace (Yakutsk, Russian Federation, 2014), the International Expert Meeting on Improving Access to Multilingual Cyberspace (UNESCO HQ, Paris, 2014), and Ugra Global Expert Meeting on Multilingualism in Khanty-Mansiysk, Russian Federation (2015) and International Conference on Multilingualism in Cyberspace for Inclusive Sustainable Development in Russian Federation in June 2017.

In the future, IFAP may consider to help the Member States to implement the Recommendation concerning the Promotion and Use of Multilingualism and Universal Access to Cyberspace was adopted by the UNESCO General Conference at its 32nd session in Paris on 15 October 2003.

Possible future activities of IFAP may include:

- Support to universal access to knowledge for the empowerment of indigenous people through promotion of indigenous languages in cyberspace.
- Foster universal access to multilingual information by monitoring the status of linguistic diversity at a global level an online tool: Atlas of the World Languages in Danger.
- Promote ethical dimensions of making data, information and documentary heritage of indigenous communities accessible in the public domain by respecting fundamental universal ethical principles, in particular those related to the production of new content, storage, distribution, privacy, access to and use by a global community.

4. Modalities of Cooperation with Key Partners

IFAP recognises that the path towards information and knowledge societies can only be shaped in a multi-stakeholder collaborative environment. IFAP, as an intergovernmental Programme, has a long history of working closely with civil society and more recently with the private sector.

It is also recognized that bilateral intergovernmental partnerships have been valuable in addressing development issues. These are referred to as public-public partnerships, North-South partnerships or, as even South-South partnerships. Partnerships between developing countries can sometimes deliver more positive results than the more traditional north-south development aid model. In a digitally connected world, the opportunities for stimulating and enhancing partnerships between governments is greatly increased.

International Non-Governmental Organizations

A range of international NGOs with an interest in IFAP is listed in Appendix 3. This includes a number of international professional stakeholder organizations that have a long history in working collaboratively with IFAP. Some are now regular participants in IFAP meetings, both at the Council and the Bureau. The strongest level of engagement has been with representatives from archive associations, including audiovisual archives and from library associations.

 At IFAP Council meetings, representatives are allocated speaking time in accordance with the rules of the meeting, during which time they can provide advice or specific suggestions within their fields of expertise; at Bureau meetings, representatives are encouraged to freely engage with Bureau members and participate in thematic discussions. Representatives from these organizations also engage actively with specialists in the CI Sector on an ongoing basis. The CI Sector also provides funding for programme specific initiatives that may be managed by the

relevant international NGO. All these relationships are expected to continue for the foreseeable future. In terms of strengthening these relationships, NGO partners have had the opportunity to implement the strategic plan.

- Experts are invited from professional associations to engage with relevant IFAP Working Groups;
- A speaking slot is sought at each annual conference of the professional association for an IFAP representative;
- Professional associations are consulted on the agenda for IFAP meetings (Council, Bureau and Thematic);
- Representatives from each professional association are invited to give a brief informational presentation at each Council meeting;
- Professional associations are given the right to bid for any IFAP contract work within their fields of expertise.

Governments

IFAP was benefitted by generous contributions from the governments (especially Governments who are member of IFAP Council). Notably among them are China, Russian Federation, Bulgaria, Egypt, Canada and many others. IFAP will continue Governments

IFAP was benefited from generous extra-budgetary contributions from the member governments (especially governments who are members of IFAP Council) to many IFAP projects and activities, Notable among them are China, Russian Federation, Canada, Bulgaria, Egypt and many other countries. Since regular biennium budget for IFAP is becoming smaller day by day, IFAP may request the governments who are the members of IFAP Council to step in to contribute to support the project and activities in the future.

Intergovernmental Organizations

A number of United Nations agencies (see Appendix) took an active part in the WSIS process and have been assigned specific roles as facilitators in the follow-up process. UNESCO has an obligation to liaise with all these organizations and provide an information clearing house service in fulfilling its WSIS facilitation role for six Action Lines. IFAP expects active engagement from all intergovernmental organizations in its meetings and in turn, will make sure to identify a focal point in each organization and ensure that they receive information about its activities, meetings and other IFAP-related events with a standing invitation to engage whenever appropriate. Pro-active representation from relevant organizations should also be sought in IFAP Working Groups.

Private Sector

IFAP is engaged in building positive partnerships with a number of major global players in the private sector (see Appendix for a list of current partners).

These relationships have evolved from the philanthropy donation era to new cooperation-type partnerships benefiting both IFAP and the industry partner.

Partnerships include:

- Fully Operational partnerships,
- Partnerships on sharing of resources and best practices,
- Partnerships towards setting norms and standards, and
- Advocacy partnerships.

All partnerships are based on the following set of critical success factors:

- To ensure consistent internal and external communication flow on the partnership,
- To clearly define expectations and perceived added value for both partners,
- To ensure total transparency in handling the partnership, and
- To ensure sustained briefings to both governments and the respective civil societies

Strategies for enhancing private sector partnerships during the next five years (2017-2021) include:

- Maintaining an active relationship with each partner
- The IFAP should be promoted directly to private sector partners, with practical suggestions for engagement;
- Companies with official high-level agreements with UNESCO should be invited as Observers to Council and Bureau meetings as well as all other related IFAP-supported events;
- Opportunities should be sought to develop ongoing joint IFAP-private sector initiatives;
- Promote IFAP's strong ethical approach in pursuing information for all.

5. Roles and responsibilities

IFAP Working Groups

At its seventh session, the Intergovernmental Council of the IIFAP requested that the Secretariat invites Member States to nominate national experts to participate in the activities of the IFAP Working Groups.

In its 9th session of the council, new terms of reference for each working group were chalked out.

IFAP has six Working Groups which address a range of issues linked to all the six IFAP priorities. The Working Group's interventions include contributing to policy resources and guidelines, working with various stakeholders to support and promote open standards, conducting capacity building and raising awareness amongst key stakeholders.

The Working Group will devote attention to identifying emerging challenges and opportunities in its specific priority areas, supporting reflection, research and debate on these issues and providing recommendations that inform IFAP's responses and contributions to UNESCO and its Member States. Given the complexity of the issues being addressed and the interconnectedness of the IFAP strategic priorities, collaboration with other Working Groups will be pursued.

Recognizing the ever-changing environment in which IFAP is called upon to provide responses, the Working Group will play a key role in supporting the ongoing capacity building of its members and raising awareness of new methods, tools, events and other resources, particularly those developed within the IFAP network.

Members of the Working Group provide their technical expertise in one or more of the IFAP strategic priorities, on a voluntary basis, to support the achievement of the Programme's overarching goals.

The Bureau will appoint a Chairperson of the Working Group during its first meeting following the election of the new Bureau. The Chairperson of each Working Group in consultation with its members will elect a Vice-Chairperson and a Rapporteur who will support the Chairperson in his activities. Each Chairperson is responsible for:
- Reporting to the Bureau and Council on the activities of their Working Group;

- Developing the workplan of their Working Group and supporting its realization;
- Maintaining regular contact with members of their Working Group to ensure their ongoing engagement and participation in the implementation of the workplan;
- Supporting collaboration and exchange with other Working Group Chairs.

Working Group Chair submits written reports of their activities to each session of the Council and Bureau. Given the international scope of their membership, Working Groups are expected to organize their activities primarily through online collaboration. They are, however, encouraged to take advantage of seminars, conferences, training events and other opportunities for face-to-face collaboration both amongst themselves and with other members of the IFAP network.

IFAP National Committees

IFAP National Committees have been recognized as one of the potential strengths of the IFAP.

While over 50 exist, at least in name, very few have demonstrated a tangible outcome. There has been a consistent call for more direction. What exactly is expected from a National Committee? Field offices were allocated budget in the 39 C/5 (2018 - 2019) to support the establishment of National Committees. Some IFAP National Committees have strong links with National Commissions and this appears to be a strength.

In developing countries where the need for national committees is probably the greatest, national commissions are probably least able to provide any support, particularly in terms of funding. The approach adopted in some regions such as the Pacific has been able to form a regional IFAP committee, where developed countries in the region can provide support for nearby developing countries. UNESCO field offices are also able to provide limited funding support for national committees.

Activities that National Committees should undertake include:
- Contribution to the integrating Knowledge Society Policies adjusted to the needs and circumstances of respective countries;
- Creating multistakeholder forums (with the involvement of government officials, private sector, NGOs and academia) for an ongoing debate on national information and knowledge policies and strategies, their development and implementation;
- Convening multistakeholder thematic discussions on IFAP priority areas, e.g. information literacy, information ethics, etc. (using IFAP reports as discussion starters);
- Engaging in a constant dialogue with government agencies and other stakeholders on the development and implementation of information and knowledge policies and strategies;
- Facilitating (or just engaging in) high-level collaboration among government agencies to help develop national information policies;
- Participating in the IFAP Working Groups;
- Securing funding support for IFAP projects;
- Helping establish partnerships with civil society and private sector organizations
- Providing information and data for inclusion in the online Information Society Observatory;
- Maintain relations and cooperation

IFAP Secretariat, Knowledge Society Division

The Statutes of the IFAP Council require the Director-General to provide a Secretariat to facilitate the necessary services for the sessions of the Council and meetings of its working groups. The Secretariat is also required to assemble suggestions and comments from Member States and other international organizations as well as formulate specific projects, for examination by the Council.

Administrative support for a Council that meets once every two years and a Bureau that meets every year does call on a significant amount of staff time, not just in organizing the meetings, but also in preparing and distributing papers for each meeting. But an even greater challenge is the staff resource needed to implement the ideas and suggestions emerging from the Council and Bureau. The scope of activities undertaken by the Secretariat has included:

- Collecting project proposals, coordinating implementation and reporting
- Sharing information among the key partners for IFAP
- Providing platforms for discussions online and for thematic debates
- Facilitating establishment of IFAP National Committees
- Developing visibility material, e.g. IFAP.s brand and promotional materials
- Coordinating research and disseminating results, e.g. IFAP publication series
- Technical and administrative assistance to the work of the Council, its Bureau and
- Working Groups, e.g. organizing statutory meetings, preparing papers, developing online tools

Going forward, clarification is needed on this expanding role for the Secretariat, as additional resources are not being budgeted in the regular programme and budget. Recognition must be given to both the administrative functions in supporting the working of the various IFAP Groups and the content activities recommended by the Council, which potentially engage a much wider staff group. Programme content should be dealt with by the most suitably qualified staff in the Information Society Division and integrated with their regular work plans. IFAP work should not become an add-on. This is consistent with the view that IFAP is not separate from the regular programme, and that activities from throughout UNESCO, especially the CI Sector, can contribute, to the achievements of its goals, forming part of the UNESCO's own goals.

IFAP Secretariat should be resourced to support with IFAP initiatives and carry out the necessary work until these can be integrated into existing or future work plans. This would entail:

- Dedicated Secretariat support provided to IFAP Council, Bureau and Working Groups to provide both administrative support and new initiative development
- IFAP Programme content activities integrated progressively with CI Sector work plans
- Ongoing support provided to Member States
- Online platforms established and maintained to support ongoing information sharing amongst Council members and National Committees

1. **Conclusion**

IFAP will adopt a strong SDG orientation in its work in line with the WSIS + 10 outcome documents which put universal access to information at the heart of the knowledge societies and (SDG 16.10) by all as the ultimate objective of Information Society development. It will enhance cooperation with all stakeholders and profit from their contribution and work in collaboration with multistakeholder partners, including governments, intergovernmental organizations, NGOs, research institutes, other international organizations and the private sector to achieve this goal and boost interctorality of Information for All by leveraging on the new ICT, especially the Internet.

IFAP will focussed on it six priority areas and work towards achieving the strategic objectives defined in the document in the next five years. IFAP will support Member States to integrate quality policy development resources developed by UNESCO into their national information policies, raise awareness and promoting all standard setting instruments (declarations, guidelines, studies, capacity building initiatives) among Member States in the IFAP priority areas.

IFAP will become more relevant to the needs of the Member States and try to build more inclusive knowledge societies and communities in the future years to come.

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