Multistakeholder Working Group Vulnerable people & ICTs
TaC International IGF 2013 Open Forum

Report

> **Notice: TaC International[1], together with IFLA[2], would like to thank Mr Fadi Chehadé, President and CEO of ICANN, Mr Henri Malosse, President of EESC, Mr Nigel Hickson, VP of ICANN, Stakeholder Engagement for Europe, The Government of Portugal, Ministry of Education and Science, represented by Ms Ana Neves and all members[3] of the *Multistakeholder Working Group Vulnerable people & ICTs* for their support of Initiative to better include vulnerable people in the Information Society.**

A successful discussion took place during the Open Forum of the *Multistakeholder Working Group **Vulnerable people & ICTs*** organized by TaC International and supported by IFLA during the IGF 2013 in Bali.

The Forum focused on the presentation of different areas to be included in future guidelines on better inclusion of vulnerable people in the Information Society that have been identified by the group during its first year of engagement.

The discussion was opened with an introductory message from Mr Fadi Chehadé, President and CEO of ICANN and Mr Heni Malosse, President of the European Economic and Social Committee.

After a brief presentation of the objectives and purpose of the Working Group - which is the direct outcome of IGF dialogue - an interactive dialogue with the audience and exchange of best practices   and   discussing   needs   at   national   and   regional   levels   took   place.

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[1] www.vulnerables.eu

[2] www.ifla.org

[3] Mr Pavan DUGGAL, Mr Khaled FATTAL, Mr Adrian HALL, Ms Danielle de GROOT MSC, Mr Stuart HAMILTON, Mr Zahid U. JAMIL, Mr Danil KERIMI, Mr Wolf LUDWIG, Ms Yuliya MORENETS, Ms Ana Cristina Amoroso das NEVES , Mr Andrew RUGEGE, Ms Madi SHARMA, Ms Barbara-Chiara UBALDI , Mr Moctar O.A. YEDALY.

In addition to the identified areas[4], it was recommended to pay attention to the following points:

- Role of mass media and namely radio and television, especially at the local level
- Perception of the digital world that target group might have
- Development of local content
- Availability of open source software
- Domain names in different languages affordable for the communities.

The presented action plan[5] proposed by the Working Group won general approval.

It was underlined that there is a need to urge IGF communities to pay particular attention to the subject of ICT and social aspects of society, which are missing from IGF discussions.

The importance of the role of ISPs and industry in the process of better inclusion of vulnerable people in the Information Society was also underlined.

At the end of the Forum participants agreed to call o**n governments to consider guidelines on better inclusion of vulnerable groups in the Information Society.**

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[4] Access, including public access to ICTs, access to information, access to ICT services; Role of Mobile devices; Multilingualism, including the development of local content; Safe and responsible use, including privacy; e-government solutions and open data; Social and economic integration/ Participation in the public life; Public - private cooperation.

[5] For more details see the transcripts of the Open Forum at: http://www.intgovforum.org/cms/igf-2013-transcripts