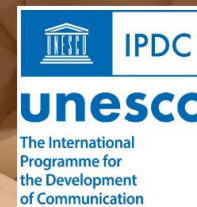


# Regional Exchange on The Internet Universality Indicators

Date: March 16, 2022

Time: 14:00 - 15:45 (EAT)





United Nations  
Educational, Scientific and  
Cultural Organization

# Global Updates: Implementing UNESCO's Internet Universality R.O.A.M-X Framework

R

Rights

O

Openness

A

Accessibility  
to All

M

Multistakeholder  
participation

X

Cross-cutting

Xianhong Hu  
[x.hu@unesco.org](mailto:x.hu@unesco.org)



UNESCO

Steering AI for Knowledge Societies: A ROAM Perspective



# Internet Universality: A humanistic approach of digital transformation

UNESCO's mandate: "free flow of ideas"

## Internet => network of socioeconomic interactions & relationships

- Internet must be universal not only in "connecting everyone", but in being grounded in **UNIVERSAL VALUES** => Human Rights framework, **UN SG common agenda and digital compact**
- Inclusiveness and meaningful access are central to Internet discourse ("digital divides") => but also affects public policy, equality, media & journalism, cultural diversity, quality education, protection of human rights => meaningfully **ACCESSIBLE BY ALL**
- Internet development must contribute to the peace and SDGs => need evidence to identify achievements and gaps => 303 quantitative and qualitative indicators, in 5 ROAM-X categories + context

Mission de l'UNESCO : "la libre circulation des idées"

## Internet => réseau d'interactions et de relations socio-économiques

- L'Internet doit être universel en "connectant tout le monde" et fondé sur des **VALEURS UNIVERSELLES** => cadre des Droits de l'Homme.
- L'inclusion est au cœur du discours sur l'Internet ("fossés numériques") => **ACCESSIBLE PAR TOUS**
- Le développement de l'Internet doit contribuer aux Objectifs de Développement Durable (ODD) => besoin de preuves pour identifier les réussites et les lacunes => 303 indicateurs quantitatifs et qualitatifs, dans 5 catégories DOAM-X + contexte





United Nations  
Educational, Scientific and  
Cultural Organization

# ROAM for Standard-setting: UNESCO AI ethics recommendation (2021)

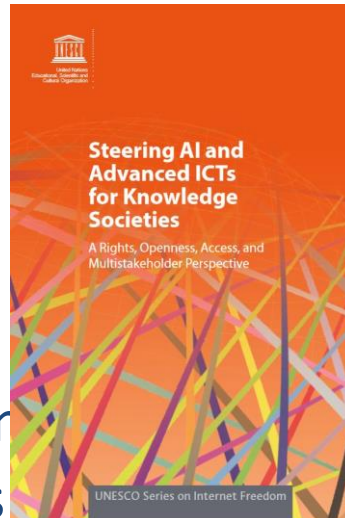
## VALUES

Respect, protection and promotion of human dignity, **human rights** and fundamental freedoms

Environment and ecosystem flourishing

**Ensuring diversity and inclusiveness**

Living in peaceful, just and interconnected societies



## PRINCIPLES

Proportionality and do no harm

Safety and security

Fairness and non-discrimination

Sustainability

**Privacy and Data Protection**

Human oversight and determination

**Transparency and explainability**

Responsibility and accountability

Awareness and literacy

**Multi-stakeholder** and adaptive governance and collaboration



UNESCO

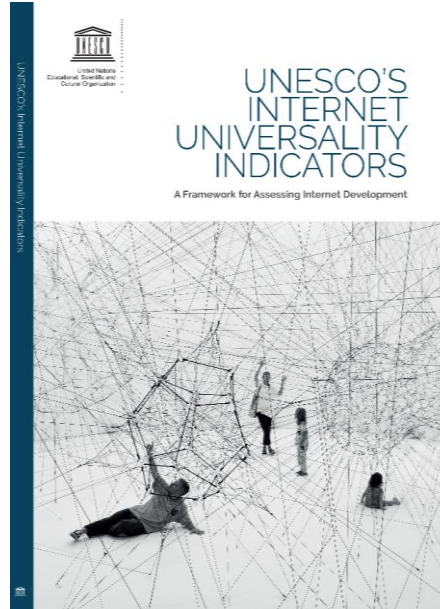
Steering AI for Knowledge Societies: A ROAM Perspective



# ROAM-X Framework and the implementation guide

303 Indicators in 5 categories + context  
and 31 different themes (**109 core ones**)

- (21) Contextual indicators
- (55) Human **R**ights
- (57) **O**penness
- (70) Inclusive **A**ccess
- (21) **M**ulti-stakeholder approach
- (79) **X** Cross-cutting Issues



303 Indicateurs dans 5 categories  
+ contexte et 31 themes differents (**dont 109 essentiels**)

- ∅ (21) Indicateurs Contextuels
- ∅ (55) **D**roit de l'Homme
- ∅ (57) **O**uverture
- ∅ (70) **A**ccessibilite
- ∅ (21) Approche **M**ultipartite
- ∅ (79) **X** Questions transversales

• Full publication and Summary Leaflets

- [English](#)
- [French](#)
- [Spanish](#)
- [Chinese](#)
- [Russian](#)
- [Arabic](#)

<https://en.unesco.org/internet-universality-indicators>



UNESCO

# 5 Categories, each with Themes



**R**  
Rights



**O**  
Openness



**A**  
Accessibility  
to All



**M**  
Multistakeholder  
participation



**X**  
Cross-Cutting  
issues

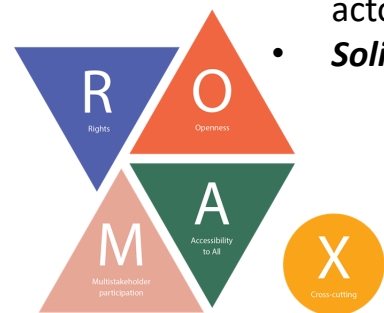
|                |   |  |  |  |   |
|----------------|---|--|--|--|---|
| <b>THEME A</b> | Policy, legal and regulatory framework                              | Policy, legal and regulatory framework | Policy, legal and regulatory framework | Policy, legal and regulatory framework         | Gender                                    |
| <b>THEME B</b> | Freedom of expression   | Open standards                         | Connectivity and usage                 | National Internet governance                   | Children                                  |
| <b>THEME C</b> | Right of access to information                                      | Open markets                           | Affordability                          | International and regional Internet governance | Sustainable development                   |
| <b>THEME D</b> | Freedom of association and the right to take part in public affairs | Open content                           | Equitable access                       |  | Trust and security                        |
| <b>THEME E</b> | The right to privacy  | Open data and open government          | Local content and language             |  | Legal and ethical aspects of the Internet |
| <b>THEME F</b> | Social, economic and cultural rights                                |  | Capacities/competencies                |  |   |

# How could ROAM-X contribute and complement?

## Unique strength of ROAM-X: as an endorsed position and holistic framework

*La force unique de DOAM-X : une position affirmée et un cadre holistique*

- **A UNESCO endorsed position and holistic framework, not for ranking**
- An overarching measurement on **legal, policy and regulatory framework**
- Unique strength in **measuring human rights** and **Multi-stakeholder** approach
- A clear focus on **digital inclusion** dimensions (gender, youth, people with disabilities, language, local content)
- **Methodological/process innovation** of a multi-stakeholder implementation to empower national actors and create consensus
- **Solid evidence** based approach
- **Une position approuvée par l'UNESCO et un cadre holistique**, non destiné à être classé.
- Une évaluation globale du cadre **juridique, politique et réglementaire**.
- Une force unique dans la **mesure des droits de l'Homme et une approche multipartite**.
- Un accent clair sur les dimensions d'**inclusion numérique** (genre, jeunesse, personnes handicapées, langue, contenu local).
- **Innovation méthodologique/processus** d'une mise en œuvre multipartite pour responsabiliser les acteurs nationaux et créer un consensus.
- Approche fondée sur des **données probantes**





United Nations  
Educational, Scientific and  
Cultural Organization

# How are ROAM-X indicators assessed at national level

1. Establishing a Multistakeholder Advisory Board (role of MAB?)
2. Building a collaborative research team (the composition?)
3. Developing a **research action plan**,
4. **Data gathering**
5. **Data analysis**
6. **Report-writing and recommendations**
7. Organizing a national validation multistakeholder workshop
8. **Impact assessment and monitoring**

- 
- Peer reviews (national and international levels)
  - Publishing process: UNESCO Series of Internet Universality Indicators Assessments
  - To translate Recommendations to Actions and changes
  - Regular update of assessments (and indicators)

1. Établir un conseil consultatif multipartite (rôle du MAB ?)
2. Constituer une équipe de recherche collaborative (sa composition ?)
3. Développer un plan d'action de recherche
4. **Collecte** de données
5. **Analyse** des données
6. Rédaction du rapport et recommandations
7. Organisation d'un atelier national de validation multipartite
8. **Évaluation et suivi de l'impact**

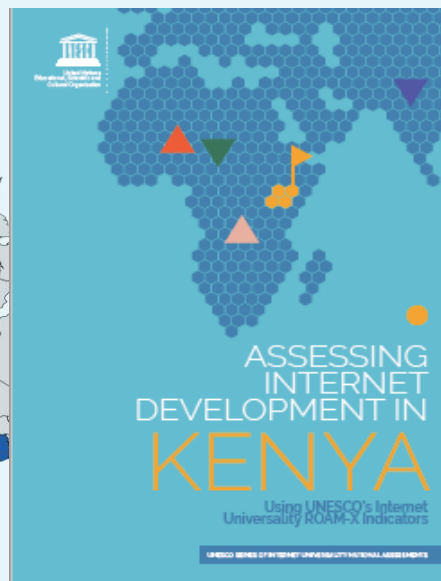
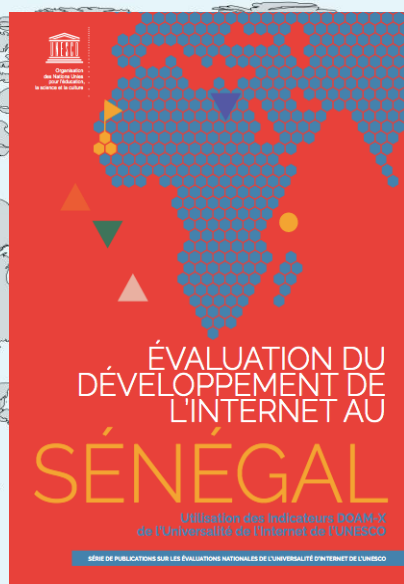
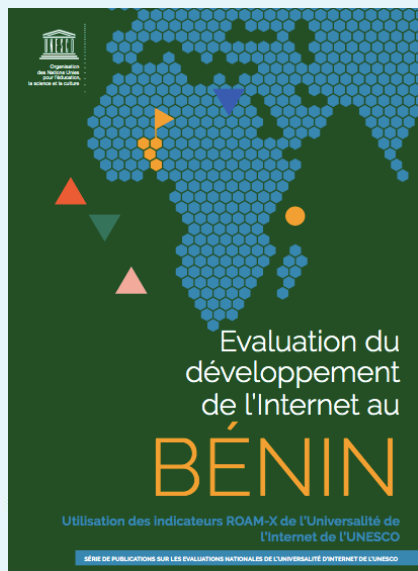
- 
- Examens par les pairs (niveaux national et international)
  - Processus de publication : Série UNESCO d'évaluations des indicateurs d'universalité de l'Internet
  - Traduire les recommandations en actions et en changements
  - Mise à jour régulière des évaluations (et des indicateurs)





# 45 countries: ROAM-X assessments since 2019

- **AFRICA (17):** Benin, Senegal, Kenya, Ghana, Niger, Ethiopia, Cote d'Ivoire, Cabo Verde, Burkina Faso, Namibia, Tanzania, Gambia, Cameroon, Burundi, Gabon, Congo RC, Congo RDC
- **ASIA(14):** Thailand, Nepal, Pakistan, Uzbekistan, Cambodia, Mongolia, Kazakhstan, Kyrgyzstan, Tajikistan, **Tuvalu, Tonga, Fiji, Solomon Islands, Vanuatu**
- **ARAB STATES(4):** Tunisia, Sudan, Jordan, Palestine
- **LATIN AMERICA(6):** Brazil, Ecuador, Paraguay, Uruguay, Argentina, Dominican Republic
- **EUROPE(4):** Germany, France, Serbia, Bulgaria



# ROAM-X in Africa: to scale up

During 2019-2022, ROAM-X progressed in 17 countries in Africa was formulated:

- **Completed: Benin, Senegal, Kenya**
- **Ongoing: Ghana, Niger, Ethiopia, Cote d'Ivoire, Cabo Verde, Burkina Faso,**
- **To be launched: Namibia, Tanzania, Gambia, Cameroon, Burundi, Gabon, Congo RC, Congo RDC**

---

Pendant 2019-2022, DOAM-X sous évaluation dans 17 pays d'Afrique:

- **Achévé : Bénin, Sénégal, Kenya**
- **En cours : Ghana, Niger, Éthiopie, Côte d'Ivoire, Cabo Verde, Burkina Faso.**
- **A venir : Namibie, Tanzanie, Gambie, Cameroun, Burundi, Gabon, Congo RC, Congo RDC.**

- **Group assessments at sub-regional levels**
- **Meta analysis at regional and global levels**



# Multistakeholder Advisory Board (MAB)



The creation of the Multistakeholder Advisory Board is the first step necessary to carry out the assessment.



*La création du conseil consultatif multipartite est la première étape nécessaire à la réalisation de l'évaluation.*



# Multistakeholder validation workshops



Chapitre Sénégalais

## Sénégal

### L'UNIVERSALITÉ DE L'INTERNET

#### Rapport de l'étude pilote du Sénégal

nal de l'UNESCO - Route de la ... de Ngor, Dakar



## Bénin



## Uruguay



## Kenya



## Sudan

Communication and Post Regulatory Authority (TPRA) in collaboration with Unesco, Khartoum  
Office Sudanese National Commission of Unesco

مؤشرات عالمية الإنترنت  
Internet Universality Indicators

من الساعة 4 ظهراً - 6 مساءً 8 فبراير 2020  
مركز تنظيم الاتصالات والبريد  
296A-ATRA 4th Floor, Khartoum  
Telecommunication and Post Regulatory Authority

مجلس الجلسة



## Paraguay

## Kenya

# The IGF Dynamic Coalition on ROAM-X

| Stakeholder Group                             | Stakeholder  |
|---|--|
| <b>Government/public institutions</b>         | <ul style="list-style-type: none"> <li>• Polish National Commission for UNESCO</li> <li>• German National Commission for UNESCO</li> </ul>                           |
| <b>IGOs</b>                                   | <ul style="list-style-type: none"> <li>• Council of Europe</li> <li>• Organisation for Economic Co-operation and Development (OECD)</li> </ul>                       |
| <b>Civil Society/individuals</b>              | <ul style="list-style-type: none"> <li>• Association of Progressive Communications</li> <li>• Missions Publiques</li> </ul>  |
| <b>Academia</b>                               | <ul style="list-style-type: none"> <li>• CETIC</li> </ul>  |
| <b>Private Sector and Technical Community</b> | <ul style="list-style-type: none"> <li>• Internet Society (ISOC)</li> <li>• Internet Corporation for Assigned Names and Numbers (ICANN)</li> <li>• NIC.br</li> </ul> |
| <b>Media</b>                                  | <ul style="list-style-type: none"> <li>• Global Forum for Media Development (GFMD)</li> </ul>  |
| <b>Multi-stakeholder organizations</b>        | <ul style="list-style-type: none"> <li>• Global Network Initiative (GNI), I and J</li> </ul>   |

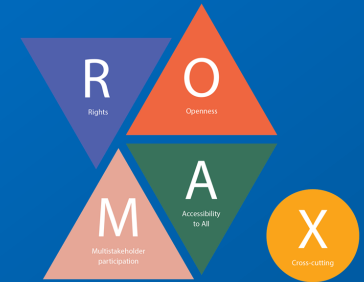


**Join the DC on IUIs/ Rejoignez la Coalition Dynamique des IUIs:** <https://en.unesco.org/feedback/join-our-internet-universality-community>  
**For other queries, please contact:** [internet.indicators@unesco.org](mailto:internet.indicators@unesco.org)



United Nations  
Educational, Scientific and  
Cultural Organization

# Thank you! Merci !



- Xianhong Hu – UNESCO IUIs Focal Point: [x.hu@unesco.org](mailto:x.hu@unesco.org)
- Internet Universality Indicators: <https://en.unesco.org/internetuniversality>
- IGF Dynamic Coalition of Internet Universality Indicators:
- <https://www.intgovforum.org/multilingual/content/dc-on-internet-universality-indicators-dc-iui>

# Assessing the Ethiopian Internet Development: Awareness Creation & Lessons Learnt

By

Asrat Mulatu (Ph.D.)

March 2022

Addis Ababa Science and Technology University

Addis Ababa

Ethiopia

# Presentation Outline

- Brief Introduction about UNESCO ROAM-X IUIs
- Simplified Steps We Followed
- Opportunities and Challenges in the Process
- Lessons Learnt



# Brief Introduction about UNESCO ROAM-X IUIs

**R** 55 **RIGHTS**  
INDICATORS

**O** 57 **OPENNESS**  
INDICATORS

**A** 70 **ACCESSIBILITY TO ALL**  
INDICATORS

**M** 21 **MULTISTAKEHOLDER**  
INDICATORS

**X** 79 **CROSS-CUTTING**  
INDICATORS

- It contains
  - 6 categories
  - 25 themes
  - 124 questions
  - 303 indicators
    - 109 core indicators
    - 55 R + 57 O + 70 A + 21 M + 79 X + 21 N/C
  - International Sources
- A Framework to Assess National Internet Development

# Simplified Steps We Followed

## • Job Division among Team Members

- Questionnaire and Interview Items Preparation
- Team leaders and members
- Data Collection
- Letter dissemination
- Questionnaire
- Interview
- Direct Observation
- Group Discussions

## • Job Division among Team Members

- Questionnaire and Interview Items Preparation
- Team leaders and members
- Data Collection
- Letter dissemination
- Questionnaire
- Interview
- Direct Observation
- Group Discussions

# Simplified Steps We Followed (cont.)

- Data Analysis and Interpretation
  - Data organization
  - Data filtering
  - Data rearrangement
  - Data analysis
  - Data presentation
- Write Up
  - Narration of concepts and ideas
  - Interpretation against national context and realities
- Proof reading
  - Expert feedback

# Opportunities and Challenges in the Process

- Opportunities

- Well designed framework & clear ToR
- Strong core team
- Conducive working area
  - AI & Robotics CoE
- PI become ICT Director of AASTU
- Strong national contextual understanding
- Wider acquaintances and networks
- Identification of national ICT related problems/challenges
  - Already one project proposal is developed

- Challenges

- Establishment of new government
  - New officials
  - New offices
  - New structure – splitting & merging
- Internal Conflict
  - International relations
- Institutional Fund Administration
- Response rates
- Respondent misunderstandings
- Lack of organized national data repository
- Misunderstanding of Questions and Indicators

# Lessons Learnt

- Start as early as possible & Be consistent
  - Establish a strong & diversified core team with good know-how of ICT
  - Share responsibilities
  - Use personal acquaintances informally & also formal approaches
  - Start building from what you get (data)
  - Make regular discussions (brainstorming sessions) among teams
  - Design the financial breakdown as per internal financial guidelines
- 
- **Project management is very key**

አመሰግናለሁ

ሁ!

# Backup Slide - Current Status

- Draft final report generated
- Waiting for some feedbacks
- Waiting for national validation workshop



United Nations  
Educational, Scientific and  
Cultural Organization

# Regional Exchange on The Internet Universality Indicators (IUIs)



IPDC THE INTERNATIONAL PROGRAMME  
FOR THE DEVELOPMENT OF COMMUNICATION



## ETHIOPIA: ASSESSING INTERNET DEVELOPMENT

Ethiopia National Experience

Aderaw Genetu Tassew  
[ag.tassew@unesco.org](mailto:ag.tassew@unesco.org)



UNESCO

Ethiopia Internet Development Assessment using UNESCO  
Internet Universality Indicators

2022





United Nations  
Educational, Scientific and  
Cultural Organization

# Methodology: 8 Action Steps (lessons learned)

1. Establishing a Multistakeholder Advisory Board (role of MAB?)
2. **Building a collaborative research team (the composition?)**
3. Developing a research action plan,
4. Data gathering
5. Data analysis
6. **Report-writing and recommendations**
7. Organizing a national validation multistakeholder workshop
8. **Impact assessment and monitoring**

- 
- Peer reviews (national and international levels)
  - Publishing process: UNESCO Series of Internet Universality Indicators Assessments
  - To translate Recommendations to Actions and changes
  - Regular update of assessments (and indicators)



United Nations  
Educational, Scientific and  
Cultural Organization

# Minister of Ministry of MInT Ethiopia and UNESCO ADG CI May 2019, Addis Ababa





United Nations  
Educational, Scientific and  
Cultural Organization

# Ethiopia Internet Development Conference 2020

- UNESCO presenting the IUI and discussing with the government and key stakeholders on implementation



H.E. Dr. Ahmedin Mohammed State Minister of Innovation and Technology, Ethiopia receiving Dr. Dawit Bekele, Regional Vice President for Africa (Internet Society) at his office



## Internet Development Conference

March 3-5, 2020 | Addis Ababa, Ethiopia





United Nations  
Educational, Scientific and  
Cultural Organization

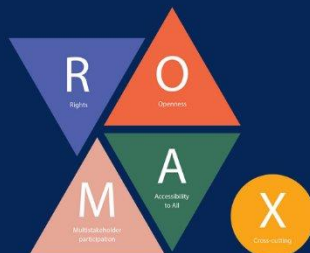
# The Multistakeholder Advisory Board (MAB)



## ETHIOPIA: ASSESSING INTERNET DEVELOPMENT

Launching Meeting of the  
Multistakeholder Advisory Board (MAB)

DECEMBER 18, 2020  
11 AM-12:30 PM  
Virtually via ZOOM



The creation of the Multistakeholder Advisory Board is the first step and necessary in every step of the completion of the national assessment.



United Nations  
Educational, Scientific and  
Cultural Organization

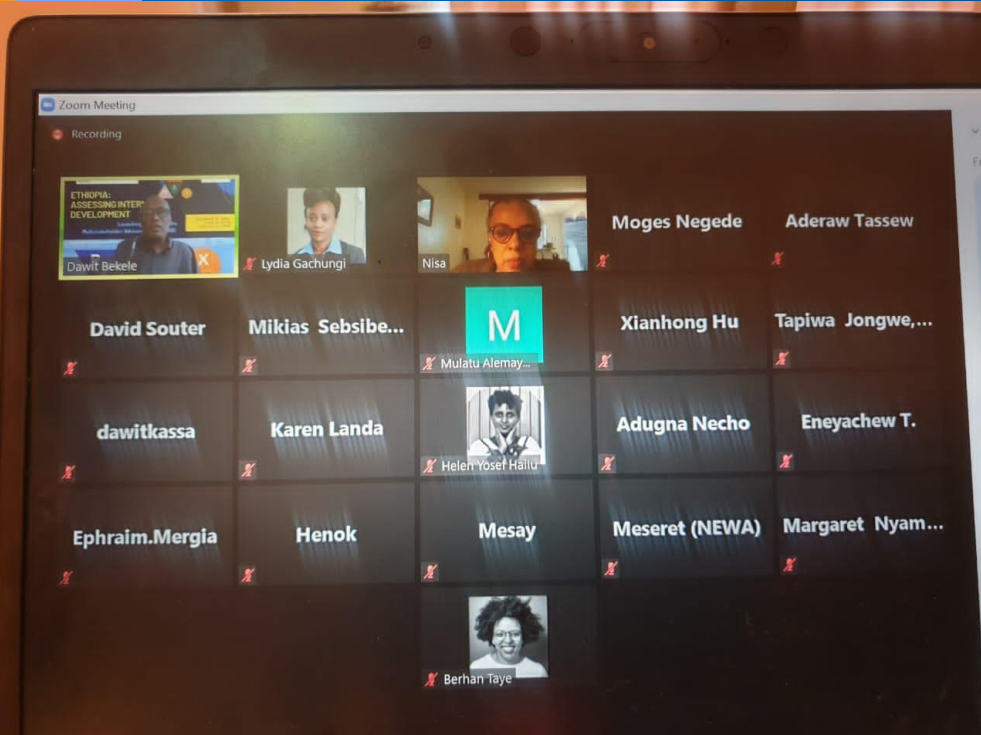
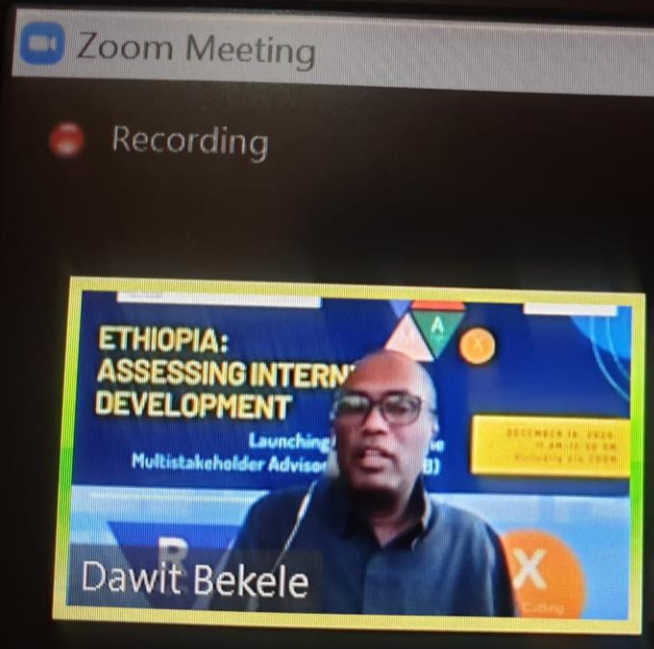
# The Multistakeholder Advisory Board (MAB)

The creation of the  
Multistakeholder Advisory  
Board is the first step and  
necessary in every step of the  
completion of the national  
assessment.

## ETHIOPIA: ASSESSING INTERNET DEVELOPMENT

Launching Meeting of the  
Multistakeholder Advisory Board (MAB)

DECEMBER 18, 2020  
11 AM-12:30 PM  
Virtually via ZOOM





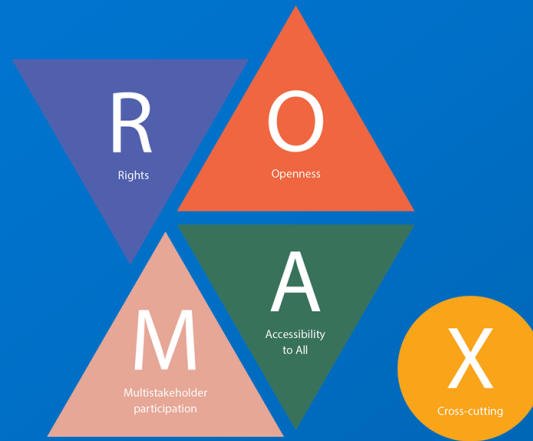
United Nations  
Educational, Scientific and  
Cultural Organization

# Lessons and challenges

- Start with key stakeholders
- Engage the government at the beginning
- Align it with national priorities
- Making sure it is multi stakeholder approach



United Nations  
Educational, Scientific and  
Cultural Organization



# Thank you!

**Aderaw Genetu Tassew**  
**[ag.tassew@unesco.org](mailto:ag.tassew@unesco.org)**

# Ghana: National Assessment of Internet Universality Indicators

UNESCO and CIPESA's IUIs Session

**Dr. Gideon Mensah Anapey (Team Member)**

**Dr. Simon-Peter Kafui Aheto (Team Lead)**



United Nations  
Educational, Scientific and  
Cultural Organization

MAB - GH

16<sup>th</sup> March 2022

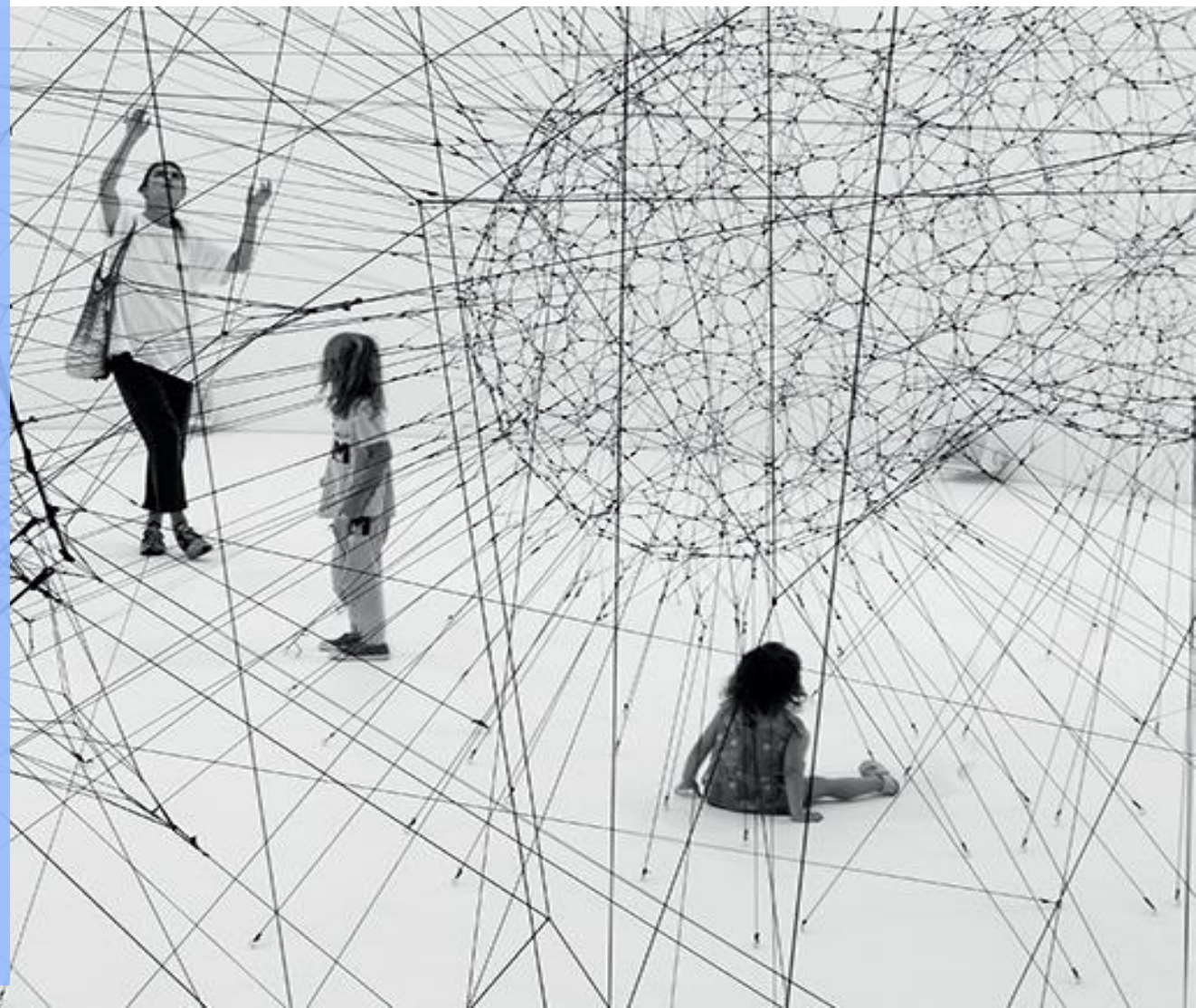
Stakeholder Engagements





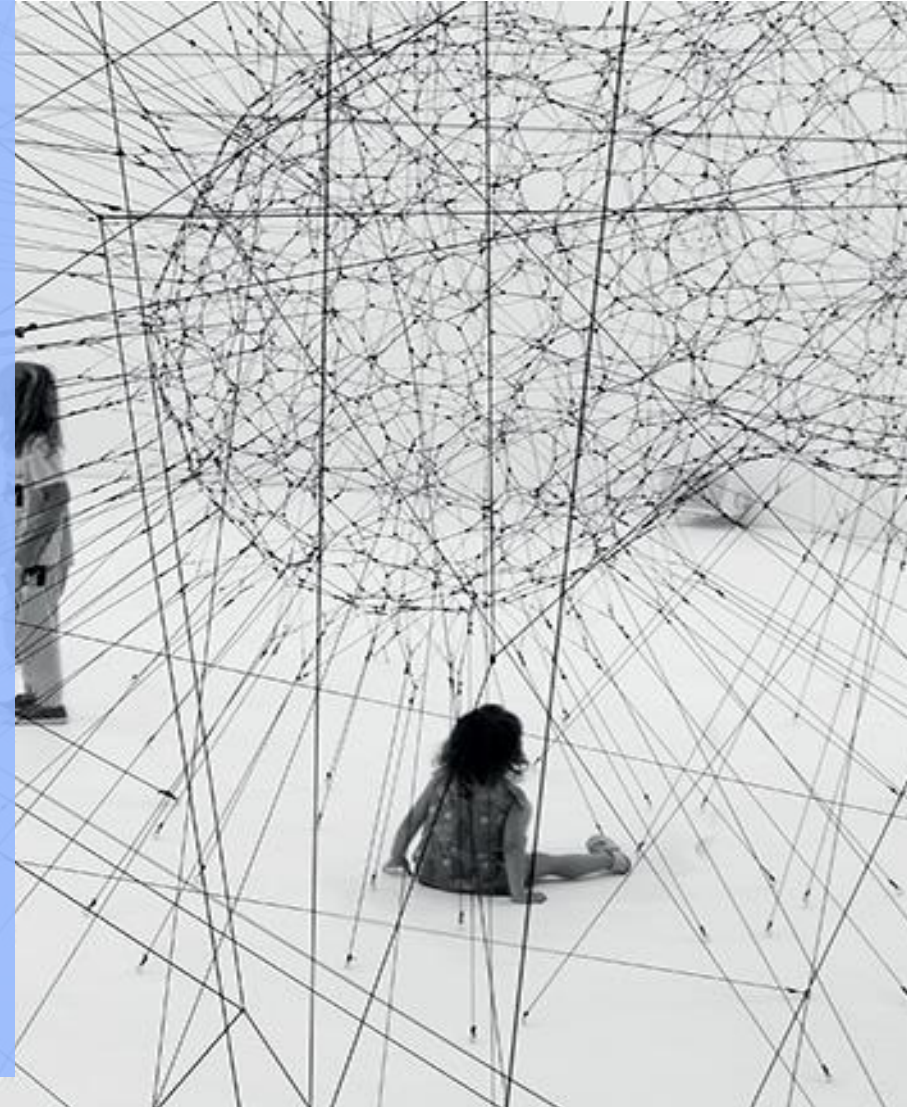
# Objectives of the national assessment

- To develop a clear and substantive **understanding** of national Internet environment and policies
- To **assess national Internet environment and policies** in relation to ROAM principles
- To **formulate policy recommendations** and practical initiatives



# Methods

- Inception meetings with MAB
  - Key informant interviews
    - FGDs
  - Desk Reviews
- National Cluster Surveys (GSS)



# SNAPSHOT

R  
O  
A  
M  
-X

- Ghana has the requisite laws to **govern the Internet ecosystem** and give essence to the needed rights online (DPA, Cybersecurity, RTI Acts)
- She has also signed and ratified a number of conventions that relate to rights
- The regulatory regime operates within the laws
- There is no policy on Free and Open Source Software and OERs
- Accessibility remains a challenge among certain category of people i.e. disability groups and women
- Multistakeholder consultations are used in policy development
- Much can be done when it comes to disaggregation of data on children and women
- Generally, there is an awareness of the Internet Ecosystem and some of its regulations by the public

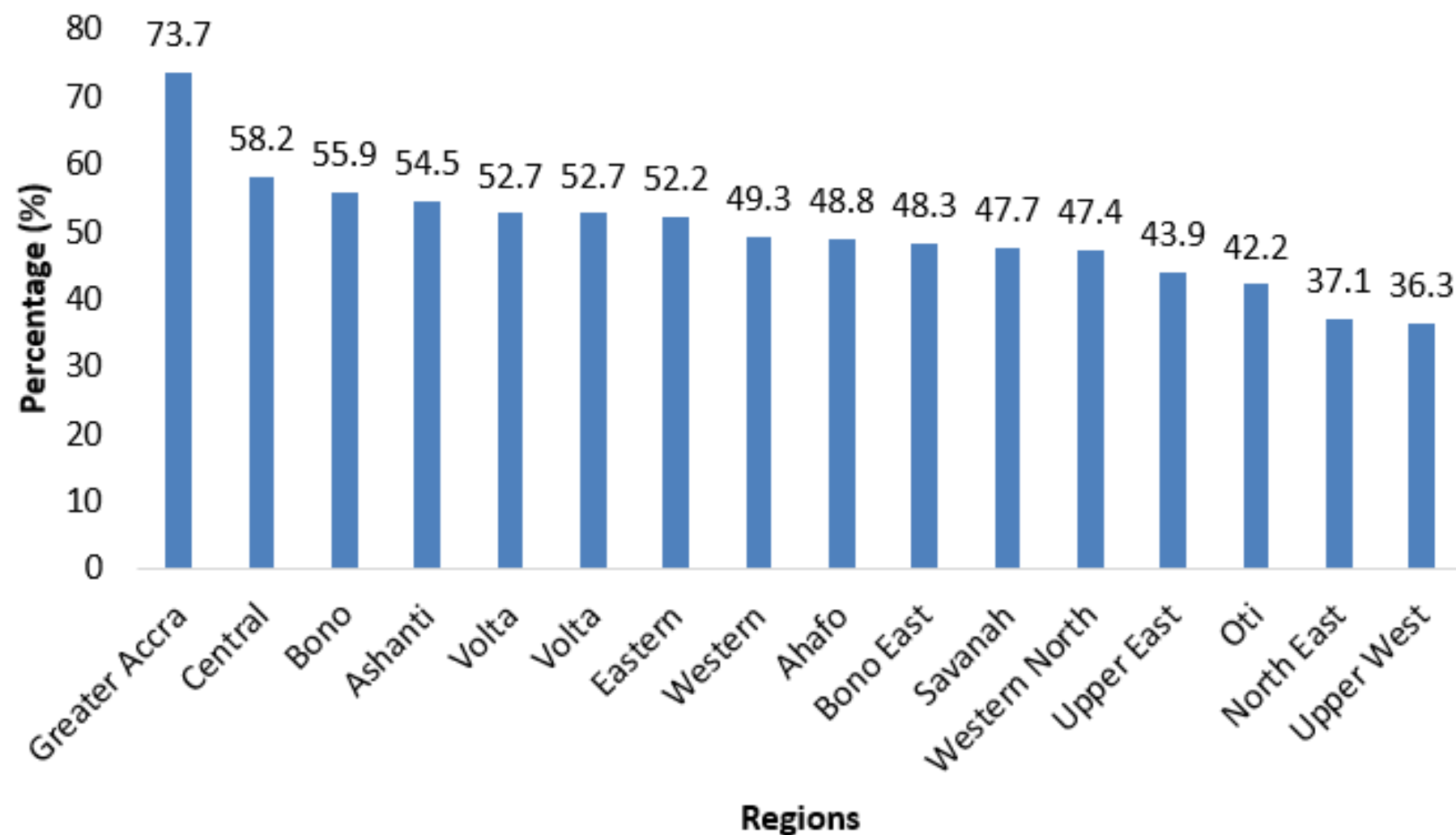
# RIGHTS



- **Constitution:** Chapter 5 of the 1992 Constitution deals with human rights issues:
  - **Art. 18(2):** Protection of Privacy
  - **Art. 21:** Fundamental freedoms (speech and expression, thought, conscience and belief, association), Right to information
- **Chp. 12:** Freedom and independence of media **Chp. 18,** CHRAJ
- **Subsidiary legislations:** Cybersecurity Act; NCA Act; Data Protection Act, NMC Act, RTI Act.
- **International Framework:** Ghana is a member and ratified AU and UN Conventions on HR
- No internet shutdown or blocking
- Freedom of organization online (Online movements and pressure groups)
- Social, Economic and Cultural Rights: Government's policies incorporate internet strategies (e-Government programs use ICTs in government business for integrated service delivery); Ratified International Covenant on Economic, Social and Cultural Rights of 1976.
- **Challenges:** Right to access Information-Bureaucratic when it comes to government agencies; Aggregated/disaggregated data; data availability; Fewer capacity building initiatives and research



Figure 16: NCA's Regional Disaggregated Mobile Phones Households Survey

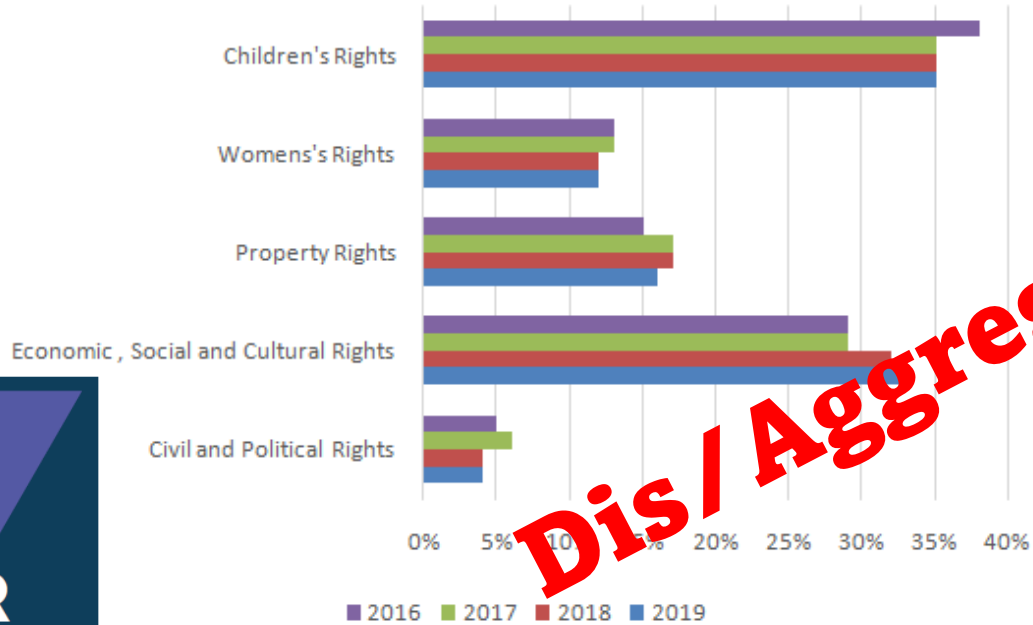


# GAPS

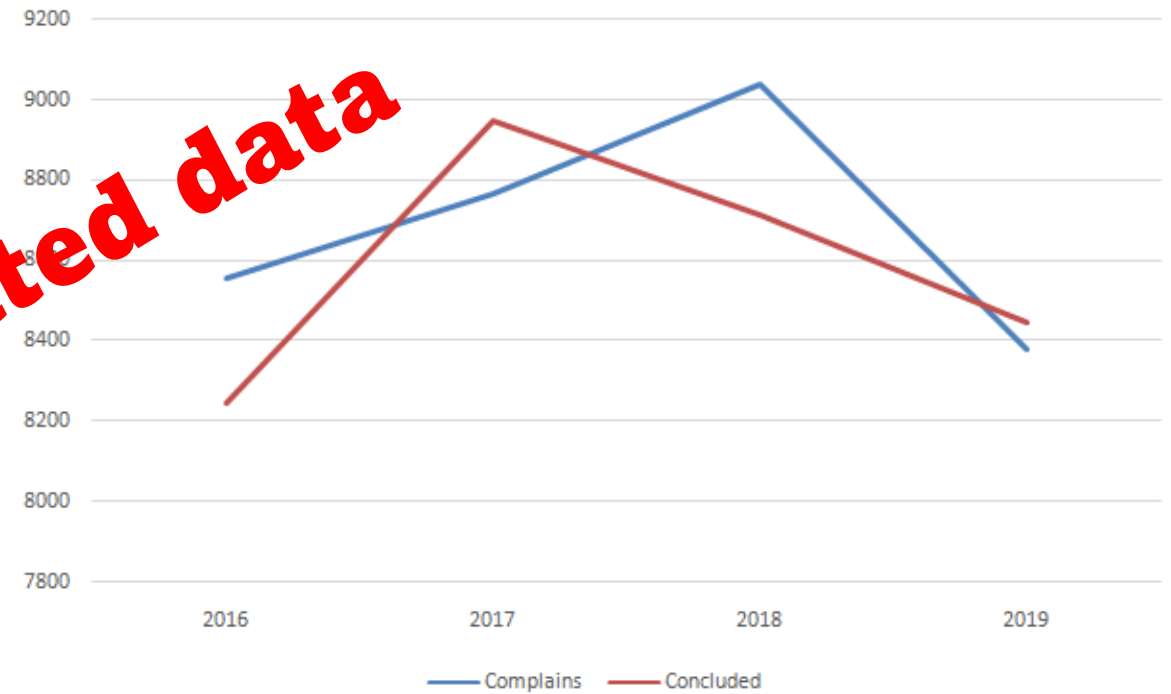
- R** – **Anecdotal** reports on HR abuses of journalists. Perceived attacks on journalists.
- O** – **Affordances** of the Internet services [cost of data viz-a-viz specific usage].\*\*
- A** – Functional **digital literacy skill gap**.
- M**– Lack of Information sharing leading to duplication of projects.
- X** – **Disaggregated** data on the marginalized [Gender, locations, disability, inclusion]  
**M&E** for attainment of SDG in relation to the Internet

# DATA RELATED GAPS

Categories of Human Right abuses complained to CHRAJ from 2016 to 2019



CHRAJ: Human Rights complaints received and concluded from 2016 to 2019



Source: CHRAJ's 23-26<sup>th</sup> Annual Reports

Sources: CHRAJ's 23-26<sup>th</sup> Annual Reports



# Experience Sharing from Ghana

***How could more countries from the West African region initiate the ROAM-X indicators assessment?***

- **Capacity Building for member countries** (the Ghana Team is strong enough to support this process)
- Key team members should cover experts in **ICT integration, legal frameworks, public policy analyses**, Understanding of the **SDG Goals** (Inclusivity)
- Deepen awareness on ROAM-X







- **Advocacy**
- **Research**
- **Policy recommendations**

# THANK YOU



**R**

Rights

**O**

Openness

**A**

Access  
to All

**M**

Multistakeholder  
participation

**X**

Cross-Cutting  
issues