IGF 2024 Policy Network on Meaningful Access
Work Plan

Introduction

The concept of **meaningful access** has emerged in response to the growing body of evidence that even when people have connectivity, they might not have been fully benefiting from the Internet. How one gets connected to the Internet is an equally important challenge to the experience that person will have once they are online, even more so to the community/country in which they live. While access to infrastructure is critical, without this access being inclusive, useful, sustainable and affordable, and linked to human capacity development and relevant content that can make it so, it will not achieve its positive potential. Many of the efforts on access, unfortunately, are only focusing on bringing connections to final users (=consumers), without taking into consideration the potential of the internet as a way to create, communicate and produce contents and services locally and in local languages (=citizens).

The Policy Network on Meaningful Access (PNMA) is a type of intersessional activity under IGF created to establish an expert-led framework network on broad Internet governance topics, making room for in-depth multistakeholder efforts. It aims to identify best practices and successful solutions applied somewhere in order to formulate impact-driven, concrete, and actionable policy recommendations on how to achieve meaningful and universal Internet access aligned with the Secretary-General's Roadmap for Digital Cooperation and the Sustainable Development Goals.

Officially starting its activities in June 2021, the Policy Network has successfully built a network of partners - its Multistakeholder Working Group (MWG) - ; arranged connections with ongoing relevant discussions and actions in other fora; and built a repository of good practices. As decided during its foundation, the MWG – composed by representatives of groups and communities concerned by the Meaningful Access – "agreed to explore concrete actions the members of the PNMA could support so that [our] main outcome is not only a set of recommendations"[1].

In 2022, the PNMA's analytical focus was on the community's agreed three overarching thematic workstreams: Connectivity (Infrastructure & Business Models), Digital Inclusion through citizen approach (accessibility & multilingualism: local services and contents in local languages based on local needs and resources) and Capacity Development (technical skills training). During that year's intersessional activities, the policy network actively contributed within and outside IGF communities to identify a certain number of good practices and policy solutions, and retain them as models to be exported or applied to other regions of the world. Stakeholders from different groups joined this enterprise: government, international organisations, academia, private actors,

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[1] Statement of IGF 2021 PNMA Multistakeholder Working Group.

non-profits. The PNMA 2022 Output Report features a collation of selected cases for each of the focus areas. Additionally, one section of the document is devoted to recommendations around meaningful access and its expansion.

During 2023, the PNMA expanded its analysis of said experiences with implementation and problem-solving of the issues previously raised. By building a PNMA Repository of Good Practices, the network was able to assess reasons on why practices have or have not expanded, why digital divides persist, and which structural issues repeat themselves in different scenarios. Throughout online monthly deliberations and the outcomes of the plenary discussion held in Kyoto, the community shared examples of how we are working towards better local content and languages online, improved meaningful connectivity, and the use of non-Latin alphabets, amongst other areas. Additionally, the policy network encouraged conversations about the intersessional work and ways of collaboration and advocacy with other IGF areas (e.g., Dynamic Coalitions and National and Regional Initiatives), the Leadership Panel, and institutional partners. Amongst these, cooperation has been renewed with IGOs such as the Internet Corporation for Assigned Names and Numbers (ICANN); the International Federal of Library Associations (IFLA); the International Telecommunications Union (ITU), and the World Intellectual Property Organization (WIPO). The PNMA 2023 Output Report reflects the collaborative work and the group's list of recommended actions on meaningful access.

In 2024, the PNMA aims to assist and advocate for the implementation of policy solutions for the key issues previously raised, while monitoring ongoing experiences and welcoming new practices. The continuous multistakeholder public debate on the above mentioned focus areas will have to take into account the upcoming Global Digital Compact, the deliberations from NETMundial+10, and the WSIS+20 and IGF+20 processes.

Goals

1. Expand the policy network's advocacy regarding all the achievements and solutions identified through its activities into the future Digital Compact Initiative, and effectively contribute to the roadmap leading to the Summit of the Future 2024 and the WSIS+20 and IGF+20 processes - this could be made building on the useful suggestions included in the NETMundial+10 final document;

2. Work upon the key issues and deliberations collated by the PNMA community during the 2023 PNMA Session Plenary, bringing them to the attention of the IGF Secretariat and of the Leadership Panel;

3. Actively promote the good practices that have been identified by the Policy Network across all stakeholder groups and through the Digital Cooperation initiative, with the assistance of the Leadership Panel and the IGF Secretariat;
   a. *Sub-goal:* focus the PNMA work on project implementation lessons and policy/regulatory conditions via a multisectoral approach and under the lens of intersectionality, scalability, and localisation.
   b. *Sub-goal:* establish a permanent call for selection of good practices to be added to the PNMA Repository, with frequent updates on implementation status.

4. Strengthen partnerships with intergovernmental organizations (IGOs) that are already part of the network (ICANN, ITU, WIPO, WBU, IFLA, etc), and welcome the involvement of new stakeholders that are relevant and active in the field of Meaningful Access;

5. By expanding the reach of the policy network, open a permanent dialogue between the PNMA community and regional and global actors (such as the EU, the AU or the OAS and other regional bodies), in order to promote regional initiatives and encourage projects' replication and scaling;
   a. *Sub*-goal: work as direct link to the regional bodies that could play a key role in replication efforts (e.g., involve the African Union in practices from said continent).
   b. *Sub-goal:* monitor implementation and promotion of collaborative efforts with local actors, with a special attention to amplifying the voices of least advantaged groups in the public debate on meaningful access (Youth, NRIs, Women, LGBTQIA+, Indigenous, People with Disabilities, Displaced Persons).

6. Propose public deliberation rounds and/or webinars on selected cases (for instance, on examples of policies promoting Meaningful Access) with participation of IGOs and regional bodies, in order to advocate for their collaboration on implementing or replicating presented solutions.

Priorities

The above referred goals demonstrate there is much to push forward in the realm of meaningful access. As an incremental work, the PNMA's current efforts will add up to the activities developed during 2023 and 2022 and will provide the foundation for follow-ups and reviews in the following year.

● **Priority 1:** in close communication with the **Leadership Panel**, **bring all the achievements and solutions identified through the PNMA activities into the future Digital Compact Initiative**, and effectively contribute to the roadmap leading to the Summit of the Future 2024 and the WSIS+20 and IGF+20 processes. The contribution will **actively promote good practices**, to be presented on a multisectoral approach following the three focus areas for PNMA analysis and under the lens of intersectionality, scalability, and localisation - with attention to lessons drawn from **project implementation lessons and policy/regulatory conditions** that enabled said achievements. Additionally, the benchmarks and good practices will **continue to be monitored for implementation and scaling**, in their region of origin and, eventually, in other regions inspired by the same process. The first step –at the beginning of the 2024 work plan – could consist in a making a critical analysis of what exists about Meaningful Access in the current draft documents of all above-mentioned processes. A following step could be, e.g., to analyse the need to improve the current wordings of these drafts in view of the

future debates that shall take place at the UNGA in 2025 about WSIS and IGF +20.

● **Priority 2: Amplify the voices of those groups that are less heard** in the public debate on meaningful access (e.g., Women, Youth, NRIs, LGBTQIA+, Indigenous, People with Disabilities, Minority Languages Communities) by actively listening to them and having these groups lead on what are their challenges and viable solutions to be developed. Encourage their involvement in the current PNMA Process, starting from the considerations emerged during year 2023, about the relevance of gender gap for Meaningful Access. For 2024, particular attention needs to be paid to the emerging applications of A.I. that could improve the access experience for groups traditionally marginalized.

● **Priority 3:** Under the guidance and assistance of the IGF Secretariat, open a **permanent dialogue between the PNMA community and institutional regional and global partners** (such as the EU, the AU, and the OAS), in order to involve them directly in the PNMA activities and to encourage regional projects' replication and adaptation in other countries, with active participation of local actors.

Focus Areas (building upon last year's work)

● Connectivity (infrastructure and business models, analysed within the framework of the Roadmap for Digital Cooperation)
● Digital Inclusion (accessibility and multilingualism), with special attention to local contents in local languages, helping the digital transition of existing experiences
● Capacity Development (technical skills training)

Methodology

This work plan aims to analyse the above mentioned focus areas by asking the following questions, which will lead the achievement of 2024 goals and priorities:

● What has been done so far? Analyse gaps in policy
● What are the main challenges for project scaling? Document loopholes via public debate/consultation
● What are the common features which allow a project to be localised?
● What are the social elements that support meaningful access?
● Is there any tested, multistakeholder business model that can be replicated into one or all of the analysed focus areas?
● How to promote and improve good access and connectivity, so Internet use could produce positive social and economic impact?
● How to promote and improve the quality of connectivity to support civic engagement and e-government experiences and services ?
● How could multistakeholder partnerships be strengthened?
● Is there a gap in networking, implementation, or continuity?

● Is there any relevant case of A.I. application that has contributed to increase the meaningful access experience in some areas or for certain categories? Are these experiences replicable elsewhere and scalable?

The PNMA community plays a significant role in highlighting these initiatives and bringing attention to creative solutions derived from marginalised groups – hence the remarks compiled during the 2023 PNMA Plenary Session are so important. Moreover, a close relationship within and outside the IGF is crucial to ensure that the policy network's activities amplify the reach of successful experiences.

Planned outputs

Based on the methodology, a few outputs are expected at the end of the 2024 process; these are listed below as end results from the selected priorities.

● ***[All priorities and discussions, including 2024 IGF PNMA Plenary Session in Riyadh]*** An informative output report that explores the Policy Network's activities in depth and connects it with IGF 2024's efforts on **"Building our Multistakeholder Digital Future"**. The production of a collaborative manuscript includes the following activities, not exclusively:
    ○ A follow-up survey with the selected 2023 cases, monitoring their implementation/scaling along the year
    ○ Follow-up and review of the key policy issues raised in the 2023 output report
    ○ A report section on intersessional work with Youth IGF, DCs, and/or NRIs
    ○ Engage with the activities connected to the 19th IGF Theme "Advancing human rights and inclusion in the digital age"; out of the four main themes selected for this edition, meaningful access is one of the main tools to develop this advancement.
● ***[Priority 1, supported by output report]*** Input to the GDC compass and to the preparation of the Summit of the Future 2024 (in the first months of activity); later in the PNMA process, follow-ups of the Summit of the Future and the preparation of WSIS and IGF +20 debate.
● ***[All priorities]*** Update and expand the online and public repository for good practices, by opening a permanent round of applications for consideration
● ***[All priorities]*** Outreach and engagement activities for promotion of the PNMA agenda
● ***[Priorities 1 and 2]*** Monitor updates regarding the key issues and considerations raised by the PNMA community during the 2023 Process
● ***[Priorities 2 and 3]*** Promote public debates/webinars on shared experiences and challenges to access, featuring implementation actors and regional institutions that play a leading role in enabling successful experiences and policies for meaningful access.

● **[Priority 3]** Strengthen the networks and encourage new connections for advancing meaningful connectivity

Proposed report structure

1. **Introduction**
   1.1. The PNMA
   1.2. Objectives
   1.3. Goals
   1.4. Methodology
   1.5. Most relevant literature in meaningful access
   1.6. References to meaningful access in the draft document about The Future of the Internet and of the Digital World
2. **Focus Areas**
   2.1. Public debate/consultation (in broad terms)
   2.2. 2023 Process - Key issues and considerations
      2.2.1. Connectivity
         ▪ Selected issues
            • Follow-ups
            • Any network contacted/formed during activities ?
         ▪ Evaluation of selected new best practices (presented to the PNMA in 2024)
         ▪ Monitoring of the implementation of best practices experiences identified in 2023 and in previous years
         ▪ Preliminary conclusions
            • Challenges for scaling/localisation
      2.2.2. Digital inclusion
         ▪ Selected issues
            • Follow-ups
            • Any network contacted/formed during activities ?
         ▪ Evaluation of selected new best practices (presented to the PNMA in 2024)
         ▪ Monitoring of the implementation of best practices experiences identified in 2023 and in previous years
         ▪ Preliminary conclusions
            • Challenges for scaling/localisation
      2.2.3. Capacity development
         ▪ Selected issues
            • Follow-ups
            • Any network contacted/formed during activities ?
         ▪ Evaluation of selected new best practices (presented to the PNMA in 2024)

- Monitoring of the implementation of best practices experiences identified in 2023 and in previous years
- Preliminary conclusions
  - Challenges for scaling/localisation

3. **Within the IGF and IG community**
   3.1. IGF Leadership Panel
   - Interactions / deliberations / shared experiences
   3.2. Intersessional work with Youth IGF, DCs, and/or NRIs
   - Interactions / deliberations / shared experiences
   3.3. An effective contribution to other related UN processes
   - Starting point: NETMundial+10 conclusions
     - Global Digital Compact Initiative / Summit of the Future 2024
     - WSIS+20 and IGF+20

4. **Beyond the IGF and IG: intersectional works**
   4.1. ITU
   4.2. WIPO
   4.3. ICANN
   4.4. UNDESA
   4.5. Etc

5. **Looking ahead**
   5.1. Lessons learned between 2021 and 2024
   - Driving impact with policy and practice
   - Revised policy issues for consideration
   5.2. Connecting the dots with the IGF Community and IGF 2024 Main Themes Subthemes

6. **2024 IGF PNMA process and main session: key messages and concluding remarks**

Proposed timeline

The timeline is open to suggestions of events and outreach opportunities connected to the PNMA focus areas. Ad-hoc PNMA calls might occur given the strict deadlines of the 2024 process. Meetings are generally scheduled at the end of each month.

The policy network is committed to alternate the time zones for the discussions, following the order CET – Asia (choose between UTC+5 to UTC+9) – ET. Call invites will be sent using only UTC.

*milestones

DATE / DEADLINE	EVENT	PRELIMINARY AGENDA
May 2024	Start 2024 process	● Confirmation of co-chairs and consultant ● Discussion on PNMA scope for 2024 ● Build work plan ● Work plan approval by co-chairs
11 June 2024	PNMA Meeting I	● Introduction new co-chair / MAG member ● Introduction new MWG members (if any) and call for identification of new ones that could bring relevant contributions ● Confirmation of serving capacity of MWG members for 2024 ● Presentation and discussion/approval of work plan ● Set up meetings calendar and estimated dedication time to MWG
26 – 28 June 2024*	2nd Open Consultations and MAG meeting	● 1st day: intersessional activities event ● 3rd day: Report on PNMA 2024 activities
10 July 2024*	IGF Report on Methodology	● Gather information on the subject of PNMA, in line with the discussed work methodologies / **submit to IGF Secretariat** ● Update of the MWG based on the results of the call
22 July 2024	PNMA Meeting II	● Presentation and discussion/approval of work plan ● Set up meetings calendar and estimated dedication to MWG ● Set up internal working groups based on focus areas

		● PNMA engagement (including NRI initiatives) ● Establishing PNMA calendar until Riyadh
August 2024	PNMA Meeting III	● Development work plan ● Updates by working groups ● Set up consultation/webinar or public debate ● PNMA engagement (including NRI initiatives)
September 2024	PNMA Meeting IV	● Fortnightly / monthly meetings with MWG to draft output document ● Development work plan ● Updates by working groups ● Deliberation call/webinar (tbc; easier to arrange post holidays) ● Panellists: discussions and identification of the IGF main sessions/workshops, checking where a PNMA participation/representation could be useful ● Discussions on 2024 IGF PNMA Plenary: identification of the speakers, key notes, studies to distribute, etc. ● PNMA engagement (including NRI initiatives)
October 2024	PNMA Meeting V	● Fortnightly / monthly meetings with MWG to draft output document ● Development work plan ● Updates by working groups ● Panellists: discussions and identification of the IGF main sessions/workshops, checking where a PNMA participation/representation could be useful ● Start listing community sessions connected to PNMA theme, for attendance and/or access on organisers' reports, as material be used in the PNMA output report and IGF Messages ● Discussions on 2024 IGF PNMA Plenary: identification of the speakers, key notes, studies to distribute, etc. ● Deliberation call/webinar (tbc) ● PNMA engagement (including NRI initiatives)

05 November 2024*	**2024 Output Report (draft)**	● Prepare the substantive output report for the PNMA / **submit to IGF Secretariat (draft version)**
05 November 2024 (post draft submission)	Open Consultation on 2024 Output Report (draft)	● Invite and engage the wider community, including members of MAG, members of the PNs, NRIs, BPFs and DCs, to comment on the draft output reports and incorporate comments into a revised paper.
21 November 2024	Close Consultation on 2024 Output Report (draft)	● Collate comments and incorporate them into a revised paper.
End November 2024 *NB: attention to COP29 dates (not yet announced)*	PNMA Meeting VI	● Fortnightly / monthly meetings with MWG to discuss draft output document ● Community feedback on 1st draft ● Updates by working groups ● Discussions on 2024 IGF PNMA Plenary: identification of the speakers, key notes, studies to distribute, etc. ● PNMA engagement (including NRI initiatives)
Until 9 December 2024 (hard deadline)	PNMA Meeting VII (2 weeks after Meeting VI)	● Presentation of draft outcome document post-consultation feedback ● Finalise setup of 2024 IGF PNMA Plenary ● Establish list of community sessions connected to PNMA theme, for attendance and/or access on organisers' reports, so to feed into the PNMA output report and IGF Messages ● List attendance modality of PNMA MWG members and partners (in person/online)

10 December 2024*	Submit 2024 Output Report (draft)	● **Submit to IGF Secretariat the adjusted draft outcome document** and compile the final draft that will be presented at the annual meeting.
15-19 December 2024*	IGF 2024 Riyadh	
tbc	**PNMA Plenary Session**	● Prep meeting with participants at the venue
31 December 2024*	Delivery of IGF 2024 Key Messages	● **Submit to IGF Secretariat** under guidance of the supervisor and taking into account the reports from the session organisers
31 December 2024*	Production of executive summaries for IGF 2024 Report	● **Submit to IGF Secretariat** stand-alone documents and executive summaries for collation under the IGF 2024 report
31 December 2024*	2024 Output Report (final) 2024 IGF PNMA Plenary Session Report (final)	● **Submit to IGF Secretariat** the final output document after adjustments post-IGF meeting ● **Submit to IGF Secretariat (via website)** the final output document for the PNMA Plenary Session in Riyadh

Reference documents:
PNMA Repository of Good Practices
2024 PNMA Renewal Proposal
2023 PNMA Output Report
2023 PNMA Plenary Session Report