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ACCESS TO ICTS TO FURTHER DEVELOPMENT -- ASSESSING THE IMPORTANCE  
OF ICTS IN THE POST-2015 DEVELOPMENT AGENDA  
SESSION 28

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>> MODERATOR: So the purpose of the workshop is to arrange a discussion between you and some expert panelists who are involved in the information process, and here we have distinguished panelists starting with the other end of the table we have Jim Chang from Hong Kong, just down the road, Bettina Quimson from the Philippines from a Government agency which is policy for science, technology and information, and Kamolrat Intararat who works in Research Centre of Communication and Development Knowledge Management, CCDKM in Thailand who works in the sector for, in the community sector providing information to marginalized communities, and she was one of the founders of the telecenter movement.

And then we have Rohan Samarajiva, and he is going to give us a critical view or different perspective on telecenters. So what we are trying to do is bridge the gap between conventional libraries at one extreme and telecenters and other more fluid media-based sources of information at another extreme because we believe that access to information is not just in a concrete building with doors and windows. It's not just fixed in computers that people have in

their homes. It really is a fluid service through Cloud, through the Web, for people to get information for knowledge, for education and for employment and economic purpose.

I will now ask the panelists to give you a quick presentation of the perspectives from their sector, and we will start with Jim from Hong Kong and the rest of you. So we will get a quick presentation from the panelists and then ask a few questions and then the discussion will be open toward you. So it's not just talking heads all of the time. It's discussing with the audience.

>> JIM CHANG: I'm Jim Chang from Hong Kong. I'll give you a brief background of what we are doing in business and eServices to the community of Hong Kong. We have areas where there is only 1100-kilometers square, but we are accommodating a population the size of 7.19 million. This gives you an idea how very, very densely populated Hong Kong is.

The Hong Kong public library systems started its services in 1962. The library system was computerized since the early 1990's, and in year 2000 our library system is under newly established Government in leisure and cultural services department. So this is the year 2000. This picture gives you an idea that we are under the Hong Kong Bureau, Home Affairs Bureau providing cultural policy for Hong Kong. So this is a standard libraries and mobile libraries. So let's talk more about the vision and value.

So what we believe in public library, this is the manifest of public libraries. It says that public library is a leading force for education, culture and information, and as an essential agent for the fostering of peace and spiritual welfare through the minds of men and women. And so I have highlighted some that this is for education, cultural information, peace and spiritual welfare.

So now the role of the Hong Kong public library is information centre to provide information, give us continuing education, support literary arts and research, leisure and enjoyment for the population, and social cultural centre. This is the role of the Hong Kong public libraries.

A few years ago we had drawn up this strategic plan of the Hong Kong public libraries from the year 2009 to 2018. We have a mission, mission 7 is to leverage on new technology and the use of IT to enhance public library services. The goal is to develop electronic services and to serve our community as a library without walls. So this really is first. We are not going to confine our services to any building or to a physical building so that we are developing a library without walls.

I will introduce eServices. Households with PC at home in Hong Kong in year 2014 is 1.99 million households, 80% of households. One thing quite interesting, we found households with income less than Hong Kong dollar 10,000, 40% of households have a computer at home. This is a subject for the low income and that they cannot have one

for access to information. So because of this, there is a gap.

So public libraries are free, there are free services, one of the major ICT providers to the community especially to the lower class. In hardware, we have 67 branches of libraries, we have 1900 computer terminals. In 29 branches we provide free computer and information centre services. These are free services for the public. So we provide online reference to other things like electronic resources, digital library, media information system.

We provide in our home parish eResources, we provide E-Books, Apabi, Vista, et cetera, et cetera, for remote access also, and then for databases in various subjects and we have 21 databases for remote access from home. Multimedia Information System MMIS, we have established a digital library in 2001 when we started multimedia services. And what is included in the system is audio visual multimedia materials, digitized materials, et cetera, et cetera.

So you can see the multimedia information system, English papers, cartoons and so this is actually a digital platform so we have all kinds of digital materials. Penetration rate in Hong Kong in the year 2014 reached 4.87 million. The penetration rate is actually around 80%. And more than 96% of people go every day with a mobile phone. And we started penetration of mobile apps. Last year 2014 with the mobile app my library is multimedia operation.

It provides also renew and reserve library materials, gives you personalized notification service, for example, locate the nearest libraries, search. This is actually not for your desk top, only for your library on your mobile devices. Multimedia information system, so into the future, we have got libraries that have gone through a series from mechanization to automation, computerization, digitization and mobilization challenges. Our belief is that we have increased access to information, knowledge, and we also recognize access to information as a key condition for citizen participation, transparency and accountability.

And we believe in people-centred services. Everyone can create access, utilize and share information and knowledge, no discrimination, no prejudice, which is in line with all of our beliefs. So thank you. This is the background of our public library system. Thank you.

(Applause).

>> MODERATOR: Now, from a high density heavily populated world city, we will now take a perspective from a telecentre university which will be quite different from the urban perspective, though maybe not.

>> KAMOLRAT INTARARAT: Good morning. My part is a mix up between formal and informal education so and the representative so the centre is a link between the formal and informal education. So CCDKM is my agency does work by increasing the ICT. So we reach marginal cities. We are working with the telescenters in Thailand,

setting up the telecentre up until now. At the beginning we had 20 telecenters and that's more on the east side. So this is the scenario of how the telecenter is all over the country, and then we have to have a mentor to work with. So we work at the beginning to generate community innovation to the classroom. So this is the global and regional link.

So this is title is all over Thailand to be the access point. So the fundamental function of the number one, access, second, empowering them, and third, preserve all local wisdom from all over the country. So now we are under the second, third, fourth and fifth and try to make it a community one stop service. So then the three fundamental functions that we do is once telecenter or ICT gets access to the marginal one, first, we need to access all underserved people.

And we have to allow them access to fundamental welfare, free hospital, free education, free for the handicapped. And then we have to continue dignity of life as the human being to be somebody in the society, because this one -- so far we try to make a variety of eOnline shop and then we are, since we are the people, we have -- ICT hands out the education to all of the people. So right now the sign equality for life to access people to all marginal, handicapped, the deaf, the blind, the physical handicapped and then the marginal people I mean the indigenous people by using the mobile application or mobile devices.

So we do alternative learning and formal learning, each way you get it. We have academy. So these kinds of things we try to decide the academy that is dropping top notch ICT into the local and so this is some example that we do. So this is the function that we do, each particular counterpart, each stakeholder. And then the outstanding outcome that we have done global and local academy that we have. We have to work with partner, Microsoft, Intel, Cisco, and we train Microsoft youth spark.

So ASEAN trained 30,000 to be trainer in the area. So we put the future of the new technology empowering them with ICT. And then we are also designing the global academy. This is the basic after access to them then and digitize them by the digital literacy. So we have trained a huge number of people. The money is for emergency and some other partner. So we have 100,000 trained. We have the know-how, so I'm just happy to hand it off.

So Intel, Google, they just redesigned to fit our people. So right now since we have working intellect, so right now we cannot distribute anything. We have to reach for the sky. So we start up the innovative entrepreneur project. So we add up more professional. So this kind of thing we link with the international professional partner to link into the international so we train our people so we can see that right now all of the indigenous knowledge linked with the ICT and linked with, so we train people in the community.

They say we want to go international and not indigenous

knowledge. I want to go, I can prove myself that I can do. So we work together. So this type of thing, and then after we produce it comes up to be that many people are curious to go. So you are welcome to go and have a look in this community.

So we have very local trip, it's more simple and cheap. So we go with the international professional tourism platform and decide for this kind of thing. If you want to do indigenous knowledge and do it by yourself and produce your own product, you come to one night and two days. And then they go and they practice and then everything, then you get experience with real community. So this is the example that we have done. And this package is saleable. This is under the trip. So many people is curious about our Muslim people. And then this one is a local trip.com. So you just go local and they show you experience. And then this one is more Governments. So another thing that we talk to ICT is about our environment.

So we clap hands with this partner in Thailand and many people to move the assets. So we set it up the past two years and right now we train leaders in smart farming. And we also going on with the ASEAN women empowerment because under the project of work and life most of the marginal labor is working. So this is the smart farmer project.

So under the function of the telecenter, telecenter is doing the parallel function of empowering people formal and education by using all kinds of mobile devices. So in conclusion, I think that in Thailand access is okay. Empowering is okay by our professional partner, benefit in cash and in kind. And make more good governance and work collaboratively with all professional partners. So that's what we are doing as key for the governance ICT for improving marginal Internet.

(Applause).

>> MODERATOR: Thank you very much, Kamolrat Intararat. That was brilliant. It's interesting that we have two different taxpayer funded, largely taxpayer funded processes. One is for urban citizens, the other is for marginalized communities, but they all depend on telecommunications and telecommunications in the framework of national information policies, at least they should be and there should be information policy. That is one of the recommendations of the original of the Information Society and countries should work on international strategies and policies.

In some cases it has worked brilliantly and in other countries it hasn't quite worked that way. I would like now to ask Bettina Quimson if she could speaking from the perspective of the Government information policy agency, if she could help us to try to reconcile some of the or put together some of the common features of the approach in the development rural approach in large information systems and in community information systems. If Bettina Quimson could maybe try to identify some common issues that we have to deal with as part of the Internet Governance process. That's the context in which we are

holding this conversation.

>> BETTINA QUIMSON: Thank you. Good morning. Are we awake? Okay. So basically what are we doing here? We have decided from a telecentre perspective, we have 350 centers in the Philippines, and when I started the office three years ago I decided that we needed to put in new measures because as a telecenter though they achieved their goals which is agency for millions of people throughout the world, they now have to change that and move it to more products. ICT is not just for literacy but actually goes deep in the business.

So basically we are creating tech. 4 Ed centers. These are centers all over the Philippines that will be connected using a single platform and hence creating equal opportunities for everybody. Everybody knows that Internet provides 10% increase in your GDP. For every 10% of GDP you have 1.27% of GDP. So if we set up connectivity in a particular village that's in a remote area, they can potentially attain increase GDP area for their area by 12%. So with that, the Philippine Government is actually putting, it's not much money, but it's 1.4 billion Pesos. We are connecting areas throughout the country.

So everybody knows that there is going to be investment in those areas and so the Government is taking a position in Bangkok. So basically what we are doing is this. We are actually aggregating the backlog. So this will help make it a lot easier, pass that low price over to the service providers who will bring it to the countryside. We are potentially using the white space. Who knows what PD white space is? It's basically the Shush that you find between the channels.

Believe it or not, it actually was able to connect from the mainland and it can be sent too. So that's why we did that. So with that these are the areas we are trying to connect, it's the libraries. Why? Precisely with the discussions earlier stated we would like the libraries to be more relevant in today's needs. Public high school yards, seaports, airports, public park and plaza, lobby of hospitals, RHU and LGU halls, it's quite simple, there is no connectivity in those areas.

We are bringing connectivity to the public school yard which means that the public schools can now pay the service provider to connect for their obligations. So with that in the Philippines we are talking about the telecenters, technology for education, employment to empower entrepreneurs. So the four E's together with a D, and the whole point is we are converting the centers to be centers for non-formal education, skills training, but more importantly for business centers.

So with that here we are. I'm just going to go through this a little quicker. This is a contact. We are going to have a system that's going to be used as a new platform throughout all of the centers. That way we can do the data mining in there. The service that is going to be provided is equal to everybody. What happened previously in

the centers we trained the managers very well. Once thing was left, we had a problem, more importantly sustainability model because being given free the service, the managers die and what happens, the centre dies. So they should be charging a minimal service fee like you would in an Internet cafe per person per hour for use.

So we are aggregating the context from a national level. We are making partnerships with all of the different companies such as Google, Microsoft, and Visa and everybody else to help to provide into here. So we are also looking at skills training, but what we are trying to do, in the past we always had educational training, skill training all over the country, but what happened? Basically people got the training. They had all of the skill sets and, what, they had no place to go to. So the point in doing all of this right now and providing opportunities is to get them in the marketplace because without the marketplace, without the job, there is also something for rural impacts.

Who has heard of eEdu skills? You have companies in different countries that go into this platform and say, okay, we need services. So what they do is they hire somebody in another country to do that service for them. So right now in the Philippines there is people online actually getting jobs. Most of the time the jobs are coming from the cities themselves, so with connectivity with the centers they can do their work in those centers because of the connectivity to those centers. So that's the, we actually want to provide equal Government services so that's here. So as we discussed earlier the one stop shop concept, that's what we are working on.

So you get services, Government and into the local communities. We are actually working on a solution. Again, the end goal is to increase the yield. What good is getting hired by new products in terms of packaging if you can't get it to the market? So when we look at the centers right now, it's a one stop shop wholistic approach we are doing, so very much what was discussed earlier.

So with that what are we seeing here? The centers basically, we are answering the education and digital divide for the skills and opportunities for all. Global net service, more importantly if you take a step back and we decide that we discussed disaster management, the TD white space, I guess all of you have heard about Thailand. I had a major discussion at the teleco. I told the teleco I'm setting up a satellite and I am using white space to throw the connectivity even out further and they say don't go there, go somewhere else.

And I looked at them and I said, excuse me, I'm going there. You go somewhere else. Because, you know, why are we telling Government where we should set up. There is something wrong here. So just to see what happened, we were able to throw connectivity an hour and a half away. The biggest problem we had was security of the equipment because everything was torn down so that was the biggest problem, but the nice part about it the connectivity 500 meters to

another site and because of the TD white space we were able to throw an hour and a half away so that for disaster response is good.

So economic growth is the end market we are discussing. So in the end there is Filipino so why would this programme succeed. If you say Eh Filipino, it means succeed, because we are going to succeed. So with that, thank you very much. I will wait for your questions later on.

(Applause).

>> MODERATOR: Well, it's clear we are dealing with issues of economic portion. I understand the comment about disaster for helping communities to become resilient in the face of disasters. But the services that come back matched Telecoms through information centers and through mobile telephone. Okay. Moving on. Rohan, you are going to explain to us the situation in Myanmar.

>> ROHAN SAMARAJIVA: When I was in Government, I was impressed by the eFilipino. I think 2002 we were working on something called eSri Lanka, and that had a big component because all of the mobiles and all of these things were big. We start in 2002 and we actually incurred the programme on telecenters. And no idea was what we were talking about. We made this accessible, we would have literacy and all of these things.

I have been serving on various places and I have seen the telecenters go up, and despite the fact that my research organisation, we showed them how to be the population was changing in its capacity, in the technology that they had access to and I kept saying before you supply or while you supply, we must also understand the demands. And I think the first presentation regarding we talked about how many Smart Phones there were, how many phones with computers. So we have to understand, in the end we are serving the public and we have to understand what the public wants, what capabilities the public has.

And too often in Government we tend to simply focus on what we think the public wants, and simply work from the supply side. So I don't have any recent on site data from the countries that we work in. We have on-site data from the Philippines up to 2011. We have Philippines, Indonesia, Pakistan, so on. The most recent information we have is from Myanmar and I thought it would be interesting because Myanmar is a rather unusual country coming into engagement with the world at a late stage.

It's a huge market, more than 50 million people, and we are seeing based on, recently we are seeing interesting outcomes. So I will walk you through this and hopefully that will supplement what the other supply side presentations that we had. So we have just done this one large survey, which is representative at the national level 8400 households, pretty much the whole country except some conflict areas. So simply 97% of the households, and there is the map that you can see we have done the studies. 2.5% margin of error and the surprising results. So for a jungle many people think, now, I have been working

in Myanmar since 2013, and at that point the official number was 4 Sims per hundred. At one point it was even lower than North Korea in terms of mobile penetration, forget Internet.

But now we see that 90% of the villages have signal. So one of the questions that behave is do you have coverage? So you can see from the urban, rural and all of Myanmar, we are getting about 87% with signal. Then we get to the question of these are our people so we need to buy cards, you need to update Sims, you need to update things, by that time we see that there is a Government bias. 60% of house holes have at least one mobile phone within the house. In some places they have more than one. And you must understand this huge amount of investment going in, a company has been active sense September of last year. So that's nine months and now people are walking around with Sims.

So we are asking what you have, we are asking like do you have a public computer, Internet connection, things like that. Most use either their mobile phone or another in the house. That's a question when we are asking when doing the surveys we want to know how far do they have to go to reach a phone. So in Pakistan and so on when we did the studies back in 2006, 2007, people had to walk relatively long distances. Here you can see quite a number of them, even if they don't have a phone, there is somebody with a phone in their home.

So those are the three big cities. That's the capital. The rest of Myanmar mobile is quite low. You can see the urban focus is still there. Gender differences, what we find is that there are significant gender difference differences but now in Southeast Asia. In Southeast Asia, women have more phones than men. Right now that is a problem. This is something mysterious. We haven't quite figured out why this particular group is low. But we will try to get some answers for that.

This is really surprising. Those with the GDP below \$1,000, and perhaps the highest mobile phone penetration in all of the countries that we have worked with. They are skipping the old technology. They are moving directly into the mobile, into the Smart Phones. Now, this has implications for people who are doing information services because these devices, I was talking to Winston about, reminiscing about the early days of the Internet. I think I started around 1985 had less computing power than the Smart Phone I have in my pocket.

So now we start asking them what they are using these things for. So you can see this is a strange thing that people in the west probably would understand. I hope you understand what this is. So we can make sense of it. And, of course, SMS, Philippines is the capital of texting, but they are getting there.

So we go down, so I marked out certain things that are relevant to our discussion. So here is -- they are directly going to Facebook. Wikipedia is zero rate. You can use Wikipedia without paying for it as is Facebook. So you can see these are relatively low compared to

the conventional sort of voice communication and even things like listening to music, playing games, so forth.

We were perhaps the main source of information for all of the global that there is no Facebook. In some countries there are more Facebook users than Internet users. So we ask these questions very carefully. So, for example, when we say have you gone to a browser? Have you used it for -- there is no big library infrastructure in Myanmar.

So you can see that this is quite low. By the time you get here, there are basis 200 from 8,000, right? Information needs, we ask, now, this is the classic question that all information service providers want to know, right, particularly as the libraries are reinventing themselves, giving the people what they want. This is a question they are very interested in. So here are the things that we thought would be of interest, job opportunities, weather information, national news, community news, information on where to get household goods and services, eCommerce things of interest, right.

They want information about programs. Do you want sources of finance? New skills? Market information? But these are the ones that seem to be -- so the grid is for, what the most important and the lighter shade is for second most important.

>> AUDIENCE: (Off microphone).

>> There is a lot of activity going on among the young people we are working with among the community to develop this content. So that is going to feed into that. We will be there later this month presenting this information because there is usual development going on in Myanmar more than any place I have seen. The 4,000 people come and there is not enough room for the people who want to come. That's the last one. So we broke, I mean, we broke it into these categories, that is we now study, we don't exclude people who don't own phones. We keep them in the study.

So we have non-owners and we have owners, but they are our users. They use it in some way, and we find that the people who have already gone and gotten themselves a sim are kind of more demanding. They have greater information needs and they have an interest in getting involved. So even countries like Myanmar and South Asia could be represented by this kind of, this kind of profile. I think this information would be of interest. I will pick a few slides that might be of interest to you, but we have hundreds of them.

So thank you very much.

(Applause).

>> MODERATOR: Thank you very much, Rohan. Okay. It's pretty clear that in these presentations, we have looking at and in some western countries like my own we go through a traditional conventional process of developing reading and university libraries for education. We are not talking about that here. We are talking about information for people with daily lives whether it's in a world city high

population or whether it's in scant populations in rural areas, we are talking about the same thing.

What I get from these presentations is that the users, assuming Hong Kong, have the same needs as the people, information for health, employment, for the weather, you know, for training and other things in their communities. So we do need to focus on the users' needs rather than the needs of the suppliers and the providers. So now another question that occurs to me is all of these services use the Internet, so what sort of Internet do we need, do you think we need?

And I would like to ask the panelists, we will go forth very quickly and I noticed it's 10:00. We have 30 minutes. And I would like to ask the panelists just before I open the discussion to the audience, I would like to ask the panelists what sort of obstacles you have encountered in terms of access to the Internet and what sort of Internet service you would like to see in the future as part of the sustainable development process to help maintain the services you are providing and to help obtain the objectives of your services? Maybe we could start in the same order, I will start with Jim.

>> JIM CHANG: Thank you. So I think the geographical situation of Hong Kong is different from a lot of countries. There is more area in city and very, very densely populated area. So actually in Hong Kong we do not have some kind of like rural area. So actually the Internet connection in Hong Kong is quite wealthy. And so I think in Hong Kong nowadays there are different kinds of information, news or weather or housing.

So now many, many Government organisations in Hong Kong or other NGOs are providing all kinds of information through the network. In public libraries manage means of information that is useful for information for research, for studies to increase the use of the library. But, of course, we target to collect all kind of useful information and we manage such things and we also get on line information, electronic books and some are not available. From our perspective we get kinds of information that is unique for library usage.

>> MODERATOR: Maybe the concerns you have are in the area of intellectual property and licensing and big economy issues.

>> JIM CHANG: Yes, you are right.

>> MODERATOR: What sort of Internet problems do you have and what would you like to see as the shape of the Internet in the future?

>> KAMOLRAT INTARARAT: Actually Thailand is quite some variety of people. So I think that right now the Internet probability is still novel because the price is very high compared to the marginal people. The Internet fee is still very high. So I think that the Government should provide as a fundamental service for the people to make it more affordable. And the second thing is that once they can access to the Internet there should be more kinds of content out of that. Because right now the Internet around the time we were in, most of

them still use very least content that is benefit.

So I think that to maximize the benefit from using benefit from Internet in Thailand, but use for any betterment for themselves. So Internet use is a must also. And I think also in Thailand many of the public will do more because right now the Internet is more on IT basis.

It's not so human friendly. So right now we see the digital economy ministry. So we are fighting that accessibility, economy and act for society. So I think that the concern about human frailty and human benefit from the Internet especially among the marginals is very urgent.

>> MODERATOR: That's a good point and maybe we could ask our friends at Dot.Asia, the people running this Conference to include, to underline that information society is what we are talking about not just information economy. Information Society must not be forgotten. And Bettina, would you not agree that working towards better educational outcomes through your national information policy will, you know, to use the cliché, a rising tide lifts all boats. If you raise educational outcomes and level achievements, then people will begin to -- they will put on line the content that they write, that they mention, that they dream, that they report about, and that will be the creation of new and fresh content on the Internet. Won't that be true?

>> BETTINA QUIMSON: Yes, that will be true, but I think more, when we discuss content, I would like to segregate the former content, written content versus experience. Experience is actually what drives a greater forward movement in terms of share. Because I myself, I always look at it from the perspective of how many people actually have a lot of books we have a lot of research and studies from Ph.D.'s and it's very comprehensive and very good, but how many people actually make it?

So I would rather see something really brought down to experience and even if it's a bit shorter, but I think people can relate more and, therefore, will use it more. Now, just in context it is being showcases throughout ASEAN to have the slowest Internet. And we are actually doing something about it in Government. I mentioned access, definitely for the access there is supposed to be inner municipality, which they are, but they may be 500 meters away from the station. So that does not answer the problem, which is why we are doing something about it as well as trying to get down to the grass roots level.

So affordability, as I said, affordability becomes, you know, it's not even a question because it's not there unfortunately. So having said all of that, Internet is definitely a driver for economic development, but that on its own is not going to suffice. We need to put the content and the necessary applications in order to facilitate that.

>> MODERATOR: Rohan, would you like to comment?

>> ROHAN SAMARAJIVA: When we look at this question, we come from a tradition. And we have these extraordinary stories of the world in terms of getting people connected to voice communication. So but the transition to the Internet is not too simple. For the Internet, you need skilled users, discerning users, you need devices, the devices can be better. We think of those who are disabled, those who cannot type on this little keyboards because, you know, their fingers are callused and whatever.

We think of -- there are all sorts of things. We need affordable services. We need coverage with the cell phone. Myanmar is getting there. The reforms are working and we are getting close. And, of course, the most important thing is the content and applications. And I don't think that can come from centralized sources. It has to come from decentralized sources.

It has to come in forms. So I think the two political areas would be content and the informed user. These are two areas where the library community can play a wonderful and important role.

>> MODERATOR: In terms of libraries, you have telecenters, you have some staff in these local decentralized places who can encourage, who can type in the words for people with callused fingers, who can explain how to make the contact, get the connectivity on the Smart Phones, who can explain how to understand some of this content coming down the pipes.

>> ROHAN SAMARAJIVA: We know how many telecentres have been set up and we know how many have been closed up. Several, right. So there are real problems. And in places like Myanmar, they don't have anything. It's basically empty. It's a clean slate. I think we need to learn the lessons and create the intermediary in the sustainable fashion rather than the unsustainable fashion we have been doing over the last 15 years. And I'm glad to see that you are charging money and creating some economic basis for this thing rather than, you know.

>> MODERATOR: Thank you. Now, I know that some of the people in the audience have raised their hands. So I see you. You are from the Philippines, I understand. This gentleman with the flat cap. Would you like to --

>> AUDIENCE: Do you want me to use the microphone? My name is Oliver and thanks for organising this session, as always, fascinating. I have many questions. So I will ask just two. The first question I have is about literacy and language and character sets. And in Hong Kong you have this application, and I'm assuming it's in English and in Chinese, and if you are registering, can you use an email address. That's a project I'm working on to make sure that all languages are supported in all applications.

So the language issues, of course, for all of you. And the second question relates to the question that Winston asked about what does your Internet look like? And let me ask a little bit differently. Do you see a role for the telecenters or the libraries to provide

a safe environment for people to access content or would you say that you provide the training in how to discern safe from unsafe in content? So can I get access to whatever I want or happen to come across?

>> MODERATOR: Access for your children maybe.

>> AUDIENCE: Just for me. I'm very selfish. So if I come across something untoward, is it my problem or are you going to intervene or should your Governments intervene or should your telecos intervene to keep me safe whether I want to or not? So a few questions. I have many more. Local language issues, how do you support them, and how free is the Internet for your communities?

>> MODERATOR: Thank you, Don. I am not going to ask all of the panel to answer that question, but maybe if one member of the panel would like to volunteer since you have the microphone.

>> BETTINA QUIMSON: From the Philippine perspective to be clear, since we are doing the WiFi around the country and open access to people, basically we are regulating the sites that they can go to.

>> AUDIENCE: You are.

>> BETTINA QUIMSON: Yes, we are.

>> AUDIENCE: You are keeping me safe.

>> BETTINA QUIMSON: We are keeping everybody in the Philippines safe, yes. We are regulating for obvious reasons. People have also, we are actually giving them the option of three levels of, but it's not levels of access, but it's the time and the bandwidth that they can use in terms of access. So if you provide a very simple Government ID, we will give you I think 200 BP per day. So we are doing it because it's equal opportunity for all.

If you do the public infrastructure, in other words, you go in, you register, you get your facial scan, finger scan, then you go up to 300 MB. Part of the reason for that is security because a lot of the people in the Philippines have stated, well, the Government and this and that, but we have said first and foremost we are taking the necessary steps. And second, if somebody is very interested in doing something terrible, they are going to do it whether or not. As to languages, we have dialects in the Philippines. So we are starting in English first, but we will be changing some of the content to the local languages that are the most commonly used in the Philippines.

>> MODERATOR: Thank you. Jim, you want to answer that too?

>> JIM CHANG: The official language in Hong Kong is Chinese. And they are well accommodated to all of the languages and the uses, and the radios and Internet users in Hong Kong are familiar with all of the languages. So I think it's no problem to the Hong Kong users, but, of course, this is not an inclusive for all of the languages such as Thai or other. Special training for other language may be required, the Koreans. We do not have access to contents. We do have some measures to secure users. We need some authentications driver registration and passports, et cetera, that reduces to operating

environments.

>> KAMOLRAT INTARARAT: I think it is still a problem because the Internet is very low. So what we are doing is we are trying to find an elevation. So we create a cyber scout who goes out and is trained in ICT, and then they protect themselves and they protect their friend. So there is a big use of youth to be Internet savvy and contribution.

>> MODERATOR: In a positive way.

>> KAMOLRAT INTARARAT: Yes. And this is very positive. And Pakistanis have cyber scout in their country. And then for the languages, the main language is English. In many particular professional, entrepreneur we lacking other translation.

>> MODERATOR: Thank you. I would like to ask the lady. I'm sorry, I don't know your name.

>> AUDIENCE: I'm from the Association for Progressive Communications. I also have two questions which are not the same, but different. The first one is I really, thanks very much for the presentation. It's quite admirable. I can see that the public access models are very important and I can see it needs to be strengthened because of allowing the market driven, you know, private, allowing buying mobiles and all of that.

The question is I guess the thing is you want to really offer or maximize the public access centers so you are having different services. The question I have is in your experience, what is the most practical, and what is the most beneficial? There are differences in terms of in your experience what has been most successful in terms of relating to development? The second question is something different and it relates to Myanmar.

We were at a Conference last year in Jakarta. One of the things I found surprising that we have a number of women from the tribe, and they were talking about the phenomenon where the use of social media in relation to conflict from extremist fundamentalist Buddhist leaders which really has created a lot of conflict within Myanmar itself, which is a lot of concern in relation to Human Rights violations.

And I wonder if your question around what are the buyers and where are the problems? Is this an issue? Is it seen as a concern and how does that impact in terms of safety?

>> MODERATOR: Thank you. Interesting questions. I think probably a general answer is that technology is neutral. It's the way people use it which counts. But that is avoiding the question because technology intensifies the effect of what you do. In the old days bad people put posters on the wall on groups they didn't like. The effects were minimal because the only people who saw the poster was if they walked past. And now they fire them on the net. But anyway, who would like to answer?

>> ROHAN SAMARAJIVA: I think one of the issues you have in Myanmar

today is lack of historical contents. There have been a lot of conflicts between the Buddhists and the Muslims and so on. People talk about Myanmar as though suddenly this thing has just sprung up. So that was before they had telephones, before they had anything there were riots, and it's a tough country. People are deprived and they have information, it's been a rich source of xenophobic attitudes.

There have been people who have been executed by the British in the past. I do read history. A lot of people who talk about Myanmar today are completely non-contextual. So there is all of this stuff and it has not been done because of Facebook. Obviously Facebook is being used, but I have also seen, I have been to markets in Myanmar where the 369 is written all over the place and 369 is the symbol of the Buddhist extremist group. So they are using all of the mediums to do this.

The organisation that we work with, I don't really see myself in having major experience in content issues, but they are working very hard on speech, on various legislative proposals, informational education programs on hate speech. There is only so much you can do. I think there is hate speech in the most Developed Countries in the world, and there is hate speech in the Least Developed Countries. We just can try to deal with it. We can't contain it or abolish it.

>> MODERATOR: One of the questions that will be addressed in the Sustainable Development Goals is Governments, well, is the maintenance, the adaptation or the updating of legal frameworks which take account of issues in the Internet era which have become intensified and upscaled because I don't think, from a philosophical sense, there is nothing new, but what happens is the legal frameworks in some countries are still based on an economy, on a society, on an educational training, social processes and Government processes, and they need to cope with the speed of communications.

And if this workshop would like to make observations, they can point yesterday, we can't make recommendations, but we can make observations to the Asia-Pacific Regional Internet Governance Forum, we can make observations about things we would like to see happen in the future in terms of Governance of the Internet, in terms of the way social policy issues can be addressed by Governments process, the United Nations is overseeing, then I would say feel free to make suggestions and they will be noted in the transcription.

And I will also note them in my conversations with the people running this Conference this week for the final outcomes document and talk to Paul Wilson about it. Any other questions? Yes, gentleman in the back. Would you give us your name, and tell us where you come from?

>> AUDIENCE: My name is Arkia I'm from ISOC. I thank you for the talk and for the presentations, a lot of facts, a lot of services which has built up a lot of questions, I think, but I will limit myself to one, and then I would like to also comment on this. So my question

is in the theme of this session which is Internet economy, but Internet can definitely help the economy, but it's not automatic. We have to connect the dots. I agree with the lady from the Philippines that we need to have kind of a taker for the services. We can have the Internet provider, but at the end that talent has to be used in a way to give back.

>> BETTINA QUIMSON: Basically when we, for example, the user of the services, what we are doing in specific sectors is we are using it to have a database of employers, a job work up, and, again, the database of people that are just going to apply. Virtual assistance abroad are now very much in demand for individuals in small companies. So what are the skill sets that are required of a Secretariat? We focus on the skill sets, we deliver it on the platform.

These are the skill sets necessary to get this type of job, and then like Microsoft, for example, actually gives certification that they finish a particular course, just the course which is online, and then from there, once they finished it or they pass the one exam, they go into database to be interviewed by potential employers.

So that's what I mean by wholistic approach. So and then entrepreneurship in terms of market as well. So that's very complicated, so I won't get into that.

>> MODERATOR: I would like to make a comment here. A lot of the conversations we have been having have been relating to processes identified and described in mainland Asian countries, and nobody of us including myself have talked about the Pacific Islands. Now, I say this, I mean, I'm aware of this issue because New Zealand is a part of Polynesia. And I would like to reflect that the telecenter movement is highly relevant to the smaller Pacific Islands.

They have massive problems of telecoms and problems of regulation, but the distances between the islands create a problem for connectivity. And another aspect of issues from the Pacific Islands, people from Australia, in New Zealand there are more people from the Pacific Islands in the cities than there are back in the islands, so we need to provide language services for those people, those communities and we provide development assistance to provide connectivity for education services and communities in the Pacific Islands.

And we need to help those countries, well, communities, if you like. We need to encourage, to help the Governments of the Pacific Islands make their voices heard in the sustainable department process as well. I just wanted to make that comment. Now, Rohan, you wanted to comment on that?

>> ROHAN SAMARAJIVA: I wanted to respond to your question. Projects start, projects end, and some minuscule number of people benefit, and somebody makes a report. I think what the real benefits of ICTs, of information and communication technologies are that they reduce advance section costs. They unify to separate markets. We

have done what is called a systematic review which is a currently fashionable thing going to thousands and thousands of studies. You filter them, you combine the statistics and so on.

And very clearly quite a lot of the benefits have come from people, decentralized activity, like talking to each other, feeling out where the fish places are and making the markets more efficient. That's where the benefits have come from. So providing the connectivity itself will be the most important thing. Providing the opportunities for people to access each other and to provide content to each other is the most important thing according to the existing research that exists. So that is what is going on.

With regard to things like agriculture, I think you heard from the Philippines and we are also doing studies basically bringing more small motors in the supply chains, in agriculture, in IT-based services, what we call IT enabled services or BPU industries, to things like eLancing. They have been brought in because of the capabilities of these platforms that are sitting on the Internet.

So I think there is a huge amount of potential for that and we need to think beyond projects and think beyond what Governments can do, and what decentralized communication can supply. I have been working in the Pacific for a long time, so I can talk about it, but I would rather not. I was setting up a resource center and regulation facility. It's a long way to go.

>> MODERATOR: I'm sorry, I shouldn't have introduced that issue right at the end of the process. We should have focused on relevant points. But it's an extension of the main points, isn't it?

>> KAMOLRAT INTARARAT: Just right now the information in Thailand is more -- we see how the importance of the ICT, so we transform the ICT into the policy in Thailand. So the policy designed to use ICT to enable our economy in Thailand. So I think that right now or by the end of this year we will see how ICT can facilitate economies at our scale in Thailand. And another thing is, so I think what is critical about the Internet in Thailand is how to make them, I mean, the marginal people to be more reachable and maximize the benefit from the ICT.

>> MODERATOR: Are there any more questions? Yes.

>> AUDIENCE: Hi there, my name is Laura Lamier. I'm an attorney at Microsoft, and I thank you so much for this discussion and mentioning some of our programs. We, a lot of my colleagues are spending a lot of time thinking about these issues, closing the gap, the availability of communication services and skills and other programs. I'm wondering if you could provide a little bit of information, what types of things are companies like Microsoft and others doing that are really beneficial? What really works and maybe some of the things that you see companies like Microsoft doing that isn't working or resources could be put in a better place?

>> BETTINA QUIMSON: Basically with Microsoft, as I said, you

do have the certification process and the training process. I hope you don't mind my stating, but I would rather see it in, presented in a manner that will help digitally ignorant people to use it. There is a lot of reading which makes it difficult for somebody that just wants the skill set, but doesn't necessarily have to read everything.

It just facilitates it really. So in fact that's one of the things that we are trying to do now is we are trying to break down how we can get those functionalities without having the people go through all of the verbiage that's there, because it will just hinder it, especially since it's all in English.

>> MODERATOR: Would you be able to make the documentation available in other languages?

>> BETTINA QUIMSON: In reality, I don't necessarily want it in Ticalo because if they are going to use the skill sets they will need to use English. But just facilitate an easier reading, as I mentioned earlier.

>> MODERATOR: Okay. Thank you.

>> KAMOLRAT INTARARAT: For the sake of the Microsoft Thailand and regional Microsoft and it works with the policy in ICT and us to top up the environmental scheme. So Microsoft decides the academy of entrepreneur with the added professionals online association to decide and took an academy. So we want Microsoft to do for Keizer popping up in what the context were. We expand it to be the women, homemaker, homeworkers. So we want Microsoft to be the professional partner to copy up what we want and work as a partner.

>> MODERATOR: Good question. Thank you. Now, any other questions from the audience?

>> AUDIENCE: Just one comment. So I just wanted to mention about the (Off microphone).

>> MODERATOR: Could you maybe discuss that afterward with the panelists because I think any minute now somebody is going to come to the door and say we have to stop? Before we do that, could I just say to you that on behalf of IFLA, if you want to know what IFLA is working, how it's working with the United Nations for the Post 2015 Development Agenda process, location on the IFLA website. It's IFLA.org. And there will be statements, position statements and reports from time to time as we work through with the United Nations towards the big meeting in September when the agenda will be finalized. Okay, Bettina.

>> BETTINA QUIMSON: Can I add one thing? The Philippines, we are from the ICT department, we are actually ICT office, the technology department, and we are actually working with the National Library of the Philippines to actually convert the library to digitized libraries. Not only that, if you are going to have Internet and computers might as well have a full suite of services that the centers will be offering. Libraries are mandated by law to be set up in the Philippines.

>> MODERATOR: Thank you for that comment, yes. Very interesting. Any final closing comments? Objections? Complaints? No? Praise? No. Thank you. I would like to thank the panelists very much for your fascinating and insightful presentations, and thank you for coming and making time in your busy working week to come here for this workshop. I hope you can stay a little bit longer, some of you, to attend some of the other workshops to get the full picture. But keep in touch with us and keep contributing to the post 2015 process. And thank you to the audience for coming to the workshop. Okay.

(Applause).

(Concluded at 1100).

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