DIGITAL INCLUSION

ENSURING DIGITAL INCLUSION

Under-served groups need equal access to digital tools. Digital divides reflect and amplify existing social, cultural and economic inequalities. Similar challenges affect migrants, refugees, internally displaced persons, older persons, young people, children, persons with disabilities, rural populations, and indigenous peoples. We must close these gaps through better metrics, data collection, and coordination of initiatives.

THE WAY FORWARD

1. **FORM A MULTISTAKEHOLDER DIGITAL INCLUSION COALITION**

2. **AGREE ON SET OF METRICS** to measure digital inclusion and literacy

3. **PROMOTE PUBLIC-PRIVATE PARTNERSHIPS** to collect disaggregated and anonymous data among demographic groups

4. **FUND DETAILED DATA COLLECTION INITIATIVES** as part of ICT investment

5. **IMPROVE COORDINATION AND INFORMATION-SHARING** on digital inclusion initiatives, mechanisms, and programmes

6. **WIDER ADVOCACY OF GUIDELINES ON POLICIES** and actions to mitigate digital gaps

7. **APPLY A GENDER LENS TO ALL INTERVENTIONS** around digital cooperation and technologies

8. **PAY GREATER ATTENTION TO THE SITUATION OF PEOPLE ON THE MOVE**, including migrants and those in conflict-affected situations

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