

Ver. 22/12/2020, continually updated

**VISION: “Ensure that the voices of those who are not fully benefiting from digital opportunities are heard”**

Key Actions	Objective	Outputs / Deliverables / Activities	Existing work to leverage	Timelines
<p><b>Key Action 1</b></p> <p>Development of an overarching framework towards a definition, metrics and measurement of digital inclusion and literacy, including developing annual scorecards</p>	<p>Define key indicators and metrics for measuring digital inclusion.</p> <p>Develop a methodology for collecting data and assessing policy efforts and progress, so as to promote further action.</p> <p>Developing the scorecard framework provides a consistent tool for national stakeholders. Based on feedback, the scorecards can be developed further.</p>	<p><b>1.1</b> Establish a multi-stakeholder group to develop a collaborative methodology for creating a broader framework for defining inclusion, identifying key metrics, develop a general scorecard template and overall framework, which would also situate and leverage on existing scorecard/measurement initiatives, and cost estimates</p> <p><b>1.2</b> Discussions to scope existing tools, identify a common definition of digital inclusion and possible metrics and frameworks to use to establish the overall scorecard; with scope to tailor for specific needs, groups or thematic areas of focus</p> <p><b>1.3</b> Convene a group of potential donors to support the launch of the scorecards as part of larger investments in ICT</p> <p><b>1.4</b> Identify national focal points for data collection, analysis, publication and update</p> <p><b>1.5</b> Carry out a national-level mapping of digital inclusion needs, based on the metrics defined to support future gap analysis and recommendations for assistance; including through voluntary piloting with interested Resident Coordinators</p>	<ul style="list-style-type: none"> <li>Digital Future Society / United Nations University report “<a href="#">A global framework for digital inclusion</a>”</li> <li>EU <a href="#">Women in Digital Scoreboard 2019</a></li> <li>Freedom Online Coalition: <a href="#">Joint Statement on Digital Inclusion</a></li> <li>GSMA’s <a href="#">Gender gap report 2020</a></li> <li>GSMA’s Mobile Connectivity Index measures; and principles for digital inclusion for people with disabilities for mobile industry</li> <li>GSMA’s Mobile Digital Skills Alliance</li> <li><a href="#">G3ict</a> Digital Accessibility Rights Evaluation Index (DARE Index)</li> <li>ITU’s Measuring digital development</li> <li>OECD’s <a href="#">Going Digital Toolkit</a></li> <li>The Broadband Commission</li> <li>The Internet Society Accessibility Special Interest Group: Accessibility Toolkit</li> <li>UNCDF’s <a href="#">Inclusive Digital Economy Scorecard</a></li> <li>UNESCO’s <a href="#">Internet universality indicators</a></li> <li>UNHCR Digital Inclusion of Forcibly Displaced persons Indicators (work in progress)</li> <li>UN <a href="#">Convention on the Rights of Persons with Disabilities (CRPD)</a>, especially Article 9</li> <li>UN <a href="#">Disability Inclusion Strategy</a></li> <li>Web Foundation’s <a href="#">Women’s Rights Online Digital Gender Gap Audit</a></li> <li>World Benchmarking Alliance’s <a href="#">Digital Inclusion Benchmark</a></li> </ul>	<ul style="list-style-type: none"> <li>2021 Q1-3: establish an informal group and organize multi-stakeholder and donor convenings</li> <li>Convening of a first multi-stakeholder expert discussion (likely early 2021) to discuss:                             <ul style="list-style-type: none"> <li>Definition of Digital Inclusion</li> <li>Development of possible metrics</li> <li>Discussion of possible framework for addressing specific groups</li> </ul> </li> <li>2021 Q3-4: develop scorecards</li> <li>2021 Q3-4: piloting national-level mapping</li> <li>2022: launch of scorecards</li> </ul>
<p><b>Key Action 2</b></p> <p>Establish a multi-stakeholder digital inclusion coalition – an informal network of like-</p>	<p>Establish the roundtable as a “network of networks” for actors working on digital inclusion and foster</p>	<p><b>2.1</b> Convene an informal network group of stakeholders working on digital inclusion to support the roundtable and implement its key activities</p>	<ul style="list-style-type: none"> <li>Roundtable on 1C/D</li> <li><a href="#">EQUALS Global Partnership</a> for Gender Equality in the Digital Age</li> </ul>	<ul style="list-style-type: none"> <li>Early 2021: define areas of responsibilities for 1C/D constituents; mapping of existing</li> </ul>

# DIGITAL COOPERATION: “DIGITAL INCLUSION” IMPLEMENTATION PLAN (DEC. 2020 – DEC. 2021, TOWARDS 2030)



<p>mindful Member States, civil society groups, the private sector and other stakeholders on digital inclusion, highlighting local ownership and including communities themselves in processes</p>	<p>the development of synergetic initiatives by constituents, with an overall framework that addresses different groups (particularly in LDCs):</p> <ul style="list-style-type: none"> <li>• LDCs</li> <li>• gender</li> <li>• people on the move (migrants, refugees, asylum-seekers, IDPs, and stateless people)</li> <li>• people with disabilities</li> <li>• rural populations</li> <li>• indigenous peoples</li> <li>• older persons</li> <li>• young people</li> </ul>	<p><b>2.2</b> Beginning as the vanguard model for the network, support the development of the blueprint for the Action Coalition on Technology and Innovation for Gender Equality (AC) to address the gender aspects</p> <ul style="list-style-type: none"> <li>• Support the launch of the AC to build momentum and generate contributions to bridge the gender digital divide</li> </ul> <p><b>2.3</b> Partner with other institutions/initiatives to address other groups and carry out similar digital inclusion activities as the AC</p>	<ul style="list-style-type: none"> <li>• Generation Equality Forum “Action Coalition on Technology and Innovation for Gender Equality”             <ul style="list-style-type: none"> <li>• March 2021: finalization of AC blueprint in Mexico</li> <li>• June 2021: launch of AC in Paris</li> </ul> </li> <li>• ITU: Generation Connect</li> <li>• The Internet Society’s work with rural populations and indigenous peoples</li> <li>• UNHCR: Digital Inclusion of Forcibly Displaced and Stateless people</li> <li>• UNICEF: Generation Unlimited: Global Breakthroughs on Remote Learning and Work</li> </ul>	<p>initiatives and outreach to new partners</p> <ul style="list-style-type: none"> <li>• Mid-2021: Outline of framework/launch of “network of networks”</li> </ul> <p>Note: Recognizing that there are numerous initiatives and engagements (however that these tend to be focus on specific subsets); instead of building a new formal or institutional coalition, it is proposed that the Roadmap provide the basis for a “network of networks” umbrella framework for actors working in the digital inclusion field. Specialized coalitions or actors could implement the digital inclusion work in their respective fields or target groups, also sharing their experiences with the network and coordinating more broadly.</p>
<p><b>Key Action 3</b> Map out all digital inclusion initiatives, mechanisms and programmes, and make them available online and through other, easily accessible platforms</p>	<p>Establish the roundtable as a forum that can help organize discussions, shares insights, provide thought leadership and be a repository of information on digital inclusion</p>	<p><b>3.1</b> Design a survey to gather data on existing initiatives and research on digital inclusion, particularly on persons in situations of vulnerability, from member states, private companies, NGOs, and academia</p> <p><b>3.2</b> Identify an open-source platform that could host and curate content on all the initiatives and resources identified</p> <p><b>3.3</b> Encourage knowledge exchange, creation of communities of practice and joint research initiatives</p>	<ul style="list-style-type: none"> <li>• Canada’s collaboration with the University of Québec on Digital Inclusion initiatives globally</li> <li>• DESA’s 2030 Connect platform</li> <li>• <a href="#">EQUALS</a> Digital Skills Hub</li> <li>• GSMA / World Bank / ITU / WEF Digital Development Action Plan</li> <li>• <a href="#">UN Global Compact Annual</a> Report for companies</li> </ul>	<ul style="list-style-type: none"> <li>• 2021 Q1: Survey</li> <li>• 2021 Q2: Platform identified</li> <li>• 2021 Q3-4: Organization of webinars to share survey results, bring together synergetic initiatives and present the platform</li> </ul>
<p><b>Key Action 4</b> Help Resident Coordinators (RCs) working with host Governments to develop action plans to improve digital inclusion</p>	<p>Support UN’s RCs in the development of national digital inclusion action plans</p>	<p><b>4.1</b> Identify a few pilot countries interested to develop evidenced based action plans that would include interventions to address structural gaps and bias</p> <p><b>4.2</b> Countries to use scorecards and disaggregated data to inform and guide policy development and identify gaps</p>	<ul style="list-style-type: none"> <li>• DCO’s Roadmap Response Team</li> <li>• Generation Equality Forum “Action Coalition on Technology and Innovation for Gender Equality”</li> <li>• Humanitarian response activities and initiatives with a digital component</li> <li>• The Internet Society’s work with over 120 entities</li> </ul>	<ul style="list-style-type: none"> <li>• 2021 Q1: identify pilots</li> <li>• 2021 Q2-3: data collection and national dialogues</li> <li>• 2021 Q4: draft action plan</li> </ul>



		<p><b>4.3</b> Countries to use an inclusive participatory approach involving public and private sector stakeholders, diverse and marginalized groups, and communities, e.g. the ones mentioned in Key action 2, to set out targets and develop action plans</p> <p><b>4.4</b> Support for digital inclusion analysis in the CCA/CFs in the UNSDCF rollout countries</p> <p><b>4.5</b> Webinar/s on digital inclusion for UNCTs</p>	<ul style="list-style-type: none"><li>• UNHCR Digital Inclusion work</li></ul>	
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