



## Messages from IGF 2019

**Digital Inclusion**

- Social inclusion
- Infrastructure
- Access
- Digital divide
- Poverty reduction
- Emerging technologies
- Digital literacy
- Accessibility
- Affordability
- Multilingualism
- Community networks
- Meaningful connectivity



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# Introduction: Digital Inclusion

## About the Theme

At IGF 2019, discussions on this theme considered:

- How digital inclusion sits at the heart of the IGF, reflecting the World Summit on the Information Society (WSIS) goal to build “a people-centred, inclusive and development-oriented Information Society where everyone can create, access, utilize and share information and knowledge”.
- The pledge of the 2030 Agenda on Sustainable Development to leave no one behind.

## Related Sustainable Development Goals (SDGs)



## Issues Associated with Digital Inclusion

- Access
- Accessibility
- Affordability
- Infrastructure
- Internet Security
- Digital Literacy
- Digital Divide
- Outreach
- Poverty Eradication
- Economic Development
- Emerging Technologies
- Social Inclusion
- Multilingual
- Meaningful Connectivity
- Design for Inclusion
- Community Networks

# How the Berlin Messages on Digital Inclusion were Developed

The Berlin messages provide policy makers with a quick, high-level overview of policy trends in the Internet space for 2019. The first set of high-level IGF messages were compiled during IGF 2017. They were well-received by forum participants, so have been continued at subsequent IGFs.

The Berlin messages were compiled and updated throughout the week of IGF 2019. On the mornings of IGF 2019 Days 3 and 4 of, three living documents, containing cumulative thematic messages drawn from the forum's discussions, were published on the IGF website for the consideration and input of participants.

<https://www.intgovforum.org/multilingual/content/berlin-igf-messages>

The final set of messages on digital inclusion are contained in the following pages.

## Did You Know?

### A New Framework for Organizing Discussions Introduced at IGF 2019

*In a new approach to shaping the programme in 2019, the MAG used the submissions received in response to the annual public call for issues to develop a more thematic, focused and non-duplicative design of the schedule. The three main themes that emerged out of this process helped shape many of the preparatory and intersessional work processes for IGF 2019:*

- Data governance
- Digital inclusion
- Security, safety, stability and resilience

# Berlin IGF Messages on Digital Inclusion

## Inclusive Access to the Internet and Its Infrastructure

- For developing and least developed countries to truly benefit from the potential of the Internet for development, it is important to build a culture of trust and knowledge exchange among governments and other stakeholders at national level.
- Digital infrastructure development should not come at the expense of the development of other physical infrastructure.
- Internet user growth has slowed down and connecting the unconnected remains a huge challenge. At the same time, attacks against Internet connectivity have become a dangerous instrument of politics. Sustainable Development Goal (SDG) target 9.c on access is unlikely to be reached, with only 60-70% of the world's population projected to be connected by 2025.
- Mobile phone penetration is not a good way to measure progress towards achieving digital inclusion. Instead, assessment of digital inclusion is more usefully framed as assessing how many people are connected to a safe and secure Internet, and how many of people have “meaningful connectivity” – that is, connectivity to do what people find useful online, delivered at the right speed with sufficient data.
- Community networks, where infrastructure is locally owned and managed, not only help connect the unconnected, but also create social bonds, strengthen local economies, increase access to knowledge and help achieve the SDGs, such as empowering women in getting online.
- To be open to and supportive of community networks, regulators and policy makers should consider simplifying licensing regimes, providing dynamic spectrum access, and sometimes recognizing that the regulatory rules that apply in an urban environment might not necessarily work for remote and rural communities.
- To achieve digital inclusion, there is a need to understand the differences between access and accessibility and to recognize and cater for their different requirements when engaging in policy dialogues. Access comes first, then comes the harder work of accessibility.
- To improve the experience of persons with disabilities – the world's largest minority, making up around 15% of the world's population or one billion people – there is a need to agree upon and use universal design principles for accessibility across countries and regions. ICTs, including specially-developed technologies for persons with disabilities, to help break through communication and access barriers, enhance mobility and foster independent living and societal integration.

## Capacity and Skills for Digital Inclusion and Innovation

- Digital skills and literacy are as integral to digital inclusion as the ability to read and write are to social inclusion. Access to education and training are essential for people to gain employment. Schools and tertiary education institutions are well positioned to deliver on digital literacy needs, but educators may need help to better prepare for their increasingly important role in transferring digital skills to those who need them. Internet governance schools have also emerged as a targeted and effective platform for building knowledge and leadership across the diverse and growing field of Internet development, policy and regulation.
- More resources are needed for capacity building across stakeholder groups. People must be empowered to articulate their own capacity building needs and be actively involved in efforts to respond to these needs. Effective governance is crucial to anticipating and meeting these needs, as building skills and social welfare systems requires time and creativity.

- AI is creating new social challenges and affecting the labour market. Jobs of the future require skills that many people – particularly those who are already marginalized and those who live in the Global South – do not have. Policy and regulation needs to be developed inclusively to ensure that the jobs of the future offer decent and sustainable livelihoods for women and populations at the margins.
- With employment opportunities are increasingly falling into the categories of

“micro-work” or the “gig economy” and platform work replicating existing exclusions and gender divides, fair work principles for platform work are being developed and should be taken on board by policy-makers. Policies need to balance the ability of workers to do well with the ‘freedom’ many gig-workers enjoy while also providing an appropriate safety net to ensure these jobs are able to provide a decent and appropriate standard of living.

## Social and Economic Inclusion, Gender Equality and Human Rights

- Taxing social media use creates new barriers and restricts people’s day-to-day communications as well as their use of ICTs to generate income and is not an effective way for states to gain revenue.
- Digital technologies have transformed the economy, creating extraordinary opportunities for economic development and commercial success across all sectors. As connectivity increases in low- and middle-income countries, remote and platform-mediated work provides an opportunity to overcome pervasive unemployment and provide new sources of income for qualified populations.
- Technical innovations are there to serve people and not the other way around. We need to better understand the relationship between digital advances and inequality: inequality and exclusion drive social unrest and conflict; digital technologies can either widen digital, social and economic divides, or be a force to help reduce them.
- Least developed and developing countries should be able to benefit from an equitable share of the digital wealth that the Internet

enables. To achieve this, regulators and policy makers can support conducive environments that can incubates, develop, and grow local technology companies that can grow into large domestic, regional, and continental tech giants – the so-called “new Silicon Valleys of the Global South”.

- Bias and exclusion continue to be deeply imbedded in digital spaces. Discussion about inclusion of marginalized people should be at the centre of Internet governance and public policy conversations and not in the margins.
- Securing work remains challenging for many, particularly for women, and working conditions are often dire. Everywhere, women, gender-diverse people, people from the global South and people of colour do not have the same opportunities, presence or influence in digital spaces as men, and people from the global North. Solutions have to be value based and practical. Infrastructure and connectivity issues must, therefore, be viewed from a gender perspective to understand and respond to the specific inclusion of women and gender-diverse people.

## Local Content and Language Diversity

- Unconnected citizens of the Global South should be viewed as more than potential digital consumers of the tech giants of the north. Instead, it is important that as more people have access to the Internet from least developed and developing countries, that they are active contributors to the digital environment and not just consumers.

- The adoption of Internationalised Domain Names (IDNs) needs further encouragement and support by all stakeholders to increase the benefits made possible by having Internet domains in local languages and scripts but.
- Universal acceptance of IDNs and internationalized email addresses is not just a

technical issue, it is also a policy issue. Governments and public entities should promote universal acceptance and lead by example through using IDNs themselves.

- Copyright can be both an enabler of local content production as well a barrier to content creation and distribution. Creative Commons licences give content creators control over how their content is shared and re-used.
- Digitization of local content and cultural heritage that does not take place with the active involvement of local communities generates a form of “extractivism” and exploitation.
- Preserving heritage and promoting local content needs sustainable local production infrastructures and markets so that people can make a living out of creating content.

## Related Best Practice Forums

In addition to community-proposed sessions that were explicitly included under the work track of Digital Inclusion, IGF 2019’s intersessional activities included two Best Practice Forums (BPF) of relevance to the theme:

- BPF Gender and Access  
<https://www.intgovforum.org/multilingual/content/bpf-gender-and-access>

Outcome document, *Beyond access: Women, transgender and gender non-conforming people’s participation in the digital economy*

[https://www.intgovforum.org/multilingual/filedepot\\_download/5004/1787](https://www.intgovforum.org/multilingual/filedepot_download/5004/1787)

- BPF on Local Content  
<https://www.intgovforum.org/multilingual/content/bpf-on-local-content>

Outcome document, *Lost and gained in digitisation: Responding to the impact of political and social upheaval on local content, language and culture*

[https://www.intgovforum.org/multilingual/filedepot\\_download/5005/1791](https://www.intgovforum.org/multilingual/filedepot_download/5005/1791)

## Previous Digital Inclusion Discussions at IGF

Digital inclusion has been a core topic of discussions at IGF dating back to 2005, where the “Access” and “Diversity” were two of the original main themes of IGF. Below is a summary of more recent discussions, since IGF’s mandate was renewed by the United Nations General Assembly at the end of 2015.

Digital inclusion issues were raised in a number of different contexts in the previous three IGFs:

### IGF 2016 Jalisco, Mexico

Main sessions:

- Assessing the Role of Internet Governance in the Sustainable Development Goals (SDGs)
- Sustainable Development, Internet and Inclusive Growth
- Connecting Human Rights: Emphasizing Economic, Social and Cultural Rights on the Internet

Intersessional work programs:

- Policy Options for Connecting the Next Billion(s)
- BPF on Gender and Access
- BPF on Internet Exchange Points

Workshop tracks on:

- Access and diversity
- Gender and youth
- Human rights online
- Sustainable Development & the Internet Economy

### IGF 2017, Geneva, Switzerland

Main sessions:

- Gender Inclusion and the Future of the Internet
- Digital Transformation: How do we Shape its Socio-economic and Labor impacts for Good?
- NRIs Perspectives - Rights in the Digital World

Intersessional work programs:

- Policy Options for Connecting and Enabling the Next Billion(s)
- BPF on Gender and Access
- BPF on Local Content

Three of the top five thematic tags chosen by workshop organizers were related to digital inclusion:

- Gender Issues
- Access and Diversity
- Human Rights Online

Messages related to digital inclusion are contained in the Chair’s Summary of IGF 2017:

- [https://www.intgovforum.org/multilingual/index.php?q=filedepot\\_download/4223/919](https://www.intgovforum.org/multilingual/index.php?q=filedepot_download/4223/919)

## IGF 2018, Paris, France

Main sessions on, and workshops categorized around, the following themes:

- Development, Innovation & Economic Issues
- Digital Inclusion & Accessibility
- Human Rights, Gender & Youth
- Media & Content

Intersessional work programs:

- Policy Options for Connecting and Enabling the Next Billion(s)
- BPF on Gender and Access
- BPF on Local Content

IGF 2018 produced the message documents that contain elements related to digital inclusion:

- Development, Innovation & Economic Issues  
[https://www.intgovforum.org/multilingual/index.php?q=filedepot\\_download/6037/1409](https://www.intgovforum.org/multilingual/index.php?q=filedepot_download/6037/1409)
- Digital Inclusion & Accessibility  
[https://www.intgovforum.org/multilingual/index.php?q=filedepot\\_download/6037/1411](https://www.intgovforum.org/multilingual/index.php?q=filedepot_download/6037/1411)
- Human Rights, Gender & Youth  
[https://www.intgovforum.org/multilingual/index.php?q=filedepot\\_download/6037/1414](https://www.intgovforum.org/multilingual/index.php?q=filedepot_download/6037/1414)
- Media & Content  
[https://www.intgovforum.org/multilingual/index.php?q=filedepot\\_download/6037/1415](https://www.intgovforum.org/multilingual/index.php?q=filedepot_download/6037/1415)

## Annex A: Development of IGF 2019 Track on Digital Inclusion

In the March 2019 calls for workshop proposals, open forums, Dynamic Coalition and National, Regional and Youth IGF collaborative sessions, organizers were invited to identify under which main theme their sessions would fall. Members of the Multistakeholder Advisory Group (MAG) put together the following information to assist IGF participants frame their sessions according to the main themes:

<https://www.intgovforum.org/multilingual/content/igf-2019-themes>

Workshop proposers were also given the option of selecting from a range of more specific associated issues/tags. In the leadup to the meeting in Berlin, each of the sessions associated with the main themes was coordinated by a small set of volunteers from the Multistakeholder Advisory Group (MAG).

### How the Discussions in the Digital Inclusion Track Were Coordinated at IGF 2019

There was an introductory session to set the scene for the discussions throughout the week:

<https://igf2019.sched.com/event/SU0d/digital-inclusion-introductory-session>

On Day 4, there was a concluding breakout session to reflect on the discussions that had been held throughout the week:

<https://igf2019.sched.com/event/SU6s/digital-inclusion-concluding-session>

A brief summary of the reports presented during the concluding breakout session was included in the “Bringing It All Together” session on the afternoon of Day 4:

<https://igf2019.sched.com/event/SU6X/bringing-it-all-together>

In addition, on the mornings of Days 3 and 4 of the IGF 2019, living documents, containing cumulative thematic messages drawn from the discussions of the previous days were published on the IGF website for the consideration and input of participants.

<https://www.intgovforum.org/multilingual/content/berlin-igf-messages>

### List of Sessions

In total, there were 37 sessions on the theme of digital inclusion.

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<b>Dynamic Coalition (DC) sessions</b>	
5G, IoT and Zero Rating Challenges for Net Neutrality (DC on Network Neutrality)	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-5g-iot-and-zero-rating-challenges-for-net-neutrality">https://www.intgovforum.org/multilingual/content/igf-2019-5g-iot-and-zero-rating-challenges-for-net-neutrality</a>
A taxonomy for Internet Governance Schools (DC on Schools on Internet Governance)	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-a-taxonomy-for-internet-governance-schools">https://www.intgovforum.org/multilingual/content/igf-2019-a-taxonomy-for-internet-governance-schools</a>
Capacity Building for Better Blockchain Governance (DC on Blockchain Technologies)	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-capacity-building-for-better-blockchain-governance">https://www.intgovforum.org/multilingual/content/igf-2019-capacity-building-for-better-blockchain-governance</a>
Connecting the Dots from Data to Policy Takeaways (DC on Innovative Approaches to Connecting the Unconnected)	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-connecting-the-dots-from-data-to-policy-takeaways">https://www.intgovforum.org/multilingual/content/igf-2019-connecting-the-dots-from-data-to-policy-takeaways</a>

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DC on Gender and Internet Governance	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-dynamic-coalition-on-gender-and-internet-governance-main-ses">https://www.intgovforum.org/multilingual/content/igf-2019-dynamic-coalition-on-gender-and-internet-governance-main-ses</a>
Policy and Regulations (DC on Community Connectivity: Community Networks)	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-community-networks-policy-and-regulations">https://www.intgovforum.org/multilingual/content/igf-2019-community-networks-policy-and-regulations</a>
Public Access Contributions to Public Policy Success (DC on Public Access in Libraries)	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-public-access-contributions-to-public-policy-success">https://www.intgovforum.org/multilingual/content/igf-2019-public-access-contributions-to-public-policy-success</a>
Sustainable Futures II (DC on Internet Rights and Principles)	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-irpc-meeting-sustainable-futures-ii">https://www.intgovforum.org/multilingual/content/igf-2019-irpc-meeting-sustainable-futures-ii</a>
Strengthening the Future for Small Island Developing States (DC on Small Island Developing States in the Internet Economy)	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-strengthening-the-future-for-small-island-developing-states">https://www.intgovforum.org/multilingual/content/igf-2019-strengthening-the-future-for-small-island-developing-states</a>
The Not-So-Free Market (DC on the Sustainability of Journalism and News Media)	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-the-not-so-free-market">https://www.intgovforum.org/multilingual/content/igf-2019-the-not-so-free-market</a>
Youth Participation at the IGF (Youth Coalition on Internet Governance)	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-youth-participation-at-the-igf">https://www.intgovforum.org/multilingual/content/igf-2019-youth-participation-at-the-igf</a>
<b>National and Regional and Youth IGF (NRI) sessions</b>	
Collaborative Session on Access	<a href="https://www.intgovforum.org/multilingual/content/nris-collaborative-session-on-access-0">https://www.intgovforum.org/multilingual/content/nris-collaborative-session-on-access-0</a>
<b>Open Forums</b>	
African Union	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-of-3-african-union-open-forum">https://www.intgovforum.org/multilingual/content/igf-2019-of-3-african-union-open-forum</a>
Arab perspectives on Digital Cooperation and Internet Governance Process (League of Arab States and UNESCWA)	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-of-21-arab-perspectives-on-digital-cooperation-and-internet-governance-process">https://www.intgovforum.org/multilingual/content/igf-2019-of-21-arab-perspectives-on-digital-cooperation-and-internet-governance-process</a>
Artificial Intelligence – from Principles to Practice (OECD)	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-of-39-artificial-intelligence-%E2%80%93-from-principles-to-practice">https://www.intgovforum.org/multilingual/content/igf-2019-of-39-artificial-intelligence-%E2%80%93-from-principles-to-practice</a>
Bridging Digital in a Large Humanitarian Organization (International Federation of Red Cross Red Crescent Societies)	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-of-31-bridging-digital-in-a-large-humanitarian-organization">https://www.intgovforum.org/multilingual/content/igf-2019-of-31-bridging-digital-in-a-large-humanitarian-organization</a>
EQUALS Research Open Forum on Gender Digital Equality (UN University Institute on Computing and Society)	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-of-32-equals-research-open-forum-on-gender-digital-equality">https://www.intgovforum.org/multilingual/content/igf-2019-of-32-equals-research-open-forum-on-gender-digital-equality</a>
Freedom Online Coalition	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-of-26-foc-open-forum">https://www.intgovforum.org/multilingual/content/igf-2019-of-26-foc-open-forum</a>
Internet Governance with and for the Citizens (Missions Publiques)	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-of-28-internet-governance-with-and-for-the-citizens">https://www.intgovforum.org/multilingual/content/igf-2019-of-28-internet-governance-with-and-for-the-citizens</a>
Looking beyond the isolation - The LLDCs and the World (Ministerio de	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-of-5-looking-beyond-the-isolation-the-lldc%2%B4s-and-the-world">https://www.intgovforum.org/multilingual/content/igf-2019-of-5-looking-beyond-the-isolation-the-lldc%2%B4s-and-the-world</a>

Relaciones Exteriores de la República del Paraguay)	
Partnership for Inclusion in Lebanon (Ogero Telecom)	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-of-7-partnership-for-inclusion-in-lebanon">https://www.intgovforum.org/multilingual/content/igf-2019-of-7-partnership-for-inclusion-in-lebanon</a>
Public Service Internet, How Media Could Fix the Cyberspace (European Broadcasting Union, UNESCO & WIPO)	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-of-29-public-service-internet-how-media-could-fix-the-cyberspace">https://www.intgovforum.org/multilingual/content/igf-2019-of-29-public-service-internet-how-media-could-fix-the-cyberspace</a>
<b>Workshops</b>	
Business Innovations Foster Digital Inclusion, Bridge Gaps	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-ws-111-business-innovations-foster-digital-inclusion-bridge-gaps">https://www.intgovforum.org/multilingual/content/igf-2019-ws-111-business-innovations-foster-digital-inclusion-bridge-gaps</a>
Digitally Skilling our Youth: Varied Global Approaches	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-ws-342-digitally-skilling-our-youth-varied-global-approaches">https://www.intgovforum.org/multilingual/content/igf-2019-ws-342-digitally-skilling-our-youth-varied-global-approaches</a>
Do Internet Services Deserve a Sin Tax?	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-ws-246-do-internet-services-deserve-a-sin-tax">https://www.intgovforum.org/multilingual/content/igf-2019-ws-246-do-internet-services-deserve-a-sin-tax</a>
Inclusion & Representation: Enabling Local Content Growth	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-ws-244-inclusion-representation-enabling-local-content-growth">https://www.intgovforum.org/multilingual/content/igf-2019-ws-244-inclusion-representation-enabling-local-content-growth</a>
Inclusion and Legitimacy in Multistakeholderism at ICANN	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-ws-72-inclusion-and-legitimacy-in-multistakeholderism-at-icann">https://www.intgovforum.org/multilingual/content/igf-2019-ws-72-inclusion-and-legitimacy-in-multistakeholderism-at-icann</a>
Integrated Policy Framework Key to Realize Digital Inclusion	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-ws-104-integrated-policy-framework-key-to-realize-digital-inclusion">https://www.intgovforum.org/multilingual/content/igf-2019-ws-104-integrated-policy-framework-key-to-realize-digital-inclusion</a>
Internet Accessibility Empowering Persons with Disabilities	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-ws-64-internet-accessibility-empowering-persons-with-disabilities">https://www.intgovforum.org/multilingual/content/igf-2019-ws-64-internet-accessibility-empowering-persons-with-disabilities</a>
IPv6: Why Should I Care?	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-ws-421-ipv6-why-should-i-care">https://www.intgovforum.org/multilingual/content/igf-2019-ws-421-ipv6-why-should-i-care</a>
Let there be data – Exploring Data as a Public Good	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-ws-30-let-there-be-data-%E2%80%93-exploring-data-as-a-public-good">https://www.intgovforum.org/multilingual/content/igf-2019-ws-30-let-there-be-data-%E2%80%93-exploring-data-as-a-public-good</a>
Online Identity in the Multilingual Domain Name Space	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-ws-216-online-identity-in-the-multilingual-domain-name-space">https://www.intgovforum.org/multilingual/content/igf-2019-ws-216-online-identity-in-the-multilingual-domain-name-space</a>
Rethinking the Jobs of the Future for Vulnerable Populations and Women at the Margins	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-ws-200-rethinking-the-jobs-of-the-future-for-vulnerable-populations-and-women-at">https://www.intgovforum.org/multilingual/content/igf-2019-ws-200-rethinking-the-jobs-of-the-future-for-vulnerable-populations-and-women-at</a>
Towards Equitable and Sustainable Community-led Networks	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-ws-248-towards-equitable-and-sustainable-community-led-networks">https://www.intgovforum.org/multilingual/content/igf-2019-ws-248-towards-equitable-and-sustainable-community-led-networks</a>
Unlocking the Digital Potential of the DLDC Countries	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-ws-293-unlocking-the-digital-potential-of-the-dldc-countries">https://www.intgovforum.org/multilingual/content/igf-2019-ws-293-unlocking-the-digital-potential-of-the-dldc-countries</a>
What Operator Model(s) for Digital Inclusion?	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-ws-101-what-operator-models-for-digital-inclusion">https://www.intgovforum.org/multilingual/content/igf-2019-ws-101-what-operator-models-for-digital-inclusion</a>
Youth in IG for Internet Ethics & Digital Inclusion	<a href="https://www.intgovforum.org/multilingual/content/igf-2019-ws-315-youth-in-ig-for-internet-ethics-digital-inclusion">https://www.intgovforum.org/multilingual/content/igf-2019-ws-315-youth-in-ig-for-internet-ethics-digital-inclusion</a>

## **Annex B: Illustrative Policy Questions Developed by the IGF MAG to Assist Participants Develop Session Proposals**

- What factors should be considered when seeking to understand and tackle affordability issues, and how might improvements be made?
- How can we better utilize primary and secondary schools and tertiary educational facilities to promote and to deliver on digital literacy to their communities and should digital literacy be a fourth pillar of education, alongside reading, writing and maths?
- How do we ensure that Internet governance processes are truly inclusive?
- What needs to be done to enhance the capacity of different actors (and especially those in developing and least-developed countries) to actively contribute to such processes and whose responsibility is it?
- What tools could be developed to promote (better) Internet access for women and girls, older people, people living with disabilities, refugees and other disadvantaged groups?
- How do we best equip the workforce of the 21st century with the necessary skills to take advantage of the new employment opportunities that will result from digital transformation?
- How do we ensure that these skills and employment opportunities are equitable to all and that the global south is equipped to participate on an equal footing?