



eLAC2015

Building inclusive
and innovative
digital societies

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**REPORT OF THE THIRD MINISTERIAL CONFERENCE ON THE INFORMATION
SOCIETY IN LATIN AMERICA AND THE CARIBBEAN**

Lima, 21–23 November, 2010



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A. ATTENDANCE AND ORGANIZATION OF THE MEETING

Place and date of the meeting

1. The third Ministerial Conference on the Information Society in Latin America and the Caribbean, held in Lima from 21 to 23 November 2010, was convened by the Executive Secretary of the Economic Commission for Latin America and the Caribbean (ECLAC), pursuant to Commission resolution 653(XXXIII).

Attendance¹

2. The Conference was attended by representatives of the following 18 member States of ECLAC: Argentina, Bolivarian Republic of Venezuela, Brazil, Chile, Colombia, Costa Rica, Cuba, Dominican Republic, Ecuador, El Salvador, Haiti, Honduras, Mexico, Panama, Paraguay, Peru, Plurinational State of Bolivia and Uruguay.

3. Representatives of United Nations agencies, funds and programmes, specialized bodies, intergovernmental organizations, non-governmental organizations and the private sector, whose names appear in the list of participants, also attended the Conference.

Organization of the meeting

4. The Conference was structured into plenary sessions and six panels.

Election of officers and adoption of the agenda

5. The third Ministerial Conference on the Information Society in Latin America and the Caribbean was chaired by Peru.

6. The Conference adopted the following agenda:

1. Election of officers
2. Adoption of the agenda and organization of work
3. Presentation and consideration of the document entitled “ICT for growth and equality: renewing strategies for the information society”
4. Other matters
5. Consideration and adoption of the Plan of Action for the Information Society in Latin America and the Caribbean 2015 (eLAC2015)

¹ See annex 3.

B. SUMMARY OF PROCEEDINGS

Opening session

7. At the opening session, statements were made by Alicia Bárcena, Executive Secretary of ECLAC; Adalid Contreras Baspineiro, Secretary General of the Andean Community a.i.; Hans Alldén, Head of the Delegation of the European Union in Peru; and Enrique Cornejo Ramírez, Minister of Transport and Communications of Peru.

8. The Executive Secretary of ECLAC said that the progress made in the field of information and communications technologies (ICT) should extend to all levels of society and form part of the region's strategy to achieve development with equality and productive convergence. She thanked Peru, the host country, for its hospitality and highlighted that Peru had reduced inequality thanks to public investment in education and public services and in a set of social policies, including the Juntos (Together) programme. ECLAC had called on the countries of the region to transform their production structure in order to overcome structural disparities, to take account of the importance of territory, to understand that employment was the key to eliminating inequality and to give the State a decisive role and increase its capacity to redistribute resources and promote equality. The aim should be to achieve a fair balance among society, the market and the State. In that regard, a good example had been set by the Regional Dialogue on the Costs of International Connections and their Impact on Broadband Prices, held within the framework of the Conference and attended by representatives of the State, private operators and social networks —three key players in the equation.

9. As the main joint initiative on ICT policies in the region, the regional strategy for the information society in Latin America and the Caribbean (eLAC) aimed to facilitate the adoption of technologies through the coordination of efforts, cooperation and the sharing of best practices. The process launched at the World Summit on the Information Society had had a positive influence on the design and implementation of digital policies that were already being put into practice in several countries. The challenge for the future would be to identify new priorities and put forward a new plan of action capable of enhancing regional cooperation on those policies and enabling the countries of the region to be part of the global trend of ICT-driven development. As the technical secretariat, ECLAC would continue to support the process and was confident that concrete results benefiting the region would be achieved.

10. The Secretary General of the Andean Community a.i. observed that the Andean countries had avoided the effects of the global crisis: growth indicators gave cause for optimism and augured well for future development in the region. In the Andean Community, proposals relating to science and technology were included as part of proactive social inclusion policies to encourage a social balance. In that connection, the launch of the Andean Community satellite, a long-held aspiration of the Community, offered opportunities for universal broadband access, wider access to technologies and the possibility of free access for educational purposes. The satellite would also make it possible to work in conjunction with the ministries of education and culture on innovation, quality and equity in education.

11. The use of ICT had proved to be invaluable in specific education and telemedicine experiences that had received European Union support; this had opened the way to an information and communications society that brought new prospects for integration. Social networks connected people and provided a forum for interaction, thus consolidating a culture of integration. In that regard, the Andean Community would continue to be involved in the drafting of the new plan of action.

12. The Head of the Delegation of the European Union in Peru underscored that the importance of ICT in promoting inclusive development and poverty reduction. The information and knowledge society was a priority in the European Union's cooperation policies and, thanks to the policy dialogue launched by the Alliance for the Information Society (@LIS) at the first Summit of Heads of State and Government from Latin America and the Caribbean and from the European Union, held in Rio de Janeiro in 1999, substantial funds had been allocated to projects in the region.

13. In the view of the European Union, the eLAC regional strategy was fundamental to efforts to promote the use of ICT as a tool for inclusive development, especially with regard to the promotion of digital literacy and skills; not only was that one of the seven pillars of the European Commission's Europe 2020 strategy, but it was also essential for citizens' access to e-government, e-health and e-education. That commitment was put into practice through the Euro-Solar Regional Cooperation Programme, a European Commission initiative aimed at reducing poverty by providing renewable sources of energy to isolated rural communities lacking access to electricity. Thanks to the programme, several hundred centres for the production of renewable energy had been set up in Latin America, and many of them were using computers. In addition, the Government of Peru had various programmes offering such technology to less privileged groups.

14. The Minister of Transport and Communications of Peru reiterated the importance of complementing economic growth with policies that promoted social inclusion and decent work in order to reduce the gap between those who had the most and those who had the least. To that end, it was necessary to apply new knowledge and embark on a process of cultural change at all levels among economic agents, State actors and decision-makers. In Peru, communication policies aimed to encourage increased coverage, the convergence of technologies with quality of service, competition between actors and social cohesion to give even the most isolated individuals access to broadband. It was therefore essential to make efforts towards territorial rehabilitation in order to reduce poverty and provide services to isolated communities.

15. The Conference was an opportunity not only to highlight the progress made in the field of ICT, but also to determine how those technologies meshed with the challenges of national policies. ICT were a powerful tool for taking advantage of each country's capacities and, following the lead of ECLAC, to move along the path towards greater regional integration.

Presentation and consideration of the document entitled "ICT for growth and equality: renewing strategies for the information society" (agenda item 3)

16. The Executive Secretary of ECLAC introduced the document entitled "ICT for growth and equality: renewing strategies for the information society". After emphasizing that ICT were not to be seen as an end in themselves but rather as tools and platforms contributing to economic growth and social equality, she referred to the three themes analysed in the document, namely, the existence of a clear window of opportunity for the region to take advantage of ICT to increase competitiveness and make progress in the technological convergence process; the new gaps that were opening up; and the transition towards a second generation of strategies. These new gaps included infrastructure gaps, the lack of complementary assets and institutional shortcomings; the second generation of strategies included innovation strategies and new regulatory frameworks, regional digital strategies and highly focused digital strategies. The role of the State was important, as was the application of high-impact policies, such as the universalization of broadband access and the use of ICT to boost productivity and innovation, public efficiency and social inclusion.

17. The debate that followed was moderated by Enrique Cornejo Ramírez, Minister of Transport and Communications of Peru and involved the following participants: Francelino Grando, Secretary of Innovation at the Ministry of Development, Industry and Foreign Trade of Brazil; Diego Molano, Minister of Information and Communications Technologies of Colombia; Norwin Herrera, Director General of Technological Innovation and Informatics of El Salvador; and Clotilde Fonseca, Minister of Science and Technology of Costa Rica.

18. The Minister of Transport and Communications of Peru thanked the Executive Secretary of ECLAC for her excellent presentation, which had clearly indicated the areas where the countries of the region fell short, as well as the costs associated with those weaknesses, and the strategies that they should adopt to overcome them. Attention had also been drawn to the importance of the State's role in administering resources and of taking a dynamic approach to public policy.

19. Viewing ICT as a tool for productive integration, the Secretary of Innovation at the Ministry of Development, Industry and Foreign Trade of Brazil highlighted the role of the eLAC regional strategy framework as a forum for the integration of national policies on a consensual basis whereby countries could gradually increase their involvement.

20. The Minister of Information and Communications Technologies of Colombia announced a technological change grounded in "more Internet for less poverty". It was necessary to take strides towards expanding Internet penetration. Colombia intended to expand access to broadband in the country significantly by reducing interest rates and the tax levied on personal computers, and by launching a public-private investment fund with shared risk, among other measures.

21. The Director General of Technological Innovation and Informatics of El Salvador said that an ICT commission had been created in his country 18 months previously and that there was a project to standardize and modernize Government websites with a view to improving the quality of the services required by citizens. Regional efforts should be integrated to avoid duplication of efforts; the experiences of other countries, such as Brazil, Chile, Colombia and Mexico, could be useful.

22. The Minister of Science and Technology of Costa Rica was of the view that ICT policies should go hand in hand with the development of industry, innovation and human capital. In the context of the digital revolution, the conceptualization of the digital reality was open to misinterpretation. Although broadband was necessary for increasing productivity, it was not the only factor to take into account. In addition, human capital should also be developed.

Panel 1: Universal provision of broadband

23. Panel 1 was moderated by Jorge Luis Cuba Hidalgo, Deputy Minister of Communications of Peru, and involved the following participants: Mario Cimoli, Chief of the Division of Production, Productivity and Management of ECLAC; Jorge Atton, Undersecretary for Telecommunications of Chile; César Alvarez, Coordinator of the National Broadband Plan of Brazil; Guillermo Thornberry, President of the Latin American Telecommunications Regulators Forum (REGULATEL); Hernán Galperín, from the Regional Dialogue on the Information Society (DIRSI); and Eloisa Talavera Hernández, Coordinator of the Information and Knowledge Society of the Secretariat of Communications and Transport of Mexico.

24. The panellists agreed that, to avoid running the risk of the broadband digital divide exacerbating existing divides in other socio-economic sectors, one of the region's strategic objectives with regard to the information society should be to extend broadband access to all citizens in Latin America and the

Caribbean. Achieving that would require innovation in the related public policy areas, since many countries, especially the most advanced ones, were already implementing comprehensive policies that took account of the action of industry and governments. The participants discussed the role of broadband in facilitating access to various services and socio-economic activities, including education, health, trade, government services and innovation. The need for a broadband system with a wider scope as a complement to the national innovation and quality system was also discussed. Reference was made to the digital divide and to the situation in Latin America and the Caribbean compared with average broadband penetration in the developed countries. Lastly, the panellists addressed the need to eliminate bureaucratic hurdles and establish regulatory measures for broadband, with panellists describing the specific experiences in their countries.

Panel 2: ICT and inclusive education

25. Panel 2 was moderated by Oscar Becerra, General Director of Educational Technologies of the Ministry of Education of Peru, and involved the following participants: Clotilde Fonseca, Minister of Science and Technology of Costa Rica; Ida Holz, member of the policy board of the Basic Computer Connectivity for Online Learning (CEIBAL) Plan; Rafael Ibarra, President, CLARA Network; Boyan Radoykov, Information Society Division of the United Nations Educational, Scientific and Cultural Organization (UNESCO); Arturo Valerio Salazar, Coordinator of the Digital Skills for All programme of Mexico; Aníbal Aguilar Gómez, Regional Coordinator of the EDUCIMAC project of the General Secretariat of the Andean Community; and Guillermo Sunkel, Social Development Division of ECLAC.

26. During the panel session questions were raised regarding ICT projects in the area of education, the social impact of broadening access to those technologies in the education system, the contribution that the school system should make to ensuring students' full understanding of new technologies, the teacher training strategy on the use of new technologies in teaching processes that should be established, and the main strengths and weaknesses of the implementation of digital technology programmes in the school system. The panellists recognized the need for a comprehensive approach to the issue of ICT and education: it was not enough to have the infrastructure in place without the capacity to use it. Long-term capacity-building was thus essential for teachers, parents and students. ICT must be seen as a tool to support education, and educational models based on ICT were ineffective without teachers who were trained to put them into practice. Lastly, the panellists gave examples of specific experiences from their countries of the implementation of such educational models.

Panel 3: Innovation, ICT and the production sector

27. Panel 3 was moderated by Jorge Villasante Aranibar, Minister of Production of Peru, and involved the following participants: Nicolás Llano, ICT and Business Competitiveness Adviser, Ministry of Information and Communications Technologies of Colombia; Margarida Baptista, Adviser, Brazilian Development Bank; Mateo Grazzi, Inter-American Development Bank; Carlos Durand Chahud, President of the Chamber of Commerce of Lima; Sebastián Torres, National Industries Director of Uruguay; and Giovanni Stumpo, Division of Production, Productivity and Management of ECLAC.

28. The panel discussed, among other issues, the most relevant factors that made it difficult to incorporate ICT into businesses, especially smaller businesses; countries' strategies for eliminating those obstacles; the extent to which such strategies were coordinated with broader policies to foster production and technology; and the instruments that should be promoted in order to achieve results in the short and medium terms. Although considerable progress had been made, improved statistics on ICT and the production sector were needed because it was still difficult to carry out analyses owing to the incomplete

coverage of all production sectors. ICT gaps affected, above all, microenterprises and small and medium-sized enterprises (SMEs); these gaps tended to be of a basic nature (lack of access) and were growing. Contributing factors included the cost of incorporating and maintaining ICT, human resources capacities and business organization. Progress on national strategies had been made, but there was limited integration with production structures (they were not cross-cutting), few direct efforts had been undertaken (such as shopping portals), many legal obstacles remained in place and there had been scarce improvements in transaction security. Size differences between enterprises had a profound impact on their productivity levels; and establishing public policies, with their respective evaluation mechanisms, was fundamental to closing such gaps.

Panel 4: E-government as a citizen's right

29. Panel 4 was moderated by Jaime Honores Coronado, Head of the National Office of e-Government and Information Technology (ONGEI) of Peru, and involved the following participants: Miguel Porrúa, e-Government Coordinator of the Department of State Modernization and Governance of the Organization of American States; Osvaldo Novoa, Vice-President of the Ibero-American Association of Telecommunications Research Centres and Enterprises (AHCJET); Julián Casabuenas, Director of COLNODO of Colombia; José Clastornik, Executive Director of the Electronic Government and Information Society Agency (AGESIC) of Uruguay; Edgardo Pino, Coordinator of the Digital Strategy of the Ministry of Economic Affairs of Chile; Álvaro Díaz, Division of Production, Productivity and Management of ECLAC; and Eduardo Alberto Thill, Undersecretary for Management Technologies, Secretariat for Public Administration of Argentina.

30. According to the panel, e-government was one of the pillars of development and digital inclusion strategies and a fundamental tool for the modernization, decentralization and increased transparency of the public sector and for strengthening democracy. Furthermore, e-government played a role in development, promoted greater use of information technology by SMEs and contributed to social policies, while also fostering regional integration. Almost all the countries already had a digital agenda and had made progress in regulation, although there were some disparities. The challenges lay in decentralization and moving from standardized services to personalized services in order to achieve more transactional and participatory e-government, with a focus on serving citizens and an approach to e-government as an obligation of the State to improve citizens' quality of life. The interoperability of the data and systems involved in the relevant processes had to be guaranteed. In response to comments on capacity-building programmes for citizens, the panellists reflected on the scope of such programmes, the need to include them in State policy and the existing financing possibilities for implementing them. The panellists also outlined the progress made and challenges that remained in relation to e-government in their respective countries.

Panel 5: ICT for inclusive social security

31. Panel 5 was moderated by Zarela Solís, Deputy Minister of Health of Peru, and involved the following participants: Javier Carnicero, Director of the National Health System Observatory of the Quality Assurance Agency, Ministry of Health and Social Policy of Spain, and member of the executive board of the Spanish Society of Health Informatics (SEIS); Maki Esther Ortíz Domínguez, Undersecretary of Integration and Development of the Health Sector, Secretariat of Health of Mexico; Jorge Walters, Regional Consultant, Pan American Health Organization (PAHO); Luiz Ari Messina, Director of the University Telemedicine Network (RUTE) of Brazil; Santiago Spadafora, Director of Strategic Planning of the Ministry of Health of the Province of Buenos Aires, Argentina; and Andrés Fernández, Social Development Division of ECLAC.

32. The panel discussed the factors responsible for the slow incorporation of ICT into the health system; the way in which the knowledge and relevant experience in relation to e-health were harnessed by the public health system; the main challenges involved in introducing ICT for the modernization of health services management and care processes (through distance learning to bring teams of health providers up to date or telemedicine applications); and the benefits associated with establishing a common agenda among the various actors involved. The potential role of ICT in the health sector, such as remote assistance provided via such technologies, was also discussed. Telemedicine networks should be integrated at all levels of care, and ICT could contribute to more efficient health networks. Universal electronic medical records for each patient would be both necessary and useful, in order to avoid unnecessary journeys and to reduce health costs. ICT were a powerful tool but not an end in themselves for health. One of the priorities in relation to e-health should be the creation of an integrated health information system, which could be used for epidemiological purposes.

Panel 6: Trends and future scenarios regarding the information society

33. Panel 6 was moderated by Mario Cimoli, Chief of the Division of Production, Productivity and Management of ECLAC, and involved the following participants: Frank Martínez, Worldwide Director of Digital Inclusion, INTEL Corporation; Flavio Calonge, Local and Regional Government Lead, Microsoft Latinoamérica; Enrique Rueda Sabater, Director of Strategy for Emerging Markets, CISCO Systems; Francelino Grando, Secretary of Innovation of the Ministry of Development, Industry and Foreign Trade of Brazil; and Eddie Morris, Director of the Master's Programme in ICT Management of the ESAN University Graduate School of Business, Peru.

34. The panel addressed the rapid progress of ICT, with the constant appearance of new products and services that served social (such as education and health), economic or entertainment purposes. The panellists referred to Moore's law, according to which the progress made in the next two years would be equal to that achieved since the beginning of the digital era. ICT and cloud computing were the future. Indeed, the benefits of ICT still remained to be seen; and the future of the Internet depended on the number of persons connected because it would not be the same once universal connectivity had been achieved. It was impossible to make long-term predictions of future scenarios because it could not be known how the Internet or technologies would change.

Consideration and adoption of the Plan of Action for the Information Society in Latin America and the Caribbean (eLAC2015) (agenda item 5)

35. The countries participating in the third Ministerial Conference on the Information Society in Latin America and the Caribbean adopted in plenary session the Lima Declaration and the Plan of Action for the Information and Knowledge Society in Latin America and the Caribbean (eLAC2015) (see annexes 1 and 2).

Closing session

36. At the closing session, statements were made by Enrique González, Chair of the Conference and Director-General of Information Technology Management, Ministry for Foreign Affairs of Peru; José González y González, representative of the European Commission; Jaime Honores Coronado, Head of the National Office of e-Government and Information Technology (ONGEI) of Peru; and Alicia Bárcena, Executive Secretary of ECLAC.

37. The Chair observed that achieving the aims of the eLAC2015 Plan of Action presented the countries with a considerable challenge. The inclusion of climate change and the way in which ICT could help attenuate its impact was a great step forward. He welcomed the transition from an “information society” to a “knowledge society”, which went beyond digital media and technologies to focus on how the use of such technologies affected individuals and relationships between people.

38. The representative of the European Commission highlighted the role of the @LIS2 programme in the organization of the third Ministerial Conference, which had been constructive and had involved high-level representatives from the region. The European Union would continue to support programmes within the framework of the information society in Latin America and the Caribbean in order that ambitious public policies might be established to create a more user-friendly digital environment and provide adequate access for the most vulnerable populations.

39. The Head of the National Office of e-Government and Information Technology of Peru said that the technology should be made available to citizens, who should receive proper training since policies were ultimately drafted on the basis of citizens’ needs. While meetings were useful for drawing up agreements, it was important that measures were then adopted on the basis of those agreements so that citizens could start to benefit from ICT; that, in turn, would secure their support for technology.

40. The Executive Secretary of ECLAC welcomed the adoption of the Plan of Action for the Information and Knowledge Society in Latin America and the Caribbean (eLAC2015) and said that achieving its aims would bring progress towards social equality. She commended the work in favour of universal broadband access, transparency and openness to an e-government in which all citizens had access to information, welcoming as well the inclusion of the issue of climate change in the Plan of Action. To be truly competitive, it was necessary to be productive and capable of acquiring knowledge and technology. In that regard, eLAC2015 marked the beginning of a new technological and economic paradigm and ECLAC was fully committed to supporting the countries of the region in their endeavours.

Annex 1

LIMA DECLARATION

We, the representatives of the countries of Latin America and the Caribbean meeting in the city of Lima from 21 to 23 November 2010 at the third Ministerial Conference on the Information Society in Latin America and the Caribbean,

Reiterating the principles and objectives agreed upon during the first and second phases of the World Summit on the Information Society, held in Geneva in December 2003 and in Tunis in November 2005, with a view to channelling the potential of information and communications technologies to promote the Millennium Development Goals,

Recalling the Bávaro Declaration adopted in the Dominican Republic in January 2003, the Rio de Janeiro Commitment and Plan of Action for the Information Society in Latin America and the Caribbean (eLAC2007) adopted in Brazil in June 2005, the San Salvador Commitment and Plan of Action for the Information Society in Latin America and the Caribbean (eLAC2010) adopted in San Salvador in February 2008, and the Declaration of El Salvador, adopted at the Summit of Latin America and the Caribbean on Integration and Development, which support the work which the countries of Latin America and the Caribbean have resolved to undertake in order to incorporate policies on the information society into their national development policies,

Recognizing that the global objectives of the Geneva Plan of Action are to be met by 2015 and that implementation of the Plan of Action for the Information Society in Latin America and the Caribbean represents an important contribution to the fulfilment of the Millennium Development Goals for Latin America and the Caribbean,

Reaffirming our common desire and commitment to build a people-centred, inclusive and development-oriented information society based on human rights and on the principles of peace, solidarity, inclusion, freedom, democracy, sustainable development and cooperation,

Renewing our commitment to open and participatory dialogue in keeping with the principles laid down at the World Summit on the Information Society,

Recognizing that policies on the information society must take a developed-oriented approach and incorporate gender perspectives and opportunities for all, based on an equality-seeking vision of inclusion and, in particular, on the reduction of the digital divide,

Recognizing also that policies on the information society must contribute to efforts to combat climate change and that the use of information and communications technologies must take into account the ecological issues involved,

Emphasizing the importance of creating an enabling environment for investment and innovation, which promotes cooperation and public-private partnerships and enables the investment of resources and capital to broaden access to information and communications technologies and raise awareness of their potential in the framework of corporate social responsibility,

Restating our conviction that information and communications technologies are not an end in themselves but an instrument in the quest for a more equitable and sustainable form of human development that paves the way for greater economic growth, better employment conditions and enhanced competitiveness leading to social inclusion,

Declare

Our firm conviction that the Plan of Action for the Information Society in Latin America and the Caribbean (eLAC2015) represents our regional will to achieve a common agenda that reflects the efforts under way in our countries to make access to the information and knowledge society a universal right, with a view to promoting regional integration and articulating global goals with the region's needs and priorities,

Our recognition that the various working groups of eLAC have served as forums for dialogue that have enabled the reconciliation of the different priorities in the countries of the region, and that dialogue and cooperation should therefore be maintained in eLAC2015,

Our conviction that the development of public policies should mainstream information and communication technologies for development in a cross-cutting manner,

Our will to promote and strengthen regional research, technological development and innovation and knowledge networks which are important for the development of the region,

Our wish that the work of the regional agencies in the public and private sectors and civil society should continue to be vital for the development of eLAC, since their active engagement is essential if eLAC is to have real and tangible outcomes, avoid duplication of effort and focus on leveraging the resources available in the region,

Our commitment to promote and strengthen cooperation and regional e-government networks, which are fundamental for fulfillment of the goals associated with the use of information and communication technologies in public administration and in support of public policy implementation,

Our commitment to promote specific measures of solidarity and assistance in order to facilitate access to the benefits of the information society for relatively less developed countries in the region, with a particular emphasis on Haiti, the small island developing States and other countries which face particular obstacles in the process of implementing national strategies to develop the information and knowledge society,

Our determination to promote research, technological development and innovation in information and communication technologies, as a basis for the information and knowledge society,

Our conviction that we must move forward in developing public policies that support the establishment of clear guidelines regarding the use of environmentally sound technologies and proper management of technological waste,

We resolve to

1. *Adopt* the Plan of Action for the Information and Knowledge Society in Latin America and the Caribbean 2015 (eLAC2015);

2. *Adopt also* the eLAC 2015 Follow-up Mechanism;
3. *Work* to find financial mechanisms to support all the stakeholders of the region in the forging of synergies for the activities envisaged for eLAC2015;
4. *Continue to strengthen* existing cooperation with stakeholders outside the region and promote new cooperation networks;
5. *Recognize* the work of regional entities and organizations and invite them to play an active part in the implementation of eLAC2015 and request the technical secretariat to coordinate with these stakeholders in order to avoid the duplication of efforts, maximize resources and build experience;
6. *Reaffirm* the commitment of the countries of the region to the implementation of the outcomes of the World Summit on the Information Society;
7. *Recognize* the work carried out by the Economic Commission for Latin America and the Caribbean in its role as technical secretariat of eLAC and its vital importance for the continuity of the process;
8. *Thank* the European Commission for the support provided to eLAC since its beginnings and urge that body to continue to afford its firm backing to the process;
9. *Express our gratitude* to the people and the Government of Peru for the outstanding organization of the third Ministerial Conference on the Information Society in Latin America and the Caribbean;
10. *Thank* the Government of Uruguay for its kind offer to provide continuity to the eLAC process and host the next Ministerial Conference on the Information Society in Latin America and the Caribbean.

Annex 2

**PLAN OF ACTION FOR THE INFORMATION AND KNOWLEDGE SOCIETY
IN LATIN AMERICA AND THE CARIBBEAN (eLAC2015)****I. LINES OF ACTION AND PRIORITIES****A. ACCESS****1. Line of action: achieving access for all**

For the countries of Latin America and the Caribbean, the universalization of broadband access in the twenty-first century is as important for growth and equality as were electric power and road infrastructures in the twentieth century. Broadband is an essential service for the economic and social development of the countries of the region, and it is indispensable for progress, equality and democracy. That is why the strategic goal is for broadband Internet access to be available to all of the citizens of Latin America and the Caribbean.

Attainment of this goal requires rapid progress in reducing access fees and increasing bandwidth, based on more robust telecommunications systems that remain able to provide services even in the event of major natural disasters. This necessitates proactive public policymaking. It will be necessary to foster the expansion of supply, taking advantage of new kinds of access such as wireless technologies and interactive digital television. The State will have to be actively involved in order to ensure universal access to broadband, by encouraging private investment, allocating part of its general funds, or investing directly or through public-private partnerships, in keeping with the strategies of each country. The objective for the next five years is to make substantial progress in universalizing broadband access. This progress should focus especially on reducing social and regional inequalities, especially in poorly supplied urban districts and remote and rural areas.

Considering that the region has begun a transition to digital television that will diversify the options for access to high-speed Internet and expand the available applications, it is essential to encourage regional cooperation among countries that have adopted similar or different digital television standards. Efforts must be made to promote the production of interactive and interoperable content and services, together with cooperation in developing integrative devices such as set-top boxes, based on common standards, in order to expand the supply of and access to interactive digital platforms. The convergence of digital television and other means of access to high-speed Internet should also be promoted.

The countries of the region face the challenge of continually enhancing their emergency and security plans for natural disasters such as storms, earthquakes, floods and tsunamis, volcanic eruptions and mudslides, which occur frequently in Latin America and the Caribbean. To this end, information and early warning systems, robust government communications networks and reliable telecommunications services, whether land- or satellite-based, are essential for people to be able to communicate, using mobile phones, computers or open interactive digital television, among other media. The countries of the region commit to continuing to work together to ensure that digital technologies and networks, including

academic networks, are an effective tool for such public policies, which should seek to ensure the continuity of essential services.

2. Priority: achieve a leap towards universal broadband access

Goal 1: Increase direct investment in broadband connectivity to make it available in all public establishments.

Goal 2: Advance towards universal availability of affordably priced broadband connectivity in homes, enterprises and public access centres to ensure that, by 2015, at least 50% of the Latin American and Caribbean population have access to multiple convergent interactive and interoperable services.

Goal 3: Coordinate efforts to bring down the costs of international links by means of a larger and more efficient regional and subregional broadband infrastructure, the inclusion of (at least) the necessary ducts for fibre-optic cables in regional infrastructure projects; the creation of Internet exchange points; the promotion of innovation and local content production; and the attraction of contents suppliers and distributors.

Goal 4: Collaborate and coordinate with all regional stakeholders including academia and business, the technical community and organizations working in the field, such as the Latin American and Caribbean Internet Addresses Registry (LACNIC) and the Internet Society (ISOC), to ensure that Internet Protocol version 6 (IPv6) is broadly deployed in the region by 2015; and implement, as soon as possible, national plans to make government public services portals in Latin America and the Caribbean accessible over IPv6 and to make public sector networks native IPv6 capable.

Goal 5: Harmonize indicators which provide an overview of the situation of broadband in the region, in terms of both penetration and uses of applications, in accordance with international standards.

Goal 6: Promote ICT access and use by persons with disabilities, with emphasis on the development of applications that take into account standards and criteria on inclusion and accessibility. In this connection, promote compliance by all government web portals with the web accessibility standards established by the World Wide Web Consortium (W3C).

B. E-GOVERNMENT

1. Line of action: treating e-government as an obligation of Governments towards their citizens

The Latin American and Caribbean region is already well on the way to developing e-government, which will make it possible to transform the public sector, meeting citizens' demands for more effective and efficient public administration, achieving greater equity and inclusion in access to public services, improving State transparency and deepening democracy.

However, evidence shows that much remains to be done. The range of administrative formalities and public services available online is still small and efforts to improve the quality of existing services are still incipient. Interoperability between government services is scant, leading to significant inefficiencies

and difficulties in providing effective services for citizens. Many municipalities lack access to broadband. The difficulty of combining an increased use of information and communication technologies (ICT) with improved public management is also a concern.

Progress must be made in building and strengthening systems to protect and access public and common goods through ICT, based on three pillars: (i) support for improving the operational efficiency of public institutions; (ii) improving access to public goods by reducing the costs of transactions between governments and citizens; and (iii) generating infrastructure.

To address these challenges progress is required in at least the following areas: increase the range of open data and improve the quality of information available online to citizens and businesses; make administrative formalities and services available online, on a mass scale, for different electronic devices and digital technologies; support decision-making through ICT; ensure that all local governments provide transactional services to citizens; expedite the use of ICT in justice and health-care systems and in the administration of citizens' rights; encourage public administration coordination and interoperability based on open standards, while respecting the protection of personal data; complete the legal and regulatory framework for ICT to capitalize on their potential and meet society's greatest needs; and develop national strategies to build confidence in the use of ICT in public administration e-government modalities.

E-government programmes must cater for training of the staff and units of government agencies responsible for the design and provision of services so that they meet the needs of citizens.

Governments must also offer citizens opportunities for training in the use of ICT and e-government tools to enable them to use these resources productively and in an individually meaningful way.

2. Priority: achieve transactional and participatory e-government

Goal 7: Make as much data and information and as many administrative formalities and services as possible available online to citizens and enterprises through multiple convergent interactive and interoperable media, with an emphasis on quality and security and on the needs of the lower-income population and microenterprises and SMEs. In particular, promote support for the Network of e-Government Leaders of Latin America and the Caribbean (REDGEALC) as a forum for collaboration and an engine for e-government in the countries of the region.

Goal 8: Provide the necessary tools and technological platforms to support capacity-building among local governments, local government agencies and citizens with a view to the deployment and use of applications, interactive content and services for the local population with due regard for standards and criteria on inclusion and accessibility, in the interests of citizen participation. In particular, promote the participation, with due transparency, of microenterprises and SMEs in electronically conducted public procurement and tenders.

Goal 9: Make the necessary regulatory changes to increase public services interoperability by means of open standards, without detriment to the protection of personal data and trade secrecy, security and the stability of information systems.

Goal 10: Promote the adoption in all countries of the region of critical information system infrastructure protection plans which contemplate, among others, national computer emergency response teams (CERTs) and national computer security incident response teams (CSIRTs) and develop methods of interaction and coordination in response to security incidents as well as exchange of know-how and experience.

C. ENVIRONMENT

1. Line of action: promoting the use of ICT to mitigate the impact of climate change and broadening the use of technologies for natural disaster and emergency prevention, mitigation and response

The contribution of ICT to climate change mitigation has already been illustrated in the region.¹ From the point of view of technological innovation, some technologies contribute directly by reducing the energy needs of the ICT sector, while others do so indirectly by using ICT to replace fossil fuels. ICT also contribute systemically to climate change mitigation with the technology to implement and monitor carbon emissions reductions in other sectors of the economy. Specifically, ICT can help to monitor, mitigate and adapt to the adverse impacts of climate change. Eco-friendly ICT and renewable energy sources contribute to environmental conservation and help to reduce greenhouse gas emissions and improve living standards.

From the perspective of sustainability, the regional approach involves comprehensive policies on electronic and digital waste management, based on a positive relationship with the stakeholders and the development of mechanisms of coordination between the public, private and decentralized sectors and civil society. In addition, more rapid progress is needed in the definition of joint guidelines among and within the countries, in the framework of impact categories within the integrated waste management cycle: fields of application, design and manufacture, selective collection, treatment, costing, information and systems monitoring, while encouraging a greater understanding and coordination of transboundary movements of electronic and digital waste.

At the same time, scientific and operational use of ICT contributes to understanding and detection of natural phenomena that cause risk and natural disasters. Accordingly, ICT should be used to deploy preventive and response measures and establish early warning systems.

Goal 11: Formulate public policies to encourage the integrated management of waste generated by ICT and their use.

Goal 12: Promote cooperation and policymaking in the region for the use of ICT in natural disasters, and for prevention of and response to climate change and emergencies, based on common standards and best practices, since natural disasters transcend the national sphere.

¹ In 2007, the total footprint of the ICT sector—including personal computers and peripherals, telecoms networks and devices and data centres— was 830 MtCO₂e, about 2% of the estimated total emissions from human activity released that year, and this figure looks set to grow at 6% each year until 2020. The footprint of the telecoms infrastructure (mobile, fixed narrow band, fixed broadband, telecommunications devices), including ongoing energy use and carbon embedded in the infrastructure, was 133 MtCO₂e in 2002 and this figure is likely to grow by 5% per year (Smart 2020: “Enabling the low carbon economy in the information age”, presented at a symposium of the International Telecommunication Union in London on telecommunications and climate change, 2009).

D. SOCIAL SECURITY

1. Line of action: promoting the use of ICT for inclusive social security

The countries of Latin America and the Caribbean have made significant progress in the social sphere over the past five years. But poverty and inequality persist, as do informality and unemployment. The countries therefore commit to boosting the use of digital technologies and networks in all spheres of social security. This poses enormous public policy challenges.

On the one hand, health care coverage and quality for the most vulnerable sectors must be improved, taking into consideration the significant changes in morbidity while ensuring a poverty-free old age for a burgeoning population of older persons. Moreover, the growing movement of persons among countries poses the challenge of applying integrated strategies, both for health care and for epidemiological surveillance. Given the incipient development of digital technologies and networks in health-care systems, the major challenge is to integrate e-health with national strategies and regional cooperation in this sphere.

On the other hand, progress must be made in universalizing the right to social protection in a context of high employment insecurity. We believe that digital technologies and networks are powerful tools for enhancing policies for social provision, unemployment insurance, access to justice and combating extreme poverty. Correctly applied, such technologies are capable not only of making these policies more effective, but also of increasing public confidence in the institutions that apply them.

We believe it is essential for the countries of the region to strengthen their digital strategies in the health sector in order to improve the coverage and quality of health care, especially for the most vulnerable sectors. It is also essential to promote dialogue and cooperation with a view to developing the technical and legal bases for telemedicine and electronic medical records, taking into account international best practices and personal data protection.

2. Priority: use ICT to ensure access, security and continuity of health care for users of health services

Goal 13: Promote integrated, ICT-based, comprehensive health-care management, with emphasis on broadband connectivity in 100% of public hospitals and health centres, and make progress in interoperability and telehealth, paying particular attention to unified electronic clinical records and management systems.

Goal 14: Develop interoperability for regional epidemiological cooperation and enhance the use of ICT in order to improve the coordination of decision-making between the different health-care systems.

E. PRODUCTIVE DEVELOPMENT AND INNOVATION

1. First line of action: driving research, technological development and innovation in the region

The massification of technologies and digital networks provides opportunities for new waves of innovation, especially for national technology enterprises. The countries signing the Plan of Action for the Information and Knowledge Society in Latin America and the Caribbean (eLAC2015) commit to fostering the policies and regulatory changes—including the convergence of broadcasting, telephony and Internet services— needed to turn those opportunities into realities that ensure greater productivity and well-being for societies in the countries of the region.

Producing interactive content and making it available across diverse platforms and devices is a challenge of considerable proportions for Latin America and the Caribbean.

But it also provides a historic opportunity to develop a software industry, applications and digital services that are functional for all economic and social sectors.

Promoting this new industry requires proactive public policies that should encompass at least two complementary considerations. On the one hand, they should encourage ICT-intensive public-sector upgrades with a national impact. E-government functions require highly innovative applications. The same is true of services such as traceability systems, account payments and the provision of free public services by mobile phone or open interactive digital television. All of these are high-impact initiatives and provide an opportunity for national enterprises engaged in digital applications and content, particularly microenterprises, SMEs and independent producers, to capitalize on their potential for creation and innovation.

Development policies should be created to provide training for, support and even co-finance ICT-intensive research, development and technological innovation projects in universities, research institutes and technology-based enterprises that generate local value added.

The instruments that could be used for this purpose are, among others: funds for technological innovation; tax incentives; technical assistance for improving software quality; government procurement policies; subsidies for training and postgraduate instruction in ICT and, in particular, content production and interactive digital services. Such instruments could be national or regional in scope and should include international cooperation.

2. Second line of action: helping to close the digital divide between large enterprises and micro-, small and medium-sized enterprises

Despite the progress made, there is a significant gap in the use of ICT between large companies and smaller enterprises, particularly microenterprises and SMEs. If it persists, this gap could widen the productive heterogeneity of the countries of Latin America and the Caribbean.

The challenge here is not only to ensure that microenterprises and SMEs have access to ICT, but also that they develop advanced uses for such technologies, such as telework and e-commerce, thereby expanding their business opportunities, increasing their productivity and closing the technology gap.

This will require at least two complementary initiatives. The first involves public policies to create a favourable environment for achieving mass use of ICT among microenterprises and SMEs. Telecommunications policy should aim to lower the cost of broadband access. E-government should increase the number of administrative formalities available online and open the government e-procurement system to participation by microenterprises and SMEs. The legal framework should facilitate implementation of e-billing and make e-business more secure. Anti-monopoly policy is equally important, and quality standards and certification should help make markets more transparent so that companies can purchase digital goods and services, reducing costs and the risk of capture and lock-in effects.

Second, development policies should aim to increase the capacity of microenterprises and SMEs to use more advanced ICT, including an Internet presence. The most important components of such policies include the training of professionals and workers, technical assistance to enable productive clusters and chains to use digital networks and services, credit support for purchasing ICT-intensive capital goods, and technical assistance for implementing systems with advanced ICT applications.

3. Priority: achieve access to ICT for all microenterprises and SMEs and promote innovation

Goal 15: Facilitate access by microenterprises and SMEs to the different digital technologies and ensure that most small firms have access to broadband and make productive use of it.

Goal 16: Develop national and regional public policies on training and financing, among other areas, to help expand e-business and bring it within the reach of microenterprises and SMEs.

Goal 17: Promote large-scale innovations that foster the development of national and regional enterprises, in order to convert Latin America and the Caribbean into ICT producers rather than merely ICT users.

Goal 18: Promote public policies and national and regional projects to research, innovate in and produce interactive, interoperable, accessible and user-friendly digital content, for different technological platforms and in different thematic areas, making a particular effort to stimulate the region's cultural and linguistic diversity.

Goal 19: Promote the digitalization and storage of analog content in order to preserve the region's stock of cultural assets and encourage the development of new knowledge.

Goal 20: Increase investment in research, technological development and innovation.

F. ENABLING ENVIRONMENT

1. First line of action: crafting a legal environment that facilitates the development of the information and knowledge society

The dissemination of ICT needs an appropriate legal environment that ensures the validity of electronic signatures and e-documents and effective combating of cybercrime, especially offenses against privacy,

content that promotes child pornography, racism or violence, and financial offences such as piracy, sabotage, the distribution of viruses, espionage, forgery and fraud.

The legal framework should ensure public-sector transparency and the protection of personal data. Countries should have legislation for the digital world that strikes a balance between intellectual property rights and social requirements for the dissemination of knowledge and information.

2. Second line of action: moving towards the implementation of policies that facilitate the development of the information and knowledge society

Internet governance must be multilateral, transparent, democratic and development-oriented with Governments participating fully on an equal footing. It must also engage the private sector, civil society and international organizations. Net neutrality must be promoted, and discussions fostered at the relevant regional and subregional levels.

At the same time, efforts must be made to foster public policy and consolidate the national and regional legal framework to boost e-commerce and make it accessible to all individuals and businesses, especially microenterprises and SMEs.

3. Priority: promote the use of ICT for regional integration

Goal 21: Foster dialogue and cooperation in the area of regulation with a view to regional integration, in particular with respect to the protection of personal data, digital signature and cybercrime.

Goal 22: Further dialogue and cooperation in order to promote e-billing at the regional level.

G. EDUCATION

1. Line of action: developing and implementing ICT for an inclusive education

Education, training and other forms of skills-building are basic tools for achieving equity, equality and productive and economic development. In this context, the countries of the region pledge to make maximum use of the potential of digital technologies in teaching and learning to ensure that educational systems keep abreast of new digital developments.

Countries shall promote the development of competencies, skills and training processes that provide access to knowledge and cultural creation.

The priority is and will continue to be the population for whom opportunities and resources are more limited. Gender concerns and cultural and linguistic diversity will be taken into account together with the needs of the different social groups of our societies.

The policy for maximizing use of digital technologies in the context of education must be viewed as a policy of State. This policy must include advanced training for teachers in technological, cognitive

and pedagogical areas, the production of digital contents and interactive applications, innovative teaching and learning methodologies and the use of cutting-edge technological resources, including the provision of broadband and other systems with the potential to transform teaching.

Countries need to make an effort to rethink teaching-learning processes in light of recent knowledge in the field of cognoscience and of the potential of these technologies. In order to achieve a more modern and effective ownership of such technologies, students must be encouraged to move beyond simply using and taking technologies and develop capabilities to analyse and critique them.

These policies must also actively engage students and their families, teachers and education specialists, and content creators, editors and producers, as well as coordinators of ICT access points, interactive software developers, archivists and librarians, among others.

2. Priority: provide universal access to ICT for education and expand their use in this field

Goal 23: Connect all educational establishments to broadband and increase their computer density, while promoting the use of convergent educational resources such as mobile phones, video games and open interactive digital television. In this connection, foster public policies that support collaborative teaching and research activities carried out over national and regional research and education networks. In particular, promote support for the CLARA network and CARIBnet in managing and obtaining passive infrastructure, thus strengthening the regional network for science, technology, research and innovation.

Goal 24: Ensure that all professors, teachers and management of educational institutions have received basic ICT training which enables them to incorporate these technologies effectively into the teaching-learning process. Here, it is particularly important to train these professionals in the use of innovative teaching models, maximize opportunities and minimize the risks associated with the use of different digital technologies by children and adolescents.

Goal 25: Encourage the development of interactive applications for education and promote the production of multimedia public content, based on the principles of accessibility, user-friendliness and free availability over the Internet and digital devices, with emphasis on the participation in, and production of, resources by pupils and teachers.

Goal 26: Promote support for the Latin American Network of Educational Portals (RELPE) in the exchange, joint production and generation of shared repositories of multimedia resources, distance training proposals and teaching models with the focus on convergence of media in education and the promotion of cultural diversity.

H. INSTITUTIONAL STRUCTURE FOR A POLICY OF STATE

1. Line of action: promoting coordination at the national level

The region has made substantial progress in promoting public policies for digital development and dissemination. But it faces four major challenges. First, digital technologies and networks are horizontal and encompass all sectors of the economy and society. This presents great opportunities but poses the

challenge of overcoming the problems of coordination that States face in driving digital development. To this end, greater coordination is needed between public institutions and sectoral policies as well as between the different levels of government.

Second, it is time for a new stage in which ICT initiatives cease to be exogenous to public policy and are instead mainstreamed into sectoral strategies and policies.

Third, each country's digital plans or agendas must consider regional and subregional cooperation in order to ensure that ICT operate as instruments for integration and development.

The fourth challenge is to ensure the availability of mechanisms which can ensure the collaborative participation of civil society and the private and academic sectors.

The fifth challenge is to ensure that national agendas and sectoral plans incorporate statistical information and disaggregated measurements which enable evaluation of specific impacts on given population groups as well as measurements that support the formulation and monitoring of public policy.

II. FOLLOW-UP MECHANISM

Considering the experience with the two plans agreed previously, eLAC2015 will have a follow-up mechanism with three levels of coordination and cooperation:

A. FOLLOW-UP CONFERENCE

It is agreed to hold an eLAC2015 ministerial follow-up conference in 2013 in Uruguay. This conference is the highest body of the eLAC2015 follow-up process and will be responsible for assessing fulfilment of the aims and goals agreed upon at the third Ministerial Conference on the Information Society in Latin America and the Caribbean and for making any adjustments and changes considered necessary.

B. PRESIDING OFFICERS

The Presiding Officers will constitute the executive organ of the eLAC2015 follow-up process and will be responsible for decision-making between ministerial conferences. The Presiding Officers will comprise two representatives from each of the four groups of countries listed below and will perform their duties until the next Ministerial Conference:

Region	Country	Country
Andean countries	Peru (Chair)	Ecuador
Central America and Mexico	Mexico	Pending to 31 January 2011
Southern Cone	Brazil	Uruguay
The Caribbean	Cuba	English-speaking Caribbean (pending)

The following will be invited to participate as observers:

- (i) One representative designated by civil society organizations that are regional in scope.
- (ii) One representative designated by private-sector associations that are regional in scope.
- (iii) LACNIC as the representative designated by the region's community of technical experts.

The deadline for the presentation of civil society and private-sector representatives shall be 31 January 2011.

A commission on eLAC2015 indicators will be created jointly with the Observatory for the Information Society in Latin America and the Caribbean (OSILAC) in collaboration with the Working Group on Information and Communications Technologies of the Statistical Conference of the Americas of ECLAC. The commission's form of operation will be determined by the Presiding Officers by 31 March 2011, taking into account the proposal on collaborative work for the improvement of statistical processes to support the design and monitoring of public policies, which was an outcome of the Sixth Regional Workshop on Information Society Measurement held in Montevideo from 21 to 23 September 2010.

C. FOCAL POINTS

Each country will appoint or ratify an entity as a national focal point by 31 January 2011. This focal point acts as liaison with the Presiding Officers and the technical secretariat (ECLAC). It will also be responsible for monitoring national participation in the working groups established by the third Ministerial Conference on the Information Society in Latin America and the Caribbean and any other groups that may be formed in the future.

D. WORKING GROUPS

Building on the valuable experience with eLAC2007 and eLAC2010, the Conference agrees to retain the working group mechanism, with as broad a participation as possible and following the requirements set out below:

(a) Composition of the working groups:

- (i) Member countries will serve as Chairs and Vice Chairs.
- (ii) Each country will nominate a national institution to participate in the working group and indicate the name of the person or persons who will represent this institution.
- (iii) Each country will identify the regional and international agencies and entities, associations, non-governmental organizations and individual experts who will have the right to speak. The technical secretariat and other international agencies may put suggestions to the Chair of the working group.

(b) Responsibilities of working group Chairs:

- (i) To coordinate the working group and ensure that it meets its proposed objectives.
- (ii) To implement the virtual platform which will be provided by the technical secretariat and create and maintain a minisite specifically for the working group, which will be used to disseminate content and information of interest.
- (iii) To allocate an individual to coordinate the working group and maintain contact with the technical secretariat.
- (iv) To propose, by 31 January 2011, a plan of work for 2011-2013 with specific outputs. This plan will be submitted for the consideration of the full working group and of the Presiding Officers. The definitive version of the plan of work must be submitted for consideration and adopted by consensus of all the participating countries by 31 March 2011.
- (v) Finance the creation and maintenance of the minisite mentioned in (b) (ii). National or international, public or private funding must be sought for all other activities (seminars, studies and other outputs).

(c) Activities of the working groups

- (i) To steer their work according to the lines of action and goals agreed upon for eLAC2015.
- (ii) Establish temporary, mission-based commissions or groups for the delivery of a specific output or action.

The Presiding Officers will be responsible for approving the creation of new working groups proposed by the countries or the discontinuation of existing working groups, on the basis of consensus-seeking consultation with all the countries of the region.

The third Ministerial Conference on the Information Society in Latin America and the Caribbean agrees to create the following working groups:

Areas	Names of working groups
A. Access	Access and infrastructure
B. E-government	E-government and interoperability
C. Environment and ICT	Technological waste
D. ICT and social security	ICT, health and social security
E. ICT and productive development and innovation	Innovation and appropriation of ICT by microenterprises and SMEs Digital contents Software and information technology services Telework
F. Enabling environment	Legal framework for the information and knowledge society E-business Internet governance Gender Financing
G. Education	Digital development for education

E. TECHNICAL SECRETARIAT

In view of the work carried out, ECLAC will continue to provide technical support for the regional follow-up mechanism for eLAC2015 through studies, statistics and substantive information on the information and knowledge society and associated public policies, the preparation of newsletters, the maintenance and expansion of the existing virtual collaborative forum and cooperation in the organization of technical meetings and the eLAC ministerial follow-up conference, which will be held in March 2013.

We request that ECLAC provide technical support to the Presiding Officers so that synergies may be sought with initiatives of international agencies that may contribute to achievement of the goals set out in eLAC2010. The Presiding Officers shall consult with the member States regarding any such initiatives.

ECLAC is requested to provide an accessible, user-friendly, collaborative platform, to function as a workplace for all the groups and the different components of the regional follow-up mechanism.

Annex 3

**LISTA DE PARTICIPANTES
LIST OF PARTICIPANTS**

**A. Estados miembros de la Comisión
Member States of the Commission**

ARGENTINARepresentante/Representative:

- Alfredo Morelli, Director del Grupo Especial de Asuntos Tecnológicos, Ministerio de Relaciones Exteriores, Comercio Internacional y Culto

Miembros de la delegación/Delegation members:

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- Carlos Eduardo Chhab, Asesor, Secretaría de Comunicaciones
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- Darío Alessandro, Embajador de Argentina en el Perú
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- Gabriel Cric, Director de Informática

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- Emir Suaiden, Diretor, Instituto Brasileiro de Ciência e Tecnologia (IBICT/MCT)
- João Batista Ferri, Diretor do Departamento de Governo Eletrônico da Secretaria de Logística e Tecnologia da Informação do Ministério do Planejamento, Orçamento e Gestão (SLTI/MP)

- Margarida Baptista, Assessora Sênior do Gabinete da Presidência, Banco Nacional de Desenvolvimento (BNDES)
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- Hannia Vega, Viceministra de Telecomunicaciones
- Zahira Chavarría Garita, funcionaria, Ministerio de Telecomunicaciones
- Layla Vargas González, funcionaria, Ministerio de Telecomunicaciones
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- Ivette Sánchez, Analista en Planificación, Ministerio de Telecomunicaciones y de la Sociedad de la Información
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EL SALVADOR

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- Nancy Elvira Yupanquy Mamani, Responsable del Equipo de sistemas de información educativa, Ministerio de Educación

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HAITÍ/HAITI

Representante/Representative:

- Charles Henry Debrosse, Director de Informática, Instituto de Estadística e Informática

HONDURAS

Representante/Representative:

- José Antonio López Sanabria, Comisionado Suplente, Comisión Nacional de Telecomunicaciones (CONATEL)

MÉXICO/MEXICO

Representante/Representative:

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- María Antonieta García Sanginés, Secretaria Particular de la Subsecretaría de Integración y Desarrollo del Sector Salud, Secretaría de Salud
- Arturo Valerio Salazar, Asesor, Subsecretaría de Educación Básica, Secretaría de Educación Pública
- Patricia Cordoso Ramírez, Directora de e-Gobierno, Coordinación de la Sociedad de la Información y el Conocimiento, Secretaría de Comunicaciones y Transporte
- Grissel Elizabeth Cedillo, Asesora, Coordinación de la Sociedad de la Información y el Conocimiento, Secretaría de Comunicaciones y Transporte
- Juan José de la Mora, Coordinador Nacional del Programa de Habilidades Digitales para Todos, Subsecretaría de Educación Básica, Secretaría de Educación Pública
- Jorge Cicero Fernández, Ministro, Embajada de México en el Perú
- Felipe Herrera Herrera, Agregado, Embajada de México en el Perú
- Carlos Peña Ortiz, Secretaría de Salud

PANAMÁ/PANAMA

Representante/Representative:

- Edwin Rodrigo Acuña Hernández, Ministerio de Relaciones Exteriores

Miembros de la delegación/Delegation members:

- Paulo Ruidiaz, Autoridad Nacional para la Innovación Gubernamental
- Aydin de Urriola, Gerente de Planeación Ejecutiva, Autoridad Nacional para la Innovación Gubernamental

PARAGUAYRepresentante/Representative:

- Jorge Seall Sasiain, Presidente, Comisión Nacional de Comunicaciones (CONATEL)

Miembros de la delegación/Delegation members:

- Luis Fleitas, Gerente General, Comisión Nacional de Comunicaciones (CONATEL)

PERÚ/PERURepresentante/Representative:

- Enrique Cornejo Ramírez, Ministro de Transporte y Comunicaciones

Miembros de la delegación/Delegation members:

- Jorge Villasante Aranibar, Ministro de la Producción del Perú
- Jorge Luis Cuba Hidalgo, Viceministro de Comunicaciones
- Jaime Honores Coronado, Jefe, Oficina Nacional de Gobierno Electrónico e Informática (ONGEI)
- José Luis Chicoma Lucar, Viceministro de MYPE e Industria, Ministerio de la Producción
- Zarela Solis, Viceministra de Salud
- Enrique González-Lohmann, Director General de Gestión Informática, Ministerio de Relaciones Exteriores
- Luis Antonio Alemán Nakamine, Secretario General, Presidencia del Consejo de Ministros
- Nilda Rojas Bolívar, Secretaria de Gestión Pública, Presidencia del Consejo de Ministros
- Rolando Esteban Moscoso, Secretario de Descentralización Pública, Presidencia del Consejo de Ministros
- Ángel Leopoldo De la Jara Molina, Secretario General, Ministerio de la Producción
- Max Hernández Camarero, Secretario Técnico del Acuerdo Nacional
- Elizabeth Astete, Subsecretaria de Asuntos Económicos, Ministerio de Relaciones Exteriores
- Augusto Mellado, Presidente, Consejo Nacional de Ciencia, Tecnología e Innovación Tecnológica (CONCYTEC)
- Jorge del Carpio, Secretario General, Consejo Nacional de Ciencia, Tecnología e Innovación Tecnológica (CONCYTEC)
- Luis Antonio Alemán, Secretario General, Presidencia del Consejo de Ministros
- Patricia Carreño Ferré, Directora General de Regulación y Asuntos Internacionales de Comunicaciones, Ministerio de Transporte y Comunicaciones
- Arturo Ojeda Salazar, Director General de Políticas de Desarrollo Social, Ministerio de la Mujer y Desarrollo Social (MINDES)
- Marco Aurelio Espinoza, Director General, Oficina de Tecnologías de la Información y Estadística, Ministerio de la Producción
- Oscar Becerra, Director General de Tecnologías Educativas, Ministerio de Educación
- Rodolfo Reina Salinas, Jefe de Asesores, Presidencia del Consejo de Ministros

- Pablo Huerta, Director de Ciencia y Tecnología, Consejo Nacional de Ciencia, Tecnología e Innovación Tecnológica (CONCYTEC)
- Luis Ponce, Director de Políticas y Planes, Consejo Nacional de Ciencia, Tecnología e Innovación Tecnológica (CONCYTEC)
- Víctor Salazar Córdor, Director de Investigación y Desarrollo Social, Ministerio de la Mujer y Desarrollo Social (MINDES)
- Hernán Alejandro Riveros N., Director OMC, Subsecretaria de Asuntos Económicos, Ministerio de Relaciones Exteriores
- Vlado Castañeda G., Director de Monitoreo y Evaluación de Impacto Social, Dirección General de Políticas de Desarrollo Social, Ministerio de la Mujer y Desarrollo Social (MINDES)
- Mario Cámara Figueroa, Coordinador CODESI, Punto Focal Nacional de eLAC
- Juan Carlos Pasco Herrera, Consultor, Oficina Nacional del Gobierno Electrónico e Informática (ONGEI)
- Erick Iriarte, Asesor del Punto Focal Nacional, Oficina Nacional del Gobierno Electrónico e Informática (ONGEI)
- Carla Sosa Vela, Asesora Legal, Dirección General de Regulación y Asuntos Internacionales en Comunicaciones, Ministerio de Transportes y Comunicaciones
- Vladimir Solís Salazar, Asesor Legal, Dirección General de Regulación y Asuntos Internacionales en Comunicaciones, Ministerio de Transportes y Comunicaciones
- Fiorella Moschella Vidal, Asesora Legal, Dirección General de Regulación y Asuntos Internacionales en Comunicaciones, Ministerio de Transportes y Comunicaciones
- Manuel Cok Aparcana, Jefe, Oficina de Informática, Ministerio de Educación
- Hayine Gusukuma, Asesora Técnica, Dirección General de Regulación y Asuntos Internacionales en Comunicaciones, Ministerio de Transportes y Comunicaciones
- Abel Mellado, Asesor Técnico, Dirección General de Regulación y Asuntos Internacionales y Comunicaciones, Ministerio de Transportes y Comunicaciones
- Úrsula Paola Torres Maldonado, Asesora Técnica, Dirección General de Regulación y Asuntos Internacionales en Comunicaciones, Ministerio de Transportes y Comunicaciones, Perú
- Edgardo López Mendoza, Asesor, Dirección General de Políticas de Desarrollo Social, Ministerio de la Mujer y Desarrollo Social (MINDES)
- Aldo Hermenegildo, Coordinador de Compromisos Globales, Ministerio de la Mujer y Desarrollo Social (MINDES)
- Hernán Delgado Menéndez, Asesor Legal, Dirección General de Tecnologías Educativas, Ministerio de Educación
- Carlos Corzo Castañeda, Especialista en Planeamiento Estratégico, Dirección General de Tecnologías Educativas, Ministerio de Educación
- Gustavo Bravo, Dirección General de Negociaciones Económica Internacionales, Ministerio de Relaciones Exteriores
- José Luis Segovia Juárez, funcionario, Dirección de Ciencia y Tecnología, Consejo Nacional de Ciencia, Tecnología e Innovación Tecnológica (CONCYTEC)
- Marisol Acuña, Funcionaria, Dirección de Sistemas de Información y Comunicación (CTeI)
- Isabel Recavarren, Funcionaria, Dirección de Sistemas de Información y Comunicación (CTeI)
- Mirta Quipas, Funcionaria, Dirección de Sistemas de Información y Comunicación (CTeI)
- Sergio Zapata, Tercer Secretario, Ministerio de Relaciones Exteriores
- Omar Ortega Ortega, Tercer Secretario, Ministerio de Relaciones Exteriores

REPÚBLICA BOLIVARIANA DE VENEZUELA/BOLIVARIAN REPUBLIC OF VENEZUELA

Representante/Representative:

- José Sosa, Director General de Acceso y Uso de Tecnologías de Información y Comunicación

Miembros de la delegación/Delegation members:

- Nadia Márquez, Coordinadora de Asuntos Multilaterales y de Integración, Dirección de Asuntos Internacionales
- Jorge Petit Medina, Secretario de la Embajada de la República Bolivariana de Venezuela en el Perú

REPÚBLICA DOMINICANA/DOMINICAN REPUBLIC

Representante/Representative:

- Domingo Tavárez, Consejo Directivo del Instituto Dominicano de las Telecomunicaciones (INDOTEL)

Miembros de la delegación/Delegation members:

- Amparo Arango, Coordinadora, Unidad Técnica de Apoyo a la Comisión Nacional para la Sociedad de la Información y el Conocimiento (CNSIC)
- Rafael Julián, Embajador de República Dominicana en el Perú
- José Alberto Amorós P., Ministro Consejero, Embajada de República Dominicana en Perú

URUGUAY

Representante/Representative:

- Edgardo Ortuño, Subsecretario, Ministerio de Industria, Energía y Minería

Miembros de la delegación/Delegation members:

- Gustavo Gómez, Director Nacional de Telecomunicaciones, Dirección Nacional de Telecomunicaciones (DINARA)
- María Alejandrina Sande M., Directora Adjunta, Dirección de Asuntos de Derecho Internacional, Ministerio de Relaciones Exteriores
- José Clastornik, Director Ejecutivo, Agencia de Gobierno Electrónico y Sociedad de la Información (AGESIC)
- Víctor Villar, Director Honorario, Agencia de Gobierno Electrónico y Sociedad de la Información (AGESIC)
- Ida Holz, Miembro del Consejo Directivo Honorario, Agencia de Gobierno Electrónico y Sociedad de la Información (AGESIC)
- Selena Indarte, Gerente Informática Médica SUAT SC

**B. Organismos de las Naciones Unidas
United Nations Bodies
Organisations Rattachés à l'Organisation des Nations Unies**

Programa de las Naciones Unidas para el Desarrollo (PNUD)/United Nations Development Programme (UNDP)/Programme des Nations Unies pour le Développement (PNUD)

- Rebeca Arias, Representante Residente en el Perú
- Carmen Berrocal, Consultora, Perú

**C. Organismos especializados
Specialized agencies**

Organización Mundial de la Salud (OMS)-Organización Panamericana de la Salud (OPS)/World Health Organization (WHO)-Pan American Health Organization (PAHO)/Organisation mondiale de la santé (OMS)-Organisation panaméricaine de la santé (OPS)

- Jorge Walters, e-Health Technical Coordinator
- Marta Bryce, Especialista en Sistemas de Información

Unión Internacional de Telecomunicaciones (UIT)/International Telecommunications Union (ITU)/Union Internationale de Télécommunications (UIT)

- Philip Cross, Caribbean Representative

Organización de las Naciones Unidas para la Educación, la Ciencia y la Cultura (UNESCO)/United Nations Educational, Scientific and Cultural Organization (UNESCO)/Organisation des Nations Unies pour l'éducation, la science et la culture (UNESCO)

- Boyan Radoykov, Chief of Section, Information Society Division, Communication and Information Sector
- Isidro Fernández-Aballí, Consejero de Comunicación e Información, Jamaica

**D. Otras organizaciones intergubernamentales
Other intergovernmental organizations**

Banco Interamericano de Desarrollo (BID)/Inter-American Development Bank (IDB)/Banque Interaméricaine de Développement (BID)

- Matteo Grazzi, Especialista en Ciencia y Tecnología, Nueva York

Centro Internacional de Investigaciones para el Desarrollo (CIID)/International Development Research Centre (IDRC)/Centre de recherches pour le développement international

- Fernando Perini, Senior Program Specialist

Comisión Europea/European Commission/ Commission européenne

- Hans Allden, Jefe de la Delegación de la Unión Europea en el Perú
- Robert Frank, Agregado Civil, Sección Cooperación Regional, Perú
- Elizabeth Hundhammer, Programme Manager Responsible for @LIS 2

- José González y González, Head of Sector, Unit AIDCO/B/2
- Susana Agüero, Oficial de Proyectos, Chile

Comunidad Andina (CAN)/Andean Community/Communauté andine

- Adalid Contreras Baspineiro, Secretario General, a.i.
- María Clara Gutiérrez Gómez, Asesora Legal de la Secretaría General
- Guido Obando Puenayá, Consultor, Ecuador
- Javier Carrillo, Coordinador de Servicios Tecnológicos de la Secretaría General
- Shirley Holguin, Oficina de Estadística, Estadísticas de Transporte y Tecnologías, Perú
- Karen Neyra, Asistente
- Anibal Aguilar, Coordinador Proyecto Educimac
- Anibal Santa Cruz, Asesor

Organización de los Estados Americanos (OEA)/Organization of American States (OAS)/Organisation des états américains (OEA)

- Miguel Porrúa, Coordinador de gobierno electrónico, Departamento de Modernización del Estado y Gobernanza
- Ada Chambergo, Coordinadora, Red Interamericana de Liderazgos Públicos y Políticos (RIALLP)

Secretaría General Iberoamericana (SEGIB)/Ibero-American Secretariat/Secrétariat général ibéro-américain

- Hernán Caamaño Pais, Consejero del Secretario General

Sistema Económico Latinoamericano (SELA)/Latin American Economic System (SELA)/Systeme économique latinoaméricain (SELA)

- Saadia Sanchez, Directora de Información y Conocimiento

E. Organizaciones no gubernamentales reconocidas como entidades consultivas por el Consejo Económico y Social

Non-governmental organizations recognized by the Economic and Social Council as having consultative status

Organisations non gouvernementales auxquelles le Conseil économique et social reconnaît le status consultatif

- Claudia Gysella Córdova Y., Gerente de Capacitación y Gestión del Conocimiento, Cooperación Latinoamericana de Redes Avanzadas (Red Clara)
- Víctor Raúl Pablo Martínez, Vicepresidente, Tecnologías para la Inclusión y el Desarrollo, Perú

**F. Otras organizaciones no gubernamentales
Other non-governmental organizations
Autres organisations non gouvernementales**

- Ana Cecilia Mejía, Directora Administrativa Corporación Colombia Digital, Colombia
- Alexander Forsyth, Presidente de la Asociación Peruana de Comercio Electrónico
- Pedro Alejandro Ventocilla Olaya, Director, Observatorio del Medio Ambiente Peruano
- Cristina Castillo Cortez, Jefe Centro de Documentación ALIDE, Perú

- Miguel Zúñiga, Asesor, Instituto de las Tecnologías para el Desarrollo, Perú
- Ruth Puente, External Relations Officer, Registro de Direcciones de Internet para América Latina y el Caribe (LACNIC), Uruguay
- Vilma Esperanza Ávila Garzón, Directora de Cooperación Internacional, Red de Sanción Social contra el Abuso Sexual Infantil (ISI), Colombia
- Diego Rodríguez Velez, Director Fundación Red Social contra el Abuso Sexual, España
- Cecilia Fernández, Ingeniería sin Fronteras, Perú
- Jessica Huertas, Coordinadora de Proyecto, Ingeniería sin Fronteras, Perú
- Dimas Jack Soria M., Presidente, Red Comunicadores Rurales, Perú
- Martina B. Velarde Medina, Orientadora Legal, Movimiento Manuela Ramos, Perú
- Guillermo Ruiz, Director General, INEDIC, Perú
- Ana María Bergar D., Asistente Administrativo, ESSALUD, Perú
- Norma Magán de Hurtado, Decano Nacional Colegio de Bibliotecólogos, Perú
- José Herrera, IT Manager, Hotel Sheraton, Perú
- Genebrardo Quispe G., Coordinador, Asociación Personas con Discapacidad Apacer
- Karine Espinoza, Asistente Org. Iricas, Indigenous Rights International Consulting and Advisory Service (ERICAS-ORG)

G. Centros académicos, universidades, fundaciones
Academic Centres, universities, foundations
Centres académiques, universités, fondations

- Yolanda Rueda F., Presidenta Fundación Cibervoluntarios, España
- Ángela Rodríguez B., Coordinadora, Universidad del Bosque, Colombia
- Walter Curioso, Médico, Profesor Investigador y Coordinador de la Unidad Informática, Universidad Peruana Cayetano Herediy, Perú
- Luis Enrique Sánchez G., Consultor, Universidad Peruana Cayetano Heredia (UPCH), Perú
- Manuel Santillán, Profesor, Universidad de Lima, Perú
- Sandra Lucía Campos Olivera, Investigadora, Universidad Católica de Santa María de Arequipa, Perú
- Jean Marie Raymond Noel Noel, Profesor, Coordinador de Relaciones Internacionales, Universidad de Estado, Haití
- Rita Paz, Jefa, Unidad de Desarrollo de Sistemas, Universidad Nacional de Ingeniería (UNI), Perú
- Rafael Ibarra, Miembro del Directorio, Universidad Centroamericana José Simeón Cañas, El Salvador
- Fernando Álvarez López, Grupo de Investigación de Telesalud, Universidad de Caldas de Manizales, Colombia
- Dolly Manolia González H., Grupo de Investigación de Telesalud, Universidad de Caldas de Manizales, Colombia
- Camilo Barrera Valencia, Grupo de Investigación de Telesalud, Universidad de Caldas de Manizales, Colombia
- Jeison J. Santa Restrepo, Grupo de Investigación de Telesalud, Universidad de Caldas de Manizales, Colombia
- Rita Amelia Paz Atto, Jefe, Unidad de Desarrollo de Sistemas, Centro de Tecnologías de Información y Comunicaciones, Perú
- Milagritos Requena, Cooperador Internacional, Universidad Nacional de Ingeniería (INICTEL-UNI), Perú
- Rafael Bustamante, Ingeniero, Instituto Nacional de Investigación y Capacitación en Telecomunicaciones (INITEL-UNI), Perú

- Roberto Taype, Director de Proyectos y Transferencia de Conocimientos, Instituto Nacional de Investigación y Capacitación en Telecomunicaciones (INITEL-UNI), Perú
- Luis Humberto Torres Valerin, Miembro, Representante Instituto Nacional de Investigación y Capacitación en Telecomunicaciones (INITEL-UNI), Perú
- Kim Mallalieu, Senior Lecturer, The University of the West Indies, Trinidad and Tobago
- Oscar Núñez Mori, Profesor Investigador, Pontificia Universidad Católica, Perú
- Jesús Otto Villanueva N., Director, EAP Ingeniería de Telecomunicaciones, Facultad de Ingeniería, Universidad Nacional Mayor San Marcos, Perú
- Luiz Fernando Marrey, Project Leader, Fundación Getulio Vargas, Brasil
- Julia Valencia, Docente, Pontificia Universidad Católica del Perú
- Miguel Ruiz, Vicerrector Académico, UNBOSQUE, Colombia
- Saúl O. Rojas, Representante Estudiantil, Facultad de Letras y Ciencias Humanas, Universidad Nacional Mayor de San Marcos
- Sonia Guadalupe Padilla M., Coordinadora Proyecto Maynas Telecentro Rurales, INICTEL-UNI, Perú
- Carlos Gregorio, Director Instituto de Investigación para la Justicia, Perú
- Abel Miguel Castillo Duarte, Imagen Institucional, Revista Gestión Tecnológica, Empresarial y de Fomento del Emprededorismo, GTECH, Perú
- Ernesto Flores-Roux, Investigador, Centro de Investigación y Docencia Económicas (CIDE), México
- Julia R. Sáenz, Docente, Instituto Superior Pedagógico, Perú
- Gianpierre Zapata, Estudiante, Universidad San Martín de Porres (USMP), Perú
- Jorge López de Castilla, Asesor Viceministerio de Comunicaciones, Ministerio de Transporte y Comunicaciones (MTC), Perú
- Eva Rubia Matute, Asistente de Investigación Económica, Universidad de San Marcos, Perú

H. Panelistas
Panelists
Panélistes

- Jorge Luis Cuba Hidalgo, Viceministro de Comunicaciones, Perú
- Jorge Atton, Subsecretario de Telecomunicaciones, Chile
- César Alvarez, Coordinador del Plan Nacional de Banda Ancha, Brasil
- Guillermo Thornberry, Presidente del Foro Latinoamericano de Entes Reguladores de Telecomunicaciones (REGULATEL), Perú
- Hernán Galperín, Comité Directivo, Diálogo Regional sobre la Sociedad de la Información, Argentina
- Eloísa Talavera Hernández, Coordinadora de la Sociedad de la Información y Conocimiento del Ministerio de Comunicaciones y Transportes, México
- Oscar Becerra, Director General de Tecnologías Educativas, Ministerio de Educación
- Ida Holz, miembro del Directorio Político, Plan Ceibal de Uruguay
- Boyan Radoykov, División de Sociedad de la Información de la Organización de las Naciones Unidas para la Educación, la Ciencia y la Cultura (UNESCO)
- Aníbal Aguilar Gómez, Coordinador Regional del Proyecto EDUCIMAC de la Secretaría General de la Comunidad Andina
- José Luis Chicoma, Viceministro de MYPE e Industria, Perú
- Margarida Baptista, Asesora Presidencia, Banco Nacional de Desarrollo (BNDES), Brasil
- Nicolás Llano, Asesor en TIC y Competitividad Empresarial del Ministerio de Tecnologías de la Información y las Comunicaciones de Colombia
- Mateo Grazi, Banco Interamericano de Desarrollo (BID)
- Carlos Durand Chahud, Presidente de la Cámara de Comercio, Perú

- Sebastián Torres, Director Nacional de Industrias, Uruguay
- Jaime Honores Coronado, Jefe, Oficina Nacional de Gobierno Electrónico e Informática (ONGEI) Perú
- Miguel Porrúa, Coordinador de Gobierno Electrónico del Departamento de Modernización del Estado y Gobernanza de la OEA-RedGEALC, Estados Unidos
- Julián Casasbuenas, COLNODO, Colombia
- José Clastornik, Director Ejecutivo de la Agencia de Gobierno Electrónico y Sociedad de la Información (AGESIC), Uruguay
- Edgardo Pino, Coordinador de la Estrategia Digital del Ministerio de Economía, Chile
- Osvaldo Novoa, Vicepresidente de Asociación Iberoamericana de Centros de Investigación y Empresas de Telecomunicaciones (AHCIEET)
- Zarela Solís, Viceministra de Salud, Ministerio de Salud, Perú
- Maki Esther Ortiz Domínguez, Subsecretaria de Integración y Desarrollo del Sector Salud de la Secretaría de Salud, México
- Luis Ari Messina, Director de la red universitaria de Telemedicina (RUTE), Brasil
- Santiago Spadafora, Director de Planificación Estratégica del Ministerio de Salud de la Provincia de Buenos Aires, Argentina
- Jorge Walters, Consultor Regional, Organización Panamericana de la Salud (OPS)
- Javier Carnicero, Director del Observatorio del Sistema Nacional de Salud de la Agencia de Calidad, Ministerio de Sanidad y Política Social y Miembro de la Junta Directiva de la Sociedad Española de Informática de la Salud (SEIS)
- Flavio Calonge, Director de Gobierno para América Latina y el Caribe, Microsoft-Latinoamérica
- Frank Martínez, Worldwide Director of Digital Inclusion, INTEL
- Enrique Rueda Sabater, Director de estrategia en mercados emergentes, CISCO
- Marín D'Elía, Gerente Regional de Marketing, RED HAT Latinoamérica
- Eddie Morris, Director de Maestría en Dirección de TIC de la Escuela de Administración de Negocios ESAN, Perú
- Eduardo A. Thill, Subsecretario de Tecnologías de Gestión, Secretaría de Gestión Pública, Jefatura de Gabinete de Ministros, Argentina

I. Observadores Observers

- Olivier Ramadour, Primer Consejero, Embajada de Francia en el Perú
- Francisco Gómez Alamillo, Secretario General, Asociación Iberoamericana de Centros de Investigación y Empresas de Telecomunicación (AHCIEET), España
- Osvaldo Novoa, Vicepresidente, Asociación Iberoamericana de Centros de Investigación y Empresas de Telecomunicación (AHCIEET), España
- Carlos Romero S., Asesor, Asociación Iberoamericana de Centros de Investigación y Empresas de Telecomunicación (AHCIEET), España
- Lorenzo Sastre Ferrá, Asesor Regulación, Asociación Iberoamericana de Centros de Investigación y Empresas de Telecomunicación, (AHCIEET), España

J. Sector privado
Private sector

- Pablo Bermúdez, Microsoft, División de Sector Público, Perú
- Paola Marquez M., Gerente de Asuntos Regulatorios, Americatel Perú
- Jesús Beltrán, Coordinador Área de Desarrollo Profesional, Información Científica Internacional, México
- Javier Manzanares, Presidente Ejecutivo, Telefónica del Perú
- Rolando Toledo, Gerente General, Red Científica Peruana, Perú
- Ludwig Meier, Vicepresidente, Relaciones Internacionales y Comunicación Corporativa, Telefónica del Perú, Perú.
- Oscar Cevallos, DELTRON, Perú
- Hector Bustamante, Territory Manager, Red Hat Perú
- Javier Cabrera Diaz, Gerente General, COMMUN Perú
- Sandra Salgado, Imagen Institucional, TNICTEL-UNI, Perú
- Victoria Masini, Jefa, Programa Mecanismos de Desarrollo Limpio, Universidad de la Punta, Argentina
- María Jesús López López, Jefe de Imagen Institucional, INICTEL-UNI, Perú
- Elisa Gavina Enríquez de Vega, Presidenta, Unión de Mujeres Empresarias del Perú
- Clerigos Villanueva Salvador, Técnico, Congreso de la República del Perú, Perú
- Katharine Osoreo V., Analista de Sistema, Municipalidad de San Borja, Perú
- Luciano Maia Lemos, Gerente de Inclusión Digital, Fundación CPqD, Brasil
- Ricardo González, Analista de Sistemas, Ministerio de Relaciones Exteriores, Paraguay
- Felix Ipanaque, ICT Solution Manager, CMMS Enterprise, Perú
- Israel Suasnabar, Consultor Telecomunicaciones, CISCO, Perú
- Carmen Elena Noel, CLARO, Perú
- Miguel Caballero, Director Unidad Empresarial, Telmex Perú, S.A., Perú
- Martin Antonio Vasquez, Consultor Corporativo, Nextel, Perú
- Sandra Janeth Vasquez Hogsa, Supervisora de Ventas, Nextel, Perú
- Simón Bolívar, Coordinador, Business Management Telecom, Perú
- Patricia Rosavia Obregón, Gerente General, Business Management, TELECOM, Perú
- Luis Vasquez, Manager Seguridad de Redes, Telefónica, Perú
- Fátima Ponce, Director de Proyectos Internacionales, Alterna Perú

K. Otros asistentes
Other assistants

- Freddy Linares, Presidente ISOC, Perú
- Ernesto Majó, Gerente de Comunicaciones LACNIC, Uruguay
- Elmer Olortegui, Asesor, Viceministro de Comunicaciones, Ministerio de Transporte y Comunicaciones, Perú
- Carlos Ponce Rivera, Asesor Principal, Comisión Salud, Congreso de la República, Perú
- Lady B. Quiroz, Asistente Legal, Iriarte & Asociados, Perú
- María Eugenia Arias, Iriarte & Asociados, Perú
- María Arias Aliaga, Asistente, Iriarte & Asociados, Perú
- César López Rodríguez, Registro Nacional de Identificación y Estado Civil (RENIEC), Perú
- Alfredo Gallo, Especialista, Nacional de Identificación y Estado Civil (RENIEC), Perú
- Gisella Coto Zevallos, Mujica & Coto Asociados, Perú

- Julio J. Puertas Villar, PROFUTURO, Perú
- Jose Mamani, Promotor, Academia Matematica Alfa, Perú
- Eduardo Serrano Campos, Especialista en Proyectos informáticos, Ministerio de Transporte Comunicaciones, Perú
- Pier Cuellar, Coordinador Estrategia Sanitaria de Nutricion, DISA IV, Lima Este, Perú
- Miguel Matos, Jefe de Gobierno Electivo y Proyectos, Poder Judicial, Perú
- Jaime Edilberto Huanca Q. Presidente Organizacion Nacional de Comunidades Agrarias, Amazónicas y Quechuas, Perú
- Rocío Suárez García, Iriarte & Asociados, Perú
- Ruddy Medina Placencia, Iriarte & Asociados, Perú
- Angela Zubiaga Taboaga, Iriarte & Asociados, Perú
- Esther Meza Zubiaurr, Ministerio de Transporte y Comunicaciones, Perú
- Luis Mestranza Z., Jefe de Comunicaciones, Presidencia del Consejo de Ministros (PCM)
- Luis Pacheco, OSCIPTEL, Perú
- Iván Osco, Partido Aprista Peruano, Perú
- Iván Ferrando, Presidente, Centro de Estudios de Nuevas Tecnologías de Información y Comunicaciones (CENTIC), Perú
- Alipio Nahui Ortíz, Director Regional de Información, DEVNET, Perú
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