



United Nations  
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Task Force

**United Nations ICT Task Force  
Europe and Central Asia Regional Network  
Series 1**

# Promoting Enabling Environment for Information Society Development in CIS Countries





United Nations ICT Task Force Europe and Central Asia Regional  
Network Series 1

# Promoting Enabling Environment for Information Society Development in CIS Countries

Proceedings of the UN ICT Task Force  
Europe and Central Asia Regional Network Meeting  
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The present book is issued in two languages and includes analysis of situation in eight CIS countries – Azerbaijan, Belarus, Kyrgyzstan, Moldova, Russia, Tajikistan, Ukraine and Uzbekistan from the viewpoint of their readiness for the second phase of the World Summit on the Information Society. It also includes materials of discussion that took place during the working meeting of the UN ICT Task Force Regional Network for Europe and Central Asia on 13 October 2004 in Moscow. This publication will be of interest for decision makers responsible for development and implementation of policies and strategies in the course of transition to the global Information Society. It will also be useful for wide circles of specialists working in different spheres of the Information Society development on national, regional and international levels.

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## **Welcome address**

Successful and dynamic development of any country in the global Information Society depends on the conditions that are created for this. This problem was discussed at the first phase of the World Summit on the Information Society (WSIS), which was concluded with a global meeting on 10–12 December 2003 in Geneva. The participants from 176 countries – heads of states and ministries, representatives of private sector and civil society – came together to discuss the fundamental documents drafted after extensive discussions: Declaration of Principles and Plan of Action, reflecting common vision of values of the Information Society and ways of using them for the benefit of all people.

As the head of Russian delegation at preparatory stages of the first phase of WSIS and participant of this event, I believe that Plan of Action determines the main lines of activities, which can help any country “build a people-centred, inclusive and development-oriented Information Society, as Declaration of Principles puts it. Of course, this needs political will of government and coherent targeted efforts by business, NGOs and research and education community.

One of the most important prerequisites to achieve this aim is building mutually beneficial relations between all stakeholders, or “development communities”. This is possible via global, regional, national and other partnerships allowing the participants to attain common goals and objectives. One of those is UN ICT Task Force. It has created five regional networks for Asia, Arab states, Africa, Europe and Central Asia, Latin America and the Caribbean.

UN ICT Task Force Europe and Central Asia Regional Network was established at Russia’s initiative of 29 April 2002 at European regional meeting in preparation to WSIS in Geneva. At present this network integrates participants from 16 countries of the region. The activity of the network is aimed at full-fledged participation of Eastern Europe and Central Asia in the global economy, which

is more and more becoming a Knowledge Economy, taking into account national interests.

To that end first of all we should conduct adequate e-Readiness assessments in every country and ensure that national e-Strategies and action plans are developed and implemented in close cooperation with all stakeholders.

Moscow Node of UN ICT TF EuCAs, hosted by the Directorate of the Russian e-Development Partnership, forwarded an initiative to draft an analytical survey of the state of affairs in the region from the point of view of resolving the above objectives. At the first stage, in the course of preparation to the UN ICT Task Force Global Forum in Berlin, planned for 19–20 November 2004, the participants drafted a comparative survey of eight CIS countries – Azerbaijan, Belarus, Kyrgyzstan, Moldova, Russia, Tajikistan, Ukraine, and Uzbekistan. The working meeting of the Regional Network that took place on 13 October 2004 in Moscow discussed results of the work represented in this book.

I would like to express confidence in the fact that publication of this book, which is a practical result of regional cooperation, will help all participants in preparation to the second phase of WSIS, in making further steps to creating favorable conditions for the Information Society development in all countries of Europe and Central Asia and further development of regional cooperation.



Andrey Korotkov  
Chairman of Bureau of the  
UN ICT Task Force  
Europe and Central Asia  
Regional Network

## Authors

The following experts from eight countries of the Commonwealth of Independent States – Azerbaijan, Belarus, Kyrgyzstan, Moldova, Russia, Tajikistan, Ukraine and Uzbekistan, who all together represent key development communities (government, business, civil society, research and education community, international organizations) made their contribution to this book:

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**Ershova Tatiana V.** – Director General and Head of PRIOR Directorate, Institute of the Information Society; Chair of the Board, Russian e-Development Foundation; Head of Moscow Node, UN ICT Task Force Regional Network for Europe and Central Asia; member of UN ICT Task Force Working Group on National and Regional e-Strategies (Moscow, Russia)

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## Introduction

On 13 October, 2004 Vneshtorgbank (Foreign Trade Bank of the Russian Federation) in Moscow held working meeting of UN ICT Task Force Europe and Central Asia Regional Network (UN ICT TF EuCAs). The meeting discussed promoting enabling environment for the Information Society development, which corresponds to the topic of the UN ICT Task Force Global Forum that is to be held in Berlin on 19–20 November 2004.

The meeting was organized by:

- Moscow Node of UN ICT TF EuCAs;
- Foreign Trade Bank of the Russian Federation (OJSC “Vneshtorgbank”);
- Directorate of the Russian e-Development Partnership (PRIOR);
- Citizens Initiative for Internet Policy.

The meeting had the following objectives:

1. Developing coordinated suggestions on priority actions to be undertaken by UN ICT TF EuCAs to enhance Information Society development in Eastern Europe and Central Asia, which are to be presented at the UN ICT Task Force Global Forum in Berlin.
2. Strengthening international cooperation in Eastern Europe and Central Asia aimed at promoting enabling environment for Information Society development.

The event was attended by representatives of government, financial institutions, leading NGOs professionally working in the sphere of the Information Society development, companies producing and using Information Society technologies, as well as recognized independent experts in the sphere of strategic planning, Information Society development monitoring, legal regulation, creation and use of electronic information resources and ICTs in the key spheres of activity. Among the participants there were citizens of Belarus, Kyrgyzstan, Russia (including experts from Moscow, Perm Region and Republic of Tatarstan), and Ukraine. The List of participants is presented in Annex 1.

## Opening of the Working meeting

The meeting was chaired by Andrey Korotkov, Senior Vice-President of Vneshtorgbank, UN ICT Task Force Advisor, Chairman of UN ICT TF EuCAs Bureau, Chairman of PRIOR Supervisory Board. The discussion was moderated by Yuri Hohlov, Chairman of the Board of the Institute of Information Society (IIS), Coordinator of the UN ICT TF EuCAs, Chairman of PRIOR Expert Council and member of PRIOR Supervisory Board.

In the beginning of the working meeting **Mr. Andrey Korotkov** noted that CIS countries are witnessing a very interesting period of the Information Society (IS) development. Last December many of the meeting participants took part in the World Summit on the Information Society (WSIS) in Geneva. Second phase of WSIS will be held next year. Decisions that were adopted at the first phase set a number of new crucial objectives. These objectives should be resolved not only by professionals in the sphere of the Information Society development, they concern everyone, because all people are either ICT users or participants of the process of the Information Society development.

Russia is one of WSIS active participants. Ministry of Information Technologies and Communications, Ministry of Education and Science and other governmental structures in Russia that play important role in the Information Society development, managed to identify their new functions and responsibilities. And there are results: many interesting initiatives are supported in Russia, government adopted new orders, such as order on citizens access to the information on governmental activity; new conceptual documents on information technologies and Information Society development will be ready by the end of the year.

WSIS Declaration of Principles states that “Governments, as well as private sector, civil society and ... international organizations have an important role and responsibility in the development of the Information Society and, as appropriate, in decision-making

processes. Building a people-centred Information Society is a joint effort which requires cooperation and partnership among all stakeholders”. UN ICT TF EuCAs participants strictly abide by this principle, that is why this meeting gathered representatives of all development communities.

According to Mr. Korotkov, representatives of Regional Commonwealth in the field of Communications (RCC) do a lot for the Information Society development in the neighbouring countries. Thus, there is a possibility to use mechanisms of UN ICT TF EuCAs, RCC, Eurasian Information Policy Network and other partnership networks to expose our region’s potential, communicate all problems and ambitions at the global forum, which is to be held on 19–20 November in Berlin, and make considerable contribution to the preparation for the second phase of WSIS.

Meeting in Vneshtorgbank is a clear evidence that business is interested in active formation of IS structures. Every representative of the banking community wants all citizens to have their bank account. And that requires not only citizens’ will and bank’s will but mechanisms allowing e-Transactions, mechanisms of e-Trade, which, in its turn, raises a number of legislative problems. One of them is the problem of creating infrastructure for this kind of trade, building new marketplaces. There are also problems of ensuring safety and strengthening international cooperation in the sphere of e-Business.

Although our governments do not go for the Information Society development at full speed, the country is really developing it, and the pace is not bad at all. For example, in Russia it takes 1.5–2 years for a legislative initiative to become a law adopted by the State Duma (Parliament) and President. There is no possibility to wait for so long, the situation needs to be changed, and efforts are made to change it. If nowadays the government can not guarantee creation of venture funds, we should think how to create them ourselves. We must be driven not only by making money but contributing to the society development. Sometimes it happens that authorities – either federal council or government departments – raise premature initiatives, but as a rule, they are not adopted as laws.

In conclusion A. Korotkov read governmental telegram addressed to the participants of the working meeting:

“Distinguished participants, on behalf of the State Duma Committee on Information Policy and on behalf of myself I wish the participants of the working meeting “Promoting Enabling Environment for the Information Society Development” creative and constructive work and success in following relevant objectives of the Information Society development for the benefit of our country. Respectfully yours, Konstantin Vetrov, First Deputy Chairman, State Duma Committee on Information Policy.”

The participants acknowledged active contribution of **Dr. Konstantin Vetrov**, recognized Russian politician, in preparation to the working meeting (he was a co-author of the report discussed at the event, but could not attend the meeting personally) and received the telegram with gratitude.

**Dr. Yuri Grin**, Director General of Department for International Cooperation, Ministry of Information Technologies and Communications of the Russian Federation, UN ICT Task Force Member, thanked the organizers for high quality of the event; he stressed that Vneshtorgbank’s initiative should be supported. Dr. Grin also said that the process of shaping ministries that are important for the IS development, and distributing responsibilities among these ministries, is brought to an end. In the nearest future public authorities will actively support objectives set by WSIS for government, business and civil society.

Dr. Grin appreciated Bishkek-Moscow Conference that took place in the course of preparation to the first phase of WSIS in Geneva. This conference gave impetus for all CIS and other countries to develop their point of view and participate in the Summit on a par with others; all their suggestions were taken into account in the final documents of the Summit. He advised to pay attention not only to preparation for the second phase but to estimation of what has been done so far.

Basic things are done: heads of states adopted and approved Declaration of Principles and Plan of Action. It is very important that as a result of this meeting government, business and other stakeholders will take particular commitments and work together.

The idea to coordinate the activity of different communities was supported by **Dr. Yuri Hohlov**. According to him, the working meeting aimed primarily at exchanging opinions, coordinating points of view and interests among the participants. In order to make the process of sharing opinions more fruitful, the participants were presented an analysis of the state of affairs in the sphere of IS development in eight CIS countries. The result of this survey was presented in the report “Comparative Survey of Activity on Promoting Enabling Environment for Information Society Development in CIS Countries”. The report was prepared by a large group of experts and presented by **Ms. Tatyana Ershova**, Director General, IIS, Head of PRIOR Directorate, Head of UN ICT TF EuCAs Moscow Node, and **Ms. Tattugul (Tattu) Mambetalieva**, Executive Director of Euroasian Information Policy Network.

## **Comparative survey of activity on promoting enabling environment for Information Society development in CIS countries**

Moscow Node of UN ICT TF EuCAs initiated express-poll among experts from eight CIS countries – Azerbaijan, Belarus, Kyrgyzstan, Moldova, Russia, Tajikistan, Ukraine, and Uzbekistan, which aimed to contribute to the present report.

The poll was organized by Directorate of Russian e-Development Partnership (PRIOR), Euroasian Information Policy Network and Foundation of Civil Initiatives in the Internet Policy. The questionnaire form was developed by UN ICT TF EuCAs Secretariat (available in the Internet: <http://un-ict-tf-eucas.iis.ru/questionnaire>).

The regional situation was analyzed by the following indicators of Information Society development:

- Availability of an e-Readiness assessment;
- Existence of a national e-Strategy;
- Existence of an action plan (or program) for national e-Strategy implementation;
- Existence of a multistakeholder partnership;
- Availability of an official position on the Internet governance;
- Participation in regional and international cooperation;
- Defined priority action lines for Information Society development (in line with WSIS Plan of Action).

Data provided by national experts were analyzed in two perspectives: description of situation *in each country* by all above-mentioned indicators, and an outline of situation *in all countries* by each indicator.



Authors think that such kind of presentation can give a volumetric picture of activities aimed at Information Society development in the region.

## **Intermediate stage of the report**

The data provided in the present report are intermediate and need further specification and development. They were collected on the first stage of polling experts in order to obtain a general picture of the process of Information Society development in a number of CIS countries.

The second stage of polling will be conducted in November 2004 – June 2005 and will cover large number of experts representing the main development communities in all CIS countries, and, whenever possible, in all countries of Eastern Europe and Central Asia. This poll will provide material for analytical report on the activity of different development communities on implementation of the Action Plan adopted at the first stage of WSIS. This work will be represented in analytical report in Russian and English at the second phase of WSIS in Tunis, 2005.

## **Situation in separate countries**

### **Azerbaijan**

#### ***e-Readiness assessment***

An assessment was conducted in the context of activity of UNECE/EU Expert Panel on e-Strategy and e-Policy in Azerbaijan in 2002–2003. The work was followed up by an official bulletin, the data formed basis of many provisions for National ICT Strategy in Azerbaijan.

#### ***e-Strategy***

National ICT Strategy in Azerbaijan for 2004–2011 was adopted and approved by the President Order of 17 February 2004. It was developed by representatives of all key development communities: government (Ministry of Communications and IT, Ministry of Economic Development, Ministry of

Finance, Ministry of Education, Ministry of Health, etc.); business representatives (commercial Internet providers and telecommunications operators, computer and software producers); research and education community (representatives from the Academy of Sciences and a number of universities). Civil society was represented only by members of the Global Internet Policy Initiative.

Taking into account that the strategy calls for consolidation of all stakeholders, its implementation presupposes participation of all development communities.

### ***Plan of action***

According to the President Order of 10 August 2004, the country started developing a program aimed at implementing the national ICT Strategy – Program for Communications and Information Technologies Development in the Republic of Azerbaijan. The program was completed in October 2004; the Ministry of Communications and Information Technologies is responsible for its implementation.

Besides the Ministry of Communications and IT, Department of Information Technologies and Resources of the President's Office, several Internet providers, Azerbaijan Internet Community, NGO "Information Problems Analyzing Center", representatives of the Technical University are implementing the program.

Special sections of the program specify some aspects of raising awareness on Information Society development policy, legal and regulatory environment, ICT potential for resolving socio-economic problems and full-fledged development. As for developing skills of strategic planning among decision makers in public, private and non-governmental sectors, as well as involving general public in ICT and knowledge use for development, this is still on the level of declarations – there is no clear vision of the sequence of actions. The country declares willingness to involve citizens in governance via e-Government and e-Democracy (e-Voting), but it has not developed approaches to achieve this objective yet.

### ***Multistakeholder partnerships***

There are several associations in the country aiming at promoting IS development:

1. Azerbaijan Internet Community – integrates governmental and commercial providers, national telecommunications operator, commercial operators, universities, NGOs, academic and research institutes, schools, etc. It has a status of non-governmental organization, registered in 2002. The community represents 21 organizations (over 100 members). It organizes round tables (at least once in a fortnight) and conferences (twice a year) on regular basis. The organization has its own web-site and a weekly newspaper “Internews” (<http://www.internetnews.az>).
2. Association of Internet Providers – integrates commercial and non-commercial providers, computer and software producers, and one non-commercial organization – Information Problems Analyzing Center. Due to governmental restrictions on NGO registration the association has no official registration yet. 27 members. Organizes round tables monthly (at least once per month). Does not have its own publishing office, uses resources of “Internews” newspaper.
3. Council on Network Technologies Development at the Ministry of Communications and IT – created by the order of Minister of Communications and IT. It is widely represented by ICT companies and institutions, universities, ministries, international foundations, independent experts, etc. 82 members. The organization has an inactive web-site.

### ***International and regional cooperation***

Azerbaijan is fairly active in the sphere of international cooperation. Since 2003 the country boosts activity in numerous regional and international projects on IS development. Now Azerbaijan participates in the following global programs and organizations:

- Development Gateway (DG, <http://www.developmentgateway.org>) – Azerbaijan has been participating in DG program on all stages starting from 2001;

- International Telecommunication Union (ITU, <http://www.itu.org>) – Azerbaijan is represented by national telecommunications operator, two commercial operators and an expert company; they all maintain close and efficient relations with the Union;
- International Federation of Library Associations and Institutions (IFLA, <http://www.ifla.org>).

Azerbaijan participates in the following regional initiatives:

- Regional Commonwealth in the field of Communications (RCC, <http://www.rcc.org.ru/index.html>);
- European Conference for Post and Telecommunications Administration (ECPTA, <http://www.cept.org/>);
- UN ICT Task Force Europe and Central Asia Regional Network (UN ICT TF EuCAs, <http://www.unicttaskforce.org/perl/showdoc.pl?area=rn5>, <http://topics.developmentgateway.org/un-ict-tf-eucas>, [http://www.russia-gateway.ru/content/pages/topicpage/?category\\_id=8097](http://www.russia-gateway.ru/content/pages/topicpage/?category_id=8097));
- BSEC (<http://www.bsec.gov.tr/>);
- CIS programs.

In international and regional cooperation Azerbaijan is represented by government (entitled authorities), business (for the major part, commercial operator AzEuroTel), civil society (NGO “Information Problems Analyzing Center” and Azerbaijan Internet Community), research and education community (AzRENA and others).

### ***Point of view on Internet governance***

The problem is under discussion in the country, but no official position is developed yet.

### ***Priority action lines to promote Information Society development (according to WSIS Plan of Action)***

C1. Ensuring the effective participation of all stakeholders in developing the Information Society, strengthening cooperation and partnerships among all of them

C2. Development of infrastructure (supporting an enabling and competitive environment; devising appropriate universal access policies and strategies; providing and improving ICT connectivity for all institutions accessible to the public; developing and strengthening national, regional and international broadband network infrastructure)

C3. Access to information and knowledge

C4. Capacity building (developing skills to benefit fully from the Information Society; promoting e-Literacy skills for all)

C5. Building confidence and security in the use of ICTs (enhancing user confidence, building trust, and protect both data and network integrity; consider existing and potential threats to ICTs; consider existing and potential threats to ICTs)

C6. Promoting enabling environment (fostering a supportive, transparent, pro-competitive and predictable policy, legal and regulatory framework, which provides the appropriate incentives to investment and community development in the Information Society)

C7. ICT applications: benefits in all aspects of life

- e-Government
- e-Business
- e-Learning
- e-Health
- e-Environment
- e-Agriculture
- e-Science

C8. Development of cultural diversity and identity, linguistic diversity and local content

C9. Media

C11. International and regional cooperation.

## **Belarus**

### ***e-Readiness assessment***

In April 2003 independent experts conducted Belarus ICT infrastructure and e-Readiness assessment within the framework of *infoDev* Program of the World Bank and activities of Belarus Informatization Foundation. The assessment followed the methodologies of the Center for International Development of the Harvard University, including “Readiness for the Networked World. A Guidebook for Developing Countries”.

The research results were published in detailed report on the ICT potential of Republic of Belarus. These results were also used in preparation of the governmental informatization program for 2003–2005 and until 2010 named “e-Belarus”.

### ***e-Strategy***

The strategy was not adopted. There is a Concept of Governmental Policy in the Sphere of Informatization (April 1999). It was developed and implemented by government and research and education community.

### ***Plan of action***

The country adopted a governmental informatization program for 2003–2005 and until 2010 – “e-Belarus”. It has been implemented mostly by government and research and education community.

All experts who participated in the poll state that this program provides for awareness raising on Information Society development policy, legal and regulatory environment, ICT potential for resolving socio-economic problems and full-fledged development. Expert opinions on developing skills of strategic planning among decision makers in public, private and non-governmental sectors, as well as involving public in ICT and knowledge use for development differ.

Experts noticed a number of sectoral or special programs aimed at implementation of different aspects of IS development, in particular:

- State program of fundamental (applied) research “Theoretical Basis of New Information Technologies” (“InfoTech”) for 2001–2005;
- State research and development program “Advanced Information and Telecommunication Technologies” (“Information Technologies”) for 2001–2005;
- State research and development program “Developing Methods and Tools for Building a Comprehensive Information Security System” (“Information Security”) for 2001–2005;
- State research and development program “Comprehensive Informatization of the Healthcare System in Republic of Belarus” for 2003–2012”;
- State sectoral research and development program “Computer Technologies for Designing and Manufacturing New Products” for 2001–2005;
- State sectoral research and development program “Telecommunication Facilities” for 2001–2005;
- Program for communications development in Republic of Belarus for 2001–2005.

Republic of Belarus adopted several programs aimed at implementation of separate aspects of IS development at the level of the Union State (Russia-Belarus):

- Union State program “Intellectual Information Technologies and Systems” for 2001–2005;
- Union State program “Development and Serial Production of the Model Group of High Performance Computer Systems with Parallel Architecture (Supercomputers) and Creation of Applied Soft Hardware Systems Based on Them” (“Scythian”) for 2001–2003;
- Union State program “Protection of Common Information Resources of Belarus and Russia” (“Security BR”) for 2001–2003.

### ***Multistakeholder partnerships***

The country has two partnerships contributing to the Information Society development:

- Community of specialists in the sphere of Belorussian Internet – created in 1999 under initiative of civil society and Internet community. About 500 representatives from different communities participate therein. The community does not have a form of incorporation.
- Belarus Development Gateway Partnership – created in 2004 under the initiative of NGO “Information Society”. At present the partnership is obtaining the legal entity status. The partnership conducts conferences and seminars, including specialized seminars “Mass Media in the Information Society”. Participates in organization of annual Belorussian Congress on Telecommunications, Information and Banking Technologies (TIBO), Belorussian Internet Forum, International conference “e-Trade in CIS Countries”. The partnership shares experience through online facilities like Belarus Development Gateway and other portals, discussion forums, etc.

### ***International and regional cooperation***

Republic of Belarus participates in the following global programs and organizations:

- DG (<http://www.developmentgateway.org>);
- ITU (<http://www.itu.org>);
- IFLA (<http://www.ifla.org>).

On the regional level Belarus participates in the following initiatives:

- RCC (<http://www.rcc.org.ru/ru/index.html>);
- ECPTA (<http://www.cept.org/>);
- UN ICT TF EuCAs  
(<http://www.unicttaskforce.org/perl/showdoc.pl?area=rn5>,  
<http://topics.developmentgateway.org/un-ict-tf-eucas>,  
[http://www.russia-gateway.ru/content/pages/topicpage/?category\\_id=8097](http://www.russia-gateway.ru/content/pages/topicpage/?category_id=8097));



- CIS programs;
- EU programs and projects.

In international and regional cooperation Belarus is represented by government and research and education community.

***Point of view on Internet governance***

The country does not have clear position on this subject. However, on legislative level there are attempts to introduce Internet governance (laws “On Information Security”, “On Press and Other Mass Media”).

***Priority action lines to promote Information Society development (according to WSIS Plan of Action)***

- C1. Stakeholders’ participation in IS development, strengthening cooperation and partnerships
- C2. Development of infrastructure
- C3. Access to information and knowledge
- C4. Capacity building
- C5. Building confidence and security
- C6. Promoting enabling environment
- C7. ICT applications:
  - e-Government
  - e-Business
  - e-Learning
  - e-Health
  - e-Employment (marked not by all national experts)
  - e-Environment
  - e-Agriculture
  - e-Science
- C8. Development of cultural diversity and identity, linguistic diversity and local content
- C9. Media.

## **Kyrgyzstan**

### ***e-Readiness assessment***

Kyrgyzstan e-Readiness assessment was conducted in 2002 within the framework of UNDP activity and Kyrgyzstan Development Gateway Project with support of *infoDev* Program of the World Bank using the methodology of the Center for International Development of Harvard University. The results were used in report ([http://www.developmentgateway.org/download/140295/ERA\\_Report.zip](http://www.developmentgateway.org/download/140295/ERA_Report.zip), in English).

### ***e-Strategy***

In 2001 the country adopted National Strategy “ICT for Development”, which was developed by government, business, civil society and research and education community. This strategy presupposes participation of all development communities. The peculiarity of the situation in Kyrgyzstan lies in the fact that the government is rather passive against the background of private sector and NGOs.

### ***Plan of action***

In early 2004 the government adopted the first plan of actions. Specialists considered it unsuccessful. In autumn, 2004 this document was discussed, and it was decided to improve it. All development communities participated in the development of this document. The plan presupposes creating the system of raising awareness on Information Society development policy, legal and regulatory environment, ICT potential for resolving socio-economic problems and full-fledged development, and the system of involving general public in ICT application for development.

### ***Multistakeholder partnerships***

The main players in the sphere of ICT are NGOs, representatives of business and governmental authorities. These communities signed an agreement on conducting annual conferences (national summits) for discussing and resolving ICT application and development problems. Organizing committee comprising all stakeholders works between the conferences. The organizing

committee follows the principle of equitable representation of all stakeholders. The agreement was officially signed in 2004, although since 2001 participants have regularly organized joint meetings and conferences. An initiative to conduct a summit can originate from different participants: the first conference was initiated by UNDP and GIPI, the second – by the Ministry of Communications, next – by Association of Communications Operators, the recent one – by GIPI and Ministry of Communications. This activity involves over 200 people, including teachers of higher education institutions.

### ***International and regional cooperation***

Kyrgyzstan participates in the following global programs and organizations:

- DG (<http://www.developmentgateway.org>);
- ITU (<http://www.itu.org>);
- IFLA (<http://www.ifla.org>).

Besides, the country participates in a number of regional programs, projects and organizations:

- PCC (<http://www.rcc.org.ru/ru/index.html>);
- ECPTA (<http://www.cept.org/>);
- Central and Eastern European Networking Association (CEENet, <http://www.ceenet.org/>);
- UN ICT TF EuCAs (<http://www.unicttaskforce.org/perl/showdoc.pl?area=rn5>, <http://topics.developmentgateway.org/un-ict-tf-eucas>, [http://www.russia-gateway.ru/content/pages/topicpage/?category\\_id=8097](http://www.russia-gateway.ru/content/pages/topicpage/?category_id=8097));
- BSEC (<http://www.bsec.gov.tr/>);
- Shanghai cooperation organization (SCO);
- CIS programs;
- EU programs and projects.

In international and regional cooperation Kyrgyzstan is represented by government, business and civil society.

### ***Point of view on Internet governance***

There was an attempt to draft a law on Internet governance, but this initiative was suspended within a day after its appearance.

### ***Priority action lines to promote Information Society development (according to WSIS Plan of Action)***

- C2. Development of infrastructure
- C3. Access to information and knowledge
- C4. Capacity building.

## **Moldova**

### ***e-Readiness assessment***

In 2001 the country conducted ICT infrastructure and e-Readiness assessment within the framework of the Moldova Development Gateway Project (planning phase) with support of *infoDev* Program of the World Bank. The results were summarized in report in English (<http://www.developmentgateway.org/download/139523/MdERApr25-01.doc>).

A new e-Readiness assessment was completed recently. It resulted from a number of polls and analytical surveys and included a number of indicators necessary for general review of opportunities and problems related to ICT development in Moldova. A member of National Commission on Information Society Development in Moldova presented a report on the level of e-Readiness in Republic of Moldova. The report was approved and recommended for implementing in the national strategy of Information Society development in Republic of Moldova.

### ***e-Strategy and Plan of action***

Department of Information Technologies on behalf of the government of Republic of Moldova forwarded an initiative of the National Strategy “Information Society Technologies for Development”. UNDP provided initial funding for the project – \$110,000 for 15 months. UNDP and the government of Moldova are uniting efforts for implementing this project. The e-Moldova Project follows two main aims: comprehensive e-Readiness

assessment of Moldova and drafting National e-Strategy and Plan of Action.

The main sections of the Strategy are “e-Government”, “e-Learning”, “e-Economy”, “e-Science”, “e-Culture”, and “e-Democracy”. The process of e-Readiness assessment and strategy development presupposes cooperation of all stakeholders. At present many development communities are involved in this process – government, private sector, educational institutions and NGOs.

The strategy will be represented for consideration of National Commission on the Information Society Development in Moldova. Final version of the Strategy of Information Society development in Republic of Moldova is to be adopted in December, 2004.

### ***Multistakeholder partnerships***

There are several partnerships of the kind.

The largest (and most formalized one) was created within the framework of the e-Moldova Project. Among its participants there is a number of ministries and departments, corporations, NGOs, universities, Academy of Sciences, the World Bank and UNDP representative offices, and Soros Moldova.

Another partnership was created in 2001 within the framework of the Moldova Development Gateway Project – the partnership of different development communities without formal participation of the government. It has a form of incorporation since 2002: Moldova Digital Development Foundation. Experience and knowledge sharing between partners is conducted via Moldova Development Gateway, which provides information resources on different topics and a platform for free exchange of experience and publication of materials; online forums (communication space for discussions); possibility of search for partners (specialists in different spheres) via user profile system; and coverage of development events.

### ***International and regional cooperation***

The country participates in the following global programs and organizations:

- DG (<http://www.developmentgateway.org>);

- ITU (<http://www.itu.org>);
- IFLA (<http://www.ifla.org>).

Besides, representatives from Moldova participate in the following regional initiatives, programs and organizations:

- RCC (<http://www.rcc.org.ru/ru/index.html>);
- CEENet (<http://www.ceenet.org/>);
- ECPTA (<http://www.cept.org/>);
- UN ICT TF EuCAs  
(<http://www.unicttaskforce.org/perl/showdoc.pl?area=rn5>,  
<http://topics.developmentgateway.org/un-ict-tf-eucas>,  
[http://www.russia-gateway.ru/content/pages/topicpage/?category\\_id=8097](http://www.russia-gateway.ru/content/pages/topicpage/?category_id=8097));
- BSEC (<http://www.bsec.gov.tr/>);
- CIS programs;
- EU programs and projects.

In international and regional cooperation the country is represented by government, civil society and research and education community.

### ***Point of view on Internet governance***

An official position related to Internet governance is not yet formulated.

### ***Priority action lines to promote Information Society development (according to WSIS Plan of Action)***

- C2. Development of infrastructure
- C3. Access to information and knowledge
- C4. Capacity building
- C6. Promoting enabling environment
- C7. ICT applications:
  - e-Government
  - e-Business
  - e-Learning

- e-Science

C8. Development of cultural diversity and identity, linguistic diversity and local content.

## Russia

### *e-Readiness assessment*

Attempts to conduct an e-Readiness assessment were undertaken already in late 80-ies. In particular, Dr. Olga Vershinskaya adapted an American method of singling out information sector of economy to the Russian conditions<sup>1</sup>. Using this method she singled out the structure of “Information Economy” in USSR. In 1989 Dr. Vershinskaya published her study of the method and structure of information sector of economy under the title “Information Aspects of Computerization” (Nauka Publishing House). The year 1989 witnessed development of the “Concept of USSR Informatization”, which introduced the term “Information Service”. Dr. Vershinskaya was appointed head of USSR Information Economy Project under the USSR State Planning Committee. She was working on calculating the number of “information jobs” in USSR according to her methodology. However, due to the shutdown of the Committee the work was not completed.

In March-July 2001, IIS together with a group of experts prepared an analytical report “Russia e-Readiness: Assessment of Possibilities and Needs for Large-Scale Use of Information and Communication Technologies” within the Russia Development Gateway Project (planning phase) with support of *infoDev* Program of the World Bank. The assessment followed the methodology of the Center for International Development of Harvard University “Readiness for the Networked World. A Guidebook for Developing Countries”. The report is available online in Russian ([http://www.russia-gateway.ru/cms-service/stream/asset?asset\\_id=2813579](http://www.russia-gateway.ru/cms-service/stream/asset?asset_id=2813579)) and

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<sup>1</sup> This was the Machlup-Porat method applied to the American economy in late 1970-ies. It was based on the generalized concept of “information activity” which covered all activity with information as an input or output. The main conclusion of the American research stated that the number of jobs in this sphere was increasing: in late 70-ies about 50% of all jobs in the USA were dealing with information activity.

English ([http://www.developmentgateway.org/download/140015/RDA\\_en.doc](http://www.developmentgateway.org/download/140015/RDA_en.doc)) and in printed form in Russian.

In 2002–2004, IIS and a group of experts drafted analytical report “Russia e-Readiness: Assessment of Processes and Factors of e-Development” within the framework of a special *infoDev* project of the World Bank. The assessment followed the own IIS methodology, which was a development the Harvard methodology. English version of the report was presented at the global Development Gateway Forum (Bonn-Petersberg, 29 June 2004), Russian version was presented at “InfoCom 2004” forum (Moscow, 21 October 2004). The Russian version of the report opens with a welcome address by Leonid Reiman, Minister of Information Technologies and Communications of the Russian Federation.

In the late 2003 another report was drafted – “Assessment of Territories’ e-Readiness” ([http://www.russia-gateway.ru/cms-service/stream/asset?asset\\_id=2808949](http://www.russia-gateway.ru/cms-service/stream/asset?asset_id=2808949), in Russian) within the framework of item 11 of the federal target program “eRussia (2002–2010)” assigned to the Ministry of Economic Development and Trade of RF (using data from Tula, Kaliningrad, Novgorod, Perm, Chelyabinsk regions and Khanty-Mansi Autonomous Area – Yugra). IIS adopted Harvard methodology for the regions assessment as well. The work was supervised by IIS, among the project participants there were: federal state unitary enterprise “Research Institute of Control Machines and Systems” (Perm), South Ural State University (Chelyabinsk), Science and Engineering House of Tula of the Russian Union of Science and Engineering Organizations (Tula), non-commercial partnership on research and social development Analytical Agency “New Strategies” (Moscow), LLC “Novgorod Datacom (Velikiy Novgorod).

UNESCO Information for All Programme and All-Russian Program for Establishing a Network of Public Centers for Legal Information have been organizing research on Russia’s integration in the Knowledge Society on a number of aspects since 2001. The results of research are reflected in a number of brochures issued by the Ministry of Culture of the RF, Russian Committee of UNESCO Information for All Programme and Russian National Commission for UNESCO under the title “World Summit on the Information Society”. Besides, the results are published in the book “Public



Centers of Legal, Business and Municipal Information in Russia”. The second section of the book is dedicated to regional network statistics, analysis of main resources, and activity of public centers of legal information by federal districts.

Results of the above surveys were presented at different international, Russian and regional (within Russia) conferences, seminars and working meetings with participation of stakeholders and decision makers from government, business, civil society, and research and educational community.

### ***e-Strategy***

Such kind of strategy is not adopted yet, but there is a number of conceptual and strategic documents that can form the basis for national IS development strategy:

- Concept of Governmental Information Policy (1998);
- Concept of Information Society Development in Russia (2000);
- Concept of Innovation Policy of the Russian Federation for 2001–2005 (draft, 2000);
- Concept of Legislation Development in the Sphere of Information and Informatization (draft, 2001);
- Doctrine of Information Security (2001);
- Concept of Information Technologies Application by Federal Government Authorities until 2010 (Order of the Government of the Russian Federation of 27 September 2004 No. 1244-p);
- National Strategy for Russia’s Informational Development: Informational Development as Russia’s Way to the Information Society – a result of activity, which initially presupposed participation of the working group on development of conceptual provisions of National Strategy “Russia in the Information Age” according to the order No. 135 of the Minister of Communications and Informatization of the RF (the document was discussed on 9 September 2004 with experts representing different development communities).

***Plan of action***

Since mid-90-ies Russia has developed several programs aimed at developing particular components of the Information Society that were not logically interconnected:

- Interdepartmental program “Establishing National Network of Computer Telecommunications for Science and Higher Education” (1995–2001);
- Presidential program “Creating and Developing Information and Telecommunication System for Special Purposes in the Interests of Governmental Authorities”;
- Federal target program “Culture of Russia” (2001–2005)” (2000);
- Federal target program “Development of Informatization in Russia for the Period until 2010” (draft, 2001);
- Federal target program “Development of Integrated Educational Information Environment for 2002–2005” (2001);
- Federal target program “eRussia (2002–2010)” (January 2002).

There is a number of regional e-Development programs, including: city target program “e-Moscow” (adopted in 2003 for 2003–2007, enacted by a City Law and Moscow Government resolution), St. Petersburg target program “e-St. Petersburg” (under development), regional target program “e-Prikamye” (adopted in 2003, approved by Legislative Assembly of Perm Region), and others.

There are several projects in non-governmental sector, which support and develop Information Society. These also lack logical coherence with governmental and other programs. Until 2003 there were mainly projects supported by Soros Foundation, until 2004 – by Federation of Internet Education (and other projects supported by YUKOS). At present UNESCO is implementing its Information for All Programme, which is coordinating programs and projects in the sphere of building knowledge societies with government, business and civil society structures, as well as relevant international and non-governmental organizations. In 2004 RIO-Center drafted the document “Information Society Development in Russia: Program of Actions”.

All development communities participate in implementation of the above programs.

The programs partly provide for raising awareness on Information Society development policy, legal and regulatory environment, ICT potential for resolving socio-economic problems and full-fledged development. Developing skills of strategic planning among decision makers, as well as involving public in ICT and knowledge use for development is presupposed on exceptional occasions.

### ***Multistakeholder partnerships***

In November 2001 IIS and 50 other organizations from 7 Russian regions initiated creation of the Russian e-Development Partnership (PRIOR).

At present PRIOR membership covers 274 organizations, including 266 organizations from 29 regions of Russia, 4 international IT-companies, 2 companies from Finland, 1 US organization and 1 company from Ukraine. These organizations represent the main driving forces of development – government (31 organization), business (126), civil society (55), and research and education community (62). Besides, since February 2003 PRIOR accepted individual participants (private persons, online media). At present the number of PRIOR partners reaches 282. There are separate segments of PRIOR in North-Western Russia (including Kaliningrad and Novgorod regions), in Perm region, Republic of Tatarstan, Stavropol Territory, Tula Region, Khanty-Mansi Autonomous Area – Yugra (municipal segment in Nizhnevartovsk), and in South Ural (Chelyabinsk Region, including municipal segment in Magnitogorsk).

The Partnership does not have a form of incorporation (except for PRIOR North-West). The main functions are distributed among partners: organizational support is provided by IIS (on the basis of its PRIOR Directorate); information and analytical activity – by Institute of System Analysis of the Russian Academy of Sciences; publishing activity – by Russian e-Development Foundation.

The partners share knowledge and experience at conferences, seminars, etc, among which we should mention the following:

- PRIOR organizational conference (Moscow, 29–30.11.2001);

- PRIOR Round Table “What Impedes Internet Development in Russia?” conducted within the 6<sup>th</sup> Russian Internet Forum (Lesnye Dali, Moscow Region, 15.03.2002);
- Experience sharing conference “Strategy of Regional Development: Approaches, Technologies, Experience” (with participation and support of PRIOR, Moscow, 21.03.2002);
- Russian-Scandinavian Workshop and Investment Forum “eRussia and Prospects for Network Communications Development in Russia” (Helsinki, 17.05.2002);
- Working meeting with participation of PRIOR members, Ukraine e-Development Association and Information Programs of International Renaissance Foundation (Kyiv, Ukraine, 20.10.2002);
- International conference “Global Knowledge – Russia. Partnership Networks as Tools to Enhance Information Society and Knowledge Economy Development” (Moscow, 09.12.2002);
- PRIOR Summary Conference (Moscow, 10.12.2002);
- Working meeting on coordination of PRIOR approach to the development of the concept of National Strategy “Russia in the Information Age” (Moscow, 24.03.2003);
- Forum “e-Tula-2003” (Tula, 03.04.-03.10.2003);
- Joint project by PRIOR and the British Council in Russia: a series of workshops in preparation to the World Summit on the Information Society and publication of a bilingual book “WSIS: Expectations of Russian Regions”, Rostov-on-Don, Samara, Irkutsk, Krasnoyarsk, 16–22.10.2003);
- Workshop “Russia and Knowledge Economy” and round table “Russian e-Development Partnership and Prospects for Interregional Cooperation” within 6<sup>th</sup> Russian joint conference “Information Society Technologies – Internet and Modern Society” (06.11.2003).

Besides, the following facilities are used for experience and knowledge sharing:

- PRIOR Newsletter – online publication in Russian and English: May 2001 – June 2003:

<http://russia-gateway.ru/index.php?topic%5B%5D=ru&topic%5B%5D=press&topic%5B%5D=releases&>,  
<http://russia-gateway.ru/index.php?topic%5B%5D=en&topic%5B%5D=publications&topic%5B%5D=newsletter&>;

- PRIOR Herald – printed Russian version of PRIOR Newsletter: June 2001 – February 2002;
- Information and analytical journal “Information Society” (online version <http://www.infosoc.iis.ru/> and printed version in Russian);
- PRIOR web site (<http://russia-gateway.ru>);
- Network of Development Gateways of Russian Federation comprising Russia Development Gateway (<http://www.russia-gateway.ru>) and 8 regional portals (<http://www.russia-gateway.ru/content/regions.jsp>).

On 31 January 2002 Interdisciplinary Center of Advanced Professional Education of St. Petersburg State University initiated creation of the Partnership for Information Society Development in the North-West of Russia (PRIOR North-West). Membership of this independent regional PRIOR segment includes 88 organizations, among which there are: governmental authorities (19), research and education community (31), commercial organizations (18), and NGOs (20). They share knowledge and experience at conferences, seminars and other events, including the following:

- Organizational conference of PRIOR North-West (St. Petersburg, 31.01.2002);
- Round table “Development of the Concept of Organization and Legal Support for the Information Society Development in the North-West of Russia” (St. Petersburg, 28.03.2002);
- Foundation conference of stakeholders, which established e-Development Partnership in Kaliningrad Region (Kaliningrad, 09.04.2002);
- Working meeting on realization of PRIOR North-West interregional program “Educational, Advisory and Information Support for Local Governance in the North-West of Russia” (St. Petersburg, 17.05.2002);

- Working meeting on preparing documents from North-West for European Union and international donor organizations' projects (St. Petersburg, 18.05.2002);
- Round table dedicated to PRIOR participation in the activity of international donor programs (Tacis, Open Society Institute programs, etc.) (St. Petersburg, 05.09.2002);
- Round table "PRIOR and Prospects for Interregional Cooperation" within the framework of the 5<sup>th</sup> Russian integrated conference "Information Society Technologies – Internet and Modern society" (St. Petersburg, 29.11.2002);
- Interregional conference of PRIOR North-West (St. Petersburg, 28.02.2003);
- Round table "Russian e-Development Partnership and Prospects for Interregional Cooperation" and workshop "Prospects of Using Open Software in the Projects Aimed at Developing e-Government Technologies" within the framework of the 2<sup>nd</sup> Russian scientific conference "e-Government in the Information Society: Theory and Practice" (St. Petersburg, 06.11.2003);
- Working meeting on international cooperation, including prospects of PRIOR North-West participation in Tacis CBC and IBPP projects (St. Petersburg, 23.01.2004);
- Working meeting on cooperation of PRIOR North-West with UNESCO Information for All Programme (St. Petersburg, 21.02.2004);
- Interregional conference of PRIOR North-West (St. Petersburg, 22.03.2004);
- Round table "Wi-Fi in Governmental, Research, and Educational Institutions, Commercial Companies. Experience from Turku" (St. Petersburg, 22.06.2004);
- Working meeting on cooperation in the information sphere between Delegation of Stockholm District Representative Office in St. Petersburg and PRIOR North-West (St. Petersburg, 19.08.2004).

Among other facilities used for experience sharing there are PRIOR North-West web site (<http://www.prior.nw.ru>) and North-West Development Gateway (<http://www.nw.russia-gateway.ru>).

- Another multistakeholder partnership contributing to the Information Society development in Russia is Interregional Public Organization in Support of UNESCO Information for All Programme. It conducts annually over 10 conferences, seminars, and round tables on Knowledge Society and Information Society; it has published over 20 documents and produced 9 CDs with materials; it shares experience via <http://www.ifap.ru> and <http://www.eco.ifap.ru>.

### ***International and regional cooperation***

Russian representatives participate in various global initiatives (programs, projects, organizations):

- UN ICT Task Force (<http://www.unicttaskforce.org>);
- Global Knowledge Partnership (GKP, <http://www.globalknowledge.org>);
- DG (<http://www.developmentgateway.org>);
- UNESCO Information for All Programme: (<http://www.ifap.ru>, <http://www.unesco.org/webworld/ifap>);
- ITU (<http://www.itu.org>);
- IFLA (<http://www.ifla.org>);
- World Information Technology and Services Alliance (WITSA, <http://www.witsa.org/>);
- Global Development Learning Network (GDLN, <http://www.gdln.org/>);
- Global Bangemann Challenge (until 1999);
- Stockholm Challenge (<http://www.stockholmchallenge.se/>);
- Global Junior Challenge (<http://www.gjc.it/2004/en/index.asp>).

Besides, Russian representatives participate in a number of regional initiatives, including the following:

- RCC (<http://www.rcc.org.ru/index.html>);

- ECPTA (<http://www.cept.org/>);
- CEENet (<http://www.ceenet.org/>);
- UN ICT TF EuCAs  
(<http://www.unicttaskforce.org/perl/showdoc.pl?area=rn5>,  
<http://topics.developmentgateway.org/un-ict-tf-eucas>,  
[http://www.russia-gateway.ru/content/pages/topicpage/?category\\_id=8097](http://www.russia-gateway.ru/content/pages/topicpage/?category_id=8097));
- Northern eDimension (<http://www.riso.ee/en/nordic/index.html>);
- BSEC (<http://www.bsec.gov.tr/>);
- SCO;
- CIS programs;
- EU programs and projects.

In international and regional cooperation Russia is represented by government, business, civil society, research and education community.

### ***Point of view on Internet governance***

There is no officially formulated position. However, on 2 November 2004, at the session of the Commission on Information Policy of the Council of Federation of the Federal Assembly of RF Minister of Information Technologies and Communications of RF Leonid Reiman expressed the opinion that regulations in the Internet should be settled by the Law on Media. He opposed to passing any new laws because, to his opinion, not the network, but legal aspects of interaction between information providers and information consumers are subject to regulation. According to the minister, Internet is the same means of information delivery as TV or radio. He is sure that attempts to regulate information technologies will not solve the problem.

### ***Priority action lines to promote Information Society development (according to WSIS Plan of Action)***

C1. Ensuring the effective participation of all stakeholders in developing the Information Society, strengthening cooperation and partnerships among all of them.



- C2. Development of infrastructure
- C3. Access to information and knowledge
- C4. Capacity building
- C5. Building confidence and security in the use of ICTs
- C6. Promoting enabling environment
- C7. ICT applications: benefits in all aspects of life:
  - e-Government
  - e-Business
  - e-Learning
  - e-Health
  - e-Employment (national experts have different opinions)
  - e-Environment (national experts have different opinions)
  - e-Agriculture (national experts have different opinions)
  - e-Science (national experts have different opinions)
- C8. Development of cultural diversity and identity, linguistic diversity and local content
- C9. Media
- C10. Ethical dimensions of the Information Society (national experts have different opinions)
- C11. International and regional cooperation.

## **Tajikistan**

### ***e-Readiness assessment***

e-Readiness assessment was conducted twice: in 2002 and 2003 within the Tajikistan Development Gateway Project with support of *infoDev* Program of the World Bank, and followed the Harvard methodology. The work was conducted by experts of Tajikistan Development Gateway and UNDP. The results were published in the report in Russian (<http://www.developmentgateway.org/download/139603/TjE-READINESS.doc>). In 2003 UNDP presented National Human Development Report 2001–2002. Its theme was Information and Communication for Development. The report

was prepared in collaboration with the Government of Republic of Tajikistan, research community and international organizations with financial support from the Open Society Institute (Soros Foundation).

### ***e-Strategy***

In 2004 the President's order adopted the program “Strategy for the Information Society Development”. It was developed by government, business, civil society, and research and education community.

### ***Plan of action***

The above strategy is actually a comprehensive program for ICT application in different spheres of social activity (education, research, governmental administration, etc). The program has been discussed at conferences for two years; it is being implemented by all development communities. It presupposes application of ICT and knowledge potential for resolving socio-economic problems and full-fledged development.

### ***Multistakeholder partnerships***

There are several organizations in Tajikistan that are integrating different development communities for development of particular segments of the Information Society, in particular:

1. Association of Communications Operators – NGO created in 1998; among its members there are Ministry of Communications, telecommunication companies and Internet services providers;
2. Association of Internet Users – created in 2003 with participation of Executive Office of the President of Republic of Tajikistan, GIPI, Internews Tajikistan, and with financial support of the Open Society Institute and UNDP;
3. Tajik Association of Academic, Research and Education Computer Network Users (TARENA) – created in 2002; as of 01.01.2002 its membership included Presidium of Academy of Sciences, several branches and institutes of the Academy of Sciences, 8 higher education institutions;

4. National Association of New Technologies and Information Systems Development in Tajikistan (TANTIS) – created in 2000, has 9 members (mass media and ISPs);

5. GIPI.

Among experience sharing events there are conferences, seminars and other meetings, in particular:

- International seminar «Role of ICTs in Education» (March 2001);
- Regional seminar on NREN (20.09.2001);
- TARENA Round table (26.09.2001);
- Seminar in pedagogical institute “Use of ICTs in Education” (September 2001);
- Competitions of compositions and drawings on ICT (17.10.2001);
- Opening the first Internet cafe (17.10.2001);
- Conference “Information Resources in Tajikistan” (23.10.2001);
- Seminar “Use of New Technologies” (November 2001);
- Competition of sites (2002, 2003);
- Dialog with the Ministry of Communications on air (December 2001);
- Seminar “Use of ICTs in Education (January 2002);
- Round table on Internet and legislation (February 2001);
- Mobile round tables conducted by provinces (August 2002);
- Press conference on ICT (August 2002);
- Seminar on Bishkek-Moscow conference (September 2002);
- Seminar “Digital Divide and Digital Opportunities” (November 2002);
- National conference on ICT “Tajikistan Integration in the World Community” (December 2002);
- Republican scientific and experience sharing seminar “Introducing Information and Communication Technologies

in the System of Higher Education of Republic of Tajikistan: State of Affairs and Prospects” (June 2003);

- First and Second national conferences on ICT (2003, 2004).

UNDP issues National Human Development Report; there are publications on ICT4D in mass media; the results of all relevant events are published on Tajikistan Development Gateway (<http://www.tajik-gateway.org/>).

### ***International and regional cooperation***

Tajikistan representatives participate in the following global programs and organizations:

- DG (<http://www.developmentgateway.org/>);
- ITU (<http://www.itu.org/>);
- IFLA (<http://www.ifla.org/>).

Besides, the country participates in several regional initiatives, including the following:

- RCC (<http://www.rcc.org.ru/ru/index.html>);
- CEENet (<http://www.ceenet.org/>);
- UN ICT TF EuCAs:  
(<http://www.unicttaskforce.org/perl/showdoc.pl?area=rn5>,  
<http://topics.developmentgateway.org/un-ict-tf-eucas>,  
[http://www.russia-gateway.ru/content/pages/topicpage/?category\\_id=8097](http://www.russia-gateway.ru/content/pages/topicpage/?category_id=8097));
- SCO;
- CIS programs;
- EU programs and projects.

In international and regional cooperation Tajikistan is represented by government, research and educational community.

### ***Point of view on Internet governance***

There is no special position on Internet governance, but this issue is touched in several legislatives and regulatory acts:

- Order of President of Republic of Tajikistan: “On Measures for Providing Access to Global Information Networks” (No. 1347 of 10.09.99);
- Law “On Informatization” (adopted in August 2001);
- Law “On Telecommunications” (adopted on 10.05.2002);
- Rules of Providing Internet Services on the Territory of Republic of Tajikistan (introduced by governmental resolution No. 389 of 08.09.01).

***Priority action lines to promote Information Society development (according to WSIS Plan of Action)***

C2. Development of infrastructure

C3. Access to information and knowledge

C4. Capacity building

C5. Building confidence and security

C7. ICT applications:

- e-Learning
- e-Health
- e-Science

C9. Media.

## **Ukraine**

### ***e-Readiness assessment***

Assessment of Ukraine e-Readiness was conducted in March 2001 within the framework of the Ukraine Development Gateway Project (planning phase) with *infoDev* Program support. The assessment followed the Harvard methodology. The results are published in report in English (<http://www.developmentgateway.org/download/140031/UaERMar-01.doc>).

In 2002 Information Society of Ukraine Foundation prepared the “e-Ukraine” document. This activity resulted in “expert analysis on the state of affairs of information infrastructure in Ukraine, general picture allowing to measure future progress.

Such... e-Readiness assessment... will contribute to creating the system for coordinating efforts of donors and government by specifying spheres demanding particular attention” (<http://www.un.kiev.ua/ua/undp/programmes/project.php?id=31>). The results were presented at the UNECE expert meeting on e-Development strategies for transition economies (Brussels, October 2002) and at session “e-Strategy and Governance for Information Society” conducted within the Pan-European Ministerial Conference in Bucharest (November 2002). A brochure “e-Ukraine” was published in Ukrainian and English; the similar document was included in the report of UNECE “e-Policy Development in Transition Economies, 2002–2003”.

### ***e-Strategy***

The strategy is not adopted yet, but representatives of all development communities developed a document “National Information Society Development Strategy of Ukraine”.

### ***Plan of action***

There is no action plan of the kind yet.

### ***Multistakeholder partnerships***

On 6 July 2001 Ukraine Development Gateway Project team established NGO “Ukraine e-Development Association”. Its members are the leading companies in the sphere of ICT, multinational corporations and NGOs. One of the key projects conducted by the Association is “Creating Regional Information Gateways and Information Centers on the Basis of Public Libraries in Ukraine” for further development of civil society and democracy on local level. Association shares experience and knowledge via Ukraine Development Gateway (<http://www.e-ukraine.org/e-ukraine/mainindex/>).

In 2002 Information Society of Ukraine Foundation, Institute of the Information Society, International Renaissance Foundation and Internews initiated creation of forum of non-governmental organizations in the sphere of ICT and telecommunications. The organizations use discussion forums and working meeting for experience sharing.

In 2003 Information Society of Ukraine Foundation initiated summoning public working group “e-Ukraine” with participation of civil society and research and education community.

The partners conduct different events for experience and knowledge sharing, including the following:

- Round table “Strategy for Promoting Export Oriented IT Industries” (Kyiv, 31 October 2003);
- Round table “Economic Foundations of National Information Society Development Strategy of Ukraine” (Kyiv, 20 November 2003);
- Forum “Civil Sector 3A” (4 December 2003);
- Presentation of the draft National Information Society Development Strategy of Ukraine at the first phase of the World Summit on the Information Society (Geneva, December 2003);
- International conference “National Information Society Development: from Strategy to Action” (regional conference for Eastern Europe and Central Asia of the Global Knowledge Partnership, Kyiv, 15–16 April 2004).

The following publications were issued:

- Brochure containing draft National Information Society Development Strategy of Ukraine (in Ukrainian and English, 2003 and 2004);
- The book “Information Society. Ukraine’s Way” (in Ukrainian, 2004).

Constantly working site <http://www.e-ukraine.com.ua> and discussion forum are used for knowledge and experience sharing among stakeholders.

### ***International and regional cooperation***

- GKP (<http://www.globalknowledge.org>);
- DG (<http://www.developmentgateway.org>);
- UNESCO Information for All Programme (<http://www.ifap.ru>,  
<http://www.unesco.org/webworld/ifap>);

- ITU (<http://www.itu.org>);
- IFLA (<http://www.ifla.org>);
- WITSA (<http://www.witsa.org/>);
- GDLN (<http://www.gdln.org/>).

Besides, representatives of Ukraine participate in a number of regional initiatives, including the following:

- RCC (<http://www.rcc.org.ru/ru/index.html>);
- ECPTA (<http://www.cept.org/>);
- CEENet (<http://www.ceenet.org/>);
- UN ICT TF EuCAs  
(<http://www.unicttaskforce.org/perl/showdoc.pl?area=rn5>,  
<http://topics.developmentgateway.org/un-ict-tf-eucas>,  
[http://www.russia-gateway.ru/content/pages/topicpage/  
?category\\_id=8097](http://www.russia-gateway.ru/content/pages/topicpage/?category_id=8097));
- BSEC (<http://www.bsec.gov.tr/>);
- SCO;
- CIS programs;
- EU programs and projects.

In international and regional cooperation the country is represented by government, business, civil society, and research and education community.

### ***Point of view on Internet governance***

The following basic documents express position on Internet governance:

- Order of the President of Ukraine “On Measures for Developing National Segment of Global Information Network Internet and Providing Access to this Network in Ukraine” (31 July 2000);
- Law of Ukraine “On Telecommunications” (18 November 2003, <http://zakon.rada.gov.ua/cgi-bin/laws/main.cgi>).



***Priority action lines to promote Information Society development (according to WSIS Plan of Action)***

C1. Stakeholders' participation in IS development, strengthening cooperation and partnerships

C6. Promoting enabling environment

C7. ICT applications:

- e-Government
- e-Business
- e-Learning
- e-Health
- e-Employment (marked not by all national experts)
- e-Environment
- e-Agriculture
- e-Science.

**Uzbekistan**

***e-Readiness assessment***

In 2001 Center for Economic Research conducted Uzbekistan e-Readiness within the Uzbekistan Development Gateway Project with support of *infoDev* Program of the World Bank. The assessment followed the Harvard methodology. The results were presented in a report (<http://www.developmentgateway.org/download/140271/UzERAug.zip>, in English).

In 2003 the country conducted "Monitoring of ICT Development in Uzbekistan" within the framework Digital Development Initiative of UNDP and Uzbek Agency for Communications and Informatization.

At present UNDP Digital Development Initiative of UNDP is preparing annual survey of ICT development in Uzbekistan, which is due in November 2004.

***e-Strategy***

Uzbekistan has not yet adopted an IS development strategy.

### ***Plan of action***

In 2002 Cabinet of Ministers of Republic of Uzbekistan adopted Program for Computerization and ICT Development for 2002–2010 (<http://www.darvoza.uz/ICT/ICT2111.pdf>), covering main dimensions for ICT production and use in the country. The program is being implemented by representatives of government, civil society, and research and education community. The program provides for awareness raising on Information Society development policy, legal and regulatory environment, ICT potential for resolving socio-economic problems and full-fledged development, as well as for creating the system of involving general public in ICT and knowledge use for development.

### ***Multistakeholder partnerships***

In 2004 Uzbekistan Development Gateway Project established its Advisory Board, which can be regarded as a multistakeholder partnership. The Board comprises 17 representatives from government, business, civil society, research and education community. It shares experience through presentations, meetings, competitions, newsletters. The following gateways serve as online facilities for experience sharing:

- Uzbekistan Development Gateway (<http://www.darvoza.uz>, <http://www.gateway.uz>);
- Central Asian Gateway (<http://www.cagateway.org>);
- Community Empowerment Network (<http://www.communityempowerment.net>).

### ***International and regional cooperation***

Uzbekistan participates in the following global programs and organizations:

- DG (<http://www.developmentgateway.org>);
- UNESCO Information for All Programme (<http://www.ifap.ru/>, <http://www.unesco.org/webworld/ifap>);
- ITU (<http://www.itu.org>);
- IFLA (<http://www.ifla.org>);

Uzbekistan also participates in regional initiatives, programs and organizations, including the following:

- RCC (<http://www.rcc.org.ru/ru/index.html>);
- CEENet (<http://www.ceenet.org/>);
- UN ICT TF EuCAs  
(<http://www.unicttaskforce.org/perl/showdoc.pl?area=rn5>,  
<http://topics.developmentgateway.org/un-ict-tf-eucas>,  
[http://www.russia-gateway.ru/content/pages/topicpage/?category\\_id=8097](http://www.russia-gateway.ru/content/pages/topicpage/?category_id=8097));
- SCO;
- CIS programs;
- EU programs and projects.

In the international and regional cooperation the country is represented by government, business, civil society, and research and education community.

### ***Point of view on Internet governance***

There is no special position on Internet governance, but approaches in the sphere are specified in the above Program for Computerization and ICT Development for 2002–2010 and a number of legislative acts:

- Law “On Informatization”  
<http://www.darvoza.uz/downloads/ICT/ICT2135.pdf>;
- Law «On Principles and Guarantees of Freedom of Information”  
<http://www.darvoza.uz/downloads/ICT/ICT2165.pdf>;
- Law “On e-Commerce”  
<http://www.darvoza.uz/downloads/ICT/ICT2132.pdf>;
- Law “On e-Workflow”  
<http://www.darvoza.uz/downloads/ICT/ICT2133.pdf>;
- Law “On Digital Electronic Signature”  
<http://www.darvoza.uz/ICT/ICT2134.pdf>;

- Law “On Legal Protection of Programs for Computers and Databases”  
<http://www.darvoza.uz/ICT/ICT2169.pdf>;
- Law “On Telecommunications”  
<http://www.darvoza.uz/ICT/ICT2174.pdf>.

***Priority action lines to promote Information Society development (according to WSIS Plan of Action)***

- C1. Stakeholders’ participation in IS development, strengthening cooperation and partnerships
- C2. Development of infrastructure
- C3. Access to information and knowledge
- C4. Capacity building
- C5. Building confidence and security
- C6. Promoting enabling environment
- C7. ICT applications:
  - e-Government
  - e-Business
  - e-Learning
  - e-Health
  - e-Employment
  - e-Environment
  - e-Agriculture
  - e-Science
- C8. Development of cultural diversity and identity, linguistic diversity and local content
- C9. Media
- C10. Ethical dimensions of the Information Society
- C11. International and regional cooperation.

## **Comparative survey by indicators**

### **e-Readiness assessment**

#### ***Azerbaijan***

The work was accomplished within Azerbaijan Government – UNDP Joint Project “National Information and Communication Technology Strategy”. The work was followed up by an official bulletin.

#### ***Belarus***

Assessment of ICT infrastructure and e-Readiness of Belarus was conducted within the framework of *infoDev* Program of the World Bank in 2003. The research results were published in detailed report on the ICT potential of Republic of Belarus. These results were also used in preparation of the National informatization program “e-Belarus” for 2003–2005 and until 2010.

#### ***Kyrgyzstan***

Kyrgyzstan e-Readiness assessment was conducted in 2002 within the framework of UNDP activity and Kyrgyzstan Development Gateway Project with support of *infoDev* Program of the World Bank. The results were published in report.

#### ***Moldova***

In 2001 the country conducted ICT infrastructure and e-Readiness assessment within the framework of Moldova Development Gateway Project with support of *infoDev* Program of the World Bank. The results were summarized in report.

A new e-Readiness assessment was conducted in 2004 and presented in a report. The report was approved and recommended for implementing in the National strategy of Information Society development in Republic of Moldova.

### **Russia**

Analytical report “Russia e-Readiness: Assessment of Possibilities and Needs for Large-Scale Use of Information and Communication Technologies” (2001) is prepared within the Russia Development Gateway Project with support of *infoDev* Program of the World Bank. Available online in Russian and English and in printed form in Russian.

Analytical report “Russia e-Readiness. Assessment of Processes and Factors of e-Development” (2002–2004) was prepared within a special project of *infoDev* Program of the World Bank. Available online and in printed form in Russian and English.

Report on research work “Assessment of Territories’ e-Readiness” was drafted in 2003 within the federal target program “eRussia (2002–2010)” under the Ministry of Economic Development and Trade of RF (using data from Tula, Kaliningrad, Novgorod, Perm, Chelyabinsk regions and Khanty-Mansi Autonomous Area – Yugra).

UNESCO Information for All Programme and All-Russian Program for Establishing a Network of Public Centers of Legal Information have been organizing research on Russia’s integration in the Knowledge Society on a number of aspects since 2001. The results of research are reflected in a series of brochures “World Summit on the Information Society”.

### **Tajikistan**

e-Readiness assessment was conducted twice: in 2002 and 2003 within the Tajikistan Development Gateway Project.

### **Ukraine**

Assessment of Ukraine e-Readiness was conducted in 2001 within the framework of the Ukraine Development Gateway Project under support of the *infoDev* Program of the World Bank.

In 2002 Information Society of Ukraine Foundation prepared a document “e-Ukraine”, which provides data on information Society development processes in the country. Brochure “e-Ukraine” was published in Ukrainian and English; the similar document

was included in the UNECE report “Development of e-Policy in Transition Economies, 2002–2003”.

### ***Uzbekistan***

Assessment of Uzbekistan e-Readiness was conducted in 2001 within the framework of the Uzbekistan Development Gateway Project under support of the *infoDev* Program of the World Bank.

Monitoring of ICT development in Uzbekistan was conducted within the framework of Digital Development Initiative of UNDP and Uzbek Agency for Communications and Informatization in 2003.

At present UNDP Digital Development Initiative of UNDP is preparing an issue of annual survey of ICT development in Uzbekistan, which is due in November 2004.

### **e-Strategy**

#### ***Azerbaijan***

National ICT Strategy in Azerbaijan for 2004–2011 was adopted and approved by President’s Order of 17 February 2004.

#### ***Belarus***

The strategy was not adopted. There is a Concept of Governmental Policy in the Sphere of Informatization (April 1999).

#### ***Kyrgyzstan***

In 2001 the country adopted National Strategy “ICT for Development”, which was drafted by all development communities.

#### ***Moldova***

National Strategy “Information Society Technologies for Development” started to be elaborated on the initiative of Department of Information Technologies on behalf of the government of Republic of Moldova with UNDP financial support.

Final version of the Strategy is to be adopted in December, 2004.

### ***Russia***

National strategy is not adopted yet, but there is a number of conceptual and strategic documents that can form the basis for national IS development strategy, including draft version of the National Strategy of Russia's Informational Development (2004).

### ***Tajikistan***

In 2004 the President order adopted the program "Strategy of the Information Society Development".

### ***Ukraine***

The strategy is not adopted yet, but representatives of all development communities developed a document "National Information Society Development Strategy of Ukraine".

### ***Uzbekistan***

Uzbekistan has not yet adopted an IS development strategy.

## **Plan of action**

### ***Azerbaijan***

The plan of actions on implementation of National ICT strategy – Program for Communications and Information Technologies Development in Republic of Azerbaijan – was completed in October 2004.

### ***Belarus***

The country adopted a National program for informatization "e-Belarus" for 2003–2005 and for the period until 2010.

### ***Kyrgyzstan***

In early 2004 the government adopted the first plan of actions. Specialists considered it inefficient. In autumn all development communities started work on its improvement.



***Moldova***

Development of an appropriate plan of action is part of the e-Moldova Project.

***Russia***

Since mid-90-ies Russia has developed several interdepartmental and federal target programs aimed at developing particular components of the Information Society, including federal target program “eRussia (2002–2010)” adopted in January 2002.

There is a number of regional e-Development programs, including: city target program “e-Moscow” for 2003–2007, regional target program “e-Prikamye” (Perm Region) and others.

There is a number of projects in non-governmental sector, which support and develop Information Society.

***Tajikistan***

The above strategy is actually a comprehensive program for introducing ICT in different spheres of social activity (education, research, governmental administration, etc).

***Ukraine***

There is no program of the kind yet.

***Uzbekistan***

In 2002 Cabinet of Ministers of Republic of Uzbekistan adopted Program for Computerization and Information and Communication Technologies Development for 2002–2010.

**Multistakeholder partnerships*****Azerbaijan***

There are several multistakeholder partnerships in the country. Their activity is aimed primarily at developing network technologies, first of all Internet.

### ***Belarus***

There are two partnerships promoting IS development in the country: community of specialists in the sphere of Belorussian Internet (created in 1999), and Belarus Development Gateway Partnership created in 2004.

### ***Kyrgyzstan***

The main players in the sphere of ICT – NGOs, representatives of business and governmental authorities – signed an agreement on conducting annual conferences (national summits) for discussing and resolving ICT use and development problems. Organizing committee comprising all stakeholders works between the conferences.

### ***Moldova***

The largest (and most formalized) multistakeholder partnership was created within the framework of the e-Moldova Project. Among its participants there are ministries and departments, corporations, NGOs, universities, Academy of Sciences, the World Bank and UNDP representative offices, and Soros Foundation.

Another partnership was created in 2001 within the framework of the Moldova Development Gateway Project – the partnership of different development communities without formal participation of the government. It has a form of incorporation since 2002: Moldova Digital Development Foundation.

### ***Russia***

Among multistakeholder partnerships contributing to the Information Society development, there are:

- Russian e-Development Partnership (PRIOR) – created in 2001; at present PRIOR membership covers 274 organizations from 29 regions of Russia representing the main driving forces of development. There are separate segments of PRIOR in North-Western Russia (including Kaliningrad and Novgorod regions), in Perm Region, Republic of Tatarstan, Stavropol Territory, Tula Region, Khanty-Mansi Autonomous Area – Yugra (municipal segment in Nizhnevartovsk), and in

South Ural (Chelyabinsk Region, including municipal segment in Magnitogorsk).

- Partnership for the Information Society Development in the North-West of Russia – established on 31 January 2002; at present the partnership has status of juridical person with a form of incorporation “non-commercial partnership”; it has 88 member organizations representing all development communities;
- Interregional public organization in support of UNESCO Information for All Programme.

### ***Tajikistan***

There are several organizations in Tajikistan that are integrating different communities for development of particular segments of the Information Society, for example:

- Association of Communications Operators (created in 1998);
- Association of Internet Users (created in 2003);
- Tajik Association of Academic, Research and Education Computer Network Users (TARENA, created in 2002);
- National Association of New Technologies and Information Systems Development in Tajikistan (TANTIS, created in 2000).

### ***Ukraine***

Non-governmental organization “Ukraine e-Development Association” was established in 2001. Among its members there are leading companies in the sphere of ICT, multinational corporations and NGOs.

Forum of public organizations in the sphere of ICT and telecommunications was established in 2002.

Public working group “e-Ukraine” with participation of civil society and research and education community was established in 2003.

### ***Uzbekistan***

Advisory Board for the Uzbekistan Development Gateway Project was established in 2004 as a multistakeholder partnership. The Board comprises 17 representatives from all development communities.

## **International and regional cooperation**

### ***Azerbaijan***

The country is fairly active in the sphere of international cooperation. Since 2003 Azerbaijan boosts activity in numerous regional and international projects on IS development, including DG, ITU, IFLA, RCC, ECPTA, UN ICT TF EuCAs, and CIS programs.

### ***Republic of Belarus***

Republic of Belarus participates in three global programs and organizations – DG, ITU and IFLA. On the regional level it participates in RCC, ECPTA, UN ICT TF EuCAs, CIS programs and EU programs and projects.

### ***Kyrgyzstan***

Kyrgyzstan participates in the following global programs and organizations: DG, ITU, IFLA. As for regional programs, projects and organizations, the country participates in the following ones: RCC, ECPTA, CEENet, UN ICT TF EuCAs, BSEC, SCO, CIS programs, and EU programs and projects.

### ***Moldova***

The country participates in DG, ITU and IFLA, RCC, CEENet, ECPTA, UN ICT TF EuCAs, BSEC, CIS and EU programs and projects.

### ***Russia***

Russian representatives participate in various global initiatives: UN ICT Task Force, GKP, DG, UNESCO Information for All Programme, ITU, IFLA, WITSA, GDLN, Stockholm Challenge, and

Global Junior Challenge. Among regional initiatives there are: RCC, ECPTA, CEENet, UN ICT TF EuCAs, Northern eDimension, BSEC, SCO, CIS and EU programs and projects.

### ***Tajikistan***

Global programs and organizations: DG, ITU, IFLA. Regional initiatives: RCC, CEENet, UN ICT TF EuCAs, SCO, CIS and EU programs and projects.

### ***Ukraine***

Global programs and organizations: GKP, DG, UNESCO Information for All Programme, ITU, IFLA, WITSA, GDLN. Regional initiatives: RCC, ECPTA, CEENet, UN ICT TF EuCAs, BSEC, SCO, CIS and EU programs and projects.

### ***Uzbekistan***

Global programs and organizations: DG, UNESCO Information for All Programme, ITU, IFLA. Regional initiatives: RCC, CEENet, UN ICT TF EuCAs, SCO, CIS and EU programs and projects.

## **Point of view on Internet governance**

### ***Azerbaijan***

The problem is under discussion in the country, but no official position is developed yet.

### ***Republic of Belarus***

The country does not have clear position on this subject. On legislative level there are attempts to introduce Internet governance (laws “On Information Security”, “On Press and Other Mass Media”).

### ***Kyrgyzstan***

There was an attempt to draft a law on Internet governance, but this initiative was suspended within a day of its appearance.

### ***Moldova***

The country does not have a developed point of view.

### ***Russia***

There is no officially formulated position. However, Minister of Information Technologies and Communications of RF expressed the opinion that regulations in the Internet should be settled by the Law on Media.

### ***Tajikistan***

There is no special position on Internet governance, but this issue is touched in several legislatives and regulatory acts: Order of President of Republic of Tajikistan: “On Measures for Providing Access to Global Information Networks” (1999), Law “On Informatization” (adopted in August 2001), Law “On Telecommunications” (adopted on 10.05.2002), Rules of Providing Internet Services on the Territory of Republic of Tajikistan, introduced by governmental resolution in August 2001.

### ***Ukraine***

Position on Internet governance is stated in the order of the President of Ukraine “On Measures for Developing National Component of Global Information Network Internet and Providing Access to this Network in Ukraine” (31 July 2000) and Law of Ukraine “On Telecommunications” (18 November 2003).

### ***Uzbekistan***

There is no special position on Internet governance, but approaches in the sphere are specified in the Program for Computerization and Information and Communication Technologies Development for 2002–2010 and a number of legislative acts.

### **Priority action lines to promote Information Society development (according to WSIS Plan of Action)**

See Annex 3.

## Conclusions

The above analysis allowed to compare the situation on implementing priority actions aimed at the Information Society development in eight CIS countries – Azerbaijan, Belarus, Kyrgyzstan, Moldova, Russia, Tajikistan, Ukraine and Uzbekistan – and make the following conclusions:

1. From the point of view of creating conditions for the Information Society development the situation in the above countries is very heterogenous, strengthening international cooperations can improve this situation in mid-term.
2. e-Readiness assessments were conducted in all countries. This activity was undertaken mainly within the framework of UNDP projects and Development Gateway Program. There is a positive tendency towards activization of these efforts: regular reports are drafted; the need to develop coherent indicators of assessment is articulated.
3. National e-Development strategies are adopted in several countries on the level of programs; there is such strategy in Ukraine, but it has not been adopted yet; such strategy is under development in Moldova; other countries of the region either have no strategy of the kind or have abridged versions of them, for example, policy in the sphere of informatization, ICT development strategy, ICT4D strategy, informational development strategy, etc.
4. There are relevant plans of action / programs almost in all countries but they, as a rule, did not follow e-Readiness assessments and adoption of national strategy; they usually cover separate aspects of the Information Society development and lack coordination.
5. Multistakeholder partnerships are established mainly on separate dimensions of IS development and are not large enough, except for Russia, which has multistakeholder partnership with clear structure and large number of participants on national, regional and municipal levels.
6. The countries of the region participate in international cooperation for IS development. The level of participation is

satisfactory but insufficient; regional cooperation (except in the sphere of communications) can be evaluated as evidently insufficient.

7. Internet governance problem remains unresolved in all countries analyzed in the survey – elements of this are part of some acting or forthcoming legislative and/or normative acts like in Tajikistan, Ukraine and Belarus, or programs like in Uzbekistan; or there are oral statements made by government officials like in Russia.



## Discussion

The discussion that followed presentation of the report covered priorities and problems to be raised at the UN ICT Task Force Global Forum in November in Berlin.

**Dr. Evgeny Kuzmin**, Head of Department of Archives and Libraries, Ministry of Culture and Mass Communications of Russian Federation, Chairman of Russian Committee and member of Intergovernmental Council of the UNESCO Information for All Program, said that governments in almost all countries of the world initiate activity on “increasing information literacy” or “fighting information illiteracy”. Russia suggested a new interesting concept within the framework of UNESCO Program, which was acknowledged as sensational by many participants: the concept of information culture of individual. This concept has been developing in the Kemerovo University of Culture and Arts. Due to brilliant specialists of this university Kemerovo is becoming a world center of research in this sphere. They created a corresponding methodology, teaching methods for different citizens groups – depending on the level of education, including groups that do not have any knowledge of ICT. This activity fully corresponds to one of the crucial dimensions of WSIS Plan of Action – capacity building: developing necessary skills to benefit fully from the Information Society.

Mr. Kuzmin also asked to give him more information on the following issues: 1) Are there any e-Readiness assessments in other regions of the world (like the one in CIS presented in the report); 2) To what extent the term “e-Readiness” is applicable, and what are the criteria of e-Readiness assessment.

**Ms. Mambetalieva** answered the first question. She said that activity of the Regional Bureau of UNDP for Europe and CIS including the work of specialists from the countries in the region allowed to issue a book “How to Build Open Information Societies: A collection of best practices and know-how”. The book

presents a collection of knowledge-based best practices accumulated by UNDP in Europe and the Commonwealth of Independent States (CIS). Its main purpose is to identify and share UNDP's know-how in this rapidly emerging area, by showing how ICT can promote socio-economic development and good governance. The book is divided into country sections, each beginning with an ICTD country profile, summarizing basic country indicators, ICTD partners and current and planned e-Governance activities. Chapters conclude with a list of lessons learned, important for strategizing new initiatives. The book is available free via the online bookstore at <http://www.ecissurf.org/index.cfm?module=BookStore&page=Book&BookID=89>.

Such surveys form basis for the following steps in correct directions. The above document was prepared for Eastern Europe to assess joint possibilities for resolving e-Development issues in regional perspective.

**Dr. Hohlov** specified that the form of regionwide comparative surveys is relatively new and is not established yet. There are five regional networks of UN ICT Task Force:

- African Stakeholders Network;
- Latin America and the Caribbean Regional Network;
- Asia Regional Network;
- Arab States Regional Network;
- Europe and Central Asia Regional Network.

None of these networks (except for the latter) has drafted a similar report, although they are conducting surveys in the sphere in other formats, and these documents can be analyzed. Dr. Hohlov suggested accumulating them at least at one of the information resources of UN ICT TF EuCAs participants to make working with them easier.

**Mr. Sergey Shaposhnik**, Director for Information Society Monitoring, IIS, answered Mr. Kuzmin's second question. He stressed that there are certain difficulties in rendering new phenomena in Russian reality and English concepts in Russian language. Advanced economies have come a long way of the Information Society development, while in Russia mentality and

practice make it difficult to find one-to-one correspondence for these concepts.

Recent tendency of monitoring works, including studies of indicators of the state of IS, level of e-Development or even scientific development is to group them in order to develop a “readiness classifier”. The term “readiness” is connected with orienting the system of indicators at conditions analysis. In the recent period monitoring covered ICT application, while the new approach demands taking into account conditions that affect viability of e-Government, e-Business, etc.

Obviously, for Russian speakers it is difficult to understand these terms. They believe that readiness means certain initial stage, which then develops into something. In fact, all countries are studied according to readiness parameter, even those that entered advanced stages of development – the USA, European Union and other countries. There are numerous indicators of readiness for the Information Society, for the networked world, and so on. Strictly speaking, there are three things that should be measured: readiness, use and impact. “Use” is sometimes called “advancement”, i.e. integration of ICT in key spheres of activity. Usually the reports take into account all three systems of indicators under the term “readiness”.

**Prof. Valery Borduje**, President of non-commercial partnership “Ural Computer Forum”, added that the level of advancement is being for a certain period assessed according to the methodology of the Centre for International Development of Harvard University, which is used to study the “digital divide”. The term “society readiness” is rather new, however, there is no doubt that it will enter everyday thesaurus.

**Dr. Grin** drew attention at the necessity to involve business in developing the Information Society in cooperation with government and non-governmental organizations. This initiative was forwarded and implemented by ITU in the course of preparation to the first phase of WSIS in Geneva. For the first time UN summit followed the format of equal cooperation. It is very important that all development communities work in Russia and CIS jointly and unanimously. Until present day the logics of IS development allowed all these communities to move in one direction. It will be

right for every community – NGOs, business and government – to define their contribution more clearly and fulfill it.

**Prof. Andrey Krutskikh**, Deputy Head of Department on Security and Disarmament, Ministry of Foreign Affairs of Russia, Professor of Moscow State Institute for International Relations, stated that politics and business should go hand in hand and support each other. International summits discuss not only political issues but also those related to the revolution in the field of technology, especially ICT. The objective is to use political leverages to support national economic interests, including interests of national business. This was continually declared by the Russian President Vladimir Putin. However, Russian diplomats recurrently witnessed the situation when political interests were not reinforced by a proper coordination between business and diplomacy. The task of the Ministry of Foreign Affairs of Russia is to promote national economic and business interests to the agenda of international cooperation. It is crucial to prevent incompetent documents undermining states' positions in negotiations; it is important to be sure that business participation in the international negotiations, in particular, in the framework of WSIS, does not disagree with official position of our countries. There were precedents when parties did not act in unison with each other. This weakened all stakeholders as against our competitors, both political and economic ones, and needed follow-up correction of mistakes.

The negotiations at the second phase of WSIS in Tunis are expected to be serious: it is supposed that they will shape algorithm of the global policy in the sphere of ICT for long term. And there is no right for mistake there, otherwise Russia and other CIS countries will never be able to reach Western countries. That is why delegations should develop all necessary positions beforehand and jointly. There is no principal disagreement between diplomacy, business and civil society. The main thing is that government and other communities should be able to develop a common line.

This is what American stakeholders do. Their delegation is absolutely unanimous, not just in terms of forms of representation, but by essence. No wonder that American, or British, or EU positions are so strong – they stand united. All countries at international forums in the sphere of ICT and IS development

act from positions that are brought together to most extent possible. When, for instance, a representative of Latin America is speaking, he speaks on behalf of all countries of the region at the same time. Arab and African countries, developing countries in general act the same way. The same concerns Europe – one European representative speaks on behalf of all EU, and voting goes actually by blocks.

Russian and former USSR representatives often appear separately. This mistake should be corrected as soon as possible.

**Dr. Igor Agamirzyan**, Director for Business Development in the Sphere of Science, Microsoft Moscow Representative Office, informed the participants about his experience of participation in numerous international initiatives in the sphere of information technologies. He was one of Russian business representatives in DOT Force – G8 expert council that was implementing the Okinawa Charter of Global Information Society. During the recent years he participated in UN ICT Task Force as an ICT Advisor to the UN Secretary General. In the DOT Force multistakeholder partnership and consulting process with participation of the civil society were refined and efficient, while at WSIS absence of divergence in views owed to practically complete lack of business representatives in the Russian delegation. Actually, there were only representatives from government and civil society organizations from Russia.

There is international business in the sphere of information and communication technologies in Russia, there is large business in the same sphere, which is equally interested in resolving these objectives and is open for partnership. But it simply was not invited. The difference between Russian and American or European delegations at the Summit was evident due to the fact that in American delegation the leading place was taken by largest American corporations, there was clear coordination with governmental interests and policy. Business activity – both in America and Europe – is far beyond the activity in the Russian business sector.

However, according to **Dr. Grin**, the problem lies not in the fact that business is not invited to such events, but in the fact that Russian ICT business does not show readiness and initiative to

participate together with other communities in international events at such level.

**Ms. Mambetalieva** expressed concern about fragmentation of efforts in the CIS countries. Bishkek is organizing a conference in preparation to Tunis phase of WSIS, at the same time Baku is conducting a subregional conference of CIS countries on the same topic – that means no possibility of block creation. The position of the Russian Ministry of Information Technologies and Communications on the subject is unclear. Besides, Central Asia countries are somewhat disappointed with WSIS results. There is no awareness of how this event changed life of people, governmental policy, and priority on using ICT for development. It seems appropriate to analyze and include in the report of the regional delegation information about results achieved during the period between the first and the second stages of WSIS.

To achieve particular results it is necessary at least to have a national Information Society development strategy. The question of national strategy is perceived by different countries differently. For some of them national strategy is a document adopted by communications minister, for others – by government, for somebody – by the president. The level of making political and economic decisions varies, and this should be taken into account in the process of preparing and adopting international documents.

**Dr. Hohlov** drew the participants' attention to the report presented by Ms. Ershova and Ms. Mambetalieva. There are several basic indicators in the document, which should be matched in the region in the period from December 2003 to November 2005. Each country should make e-Readiness analysis, and adopt national e-Development strategies. There should be programs or plans of actions to implement these strategies. There should be successful projects showcasing how information technologies change our life and work for the best.

There are indicators that allow to understand whether the country has implemented its commitments, which were signed by its delegation at WSIS. So far according to independent experts (although these results are preliminary so far) none of eight analyzed countries is ready for Tunis event according to most indicators. And only one year is left.

**Dr. Kuzmin** followed the discussion speaking about responsibility that lies on the Ministry of Information Technologies and Communications as a governmental authority in charge of IS development. According to Mr. Kuzmin, the Ministry alone is not able to manage the large-scale topic, which will be the subject of discussion at WSIS. Let us look at basic documents of the previous Summit phase. Plan of Action – about 35 pages in small print, which has a section “Access to information and knowledge” with 15 provisions stating what countries should do. There is a section “Building confidence and security in the use of ICTs”, stating that government should raise public awareness, increase confidence in ICT. “Cultural diversity and identity, linguistic diversity and local content” – this is also an objective for the whole country, including government, business, and civil society. When all major players participate in the process, everything goes normally. Reducing this activity to information technologies and communications is simplifying, making it more primitive. But the mandate of the Ministry of Information Technologies and Communications is limited exactly by ICT, which means that problems are resolved only partially, leaving many of them behind.

At the same time, technologies are created at large: Internet, mobile telephony, wonderful broadband channels – there is everything. Still, there is another, more difficult problem: what information resources are there, who use them, who does not use them and why? Another issue is the question of people’s preparedness: there are resources but people cannot access them because of insufficient skills of using ICT.

There is another problem: much contents exist only in English, and a large number of potential users cannot use them because of language barrier. How many people in Russia read in English? Not so many. And nobody translates all those materials that could be very useful.

There were not many people in old Russian government who understood the term “Information Society”, even less people knew what “global Information Society” is, and there are just exclusive individuals, who know what WSIS is. New government improved the situation, but dramatic changes are still needed. The situation with other communities is largely the same: there

were dozens of thousands messages about Geneva Summit in English-speaking Internet, as distinct from scarce notices in the Russian zone. This shows that Russia does not realize political and human importance of these problems. Nowadays international community lays foundations for the future decades. How will Russia participate in this? Several times there were situations, when Russia actively promoted this or that convention – and did not ratify it afterwards...

Development of partnership, organization of dialog with participation of all stakeholders on national level and implementation of national IS strategy could make considerable contribution to that.

**Mr. Andriy Kolodyuk**, President of the Information Society of Ukraine Foundation, expressed willingness to support the initiative of the UN ICT TF EuCAs Moscow Secretariat. The present study gives important information and allows clear understanding of the situation, which is necessary for preparing strategies and planning further actions taking into account objective factors. That is why readiness assessment is an important tool for strategy development and implementation.

In April 2004 annual conference of the Global Knowledge Partnership (San Jose, Costa Rica) presented project 2NIS<sup>2</sup> – National Information Societies for the New Independent States. This project aims at creating regional partnership that will allow former Soviet republics represent their regional interests. The project initiators believe that this will be for the benefit of everyone. This idea was already expressed by Prof. Krutskikh. Everybody in Geneva witnessed that countries of our region acted separately from each other. This partly accounts for our inability to present our achievements and position ourselves favourably at the global arena. But at the same time we are interested in foreign markets, investments and partnership.

Integration at regional level is a very difficult task. In Ukraine there was much speculation over the booth to be presented in Geneva – will it be governmental or national, i.e. will there be only public authorities or other communities as well. The Information Society of Ukraine Foundation initiated and organized

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<sup>2</sup> Abbreviation 2NIS is spelled as “Tunis” – the location of the second phase of WSIS.



national booth that brought together government, business and NGOs. Although the booth was presented by governmental authority – Chairman of Committee for Communications and Informatization of the Ukrainian government, he did it on behalf of all three sectors. Other countries of our region also experience difficulties in resolving these issues, to say nothing of the region on the whole. Nevertheless, the question of joint positioning is to be answered, which needs first of all assessing situation in each country and giving general estimation of the whole region. All that was done in today's comparative survey as the very first step. There is a hope that 2NIS project will continue and enhance this work in cooperation with all stakeholders.

Mr. Kolodiuk expressed confidence that people of the region, which use Russian as an international language, have much to share and to learn from each other, not only from Western countries, which also have accumulated positive experience that should be studied and used.

Notwithstanding the urgency of infrastructure problems in the process of transition to the Information Society, Mr. Kolodiuk stressed the necessity to address humanitarian aspects, since technologies are only a tool used by people for living and working. The main questions: How can we make this life better? How can we develop a strategy and implement it to address this aim? How can we grow critical mass of Information Society and reach the effect relevant for all forces of the society? These issues are considered by 2NIS project, and we hope that in cooperation with other initiatives it will manage to resolve them.

**Mr. Vadim Dryganov**, Chairman of the Information Development Promotion Foundation, member of the Board of Trustees of the Foundation for Supporting Innovative Studies (Belarus) fully supported his Ukrainian colleague. Such regional initiatives are essential and relevant for Belarus. In the recent years Belarus conducted an administrative reform, and it took long to shape governmental authorities that would deal with informatization and Information Society issues. First it was Ministry of Communications, than Academy of Sciences, and six months ago Ministry of Communications again. These shifts made Belarus' position at international high-level forums rather weak.

**Dr. Olga Vershinskaya**, Lead Researcher, Institute of Socio-Economic Problems of Population of the Russian Academy of Sciences, went back to Mr. Kuzmin's remark and said that the concept of "readiness" can be divided into three parts: readiness of government, infrastructure, and citizens. As a rule this largely refers to infrastructure readiness, and rarely to other components. At the same time citizens readiness should be given highest priority: in fact, it is possible to reach full computer coverage, but what would that serve for if people do not use computers? What about legislative environment? Government lags behind the real world, laws do not reflect modern development tendencies, impede development – that is an urgent political issue.

**Dr. Janh Khan-Magomedov**, Executive Director, Regional Center for Internet Technologies (ROCIT), mentioned another key dimension specified in WSIS Action Plan – building confidence and security. According to him, the situation with confidence in Russia leaves much to be desired: citizens and business do not express confidence in the government and vice versa. The problem is deeper and more fundamental than confidence in ICT application: it is about confidence within the country and confidence among the countries of the world. Dr. Khan-Magomedov adduced data on the survey conducted recently by independent experts – study of countries' confidence in other states. According to this rating, the USA obtained the first place for non-confidence, and Russia is somewhere near that. The time has passed when Russia tried to dictate its will to the whole world. Why this mistrust, then? Partially this owes to the past, but let us ask ourselves – what does Russia do to change the state of affairs? It has weak presence at international forums, when the country promotes some initiatives it is not always able to follow them to an end, and so on. This means that structures of civil society do not work to the full extent. If they are more active, there will be people and organizations that will defend Russia's interests at the international level.

**Mr. Sergey Ivanov**, Deputy Director of Department for Information Society Development Strategy, Ministry of Information Technologies and Communications of RF, reminded the participants that in the end of September, 2004, Russia adopted the Concept of IT Application by Federal Government Authorities until 2010, which

offers mechanism of e-Government development, from setting out information infrastructure to increasing the level of competence among civil servants and providing services to the citizens. Implementation of this concept is planned by 2010 within several programs, including “eRussia”. E-Government is one of the most crucial ICT applications, which helps to use advantages of the Information Society in all aspects of life. That is why discussion of priority dimensions for joint activity within the region should pay special attention to it.

**Dr. Hohlov** agreed with the necessity to introduce e-Government technologies and e-Governance development. He said that governmental structures lag behind real development of the Information Society. The situation can be improved by strengthening cooperation with other communities, and Russia has already started this process. In particular, in the recent months cooperation of the Ministry of IT and Communications with business and civil society allowed to draft several documents, one of which, mentioned by Mr. Ivanov, has been already adopted.

The second document – Concept of IT Market Development in the Russian Federation for 2005–2010 – was prepared by the business community and Association of Computer and IT Producers. Ministry of Communications has generally approved this document and presented it as its own development which, hopefully, will be soon presented before the government and adopted.

The third document, which is now under discussion, is dedicated to the problem of regional informatization. It would be right to coordinate it not only in government departments but also publicly discuss it with other stakeholders. What is needed is a new, modern concept of the Information Society development in country’s provinces, because all previous approaches that are still used in the most important conceptual documents, are outdated. Dr. Hohlov cited: “When I read this I feel 25 years younger”. Today we should speak about actions on the Information Society development in the territories with different starting positions and growth points, about different factors that are to be taken into account, fundamentals of the plan of actions on implementing this strategy. The proposed draft concept of regional informatization does not take all these issues into account, everything it concerns

is “implementation of automated control systems” throughout country.

There is an important positive shift – governmental department that has the authority to implement the strategy of IS development is starting active dialogue with business, civil society, research and education community. This dialogue should be actively supported and enhanced not only in Russia but in all CIS countries. It is here where government remains the most powerful development community, which as always believes that it can decide on everything. However, in the course of transition from industrial society to post-industrial one no single community can take complex, comprehensive problems alone. This is acknowledged at the global level, but is still neglected in our countries. This problem should be solved; it needs special events, vigorous activity of regional networks, and integrated efforts of other communities which are also willing to obtain full-fledged position.

**Prof. Alexander Elizarov**, Director of the Chebotarev Research Institute of Mathematics and Mechanics, Kazan State University, drew particular attention to the fact that previous speakers said nothing about the role of educational institutions in the Information Society development.

Speaking about development communities we should mention research and education community, and universities as an important part of it. Universities are accumulating knowledge, they educate young people, and they should teach basics of the information culture. All of them, not only Kemerovo University of Culture, which is rather an exception than the rule itself. Classical universities should do the same.

In the recent decade universities accumulated a considerable amount of information-based projects but there is no responsible representative of the Ministry of Education in this area. The same concerns other higher education institutions, and the system of secondary and vocational education. Unfortunately, recent laws adopted in Russia are not aimed at developing research and education community from the point of view of Knowledge Economy development, but rather to the contrary. The number of universities is decreasing; institutions that dealt with ICTs and had specialists who had this new knowledge and were able to

teach young people to use them, are now in a difficult situation because these people have to look for new jobs.

Besides, government introduced changes to the law on education, which deprive research in educational institutions from guarantee of governmental support. This does not contribute to the information culture development among students. Before educating people it is necessary to find somebody who will teach them. And such teachers are mainly research assistants, not university teachers, because money on IT implementation were received from different sources mainly by research institutions, as distinct from educational institutions, which means that higher education institutions do not have human resources to teach information culture and create human capital for the Information Society.

If we conduct a poll on ICT problems in Russian educational institutions, we will find out that almost in all of them quite few people would understand the essence of the question and the terminology. It is too bad that research and education community is not a powerful and integrated development community as it should be. It is not even mentioned as a “stakeholder” in WSIS documents.

**Mr. Shaposhnik** informed the audience about recent monitoring of information literacy in one of the most advanced Russian territories – Moscow. The monitoring illustrated situation with Internet and software use skills. Indicators on population on the whole are 3 times lower than in the US and 2 times lower than in the EU, and this is somehow understandable. What is worse, the level of information literacy among people younger than 25, i.e. those who have completed their education or continued it, is 2 times lower than in the US and 1.5 times lower than in the EU.

These data seem incredible. But if we look closer at the way schools and higher education institutions are connected to the Internet in Moscow, to say nothing of Russia in general, and the way they are equipped with computers, everything becomes clear. According to the recent polls, students have the lowest chances to use Internet in teachers’ training institutes.

Undoubtedly no society is possible without economy, and Information Society is no exception. But Information Society starts

in mentality, and if there are few people with such mentality, nothing will happen. Russian civil servants are accustomed to rest on their laurels, considering that everything is OK with human capital in Russia: literacy is high; education level is high, and so on and so forth. But functional literacy, motivation to acquire modern knowledge, understanding of importance of all this are very low.

Underestimating urgency of investing in knowledge and ICT skills, in information literacy and culture by decision makers is characteristic of business either. As distinct from the European Union, where 83% of enterprises invest in personnel training and acquiring ICT skills, in Moscow this indicator reaches only 6%. Many directors consider Internet and e-mail not an essential tool for everyday work but a reward that is granted to the best employees.

**Mr. Korotkov** emphasized that creating human capital, preparing people to life and work in the Information Society is a separate topic, one of dimensions for development. It should be discussed separately together with the problem of lack of specialists in the sphere of ICT and their use for development, gap between higher education institutions and social needs. Any university, be it Moscow State University or Higher School of Economy, would support this opinion. We should cooperate with them.

**Mr. Alexander Yevtiushkin**, Director for Investment Projects, IIS, shared concern that soon there will be nobody to teach information culture. He estimated the situation as even more complex and even tragic. There is very limited number of experts working for the Information Society development, and it is not growing. There are hardly hundred people in the sphere in the whole CIS. Universities do not receive requests for specialists in the sphere of ICT, there are no requests for jobs dealing with research in this sphere, and naturally there are quite few people who could become experts, join this community and extend it.

What is needed to resolve this problem? – Research programs and resources. Programs can be drafted easily, unlike raising money. There was a suggestion to establish a grant foundation which could deal with financing research on particular issues. This foundation could distribute grants among different specialists, which could

gather teams in scientific institutions and assemble the pieces of puzzle, which now are scattered.

Then we should create a system of specialists training. Our efforts are not enough to resolve this problem. At the same time government wants answers to many questions arising in the process of the Information Society development so that to choose right direction for development. And it is not always possible to collect full and trustworthy information, especially in the provinces. And adoption of expert decisions contributing to the IS and information culture development needs objective picture of the situation. That is why government should support increasing the number of specialists in the sphere of ICT.

The next question that was raised at the meeting is the question of involving business. There is no need to pull business, it always follows profitable directions and does it actively. The answer is establishing conditions that would make this activity favourable for business without impeding its development. What is meant under creating conditions? One way is to declare that some particular business would be socially responsible and give money for some particular activity. Everybody knows mechanisms of doing that; the problem is that this money will vanish into thin air. Another way is to create mechanisms that will make this contribution profitable for business. Businessmen will go where profit rate is higher.

Why high technologies are developing so slowly? The main problem lies in the fact that we do not have start up stage of business development – when new enterprise is established but there is still no return of investment. Such enterprise is created for implementing some idea but if there is no money for the initial stage that cancels any possibility of following stages when product is ready and brings profit. Is it possible to overcome this problem? This is possible after creating a staged system of venture funds with governmental participation. The latter is crucial, because there should be regulatory basis on the level of subordinate legislation which would provide futures mechanism of project transition from start up stage to the following one. This goes as follows: a treaty is signed, which provides that a foundation commits financing a certain enterprise, and if after a

certain period this enterprise achieves some particular financial indicators, the next foundation obliges to buy enterprise stocks at certain price. This activity could promote sufficient number of viable enterprises working in the hi-tech sphere to the level of strategic financing.

Why venture funds do not do this today? Because the risk is too high, as is uncertainty. If government enters this sphere and provides certain guarantees, that could resolve the problem.

The country has a lot of money. But investment and financial institutions have no idea where they could invest to gain reasonable profit.

**Dr. Agamirzyan** stressed urgency of this problem, as Information Society cannot exist without corresponding economic structure. In the process of preparation to WSIS the position declared by the international business ended by the phrase “No investments – no Information Society”.

**Ms. Mambetalieva** doubted that the idea of creating venture funds will find successful realization in the region – it will be blocked by tax regulations, which inhibit such activity in CIS. Legal regulation is still the largest problem to be tackled.

Continuing the discussion, she also touched the topic of involving business sector in the process of IS development on the global level. CIS business had weak presence at WSIS, although Summit is not only political debates, it concerns business interests as well. We should find and suggest solutions to attract IT business and business in other spheres, which has financial resources. Kyrgyzstan has successful experience of introducing private sector in resolving these issues: business finances social projects, such as providing access to ICT, universal service. A special public fund was established, and businessmen started investing in it. They started from \$200,000, added money from the International Monetary Fund, the World Bank and other organizations. During seven months of its existence the foundation raised about five million dollars and started shaping infrastructure. This is a remarkable example of resolving such issues on the regional level. By the way, business sector in Kyrgyzstan did not approve the idea of creating foundation of universal service “from the Ministry of Communications”.



**Dr. Hohlov** drew the participants' attention at another crucial problem: the role of mass media in promoting the Information Society. He reminded about mistake made at WSIS: journalists were not invited as a "stakeholder" there. He also asked Ukrainian colleagues about an interesting program that is underway in their country – "Journalist of the Information Society".

**Mr. Kolodyuk** responded that involving journalists can be a tool for the IS development, allowing to create a new circle of partners, involving general public in this process. The program mentioned by Dr. Hohlov has three years' experience, over two hundred journalists have participated in it. At first it was just a competition of materials on the Information Society on TV, radio and press, but this year the program included an important awareness-raising component. The experience showed that for full-fledged coverage of the topic "Information Society" journalists need special meetings with experts in the sphere of education, culture, etc. This year general public will witness a number of such meetings in different forms – starting from round tables to Internet chats.

This program is supported by leading IT companies which are strategically interested in the development of market for their products and services, i.e. in sharing as much information about the development problems and possibilities of using ICT as possible.

**Mr. Alexey Demidov**, Deputy Chairman of the Russian Committee, UNESCO Information for All Programme; Chairman of the Board, Interregional Organization in Support of UNESCO Information for All Programme, informed the audience that on 7–8 October 2004 Moscow held conference "Law and the Internet" which dedicated much attention to this problem and was attended by five representatives from Ukraine: four students of higher educational institutions (turning back to the question of human capital) and one journalist.

**Ms. Ershova** suggested that participant should start discussing priority lines of UN ICT TF EuCAs joint activity. The network follows the principle of partnership and coordinating interests of different parties, that is why it is important to organize the process

of achieving consensus among different communities taking into account that it will be a long and hard path.

She drew attention to the summary table “Priority Action Lines for Information Society Development” included in the report presented at the meeting (see Annex 3). Experts from eight countries marked lines enlisting the most important dimensions of activity for the IS development in their countries that correspond to those enlisted in section C. “Action Lines” of WSIS Plan of Action. Some provisions received pluses by everybody (“important”), for example, an expert from Azerbaijan marked everything except “Ethical Dimensions of the Information Society”; besides pluses there are minuses (“not important”) or question marks (“opinions of experts from this country differ from each other”), i.e. there are no positions that are fully corresponding among all experts. This means that situation on joint priorities for the region is unclear, and these issues should be discussed. Ms. Ershova suggested to conduct discussion following the WSIS Plan of Action, because if we start singling out our own dimensions and aspects it is next to impossible to reach agreement. It is important to find priorities for CIS countries before Tunis, choose several coordinated dimensions, start developing cooperation in these areas, promote joint projects and raise money for that.

**Ms. Mambetalieva** found it evident that this quick quiz did not reveal common priorities among experts, as every country has its own specificity. Experts encountered another difficulty: all dimensions enumerated in the Plan of Action are of high priority, and it is very difficult to choose between them. Every country in the region has much to do on any of them. Moreover, there is global consent on these issues – everybody agreed that it is important and necessary. Ms. Mambetalieva suggested that the problem of finding priorities should be approached not from the point of view of listing them, but from the point of view of their realization. For example, there is a particular issue: Internet governance. Approaches to this problem do not correspond in different countries and they hardly can correspond. They can differ even within one country: civil society can have one opinion, government – another one, and they can fail to reach agreement on the national level. That is why this and similar issues should be discussed by sectors. Lack of agreed approach to the issue of

Internet governance by sectors and then between sectors on the global level resulted in conflict in the course of preparation to the Summit.

Speaking about the choice of common priorities for the region from eleven variants enumerated in WSIS Plan of Action it is important, first of all, to find approach to the problem. There was disagreement at Moscow-Bishkek Conference of 2002, but the participants managed to find approaches that suited everyone. For example, the issue of information security: it is of high priority for Kyrgyzstan, for some countries it is not, but everybody agreed that this issue should be resolved on the level of the whole region. That means we should reach agreement in approaching the problems important for the whole region, not just define separate priority action lines.

**Dr. Hohlov** noted that he has a different point of view on finding common priorities in the region. The work is limited in resources – financial, human, etc, that is why priorities should be set.

At the Summit everybody signed common dozen of principles and action lines. But it is clear that first of all they will implement actions number one, two, three, five, seven, etc. And every country will mark these actions from this point of view. Then we should overlap these priorities and see whether there are priorities relevant for almost all countries. These will be regional priorities.

Even the results of preliminary questioning adduced in the present report, needing further development, show that such priorities are evident for every country (with few exceptions).

For example, virtually no country in the region has diversity of information resources and information services that should exist in the Information Society and that should be created by ICT. Why people use technologies to such a low extent? Because they do not see their possibilities and advantages, they do not understand how these technologies can help them to improve their lives or earn more money. This problem is urgent; it is clearly stated among priorities in the Plan of Action: “Access to information and knowledge”. Nobody marked in our questionnaire that this is not a priority. This means that it can and should be considered one of

the main actions on the regional level. We should understand who has advanced experience and successful projects, and what should be done jointly. Common language favours creating information resources and providing services for users.

We can specify several other priorities, as every country has more than one. These will form the basis for regional cooperation.

**Dr. Agamirzyan** Today all community in the region has a priority: Internet governance. If we take WSIS Plan of Action – a 35-page document – everything is right, evident, nobody argues that. The only real conflict that took place at the Summit concerned Internet governance. It is the only topic upon which all countries said that they do not agree, that is why a special expert group was summoned, which has already started working (see The Internet Governance Project Executive Summary «Internet Governance: the State of Play», <http://dcc.syr.edu/ExecSummary-final.pdf>).

Priority number one covers everything connected with the Information Society development – development of clear sound position on Internet governance. Because if this is not achieved, there is no post-industrial breakthrough and global Information Society.

**Mr. Demidov** agreed that this is a big problem for Russia. Not so long ago one of deputy ministers, whose activity is closely related to IS development, said that the Internet is a mass medium. How can we convince him that it is not so? Educational resources, content in the sphere of culture and science – is all this mass media?

The question of information law is topical: does it exist or not? What role does it play? Why Russia lacks laws that are necessary for full-fledged development of the Information Society? There are no serious legal regulators of the Information Society and it is hard to tell when they will emerge.

**Ms. Mambetalieva** observed that Kyrgyzstan has no laws on Internet governance – this is governmental position. But this issue really needs clear position from CIS countries.

Concerning Internet governance in our region she recommended cautious, let-sleeping-dogs-lie position. If we bring this question to Uzbekistan, for example, we can provoke worsening of the

situation. Governmental representatives insist that Internet should be fully regulated in all aspects. But the country has a strong business group which is well informed of these issues (apropos, Uzbekistan has 300 ISPs, all of them are functioning well). It is better to start resolving this problem in a sector-by-sector mode, in particular, by initiating discussion in the civil society and trying to achieve results from this discussion.

**Dr. Agamirzyan** asked, whether it is true (as it was written on 6 October 2004 in Russian mass media) that at the press-conference of Federal Agency on Information Technologies it was announced that Russia will be solidary with China on Internet governance issues. Was this announcement official or mass media somehow shifted accents?

**Dr. Grin** expressed opinion that it was an incorrect interpretation by mass media. The position of Leonid Reiman, Minister of Information Technologies and Communications of the RF, declares open approach to Internet governance.

**Dr. Hohlov** referred to the statement made by Prof. Marat Guriev, Chairman of the Board, Internet Operators Union, on 21 September, 2004 at the round table “Development of the Information Society in EurAsEC<sup>3</sup>” within the framework of the congress “EurAsEC – Business World”: “Yes, Russian delegation developed its position: observe, not impede, and if anything goes wrong, we will interfere. And we did so in New York”.

**Mr. Korotkov** agreed that the problem of Internet governance is of high priority. He proposed to consider it a priority for UN ICT TF EuCAs activity. There is at least one year left, as UN ICT Task Force mandate was extended until the Tunis event. The second important issue, according to him, is financing projects in the ICT sphere.

Another action line for UN ICT TF EuCAs is preparation to the second phase of WSIS. We should work on developing a common policy. Business and NGOs will be represented at the Summit, but the position will be expressed by governmental representatives. To delegate this right we should first of all shape this position and then justify it before official representatives.

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<sup>3</sup> EurAsEC – Euroasian Economic Community.

At the end of the working meeting Mr. Korotkov expressed collective opinion of the participants that the activity of UN ICT TF EuCAs can be assessed as useful and it should be continued, at the same time involving wide circles of participants, because so far there are not enough representatives from particular communities there, for example, from educational one.

He also proposed to support the Ukraine initiative to implement 2NIS project and request Ukrainian colleagues to offer a format for cooperation within this initiative on regional level.

Mr. Korotkov also suggested to promote cooperation with government, in particular, with ministries dealing with different aspects of transition to the Information Society – those of economic development, information technologies, communications, education, culture, mass communications, foreign affairs and others. He said that he talked to almost all “profile” ministers in Russia (except for Minister of Culture yet), and they all expressed interest in this activity. They appreciated efforts on Russia’s integration in the Information Society.

Besides, Mr. Korotkov stressed the importance of cooperation with acting regional structures, in particular, RCC.

It was suggested to pay particular attention to the problem of involving business in the IS development using all existing mechanisms and introducing new ones.

The participants of the round table supported the above suggestions.

The results of the working meeting were summarized in the final document.

## **Final document**

We, participants of the working meeting of UN ICT Task Force Europe and Central Asia Regional Network that took place on 13 October 2004 in Moscow in the context of the forthcoming UN ICT Task Force Global Forum (Berlin, 19–20 November 2004), declare the necessity and willingness to actively contribute to creating conditions for the Information Society development in CIS countries and Eastern Europe and Central Asia region at large.

We completely share provision of the Declaration of Principles of the World Summit on the Information Society, according to which “governments, as well as private sector, civil society and ... international organizations have an important role and responsibility in the development of the Information Society and, as appropriate, in decision-making processes. Building a people-centred Information Society is a joint effort which requires cooperation and partnership among all stakeholders”.

Taking into account the fact that the countries have limited resources, we acknowledge the necessity to develop approaches to determine priorities for joint efforts on Information Society development within the region on the basis of action lines stated in the Plan of Action of the World Summit on the Information Society. We believe that this will promote regional cooperation and attract financing for the projects that bring most positive impact for the region. Today we can state the following common priorities:

1. Strengthening cooperation among all stakeholders in promoting ICT use for development;
2. Providing access to Information Society infrastructure and services for citizens, promoting active use of ICT, information and knowledge in all spheres of activity;
3. Capacity building – developing necessary skills to benefit fully from the Information Society, increasing information literacy;

4. Building confidence and security in the use of ICTs;
5. Creating a favourable legal, regulatory and policy framework, which provides the appropriate incentives for active involvement of business and investment in the Information Society development;
6. Development of key ICT applications:
  - e-Government;
  - e-Business;
7. Development and representation in the global network of local content, providing translation of English content into languages of region's countries;
8. Encouraging the media to continue to play an important role in the Information Society;
9. Developing international and regional cooperation.

Taking into account all stated above we believe that for successful development of the Information Society in CIS countries and whole Eastern Europe and Central Asia region all participants of the second phase of WSIS should concentrate their efforts on the following action lines in short-term perspective:

1. Development of positive and sustainable cooperation of key development communities – government, business, civil society, research and education community, donors and investors on the level of separate countries and the entire region;
2. Maximum contribution to:
  - Competent e-Readiness assessment of particular countries and the whole region according to the agreed system of indicators allowing international comparisons;
  - Development and implementation of national e-Strategies and action plans in the countries of the region;
  - Implementation of the projects aimed at using ICT for development of individual, society and nation, dissemination of successful experience showcasing opportunities and benefits provided by ICT;



- Implementation of the concept of shaping information culture of individual;
  - Involving business in activity on IS development, including financing development projects;
  - Enhancing the role of mass media in raising awareness on benefits and problems of the Information Society among decision makers and citizens;
  - Developing positions of separate countries and common position of the region on Internet governance.
3. Analysis and assessment of results achieved between the first and the second phases of the World Summit on the Information Society.
4. Development and consolidated presentation of region's interests at the second phase of WSIS in Tunis.

We are confident that it is necessary to support the activity of regional partnership networks on the Information Society development, such as UN ICT TF EuCAs, Europe and Central Asia Country Gateways Network, Eurasian Network on Information Policy, Regional Commonwealth in the Field of Communications, and develop this activity in cooperation with wide circles of participants.

We express our support to initiatives forwarded by Ukrainian partners and relating to the above lines of joint activity:

- Project “National Information Societies for the New Independent States” (2NIS), aimed at creating regional partnership in the region for development and presentation of coordinated interests of the region at the Tunis phase of WSIS;
- Program “Journalist of the Information Society” aimed at involving mass media in the IS development as a stakeholder.

## Annex 1. List of Working meeting participants

	<b>Name</b>	<b>Position, Organization, Country of Residence</b>
1.	Agamirzyan Igor R.	Director for Business Development in the Sphere of Science, Microsoft Moscow Representative Office; Advisor, UN ICT Task Force (Russia)
2.	Belyaeva Alexandra V.	Director, Citizens Initiative for Internet Policy (Russia)
3.	Berezovets Lesya	Chair of the Board, Information Society of Ukraine Foundation (Ukraine)
4.	Borduje Valery V.	President, Ural Computer Forum; Director General, Ural Computer House (Russia)
5.	Demidov Alexei A.	Deputy Chairman of the Russian Committee, UNESCO Information for All Programme; Chairman of the Board, Interregional Organization in Support of UNESCO Information for All Programme (Russia)
6.	Dryganov Vadim	Chairman, Innovation Research Support Foundation; Member of the Board of Trustees, Information Development Promotion Foundation (Belarus)
7.	Elizarov Alexander M.	Director of the Chebotarev Research Institute of Mathematics and Mechanics, Kazan State University (Russia)
8.	Ershova Tatiana V.	Director General and Head of PRIOR Directorate, Institute of the Information Society; Chair of the Board, Russian e-Development Foundation; Head of Moscow Node, UN ICT Task Force Regional Network for Europe and Central Asia (Russia)
9.	Grin Yuri G.	Director General of Department for International Cooperation, Ministry of Information Technologies and Communications of the Russian Federation; UN ICT Task Force Member (Russia)
10.	Hohlov Yuri E.	Chairman of the Board, Institute of the Information Society; Coordinator, UN ICT Task Force Regional Network for Europe and Central Asia (Russia)
11.	Ivanov Sergey A.	Deputy Director of Department for Information Society Development Strategy, Ministry of Information Technologies and Communications of Russian Federation (Russia)
12.	Khan-Magomedov Janh J.	Executive Director, Regional Center for Internet Technologies (Russia)
13.	Kolodyuk Andriy	President of Information Society of Ukraine Foundation (Ukraine)
14.	Korotkov Andrey V.	Senior Vice-President, Foreign Trade Bank of Russian Federation (Vneshtorgbank); Advisor, UN ICT Task Force; Chairman of Bureau, UN ICT Task Force Europe and Central Asia Regional Network (Russia)
15.	Krutsikh Andrey V.	Deputy Head of Department on Security and Disarmament, Ministry of Foreign Affairs of Russia; Professor, Moscow State Institute for International Relations (Russia)
16.	Kurnosov Ivan N.	Advisor, Foreign Trade Bank of Russian Federation (Vneshtorgbank) (Russia)

17.	Kuzmin Evgeny I.	Head of Department of Archives and Libraries, Ministry of Culture and Mass Communications of Russian Federation; Chairman of Russian National Committee and member of Intergovernmental Council, UNESCO Information for All Programme (Russia)
18.	Mambetalieva Tattu	Executive Director, Euroasian Information Policy Network (Kyrgyzstan)
19.	Rizmanova Louisa M.	Head of Information Technologies Department, Regional Commonwealth in the field of Communications (Russia)
20.	Samorukova Irina V.	Chief Specialist of Information Technologies Department, Regional Commonwealth in the field of Communications (Russia)
21.	Shaposhnik Sergey B.	Head of Computer Telecommunication Center, Institute of History of Science and Technology of the Russian Academy of Sciences (Russia)
22.	Shishaev Yuri B.	Senior staff member, United Nations Information Center in Moscow (Russia)
23.	Stepanian Armen A.	Business Manager, RIO-Center (Russia)
24.	Vershinskaya Olga N.	Lead Researcher, Institute of Socio-Economic Problems of Population of the Russian Academy of Sciences (Russia)
25.	Yakushev Mikhail V.	Director of Legal Department, Ministry of Information Technologies and Communications of the Russian Federation (Russia)
26.	Yevtiushkin Alexander V.	Director for Investment Projects, Institute of the Information Society (Russia)

## Annex 2. About authors of the Comparative survey

	<b>Name</b>	<b>Position, Organization</b>	<b>Contribution to IS development initiatives</b>	<b>Community</b>	<b>City, Country</b>
1.	Borduje Valery V.	President, Ural Computer Forum Director General, Ural Computer House	Member of Supervisory Board, Russian e-Development Partnership (PRIOR) Participant of UN ICT Task Force Europe and Central Asia Regional Network Member, Perm Region Coordinating Board on ICT	Business Civil Society Research and education community	Perm, Russia
2.	Demidov Alexei A.	Deputy Chairman of the Russian Committee, UNESCO Information for All Programme Chairman of the Board, Interregional Organization in Support of UNESCO Information for All Programme	All-Russian Program for Establishing a Network of Public Centers of Legal Information Deputy Chairman, Scientific Council of the All-Russian Scientific and Methodological Library Center for Ecological Culture	Research and education community Civil Society	Moscow, Russia
3.	Doroshevich Mikhail	ICT4D Consultant, UNDP Belarus	E-Belarus.ORG	Civil Society	Minsk, Belarus
4.	Drygahov Vadim	Chairman, Innovation Research Support Foundation (IRSF) Member of Board of Trustees, Information Development Promotion Foundation (IDPF)	Global Internet Policy Initiative (GIPI) Open Network Initiative (ONI) Eurasian i-Policy Network (EIPN)	Civil Society	Minsk, Belarus

5.	Ershova Tatiana V.	Director General and Head of PRIOR Directorate, Institute of the Information Society Chair of the Board, Russian e-Development Foundation	Member of Supervisory and Coordinating Board, PRIOR e-Strategies, UN ICT Task Force Head of Moscow Node, UN ICT Task Force Regional Network for Europe and Central Asia Head of Project of creation a Network of Development Gateways of Russian Federation Head of Commission on IS Development Strategy, High-Level Expert Group on Information Society Development at the Moscow City Duma (Council) Member of International Jury, Global Junior Challenge	Civil Society	Moscow, Russia
6.	Gorelik Alexander S.	Director, United Nations Information Center in Moscow	Participation in IS related events	International organizations	Moscow, Russia
7.	Gutu Emil	Executive Director, Moldova Digital Development Foundation Project Director, Moldova Development Gateway	Member of the Steering Committee, National e-Moldova Project	Civil Society	Chisinau, Moldova
8.	Hajiev Yashar	Director, Information Problems Analyzing Center Project Coordinator, Global Internet Policy Initiative Assistant Professor, Azerbaijan Technical University	Vice-Chairman, Azerbaijan Internet Community Member, Council on Network Technologies Development at the Ministry of Communications and IT of Azerbaijan Participant, Azerbaijan Association of Internet Providers Member, joint group of Open Society Institute and UNDP for support and coordination of public activities in the sphere of Information Society development and preparation for participation in WSIS events	Research and education community Civil Society	Baku, Azerbaijan
9.	Hohlov Yuri E.	Chairman of the Board, Institute of the Information Society	Chairman of Expert Council and member of Supervisory Board, PRIOR Coordinator, UN ICT Task Force Regional Network for Europe and Central Asia Chairman, High-Level Expert Group on Information Society Development at the Moscow City Duma (Council) Member of International Jury, Stockholm Challenge	Civil society Research and education community	Moscow, Russia

10.	Khan-Magomedov Jahn J.	Executive Director, Regional Center for Internet Technologies	Member of Coordinating Board, PRIOR Deputy Chairman, High-Level Expert Group on Information Society Development at the Moscow City Duma (Council)	Civil Society	Moscow, Russia
11.	Khinenzon Vitaly	Director, NGO "Tajikistan Development Gateway"	Chairman, Association of Communication Operators of the Republic of Tajikistan	Civil society	Dushanbe, Tajikistan
12.	Kolodyuk Andriy	President, Information Society of Ukraine Foundation	Public Council attached to the Committee of Verkhovna Rada (Supreme Council, or Parliament) of Ukraine on Freedom of Speech and Information Public working group "Electronic Ukraine" (National Strategy of Information Society Development in Ukraine)	Business Civil Society	Kyiv, Ukraine
13.	Mambetalieva Tattu	Executive Director, Euroasian Information Policy Network Member of ICT Advisory Board to the President of the Republic of Kyrgyzstan CIS Regional NGO Consultant on ICT4D, Global Internet Policy Initiative	Promoting regional initiatives on conducting ICT related events, including different trainings, in CIS countries Organizing yearly national conferences (summits) on ICT	Government Civil Society	Bishkek, Kyrgyzstan
14.	Shaposhnik Sergei B.	Head of Computer Telecommunications Center, Institute of Science and Technology History of the Russian Academy of Sciences Director for Information Society Monitoring, Institute of the Information Society	Member of Expert Council, PRIOR Chairman of Commission on IS Monitoring, High-Level Expert Group on Information Society Development at the Moscow City Duma (Council)	Research and education community Civil society	Moscow, Russia

15.	Spivak Valentina	Deputy Director, NGO "Tajikistan Development Gateway" Consultant on Central Asia Education Collaborative Network Project, Asia Development Bank Manager, Promoting Workers's Rights through Creation of Labour Legislation Environment Project within European Initiative for Democracy and Human Rights Program of the European Commission	Promoting ICT use in public and non-governmental organizations and industry enterprises Organizing events on ICT use Preparing ICT projects for government authorities	Civil Society	Dushanbe, Tajikistan
16.	Talibjanov Nazar	Project Manager, Uzbekistan Development Gateway Center for Economic Research	Participating in e-Development projects aimed at Uzbekistan's dynamic development	Civil Society Research and education community	Tashkent, Uzbekistan
17.	Vershinskaya Olga N.	Lead Researcher, Institute of Socio-Economic Problems of Population of the Russian Academy of Sciences	Expert, EC COST 269 Member, High-Level Expert Group on Information Society Development at the Moscow City Duma (Council)	Research and education community	Moscow, Russia
18.	Vetrov Konstantin V.	First Deputy Chairman, Committee on Information Policy, State Duma (Parliament) of the Federal Assembly of the Russian Federation	Lawmaking activity	Government	Moscow, Russia
19.	Yenin Sergei V.	Executive Director, NGO "Information Society" Project Manager, Belarus Development Gateway	Creation of an information system for citizens' interaction with government authorities in the City of Minsk Creation of a city information system for SMEs in Minsk	Civil Society	Minsk, Belarus

### Annex 3. Priority action lines for Information Society development (according to WSIS Plan of Action)

(As of selected national expert poll of October, 2004)

Action Lines	Azerb	Bel	Kyrg	Mold	Rus	Taj	Ukr	Uzb
C1. Ensuring the effective participation of all stakeholders in developing the Information Society, strengthening cooperation and partnerships among all of them	+	+	-	-	+	-	+	+
C2. Development of infrastructure	+	+	+	+	+	+	-	+
C3. Access to information and knowledge	+	+	+	+	+	+	-	+
C4. Capacity building	+	?	+	+	+	+	-	+
C5. Building confidence and security in the use of ICTs	+	?	-	-	?	+	-	+
C6. Promoting enabling environment	+	+	-	+	+	-	+	+
C7. ICT applications: benefits in all aspects of life	+	+	-	+	+	+	+	+
e-Govern ment	+	+	-	+	+	-	+	+
e-Business	+	+	-	+	+	-	+	+
e-Learning	+	+	-	+	+	+	+	+
e-Health	+	+	-	-	+	+	+	+
e-Employment	-	?	-	-	?	-	+	+
e-Environment	+	+	-	-	?	-	+	+
e-Agriculture	+	+	-	-	?	-	+	+
e-Science	+	+	-	+	?	+	+	+



Action Lines	Azerb	Bel	Kyrg	Mold	Rus	Taj	Ukr	Uzb
C8. Development of cultural diversity and identity, linguistic diversity and local content	+	+	-	+	+	+	-	+
C9. Media	+	+	-	-	+	-	-	+
C10. Ethical dimensions of the Information Society	-	-	-	-	?	-	-	+
C11. International and regional cooperation	+	-	-	-	+	-	-	+

**Notation conventions:**

- + Experts' opinions coincide
- ? Experts' opinions differ
- Experts' opinions are not determined.

## List of abbreviations

**BSEC** – Black Sea Economic Cooperation

**CEENet** – Central and Eastern European Networking Association

**DOT Force** – Digital Opportunity Task Force

**CIS** – Commonwealth of Independent States

**ECPTA** – European Conference for Post and Telecommunications Administration

**GDLN** – Global Development Learning Network

**GIPI** – Global Internet Policy Initiative

**GKP** – Global Knowledge Partnership

**ICT** – Information and Communication Technologies

**IFLA** – International Federation for Library Associations and Institutions

**ITU** – International Telecommunication Union

**PRIOR** – Russian e-Development Partnership

**RCC** – Regional Commonwealth in the field of Communications

**SCO** – Shanghai Cooperation Organization

**UN ICT Task Force** – United Nations Information and Communication Technology Task Force

**UN ICT TF EuCAs** – UN ICT Task Force Europe and Central Asia Regional Network

**UNDP** – United Nations Development Program

**WITSA** – World Information Technology and Services Alliance

**WSIS** – World Summit on the Information Society



