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Digital Agenda for Latin America and the Caribbean (eLAC2020)

Santiago, 13 July 2018

**PROGRAMME OF REGIONAL COOPERATION ACTIVITIES  
OF THE DIGITAL AGENDA FOR LATIN AMERICA  
AND THE CARIBBEAN, 2018–2020**





As provided in the outcome of the Sixth Ministerial Conference on the Information Society in Latin America and the Caribbean, held in Cartagena de Indias (Colombia) from 18 to 20 April 2018, the Presiding Officers of eLAC2020 have a mandate to prepare a proposal for a programme of regional cooperation activities on the Digital Agenda for Latin America and the Caribbean for the period 2018–2020. The purpose of this programme is to support achievement of the goals set out in the agenda.

The programme of activities was prepared by the Presiding Officers and the coordinators of the working groups. The programme may be reviewed and its content updated in accordance with monitoring and follow-up conducted.

## **AREA OF ACTION 1. DIGITAL INFRASTRUCTURE**

<b>Objective</b>	<b>Activities</b>	<b>Conducted by</b>	<b>With the support of</b>
1. Foster the development and implementation of broadband plans with concrete and measurable targets for the deployment of high-capacity networks, the efficient management of the spectrum for achieving mass access to communications services for the benefit of citizens, and promotion of the investment needed to provide these services under affordable and good-quality conditions, with particular emphasis on remote, rural and semi-urban areas, as well as other underserved areas	1.1. Identify, analyse and organize a dialogue on policies and regulatory measures related to digital infrastructure  1.2. Propose a regulatory framework model for convergence and public policies for the development of digital infrastructure  1.3. Foster dialogue and regional cooperation to promote policies to develop broadband infrastructure  Annual report on the state of broadband in Latin America and the Caribbean	Working group on access and digital infrastructure (Paraguay)	Internet Society (ISOC) and Alliance for Affordable Internet (A4AI)  Inter-American Association of Telecommunication Enterprises (ASIET), GSM Association (GSMA)  ECLAC and ASIET
	1.4. Conduct a study to review and make recommendations on 5G services, especially in relation to challenges in the allocation of the spectrum and mobile broadband policies		ASIET
	1.5. Research viable alternatives in local and community access networks		Association for Progress in Communications (APC) and ISOC

<b>Objective</b>	<b>Activities</b>	<b>Conducted by</b>	<b>With the support of</b>
2. Promote policies and incentives for the deployment and operation of infrastructure and technologies needed for the development of the Internet, especially Internet exchange points (IXPs) and IPv6 protocols	2.1. Identify and disseminate good practices and recommendations arising from local, regional and international projects		ISOC and Latin American and Caribbean Internet Addresses Registry (LACNIC)
3. Promote the use of protocols and digital technologies and the deployment of resilient infrastructure that support impact prevention, mitigation and rapid recovery in the case of disasters and in relation to the effects of climate change	3.1. Identify and disseminate good practices and recommendations arising from local, regional and international projects		ISOC

## AREA OF ACTION 2. DIGITAL TRANSFORMATION AND THE DIGITAL ECONOMY

<b>Objective</b>	<b>Activities</b>	<b>Conducted by</b>	<b>With the support of</b>
4. Encourage the use of digital technologies in businesses, with a special focus on MSMEs, and promote digital transformation in different areas of the economy	4.1. Identify and establish a list of basic harmonized indicators at the regional level on the digital services provided by the information technology industry	Working group on digital transformation and digital economy (Colombia)	Not applicable
	4.2. Identify competitive advantages in the information technology industry and opportunities to strengthen the supply of digital services in Latin America and the Caribbean		Not applicable
	4.3. Draw up recommendations and prepare a guide on digital services markets in Latin America and the Caribbean in the framework of digital transformation processes		Not applicable
	4.4 Identify the barriers limiting the use and harnessing of cross-border e-commerce by MSMEs in the region's countries		Not applicable

<b>Objective</b>	<b>Activities</b>	<b>Conducted by</b>	<b>With the support of</b>
	4.5 Identify methodologies to collect and build statistics on cross-border e-commerce, especially involving MSMEs in the region		Not applicable
5. Promote regional entrepreneurship ecosystems and public and private actions aimed at promoting data-based innovation and accelerating technology-based enterprises	5.1. Propose the development of models to encourage the establishment of entrepreneurship programmes at the national and regional levels (for example, Apps.co (Colombia) or Start-Up Chile)), centred on fostering entrepreneurs in the business ideation, acceleration and expansion stages		Not applicable
6. Promote the development of venture capital funds at the regional level, with the support of traditional and non-traditional financial institutions, in order to offer resources to technology-based enterprises	6.1. Propose the development of models that can facilitate the consolidation of venture capital markets to finance enterprises or expansion projects of regional information technology firms offering digital services for digital transformation processes		Not applicable
7. Promote teleworking in the region's countries by sharing good practices, developing and/or strengthening regulatory frameworks, developing digital skills and their monitoring and evaluation	7.1. Promote the consolidation of teleworking in the region through actions aimed at strengthening regulatory frameworks, measurement methodologies and training programmes for this work modality		Teleworking subgroup

### **AREA OF ACTION 3. REGIONAL DIGITAL MARKET**

<b>Objective</b>	<b>Activities</b>	<b>Conducted by</b>	<b>With the support of</b>
8. Promote a regional digital market strategy to increase trade, expand the digital economy and strengthen the competitiveness of Latin America and the Caribbean, through incentives, regulatory coherence, integration of digital infrastructure, the development of digital platforms of goods, services and content, and cross-border data flows	<p>8.1 Strengthen dialogue, research and public-private partnerships for the promotion of a regional digital market</p> <ul style="list-style-type: none"> <li>– A political panel with representatives of the Pacific Alliance and the Southern Common Market (MERCOSUR) on the promotion of regional trade by boosting e-commerce</li> <li>– Workshop for sharing experiences and best practices as regards legal frameworks for privacy and data protection as a side event at the preparatory meeting of the Seventh Ministerial Conference on the Information Society in Latin America and the Caribbean</li> </ul>	Working group on the regional digital market (Brazil and Mexico)	Not applicable
9. Foster measures for regional trade facilitation through the use of digital technologies, institutional coordination and interoperability among different national foreign trade systems	<p>9.1 Generate an analytical framework to understand the needs of the region's countries for promoting digital commerce</p> <ul style="list-style-type: none"> <li>– Study identifying the main challenges faced by MSMEs for engaging in e-commerce via digital platforms</li> </ul>		Not applicable

## AREA OF ACTION 4. DIGITAL GOVERNMENT

<b>Objective</b>	<b>Activities</b>	<b>Conducted by</b>	<b>With the support of</b>
<p>10. Establish and promote digital services standards that facilitate and expedite government services and support multiaccess channels, favouring interoperability for digital services in the region, through the development of infrastructure, platforms, architectures, standards and integrated systems</p>	<p>10.1. Identify priority sectors for implementing digital services standards</p> <p>10.2. Identify initiatives in the framework of cooperation mechanisms, such as the Pacific Alliance, the Southern Common Market (MERCOSUR), the Central American Integration System (SICA) and the Caribbean Community (CARICOM)</p> <p>10.3. Develop the project “Programme for strengthening cross-border e-transactions in Latin America and the Caribbean,” including a component to create, test and implement models for the safe exchange of information for cross-border digital services</p> <p>10.4. Review the proposal to establish a regional standard for digital services during the ministerial meeting of Red GEALC (November 2018)</p>	e-Government Network of Latin America and the Caribbean (Red GEALC) (Panama) <sup>a</sup>	Member countries of Red GEALC
<p>11. Promote the use of reusable components and open solutions in digital government for the design of public services</p>	<p>11.1. Adapt two open source software solutions to promote Local Area Transport (LAT) technology</p>		

<b>Objective</b>	<b>Activities</b>	<b>Conducted by</b>	<b>With the support of</b>
12. Foster the adoption of a regional strategy of standards for digital identity management and interoperability, advanced electronic signature, e-apostille and electronic medical records that support innovations in the public and private sectors, preserving information privacy and strengthening security and trust in online transactions	<p>12.1. Develop the project “Programme for strengthening cross-border e-transactions in Latin America and the Caribbean,” with a component to develop and implement frameworks for reviewing and harmonizing technical conditions for e-signature recognition</p>		
	<p>12.2. Develop a study on electronic identity (e-ID) in the region</p>		
13. Promote open government initiatives through digital platforms to facilitate data openness and reuse, collaboration, citizen participation, social innovation, public transparency and accountability	<p>13.1. Develop regional guides for metadata profiles, privacy and open data, and national open data strategies</p>		
	<p>13.2. Prepare reports on the implementation of the open data maturity model</p>		
	<p>13.3. Publish two regional sets of open data</p>		
14. Promote the use of digital systems for government procurement, contracting for services and public works to ensure transparency, citizen surveillance and effective accountability	<p>14.1. Conduct a study on information and communications technologies (ICTs) procurement</p>		
	<p>14.2. Coordination with the Interamerican Network for Government Procurement (RICG)</p>		

<sup>a</sup> On a rotational basis, based on the chairship of Red GEALC.

## AREA OF ACTION 5. CULTURE, INCLUSION AND DIGITAL SKILLS

<b>Objective</b>	<b>Activities</b>	<b>Conducted by</b>	<b>With the support of</b>
15. Promote the development and incorporation of digital skills and computational thinking in teaching and learning by updating curricular content in line with the capacities that will be demanded by the activities of the future	15.1 Conduct an inventory of instruments that may be used at the regional level to measure digital skills development and computational thinking in students and teachers	Working group on culture, inclusion and digital skills (Mexico)	Not applicable
16. Strengthen advanced digital, technical and professional skills and provide incentives for companies and governments to train workers continuously and improve productivity and efficiency	16.1 Involve and engage the ICT industry in the delivery of courses and workshops, and the award of certifications, among other things, and training in the use of ICTs		Not applicable
17. Promote the production, supply and use of digital content, goods and services as a necessary condition for the inclusion of persons with disabilities and older persons in the information society, especially for the purposes of work, education, access to justice and public services, and smart cities	17.1 Encourage strategic partners (academia, industry, civil society, international organizations) to donate digital educational resources and content  17.2 Contribute to enabling all the content on educational resources to be analysed, classified and subsequently offered to all countries through a single repository aligned with their needs		Not applicable
18. Massively expand access to digital services and content production and supply with a view to achieving universal access, ensuring the inclusion of the entire population and stimulating content production, supply and use in indigenous and native languages	18.1 Invite teachers to share best practices on the use of ICTs in the classroom, with a view to furthering sharing these as open source educational resources  18.2 Identify and aggregate in a single repository all the digital content that countries wish to share and offer free of charge (using the @prende 2.0 platform), and disseminate the material available on @prende 2.0 through the various channels of communication		Not applicable  Not applicable

<b>Objective</b>	<b>Activities</b>	<b>Conducted by</b>	<b>With the support of</b>
19. Promote a digital culture that encourages citizens to build up digital skills and competencies to make innovative, safe and responsible use of ICTs, with a view to a peaceful online coexistence	19.1 Promote and document the exchange of good practices in the countries in raising awareness on safe and responsible Internet use		Not applicable
	19.2 Develop workshops on cybersecurity and contribute to creating a society that is aware of the safe and responsible use of ICTs		Not applicable

#### **AREA OF ACTION 6. EMERGING TECHNOLOGIES FOR SUSTAINABLE DEVELOPMENT**

<b>Objective</b>	<b>Activities</b>	<b>Conducted by</b>	<b>With the support of</b>
20. Promote the design of public policies supported by evidence-based innovation and aligned with national and regional priorities	<p>20.1. Develop the project “Using big data for State efficiency and regional integration”, who components will be:</p> <ul style="list-style-type: none"> <li>– Developing cross-cutting tools for learning how to use big data in public administration</li> <li>– Implementing predictive models based on big data to improve State efficiency</li> <li>– Establishing a regional protocol for risk monitoring and segment reporting</li> <li>– Developing and disseminating a big data knowledge base for the State</li> </ul>	Chair of Red GEALC (Panama)	Countries that comprise Red GEALC

<b>Objective</b>	<b>Activities</b>	<b>Conducted by</b>	<b>With the support of</b>
21. Promote the convergent use of different types of emerging technologies in the formulation and implementation of public policies and the design of digital services	<p>21.1 Develop a frame of reference for the inclusion of emerging technologies in public policy implementation and digital services design</p> <hr/> <p>21.2 Develop the project “Programme for strengthening cross-border e-transactions in Latin America and the Caribbean,” including a component to implement emerging technologies in e-transactions</p>		
22. Promote digital financial services as a priority for developing inclusive financial systems, through innovation, an enabling regulatory framework, the strengthening of digital skills, responsible financial management, security and the strengthening of identification systems	<p>22.1 Foster cooperation and research in financial technologies (fintech) and the deployment of initiatives on protocols for recording encrypted transactions and distributed databases (blockchain)</p> <hr/> <p>22.2 Identify common barriers that limit or discourage the use and harnessing of e-payment, both by companies and users, when buying and selling products and services online</p>	ECLAC	Not applicable

**AREA OF ACTION 7. GOVERNANCE FOR THE INFORMATION SOCIETY**

<b>Objective</b>	<b>Activities</b>	<b>Conducted by</b>	<b>With the support of</b>
23. Promote an integrated gender equality perspective in public policies on digital development, ensuring full ICT access and use for women and girls, and advancing their participation and leadership in public and private decision-making spaces	23.1 Promote activities that draw attention to leadership stories and role model opportunities for girls and women in the context of ICTs	Working group on Internet governance and the information society (Argentina and Brazil)	Not applicable
	23.2 Take part in ongoing or forthcoming initiatives related to the participation of women and girls in ICTs		Not applicable
24. Prevent and combat cybercrime through digital security strategies and public policies, the establishment and/or development of legislation and regulatory frameworks, capacity-building, and local, regional and international coordination between computer security incident response teams	24.1 Promote capacity-building and information dissemination activities in the region in relation to combating cybercrime		Not applicable
	24.2 Take part in ongoing or forthcoming initiatives related to cybercrime awareness and education		Not applicable
25. Promote the participation of Latin American and Caribbean countries in Internet governance processes, strengthening regional mechanisms, strengthening capacities and fostering synergies, and encouraging the development of forums for dialogue and multi-stakeholder national mechanisms	25.1 Create a forum for information exchange and regional coordination, for establishing common positions, building capacities and dialogue between the region's countries on topics related to Internet governance		Not applicable
26. Strengthen the institutional structure of the entities responsible for designing, implementing, following up and giving continuity to public policies for digital transformation and national digital agendas, and foster the coordination and participation of different stakeholders in the development of these policies	26.1 Promote activities related to knowledge of new institutional models, including multi-stakeholder and open government models		Not applicable
	26.2 Exchange experiences on the implementation, at the national or regional level, of new institutional models such as the multi-stakeholder or open government models, among others		Not applicable

<b>Objective</b>	<b>Activities</b>	<b>Conducted by</b>	<b>With the support of</b>
27. Promote normative coherence and regional coordination for policy effectiveness by adopting open standards and technological neutrality, and the participation and shared responsibility of different actors in the digital ecosystem	27.1 Coordinate a forum for face-to-face dialogue on the regulatory aspects of the information society in the region		Regulatory framework subgroup
28. Coordinate actions aimed at guaranteeing privacy and personal data protection, online consumer protection, access to public information and freedom of expression in the digital environment, avoiding improper and unauthorized use of data and strengthening mechanisms of collaboration between the competent authorities in the region			
29. Improve the measurement of digital transformation and the digital economy by strengthening data collection for official statistics, including by using advanced technologies and by strengthening and harmonizing common frameworks of indicators and monitoring them through information society observatories	<p>29.1 Conduct studies and foster cooperation on new methodologies for measuring the digital transformation that include the use of big data analytics, as well as indicators for following up on the Digital Agenda for Latin America and the Caribbean (eLAC2020).</p> <ul style="list-style-type: none"> <li>- Study on the implementation of new methodologies and use of big data analytics for measuring the digital economy</li> <li>- List of indicators for monitoring the Digital Agenda eLAC2020</li> </ul>	ECLAC	

<b>Objective</b>	<b>Activities</b>	<b>Conducted by</b>	<b>With the support of</b>
30. Strengthen regional cooperation as an essential mechanism for tapping the opportunities and tackling the challenges of the region with regard to the information society	<p>30.1 Encourage training programmes for public officials on the digital ecosystem</p> <ul style="list-style-type: none"> <li>- Digital ecosystem training programme (CE-Digital)</li> <li>- Annual summer school on new technologies</li> </ul>		Development Bank of Latin America (CAF), ECLAC and GSMA.

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