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**PROPOSED DIGITAL AGENDA FOR LATIN AMERICA  
AND THE CARIBBEAN (eLAC2018)**

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## **A. BACKGROUND**

1. A regional dialogue was launched in 2000 on the information and knowledge society in Latin America and the Caribbean, in which the countries affirmed their willingness to design and implement programmes for access to and use of information and communications technologies (ICTs), which led to the Florianópolis Declaration. Subsequently, in 2003, this process continued with regional preparation for the World Summit on the Information Society (WSIS) and the Bávaro Declaration.
2. In 2005, the Regional Preparatory Ministerial Conference of Latin America and the Caribbean for the second phase of the World Summit on the Information Society was held in Rio de Janeiro, Brazil. On that occasion, the first version of the Plan of Action for the Information Society in Latin America and the Caribbean (eLAC 2007) was approved as a regional vision and a political commitment to reduce the digital divide and promote access to and use of ICTs as development tools.
3. This process continued with the eLAC 2010 and eLAC 2015 plans, adopted at San Salvador in 2008 and at Lima in 2010, respectively, on the occasion of the second and third ministerial conferences. In 2013, the fourth Ministerial Conference on the Information Society in Latin America and the Caribbean convened in Montevideo, where eLAC 2015 was reaffirmed and a work plan was agreed upon with specific actions for the 2013-2015 period.
4. The preparatory meeting for the fifth Ministerial Conference on the Information Society in Latin America and the Caribbean was held in San José, from 5 to 7 November 2014, convened by the Ministry of Science, Technology and Telecommunications of Costa Rica and ECLAC, with the purpose of discussing the proposed digital agenda eLAC2018.
5. In 2015, the fifth Ministerial Conference on the Information Society in Latin America and the Caribbean will be held in Mexico, in order to take stock of the agreements in place and resume the policy dialogue with a view to the post-2015 world, incorporating the emerging challenges of the digital revolution and their impact on public policy.
6. This regional agenda will, in turn, serve as an input for the global process of reviewing outcomes and preparing a new agreement in the framework of the World Summit on the Information Society, scheduled by the United Nations General Assembly for late 2015.

## **B. INTRODUCTION**

7. Given that ICTs, especially the Internet, are coming to permeate all social and economic spheres, they are taking on a whole new level of importance in terms of innovation, growth and development. After more than a decade of ICT policy, the Latin American and Caribbean region is making progress in terms of setting up legal frameworks, expanding coverage of telecommunications services (mainly mobile telephony and Internet), implementing programmes in the social sectors (especially education and health) and developing e-government. However, the region's countries continue to proceed at different paces, with gaps within and between them, as well as with the more developed economies (ECLAC, 2013a and 2013b).
8. Renewing agreements in the framework of eLAC means strengthening the regional integration process in digital matters, addressing technology growth, social changes and the transition towards a

knowledge society. The task is to update the regional commitments, identifying new challenges and priorities, and affording particular attention to trends emerging as a result of the ubiquity of the Internet, technological convergence, high-speed networks, the digital economy, e-government, and big data analytics, without ignoring ongoing needs in terms of ICT access and use.

9. The mission of the proposed digital agenda for Latin America and the Caribbean (eLAC2018) is to develop a digital ecosystem in Latin America and the Caribbean that builds on a regional integration and cooperation process to strengthen the policies underpinning a society based on knowledge, inclusion and equity, innovation and environmental sustainability.

10. Reflecting the priorities presented below, the agenda will consolidate a set of regionally-focused actions designed to act on critical factors that condition digital development, such as institutional and regulatory strengthening, broadband deployment, capacity-building and skills development, content and application development and monitoring and evaluation of the proposed objectives. This agenda sets out 24 interdependent and complementary objectives that will produce mutually reinforcing results, mapped into five areas of action: (i) access and infrastructure; (ii) digital economy; (iii) e-government; (iv) social inclusion and sustainable development; and (v) governance. The annexes contain a description of the follow-up mechanism for the proposed digital agenda eLAC 2018, as well as a set of indicators that can be used as reference for tracking and monitoring quantitative aspects of the agenda.

## **C. AREAS OF ACTION**

### **1. Access and infrastructure**

11. Given its effects on all aspects of the economy and society, broadband infrastructure should be regarded not only as a connectivity tool but also as an indispensable means for achieving social inclusion and economic competitiveness (Jordán, Galperin and Peres, 2014). The region has made important strides in terms of broadband access, quality and affordability. For example, between 2008 and 2013, fixed broadband penetration doubled (from 4.7% to 8.9% of the population) and mobile broadband penetration increased thirty times over (from 0.7% to 24% of the population) (ITU, 2014). Between 2010 and 2014, download speeds increased by more than 355% (to 8.2 Mbps for downloads and 2.9 Mbps for uploads), while fixed broadband service rates fell by 70% (from the equivalent of 18% to 4.7% of the region's monthly per capita GDP) (ORBA, 2014). However, gaps both within the region and with developed countries pose a challenge requiring proactive public policies to address the factors that shape broadband deployment at the national and regional levels alike.

12. The recent proliferation of broadband services is the result of changes taking the form of new access technology, with next-generation networks (supply) that have increased transmission speeds many times over and propelled demand for services among users whose ranks have seen an exponential increase, the development of increasingly advanced applications and a reduction in the cost of access devices (Jordán, Galperin and Peres, 2014). Technological convergence and mobility are important aspects of these changes, with the potential to reduce the digital divide and make the Internet widely accessible in time and space, as well as expand automated data exchange processes and the supply of bundled services.

13. The dramatic increase in mobile data traffic is driving up demand for broadband services. Considering that the supply of spectrum resources is limited, policies are needed to allocate spectrum more efficiently. Coordination and innovation in spectrum use can bring about positive effects to better accommodate data traffic and generate economies of scale at the regional level. Spectrum is a key aspect of any universal broadband policy and merits attention at both the national and international levels (ITU/UNESCO, 2013).

14. In recent years, numerous connectivity initiatives have been carried out at the national level, primarily to improve institutional access, e.g. in government offices, schools, health facilities, libraries and community centres. These efforts should continue to be pursued and promoted to ensure widespread access to broadband services, but regional infrastructure projects are also needed to address aspects such as the cost of international connections to the Internet, the imperfect state of regional connectivity and the remote storage of content (Rojas, 2012).

15. An analysis of international connectivity in the region confirms that physical networks between countries are scarce and data is often routed through exchange points in the Northern hemisphere. In some countries, even connections between local access providers are routed internationally, which suggests an inefficient use of resources. Accordingly, consideration must be given to the advantages provided by Internet exchange points (IXPs), such as the reduced costs, better service quality, traffic aggregation and lower prices associated with international Internet Protocol (IP) traffic. In addition, IXPs create incentives that attract content storage business by reducing costs to local and international providers and improving the quality of service delivered to the end user (Jordán, Galperin and Peres, 2014).

16. The region is in the process of adopting digital terrestrial television (DTT), which promises benefits in terms of the quality and supply of services, efficiency in spectrum use, mobility and interactivity, among other aspects. However, it also entails a number of challenges, especially in regulatory and technical areas. The region's countries must coordinate and harmonize implementation of the technical standards of DTT and develop the capacity needed to transfer, adapt and take advantage of the use of DTT-based technologies, which will require regional cooperation and policy and technical dialogue.

In this area of action, the objectives of the proposed digital agenda for Latin America and the Caribbean (eLAC2018) are as follows:

**Objective 1:** Scale up and provide universal access to digital services, taking advantage of the opportunities created by technological convergence and mobile technologies.

**Objective 2:** Promote regional coordination in the allocation and use of the radio spectrum in order to facilitate the development of telecommunications services and economies of scale.

**Objective 3:** Strengthen the regional and subregional telecommunications infrastructure by deploying fibre optics, wireless networks and deep sea cables, encourage the establishment of new Internet exchange points (IXPs) and promote the installation of content distribution networks (CDNs).

**Objective 4:** Promote investment in next-generation broadband networks, achieving substantial improvements in service speed and quality, with a special emphasis on vulnerable and isolated rural areas.

**Objective 5:** Review and support processes to adopt digital terrestrial television (DTT) in the region.

## 2. Digital economy

17. Consolidating the digital economy is a challenge for the countries of Latin America and the Caribbean. ICTs have a positive impact on long-term productivity and economic growth in the region, though to a lesser extent than in more developed countries. In 2008, the digital economy contributed at least 3.2% to GDP on average in four countries in the region (Argentina, Brazil, Chile and Mexico), with estimated contributions of 6.8% in Japan, 6.4% in the United States and 5% on average in the 27 countries of the European Union (ECLAC, 2013a). To rise to this challenge, action must be taken in areas that encourage economic agents, particularly firms, to embrace the digital economy. Consideration must also be given to technology trends that can facilitate this process (mobility, cloud computing, social networks and big data analytics) and other factors such as the development of digital skills and the creation of content and applications.

18. Firms in the region are making moderate strides in incorporating ICTs, particularly when it comes to adopting the most advanced technologies. Although the rate of Internet access among small and medium-sized enterprises (SMEs) has risen to nearly 90%, it has not had the effect of reducing the productivity gap among firms. Accordingly, policies are needed that address not only gaps in access by company size but also worker skills, management systems, sectoral characteristics and production processes. ICTs can contribute to competitiveness, but this effect is conditioned by the complementarities that should exist between investment in ICTs and the production structure (ECLAC, 2013b).

19. E-commerce is part of the digital economy. Electronic transactions are doubling every two years in the region (*América Economía*, 2012). Among the factors driving this expansion are an increase in the banked population, online payment facilities, consumer protection regulations, simplified tax regimes and improved logistics and transportation systems. To tap the full potential of e-commerce, the characteristics of cross-border transactions must be examined and corresponding policy actions must be coordinated at the regional level.

20. Big data analytics open the door to a number of opportunities for the economy and other critical areas for development, such as health, employment, security and natural resource management, but they also pose challenges in terms of privacy, security, access and human capital (UN Global Pulse, 2012; WEF, 2012). Therefore, it is necessary to incentivize this type of analysis and discuss its potential and the capacities needed to take advantage of it.

21. The importance of the ICT industry lies in its contribution to structural change in developing countries, through the transfer and dissemination of new technologies, the creation of skilled jobs and the exportation of value-added services. Experience shows that the ICT industry has spillover effects on other sectors of the economy, induces productivity gains and helps diversify exports, making it an engine of economic growth for lower-income countries. At the same time, this industry is characterized by low capital requirements per worker, high value-added and opportunities for technological learning (ECLAC, 2013b).

In this area of action, the objectives of the proposed digital agenda for Latin America and the Caribbean (eLAC2018) are as follows:

**Objective 6:** Develop and promote both the traditional ICT industry and emerging sectors, for the production of digital content, goods and services; and promote digital economy ecosystems and public-private coordination, with an emphasis on generating greater value-added, increasing skilled work and training human resources.

- Objective 7:** Increase the productivity, growth and innovation in the productive sectors through the use of ICTs and boost the digital transformation of microenterprises and small and medium-sized enterprises (SMEs), taking into account technological and productive trajectories, and capacity-building.
- Objective 8:** Strengthen e-commerce at the national and regional levels, adapting consumer protection regulations to the digital environment and coordinating aspects related to taxes, logistics and transportation, electronic payment mechanisms and personal data protection.
- Objective 9:** Incentivize the adoption and development of new technology trends in the public and private sectors, promoting in particular big data analytics, through capacity-building and data access options.
- Objective 10:** Promote public policies to strengthen the region's digital entrepreneurship ecosystem and its international integration, advancing ICT innovation in the public and private sectors and spurring technology transfer, university-business linkages and applied research in digital technologies.

### 3. e-Government

22. E-government has become a core component of any government initiative intending to bring about real progress in modernizing the public administration. After more than a decade of regional commitments in this area, meaningful improvements have been made but striking disparities persist: only 4 countries in Latin America and the Caribbean placed among the top 50 in the United Nations e-government index, and 14 did not make the top 100 (United Nations, 2014). Cooperating and sharing in this area is essential, and to this end the Network of e-Government Leaders of Latin America and the Caribbean (Red GEALC) has been established.

23. Today's demands, in terms of resource management, confidence, security, conflict resolution and political representation, exceed the capacity and scope of traditional institutions. ICTs can play a crucial role in this scenario, improving the channels of participation, increasing transparency and strengthening cooperation between the different levels of government. Good government means not only meeting the needs of the people but also anticipating them, for which a set of tools, systems and methods should be developed that enable the secure and unrestricted flow of information between various government agencies and the provision of public services on user-friendly platforms.

24. One of the recent technology trends in e-government is cloud computing, which offers solutions to help to reduce the cost of access to information technology (IT) services, to incorporate new models for their acquisition and to develop new applications. Several governments have adopted cloud computing strategies or have developed their own clouds. To further develop these services, it is important to share experiences with regulatory frameworks and service-level agreements, as well as establish coordination at the international level to set technical and security standards.

25. Although e-government has been understood as a platform for relations between the government and the people, greater emphasis has been placed recently on the joint creation of public value and innovation. The open government policy has driven this trend in accordance with the principles of collaboration, participation and transparency, on two basic pillars: the disclosure of public data and the use of citizen participation platforms. The challenges in designing this type of policy have to do with

cultural barriers, access to information, data processing costs, protection of personal data, technical capacities and promotion of the use of data by citizens and firms.

In this area of action, the objectives of the proposed digital agenda for Latin America and the Caribbean (eLAC2018) are as follows:

- Objective 11:** Make interoperable online procedures and services widely available through multiple channels and promote, at all levels of government, innovation and the proactive delivery of public services.
- Objective 12:** Create opportunities for government institutions in the region to share experiences and collaborate, in order to build capacity and share developments in applications and software.
- Objective 13:** Incentivize the adoption of cloud computing services by governments, with the objective of guaranteeing greater availability and quality of services.
- Objective 14:** Promote open government data initiatives and the use of digital platforms to facilitate collaboration, citizen participation and public transparency.

#### **4. Social inclusion and sustainable development**

26. Incentivizing the incorporation of ICTs in the social sectors is essential for creating an inclusive society. The most vulnerable social groups should be given priority when it comes to using and taking advantage of these technologies. Otherwise, the gaps will widen. Although these aspects are built into the design and execution of ICT policies, they should be strengthened through regional cooperation and learning processes.

27. Regional ICT policy goals in education are geared towards aspects such as changing teaching practices, improving school management, developing student competencies and providing professional development for teachers, all key components in the effective use of ICTs in education. Nevertheless, priority must be given to the formal and sustained establishment of policies in these areas (ECLAC, 2013b).

28. The challenges in terms of access to and quality of health services in the region are evident. ICTs have the potential to overcome these challenges by enhancing efficiency in the provision of services, the availability of resources and the quality of medical care. The main ICT applications in health include electronic medical records, remote medical appointments, telemedicine and telehealth. The policy objectives should address problems related to the institutional framework, infrastructure, interoperability and information management and skills development for health professionals.

29. The promotion of ICTs for environmental protection and the sustainable use of natural resources is another aspect that merits attention. Applications in this area include environmental observation, analysis and planning, as well as environmental management and protection and mitigation of the effects of technology use (ITU, 2008; ECLAC, 2014). The policy priorities should focus on reducing emissions of noxious gases, handling waste from electronic and electrical equipment and improving capacity (ECLAC, 2013c).



30. Telework or distance work can yield a number of benefits for firms and workers, especially in terms of lower costs, labour flexibility and greater productivity. At the same time, it can offer employment solutions to people living in remote areas or with disabilities, while also reducing the environmental impact of vehicular traffic. Cooperation in this area is important primarily in terms of promoting the development of regulatory frameworks, sharing experiences and monitoring their evolution and impact (ITU, 2013).

31. Gender equality and the empowerment of women through ICTs is a priority for the region, as affirmed at the twelfth session of the Regional Conference on Women in Latin America and the Caribbean, held in the Dominican Republic in 2013. With this in mind, a call should be made for digital agendas to mainstream the gender perspective into policy development, considering actions to reduce barriers to access, raise awareness about the potential of ICTs and promote professional training and development.

32. Nearly 12% of the region's population lives with some type of disability (ECLAC, 2012b). ICTs are essential tools that allow these people to integrate into society. Policies in this regard should provide for research and development of solutions to meet the needs of people with disabilities, the incorporation of accessibility requirements in public procurements and legislative updates to include ICTs in the definition of accessibility (ITU, 2014).

In this area of action, the objectives of the proposed digital agenda for Latin America and the Caribbean (eLAC2018) are as follows:

- Objective 15:** Strengthen the institutional framework for ICT policies in education and promote the development of programmes that include teacher training, new pedagogical models, the generation, adaptation and exchange of open educational resources, the management of educational institutions and educational evaluation.
- Objective 16:** Strengthen ICT policies in health and promote telehealth and telemedicine programmes and the exchange of good practices and interoperability in electronic medical records.
- Objective 17:** Promote policies for emergency and natural disaster prevention and response, incentivizing the development of digital applications for environmental observation, analysis and planning, and develop national plans for the management of waste from electronic and electrical equipment.
- Objective 18:** Promote the development of regulatory frameworks for telework and incentivize the exchange of experiences and actions for monitoring and evaluation.
- Objective 19:** Promote an integrated gender equality perspective in public policies on digital development, ensuring full ICT access and use for women and advancing their participation and leadership in public and private spaces where decisions are made on digital matters.
- Objective 20:** Ensure ICT access for vulnerable groups, in order to improve their social, educational, cultural and economic integration.

## 5. Governance

33. Governance of the Internet is an essential item of business on the information society agenda. The second phase of the Ministerial Conference on the Information Society pointed up the need for international management of the Internet to be multilateral, transparent and democratic, with the full involvement of governments, the private sector, civil society and international organizations, and to guarantee an equitable distribution of critical resources, facilitating access to information and ensuring a stable and secure functioning of the Internet (United Nations, 2005).

34. The principles of Internet governance seek to safeguard the universal rights of individuals with respect to their online activities, with an emphasis on freedom of expression and association, development, privacy, accessibility and access to information. Privacy means not being subject to surveillance as a result of arbitrary or illegal decisions, as well as preventing the collection, handling and use of personal data. The right to protection under the law from these intrusions should be guaranteed, with a review of the procedures, practices and rules that protect the right to privacy and guarantee the full and effective enforcement of all obligations contracted by the States under international law (NETmundial, 2014).

35. Building trust in digital media is closely related to fighting security breaches of information networks and systems. In 2013, the personal identifying information of more than 552 million people was exposed due to data breaches, putting credit card and financial and medical information at risk. This type of crime involves attacks on individuals or organizations, social network scams and damage caused by banking trojans and bots (OAS/Symantec, 2014). National cybersecurity efforts should be strengthened by the competent authorities, such as computer security incident response teams (CSIRT) and police units.

36. Coordinating and promoting regional participation in the global governance of the Internet and incentivizing opportunities for multisectoral participation in these issues are priorities for Latin America and the Caribbean. The region has already launched this process and has established forums like the Preparatory Meeting for the Internet Governance Forum (LACIGF), a regional meeting for multisectoral policy dialogue at which governments, the private sector, the technical community, academia and civil society organizations can present and discuss their perspectives. These opportunities help to improve transparency and participation, as well as to ensure that the Internet serves as an innovative ecosystem, based on an open architecture that is collaborative and collectively managed.

37. The implementation of policies that are comprehensive, consistent and continuous over time has proven to be an important condition for forward progress with the dissemination, adoption and use of ICTs. The majority of the countries in the region have prepared national digital agendas and ICT policies at the sectoral level. The challenge is to strengthen the institutional framework for these digital agendas and ensure their coordination with economic, social and environmental initiatives, taking into account technology trends and social changes (ECLAC, 2013d).

38. In order to design and implement digital policies, reliable and comparable statistical data is needed to monitor and evaluate results. Although the region has made progress in collecting ICT indicators, large gaps in statistics remain, especially at the sectoral level. Over the years, efforts to promote the harmonized production of statistics on ICTs have focused on three areas: conceptual and methodological standardization, expanded coverage of measurements of ICT access and use in key sectors such as education, health and government, and updates to indicators to effectively assess the dynamics of technology adoption and the impact on social and economic sectors.

In this area of action, the objectives of the proposed digital agenda for Latin America and the Caribbean (eLAC2018) are as follows:

- Objective 21:** Promote the security of and confidence in Internet use, guaranteeing the right to privacy and the protection of personal data.
- Objective 22:** Promote efforts to prevent and fight cybercrime through the development of strategies to protect critical infrastructure and cybersecurity plans, and local and regional coordination between computer security incident response teams.
- Objective 23:** Incentivize the coordinated participation of Latin America and the Caribbean in the governance of the Internet, reinforcing regional mechanisms and seeking synergies between them, and promote the development of opportunities for dialogue or national mechanisms in which all interested parties participate, and coordinate these at the regional and global levels.
- Objective 24:** Advance the institutional frameworks needed to coordinate, monitor and promote policies on digital matters.

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## Annex 1

**FOLLOW-UP MECHANISM**

The follow-up mechanism for the proposed digital agenda for Latin America and the Caribbean (eLAC2018) consists of three levels of coordination and cooperation: the Ministerial Conference, the Presiding Officers and the focal points. Civil society, the private sector and the technical Internet community support the follow-up mechanism as observers.

**(a) Ministerial Conference**

The Ministerial Conference is the most senior body responsible for steering eLAC2018 and directing its work, evaluating achievement of the objectives agreed upon, and making any changes or adjustments necessary to the follow-up mechanism. The Conference is supported on organizational matters by the technical secretariat, but its meetings must be financed by the host country. The costs of participation in the Conference are borne by the member countries.

The next Ministerial Conference will be held in [to be decided].

**(b) Presiding Officers**

The Presiding Officers are the executive body of eLAC2018 and they comprise two representatives from each of the following subregions: Andean countries, Southern Cone, the Caribbean, and Central America and Mexico. Once elected, the Presiding Officers serve until the following meeting of the Ministerial Conference.

The main functions of the Presiding Officers are to: (i) oversee activities conducted in the framework of eLAC2018; (ii) ensure fulfilment of the agreements adopted by the Ministerial Conference; (iii) represent or designate others to represent the eLAC2018 platform vis-à-vis other forums or international bodies; and (iv) convene regular coordination meetings.

**Composition of the Presiding Officers**

<b>Region</b>	<b>Country</b>	
Andean countries	[to be appointed]	[to be appointed]
Central America and Mexico	Mexico (Chair)	[to be appointed]
Southern Cone	[to be appointed]	[to be appointed]
The Caribbean	[to be appointed]	[to be appointed]

The following will participate in the meetings of the presiding officers as observers:

- [to be appointed] as the representative appointed by civil society organizations.
- [to be appointed] as the representative appointed by private sector associations.
- [to be appointed] as the representative appointed by the technical community in the region.

All the Presiding Officers will have the same decision-making rights and, whenever possible, agreements will be adopted by consensus. Member countries and institutions must finance their own participation in face-to-face meetings.

**(c) Focal points**

The focal points are the national level liaison of the eLAC2018 follow-up mechanism. Each country will designate or ratify the existing designation of an institution to serve as focal point by [date to be confirmed].

The main functions of the focal points are to: (i) organize, coordinate and promote the country's participation in the process; (ii) ensure the means are available to support the country's representation at preparatory meetings and the Ministerial Conference; and (iii) identify institutions and parties to serve as chairs and vice-chairs of the working groups.

**(d) Working groups**

Working groups are forums for cooperation and problem-solving in the framework of eLAC2018. They are created to serve a particular purpose under the direction of a coordinator (chair). Their work is geared towards achieving the objectives of eLAC2018, through collaboratively produced outputs and results. The members of the working groups are selected in accordance with their skills, knowledge and areas of competence.

The main functions of the working groups are to: (i) promote the formation of networks and collaboration mechanisms; (ii) support the sharing of experiences and good practices; (iii) stimulate capacity-building; (iv) promote dialogue and scientific discussion; and (v) contribute to forming institutional links with other forums and organizations.

Each working group will have a chair and vice-chair designated by the focal points of the countries which serve in the group.

The functions of the chair are to:

- Coordinate and moderate the group.
- Prepare a plan of work to be presented to the Presiding Officers.
- Oversee fulfilment of the plan of work.
- Ensure participation in the Ministerial Conferences and in meetings convened by the Presiding Officers.
- Ensure, as far as possible, that financing is available for activities conducted under the plan of work and seek alternative sources of support.
- Prepare regular reports on the activities of the respective working group.
- Keep the working group's mailing list updated.
- Promote the inclusion of members in the working group.

The functions of the vice-chair are to:

- Assist the chair in discharging his or her duties and obligations.
- Cover for the chair during temporary absences.
- Undertake the functions of the chair, if that position is vacant.

The working groups adopted in the framework the proposed digital agenda for Latin America and the Caribbean (eLAC2018) are as follows:

<b>Area of work</b>	<b>Working groups</b>	<b>Chair</b>	<b>Vice-Chair</b>
Access and infrastructure		[to be appointed]	[to be appointed]
Digital economy		[to be appointed]	[to be appointed]
E-Government		[to be appointed]	[to be appointed]
Social inclusion and sustainable development		[to be appointed]	[to be appointed]
Governance		[to be appointed]	[to be appointed]

**(e) Technical secretariat**

ECLAC will serve as technical secretariat, performing the following functions:

- Provide technical support for the eLAC2018 follow-up mechanism, specifically to the Presiding Officers and their chair, and facilitate organization and coordination of the working groups.
- Produce substantive studies and information, as well as creating newsletters and maintaining the online collaboration platform.
- Provide support for the organization of the Sixth Ministerial Conference on the Information Society in Latin America and the Caribbean and its preparatory meeting.

## Annex 2

**TRACKING AND MONITORING****Tracking and monitoring indicators**

The objectives described above can be classified as quantifiable (results-oriented) or qualitative (action-oriented). In this framework, a suggested set of indicators are presented below that can serve as reference for tracking and monitoring the quantitative aspects of the agenda. These indicators are supported by reliable sources of data and methodological and conceptual references that help to ensure their comparability and consistency. Qualitative aspects of the agenda will be evaluated in cooperation with specialized agencies in each area.

The indicators were selected based on the work of the Partnership on Measuring ICT for Development, the Observatory for the Information Society in Latin America and the Caribbean (OSILAC) and the Regional Broadband Observatory (ORBA). Also consulted were publications by the International Telecommunication Union (ITU), the United Nations Conference on Trade and Development (UNCTAD), the Organization of American States (OAS) and the Ibero-American Network of Science and Technology Indicators (RICYT).

<b>Access and infrastructure</b>	
<b>Code</b>	<b>Indicator</b>
<b>A3</b>	Fixed Internet subscribers per 100 inhabitants
<b>A4</b>	Fixed broadband Internet subscribers per 100 inhabitants
<b>A5</b>	Mobile broadband Internet subscribers per 100 inhabitants
<b>HH6</b>	Proportion of households with the Internet
<b>HH7</b>	Proportion of individuals using the Internet over the previous 12 months
<b>BA1</b>	Average monthly rates for fixed broadband Internet access in United States dollars, as a percentage of monthly per capita GDP
<b>BA2</b>	Average monthly rates for mobile broadband Internet access in United States dollars, as a percentage of monthly per capita GDP
<b>BA3</b>	Actual Internet connection speed
<b>IXP1</b>	Key performance indicators for Internet exchange points (IXPs)
<b>Digital economy</b>	
<b>Code</b>	<b>Indicator</b>
<b>B5</b>	Proportion of businesses with a Web presence
<b>B6</b>	Proportion of businesses with an Intranet
<b>B7</b>	Proportion of businesses receiving orders over the Internet
<b>B8</b>	Proportion of businesses placing orders over the Internet
<b>B9</b>	Proportion of businesses using the Internet, by type of access (narrowband, fixed broadband and mobile broadband)
<b>ICT2</b>	Value-added of ICT sector
<b>ICT3</b>	ICT goods imports as a percentage of total imports
<b>ICT4</b>	ICT goods exports as a percentage of total exports
<b>RYCIT</b>	Science and technology spending as a percentage of GDP



<b>e-Government</b>	
<b>Code</b>	<b>Indicator</b>
<b>EDGI</b>	United Nations e-Government Development Index
<b>ODB</b>	Open data barometer
<b>ODI</b>	Open data index
<b>Social inclusion and sustainable development</b>	
<b>Code</b>	<b>Indicator</b>
<b>ED4</b>	Number of students per computer
<b>ED5</b>	Proportion of schools with Internet access, by type of access (narrowband, fixed broadband and mobile broadband)
<b>ED6</b>	Proportion of students with Internet access at school
<b>ED7</b>	Proportion of students enrolled at the post-secondary level in ICT-related fields
<b>ED8</b>	Proportion of ICT-trained teachers in primary and secondary schools
<b>SLD1</b>	Proportion of health facilities (inpatient and outpatient) with Internet access, by type of access (narrowband, fixed broadband and mobile broadband)
<b>SLD2</b>	Proportion of health facilities (inpatient and outpatient) with electronic medical records
<b>SLD3</b>	Proportion of health facilities (inpatient and outpatient) with telemedicine services
<b>Governance</b>	
<b>Code</b>	<b>Indicator</b>
<b>SEG1</b>	Proportion of countries with a national information technology emergency response team