

Progress Report
M1-32XES-000038 “Internet Governance Forum”
Project to support the Internet Governance Forum

Progress Report 2017

I. Introduction

This annual report presents an overview and synopsis of some of the activities undertaken as part of the Internet Governance Forum (IGF) process in 2017 and is structured around the four expected accomplishments listed in the IGF Project Document which guided the work of the IGF Secretariat in 2017¹:

- Creation of an enabling environment for multistakeholder policy dialogue related to key elements of Internet governance;
- Enhanced collaboration among key organizations dealing with different Internet governance issues in support of development goals;
- Exchange of information to foster the sustainability, robustness, security, stability and development of the Internet;
- Strengthened capacity building of developing country stakeholders to participate effectively in Internet governance arrangements.

On 16 December 2015, during the High-level meeting of the United Nations General Assembly on the overall review of the implementation of the outcomes of the World Summit on the Information Society (15-16 December 2015)², the United Nations General Assembly adopted resolution A/RES/70/125 containing the outcome document of the high-level meeting of the General Assembly on the overall review of the implementation of the outcomes of the World Summit on the Information Society. In paragraph 63 of the outcome document, Member States acknowledged the role of the Internet Governance Forum as a multistakeholder platform for discussion of Internet governance issues and extended for another ten years the existing mandate of the Forum as set out in paragraphs 72 to 78 of the Tunis Agenda. Member States recognized that during that period, the Forum should continue to show progress on working modalities and the participation of relevant stakeholders from developing countries.

2017 therefore was the second year of the IGF's new 10-year mandate and was marked by the 12th annual IGF meeting which was held from 18 to 21 December 2017 in Geneva, Switzerland. The preparatory process for IGF 2017 included two rounds of face-to-face Open Consultations and Multistakeholder Advisory Group (MAG) meetings – in March 2017 at the UN Office at Geneva (UNOG) and in June 2017 at the International Telecommunication Union (ITU), Geneva. Fourteen online MAG meetings³ were also convened as part of the ongoing preparatory process.

The ongoing implementation of the recommendations made by the Commission on Science and Technology for Development (CSTD) Working Group on Improvements to the IGF⁴ were again a complementary priority for the IGF Secretariat, UNDESA and the IGF Multistakeholder Advisory Group (MAG). Considerable continued efforts were made to increase capacity building efforts, refine and improve working modalities through consultations with the IGF community, increase and enhance participation of relevant stakeholders from developing

¹ The IGF Project Document (2017-2025) is available at http://www.intgovforum.org/multilingual/index.php?q=filedepot_download/4099/516

² <https://publicadministration.un.org/wis10/>

³ Online MAG meeting summaries from the 2017 preparatory process can be accessed here: <http://www.intgovforum.org/multilingual/content/mag-meeting-summaries>

⁴ http://unctad.org/meetings/en/SessionalDocuments/a67d65_en.pdf

countries and improve and enhance the visibility of IGF outcomes. In addition, in 2017 two new MAG working groups on 'IGF Improvements'⁵ and on a 'Multiyear Strategic Work Programme'⁶ for the IGF were established, to ensure continual improvement across annual cycles and to elaborate a longer-term strategic vision for the IGF's work. The latter group is facilitated by the MAG Chair; both are open to non-MAG members.

Capacity building, through overarching efforts to strengthen engagement and facilitate increased participation of relevant stakeholders from developing countries in IGF processes throughout the year, was a top priority in 2017. Through its expanding intersessional activities and engagement with National and Regional IGFs (NRIs) and other related Internet governance fora, together with improved online collaboration tools, the IGF is committed to expanding its platform and enabling the discussion of public policy issues related to key elements of Internet governance in order to foster the sustainability, robustness, security, stability and development of the Internet.

II. Activities undertaken in 2017

A. *Expected accomplishment 1*

Creation of an enabling environment for multistakeholder policy dialogue related to key elements of Internet governance

A.1. Taking stock of IGF 2016 and preparing for IGF 2017

The 1st Open Consultations and MAG Meeting of the 2017 IGF preparatory cycle took place from 1-3 March 2017 at the UN Office at Geneva (UNOG)⁷. Online participation was made available (live transcription, Webex, webcast) for those who were unable to join in person. Ms. Lynn St.Amour moderated the meeting as Chair of the MAG. Ambassador Thomas Schneider, Vice-Director of the Federal Office of Communications of Switzerland acted as co-chair of the meeting representing the 2017 IGF Host Country. Mr. Chengetai Masango represented the IGF Secretariat and Mr. Armin Plum represented the United Nations Department of Economic and Social Affairs (UNDESA).

The agenda for the 3-day meeting was focused on taking stock of the IGF 2016 meeting and intersessional processes and progressing discussions on the programme and structure of the IGF 2017 meeting in Switzerland as well as other ongoing IGF community activities including intersessional work being carried out on an ongoing basis. A number of reference documents⁸ were made available on the IGF website ahead of the meeting which acted as inputs to the discussions. Transcripts⁹ and webcasts from the three days of proceedings held in plenary can be accessed via the IGF website.

⁵ <http://www.intgovforum.org/multilingual/content/working-group-on-igf-improvements-wg-imp>

⁶ <http://www.intgovforum.org/multilingual/content/working-group-on-multi-year-strategic-work-programme-wg-mwp>

⁷ Complete Summary Report of the 1st Open Consultations and MAG Meeting (1-3 March) -

https://www.intgovforum.org/multilingual/index.php?q=filedepot_download/4146/544

⁸ <https://www.intgovforum.org/multilingual/content/igf-2017-first-open-consultations-and-mag-meeting-input-documents#overlay-context=>

⁹ <https://www.intgovforum.org/multilingual/content/igf-2017-first-open-consultations-and-mag-meeting-transcripts#overlay-context=content/igf-2017-first-open-consultations-and-mag-meeting-input-documents>

The Open Consultations Day opened with a video presentation¹⁰ which highlighted some of the major achievements of the 2016 IGF. Many expressions of thanks were conveyed to Mexico for both hosting a successful meeting and for being a long-standing supporter of the IGF. It was said that the 2016 IGF had successfully demonstrated the bottom-up, multistakeholder value of the IGF, as well as the positive growth and development of NRIs, Dynamic Coalitions (DCs) and the work of Best Practice Forums (BPFs).

Much of the first day was spent consulting with the broader IGF community, taking stock of the 2016 IGF and looking ahead to the 2017 IGF. The Swiss Host Country representative noted that holding the meeting in Geneva, the home of many international organizations, UN missions, NGOs, and a place with vast expertise and knowledge of the Internet and its impact on social, economic and cultural issues, would give the 2017 IGF unique potential to break existing silos, bring in newcomers to the IGF and open up dialogue amongst all stakeholders. Many in the meeting, including participants from Geneva-based organizations, reiterated their strong commitment to taking advantage of the meeting's location in Geneva to bring unique insights and fresh ideas to the 2017 annual meeting and preparatory processes.

A significant portion of the MAG meeting was focused on discussing the need to increase synergies among intersessional activities, as well as on the work of a MAG working group on workshop review and evaluation. The group's proposal¹¹, which was approved by the wider MAG, focused on making incremental improvements to the workshops process while ensuring its fairness, transparency, inclusiveness and efficiency.

Some of the announcements and decisions taken during the 1st round of Open Consultations and MAG meeting were as follows:

- The Government of Switzerland confirmed that the 2017 IGF annual meeting would be held from 18-21 December in Geneva, Switzerland, at UNOG.
- It was decided that the overarching title of the 2017 IGF would be: 'Shape Your Digital Future!.
- A timetable for the call for workshop proposals, workshop evaluation and selection was established by the MAG, with the public call for workshop proposals to go out no later than 15 March and final selection of workshops to take place at the subsequent face-to-face MAG meeting.
- The 2017 sub-themes/thematic tracks for the programme would be once again established through the call for workshops in a bottom-up manner after the workshop proposals are received and evaluated. A list of possible issue areas/sub-themes would be provided to help guide workshop proposers.
- The IGF Best Practice Forums (BPFs) on Gender & Access and Cybersecurity would be extended.

The second round of Open Consultations and Multistakeholder Advisory Group (MAG) meeting¹² in the IGF 2017 preparatory process took place from 12-14 June 2017 at the ITU in Geneva, Switzerland, in parallel with the ITU-organized WSIS Forum. Online participation was made available (live transcription, Webex, webcast) for those who were unable to join in

¹⁰ <https://spaces.hightail.com/space/7f3Na>

¹¹ https://www.intgovforum.org/multilingual/index.php?q=filedepot_download/4229/512

¹² The summary report of the meeting is available at:
https://www.intgovforum.org/multilingual/index.php?q=filedepot_download/3813/669

person. Ms. Lynn St. Amour moderated the meeting as Chair of the MAG. Mr. Thomas Schneider, Vice-Director of the Federal Office of Communications of Switzerland, acted as Co-Chair of the meeting representing the 2017 IGF Host Country. Mr. Chengetai Masango represented the IGF Secretariat.

The agenda¹³ for the three-day meeting focused on advancing preparations for the IGF 2017 annual meeting, as well as reviewing the ongoing activities of IGF community intersessional groups and National and Regional IGFs (NRIs). A number of reference documents¹⁴ were made available before and during the meeting. Transcripts and archived webcasts¹⁵ from the three days of proceedings held in plenary can be accessed via the IGF website.

The Open Consultations day opened with welcoming remarks from Mr. Houlin Zhao, Secretary-General of the ITU, followed by Mr. Michael Møller, Director-General of UNOG. Mr. Zhao discussed the ITU's own efforts to address emerging Internet governance issues, most notably artificial intelligence, while Mr. Møller expressed that the IGF's multistakeholder approach to global Internet governance, in which all views are represented, must be nurtured and was as critical as ever in light of today's "global trust deficit".

The IGF Secretariat gave a brief programming overview, highlighting workshop proposals received¹⁶ as well as its preliminary analysis¹⁷ of the proposals. As an indicator that interest in the IGF remained strong, the Secretariat reported it had received the highest number of proposals in its history, at 268. The MAG has also rated many proposals highly, which possibly reflected that the quality of submissions had improved. Thematic tagging done by proposers revealed that cybsersecurity, gender issues, human rights and Internet for the Sustainable Development Goals (SDGs) continue to be popular topics, with some new tags such as 'Artificial Intelligence' and 'Capacity Building' also proving popular.

The 2017 IGF Best Practice Forums¹⁸ (BPFs) each provided brief updates to the community on their work, with the leads on the 'Policy Options for Connecting and Enabling the Next Billion(s)' initiative (CENB III)¹⁹ reporting they would focus on specific, key SDGs this year. It was mentioned by many that synchronicity of intersessional activities with main sessions and one another would be desirable this year.

The MAG was also briefed²⁰ on the growth of the NRIs network and joint projects by the initiatives, such as the 'NRIs Toolkit'²¹ which was translated into the six official UN languages by the volunteers from the NRIs communities. The briefing was followed by updates given by individual NRI representatives, including those of Kenya, Nigeria and Colombia, as well as of the Asia Pacific, Latin American and Caribbean, Arab and European regional IGFs. A further

¹³ https://www.intgovforum.org/multilingual/content/igf-2017-second-open-consultations-and-mag-meeting?qt-igf_2017_second_open_consultatio=1#qt-igf_2017_second_open_consultatio

¹⁴ https://www.intgovforum.org/multilingual/content/igf-2017-second-open-consultations-and-mag-meeting?qt-igf_2017_second_open_consultatio=2#qt-igf_2017_second_open_consultatio

¹⁵ https://www.intgovforum.org/multilingual/content/igf-2017-second-open-consultations-and-mag-meeting?qt-igf_2017_second_open_consultatio=4#qt-igf_2017_second_open_consultatio

¹⁶ <http://www.intgovforum.org/multilingual/workshop-proposals-2017>

¹⁷ https://www.intgovforum.org/multilingual/index.php?q=filedepot_download/4931/657

¹⁸ <https://www.intgovforum.org/multilingual/content/best-practice-forums-6>

¹⁹ <http://www.intgovforum.org/multilingual/content/policy-options-for-connecting-and-enabling-the-next-billions-%E2%80%93-phase-iii-call-for-public>

²⁰ https://www.intgovforum.org/multilingual/index.php?q=filedepot_download/4936/658

²¹ <http://www.intgovforum.org/multilingual/content/nris-toolkit-how-to-start-your-igf-initiative>

update was given on DCs²² and on the progress of their coordinated work to date. As reported in a 'Briefing Doc'²³ earlier shared with the MAG, DCs were continuing to meet monthly and had harmonized several of their procedures in a collaborative, bottom-up way. It was emphasized that they maintain their independence and participate in various fora outside the IGF, as well as produce outputs beyond those agreed on annually in coordinated meetings.

Also at the 2017 WSIS Forum, on Thursday 15 June, the IGF Secretariat convened an open information session titled 'IGF 2017: Strengthening Ties in International Geneva'. The session served to brief WSIS Forum participants on the upcoming IGF and specifically, how the annual meeting would capitalize on its location in Geneva to enhance linkages with international organizations and Governments. The session featured testimonials from organizations and Governments who had actively engaged in the IGF in the past, as well as those who were just being introduced to the IGF and what their expectations were leading into the meeting. The 2016 and 2017 host country representatives also each gave briefings.

The session followed a similar such workshop organized for the first time by the IGF Secretariat at the WSIS Forum in 2016.²⁴

In addition to the face-to-face meetings of the MAG, fourteen online MAG meetings²⁵ were also convened as part of the ongoing preparatory process. These meetings not only progressed programme planning for the annual meeting but also provided a platform for IGF intersessional activities to report in to the MAG and vice-versa.

A.2. The 12th IGF meeting

The 12th Internet Governance Forum (IGF) was hosted by the Government of Switzerland, from 18 to 21 of December 2017, at the United Nations Office at Geneva (UNOG)²⁶. The meeting marked the second gathering of the global multistakeholder IGF community since the renewal of the IGF's mandate for 10 years by the UN General Assembly²⁷. With the overarching meeting theme: '*Shape Your Digital Future!*', the IGF provided a substantive platform for engaged and informed discussions about policy issues pertaining to the Internet, and how the Internet can support and help to achieve the UN Sustainable Development Goals (SDGs)²⁸. On 17 December the traditional Day Zero, hosting many diverse events, was held on the premises of the Centre international de Conférences Genève (CICG) in Geneva.

In the course of four days, more than 2000 delegates from over 142 countries²⁹ participated in over 200 sessions at the IGF, with thousands more participating online. The overall programme was developed in a bottom-up and inclusive manner in consultation with the growing IGF

²² <http://www.intgovforum.org/multilingual/content/dynamic-coalitions-4>

²³ https://www.intgovforum.org/multilingual/index.php?q=filedepot_download/3737/653

²⁴ <https://www.itu.int/net4/wsis/forum/2016/Agenda/Session/228>

²⁵ Online MAG meeting summaries from the 2017 preparatory process can be accessed here: <http://www.intgovforum.org/multilingual/content/mag-meeting-summaries>

²⁶ IGF 2017 Chair's Summary available at

http://www.intgovforum.org/multilingual/index.php?q=filedepot_download/4223/919

²⁷ <http://workspace.unpan.org/sites/Internet/Documents/UNPAN96078.pdf>

²⁸ <https://sustainabledevelopment.un.org/sdgs>

²⁹ <https://www.intgovforum.org/multilingual/content/igf-2017-attendance-programme-statistics>

community; with a view to enhance wide-ranging and diverse multistakeholder participation. The busy and productive meeting featured interactive dialogue and debate, and addressed a broad range of themes and issues including, but not limited to, the future of global cooperation on Digital Governance; the impact of digitization on democracy, public trust and public opinion; Internet and the Sustainable Development Goals; access and diversity; the digital transformation and its socio-economic and labour impacts; youth and gender challenges pertaining to the Internet; the protection and promotion of human rights online; cybersecurity; intended and unintended global impacts of local interventions; the need to enhance multistakeholder cooperation; critical Internet resources; Internet governance capacity-building; and other emerging issues that enhance and affect the future of the open Internet.

To promote extensive stakeholder inclusion, transcripts³⁰ and webcasts³¹ from all of the sessions were made instantly available throughout the meeting, as well as workshop reports and summaries of all the sessions shortly after the meeting. To complement these outputs, the IGF 2017 Host Country, in cooperation with the IGF Secretariat, IGF MAG Chair and the main session co-organizers, delivered sets of key messages, called ‘Geneva Messages’³², from each of the main sessions, which were published online.

Providing even further opportunity to participate and enhancing institutional memory of the dialogue that took place, all sessions were also livestreamed, and session videos were instantly uploaded for online viewing. IGF social media channels such as Twitter #IGF2017³³ and Facebook³⁴ were also particularly active during the busy week, and facilitated additional platforms for dialogue. UN press releases³⁵ were furthermore produced and made instantly available to the global media to further the IGF’s outreach. Daily press conferences with special guest speakers, including Göran Marby, CEO of ICANN; David Kaye, UN Special Rapporteur on Freedom of Opinion and Expression; and Vint Cerf, Vice President and ‘Chief Internet Evangelist’ at Google; were held as opportunities for accredited media to get in-depth perspectives from some of the IGF’s high-level participants.

To help orient first-time participants to the IGF and to help them understand the organizational processes, as well as to foster their integration into the IGF community, the Youth and Newcomers Track³⁶ launched on Day 0 and ran through the meeting with informal sessions focused on putting newcomers in conversation with Internet policy leaders from all stakeholder groups.

After being successfully introduced last year as new session formats, 24 lightning sessions³⁷ were selected for open-air talks. Taking place in a ‘boundary-less’ space in the IGF Village, the 20-minute talks allowed presenters to have up-close and informal engagement with the participants. They were held every day of the meeting during lunch breaks and covered a wide

³⁰ <https://www.intgovforum.org/multilingual/igf-2017-transcripts>

³¹ <https://www.youtube.com/user/igf>

³² <https://www.intgovforum.org/multilingual/content/igf-2017-geneva-messages#>

³³ <https://twitter.com/intgovforum>

³⁴ <https://www.facebook.com/IntGovForum>

³⁵ [https://www.unog.ch/80256EDD006B9C2E/\(httpPages\)/CBD301FF98AF69B980256EE700376D86?OpenDocument&count=10](https://www.unog.ch/80256EDD006B9C2E/(httpPages)/CBD301FF98AF69B980256EE700376D86?OpenDocument&count=10)

³⁶ <https://www.intgovforum.org/multilingual/content/igf-2017-youth-and-newcomers-track>

³⁷ <https://www.intgovforum.org/multilingual/content/igf-2017-lightning-sessions>

variety of topics, among which algorithms, data transparency, smart cities and community networks.

For the first time, collaborative sessions organized by various NRIs³⁸, were introduced. These sessions showcased local, national and regional perspectives on several significant and emerging Internet governance themes. They were organized by different NRIs in a true, bottom-up way, and have covered a variety of issues, from digital currencies to IDNs, data protection and many more.

The IGF Village³⁹ included a record number of booths, with 55 stakeholders presenting their work; and gave exhibitors from across the stakeholder spectrum the opportunity to advance their work, network and create partnerships among the IGF's participants.

Art@IGF⁴⁰, an interdisciplinary exhibition of digital art, was set up during the Forum in order to illustrate the interconnections between digital policy, digital art, media theory and technology.

A.3. Multistakeholder Advisory Group (MAG)

A press release⁴¹ announcing the renewal of the MAG for 2017 was issued on 27 February 2017. A total of 55 members, 12 among them new, were appointed. The Advisory Group members are from all stakeholder groups and all regions, representing Governments, civil society, the private sector and the technical community. Notably between 2016 and 2017, the rotation successfully reduced the disproportionately high number of members from WEOG and improved overall regional balance in the MAG⁴². All members serve in accordance with the MAG terms of reference⁴³ and in their personal capacities, but are expected to have close linkages with their respective stakeholder groups. Representatives of previous host countries and representatives of relevant international and regional intergovernmental organizations are also invited to attend Advisory Group meetings.

In a press release⁴⁴ also on 27 February, United Nations Secretary-General renewed the appointment of Ms. Lynn St. Amour of the United States of America as Chair of the MAG for 2017.

A.4. Syntheses of contributions received by the IGF Secretariat

A number of public community calls for contributions from IGF stakeholders were issued over the course of the year by the IGF Secretariat. The various submitted contributions were published on the IGF website and summarised by the IGF Secretariat in synthesis/compilation papers or integrated into further versions of output documentation.

1. Call for contributions taking stock of the IGF 2016 meeting and looking forward to the

³⁸ <https://www.intgovforum.org/multilingual/content/nris-collaborative-sessions>

³⁹ <https://www.intgovforum.org/multilingual/content/igf-village-0>

⁴⁰ <http://artigf.diplomacy.edu/>

⁴¹ The press release is available at <https://www.un.org/press/en/2017/pi2193.doc.htm>

⁴² https://www.intgovforum.org/multilingual/index.php?q=filedepot_download/4229/501

⁴³ <http://www.intgovforum.org/multilingual/content/mag-terms-reference>

⁴⁴ <https://www.un.org/press/en/2017/sga1708.doc.htm>

- IGF 2017 meeting, including suggestions on the format, schedule and themes.⁴⁵
2. Call for inputs from stakeholders to the 'Policy Options for Connecting the Next Billion-Phase II' compilation report.
 3. Call for contributions/surveys for IGF Best Practice Forums (BPFs)⁴⁶.

A.5. Ongoing implementation of the recommendations of the CSTD Working Group on Improvements to the Internet Governance Forum (IGF)⁴⁷

Throughout 2017, the IGF Secretariat continued to work with all stakeholders to continue to implement the recommendations of the CSTD Working Group on Improvements to the IGF. These recommendations have been actively implemented since adopted by the UN General Assembly in December 2012, in all five key areas outlined by the Working Group: shaping the outcomes of IGF meetings; working modalities, including open consultations, the MAG and the Secretariat; funding of the IGF; broadening participation and capacity-building; linking the IGF to other Internet governance-related entities.

In 2018 the IGF Secretariat, together with the MAG and UNDESA, will continue to carry out this process of implementation of the recommendations to the largest extent possible, funding permitted.

A.6. MAG Working Groups

As part of a renewed effort by the MAG to respond to recommendations set out in the outcomes of both the CSTD Working Group on IGF Improvements⁴⁸ and the 2016 UNDESA-organized retreat⁴⁹, two new working groups on 'IGF Improvements'⁵⁰ and on a 'Multiyear Strategic Work Programme'⁵¹ for the IGF were formed in 2017. The former has taken an analytical look at the CSTD's original recommendations from 2012 and how the IGF's progress to date can be measured against them, as well as what new recommendations might be considered moving forward. The latter, facilitated by the MAG Chair, aims to identify issues or themes the IGF might take on board as 'multi-year' tracks of work, in order to ensure continuity in the IGF's activity, strategically position it in future Internet governance debates, and help stabilize financial contributions to the IGF Trust Fund. The group is also in the process of looking at how the IGF's existing outputs can be better channeled into other fora and how the IGF can better meet calls to make its discussions more 'outcome oriented'. A further MAG working group on 'Workshop Review and Evaluation'⁵² was especially active at the beginning of the cycle and successfully fulfilled its shorter-term objectives.

The Secretariat provided technical support and documentation for guidance of the groups' work. Both groups met regularly and often in 2017, with plans to advance their discussions in 2018 and present findings to the wider MAG.

⁴⁵ The synthesis paper is available at

https://www.intgovforum.org/multilingual/index.php?q=filedepot_download/4229/494

⁴⁶ <http://www.intgovforum.org/multilingual/content/best-practice-forums-6>

⁴⁷ http://unctad.org/meetings/en/SessionalDocuments/a67d65_en.pdf

⁴⁸ http://unctad.org/meetings/en/SessionalDocuments/a67d65_en.pdf

⁴⁹ <https://www.intgovforum.org/multilingual/content/igf-retreat-documents>

⁵⁰ <https://www.intgovforum.org/multilingual/content/working-group-on-igf-improvements-wg-imp>

⁵¹ <https://www.intgovforum.org/multilingual/content/working-group-on-multi-year-strategic-work-programme-wg-mwp>

⁵² <https://www.intgovforum.org/multilingual/content/mag-working-groups>

A.7. Remote/online participation

Remote/online participation was an integral part of the IGF 2017 annual meeting, preparatory process and intersessional activities. Both physical open consultations and MAG meetings and the annual meeting were web streamed and live transcriptions were provided via the IGF website. A remote participation platform (Webex) was available for online participants to actively contribute to the discussions, through text questions or comments, or audio/video interventions. Webex platforms were also used to enable participation of all stakeholders in meetings of intersessional activities including BPF, DC and NRI coordination meetings.

Remote/online participation details were published on the IGF website before each meeting and/or via the relevant mailing lists. Before the 12th IGF, remote participation manuals⁵³ and instructions⁵⁴ were prepared and made available to online participants, moderators and hubs before the 12th IGF. Online training sessions were held to help them become familiar with the Webex platform. Onsite trainings were also provided for remote/online participation assistants.

Organisers of remote hubs for previous IGF meetings were again encouraged to set up hubs for the 2017 meeting and the IGF Secretariat also reached out to new individuals and entities and invited them to consider planning remote hubs in different locations around the world. 432 remote hubs⁵⁵ were organized around the world for the annual meeting, with approximately 2000 stakeholders actively participating online. The largest number of online participants came from the following countries: United States, Switzerland, Nigeria, China, India, Brazil, France, United Kingdom and Mexico.

Throughout 2017 the IGF Secretariat provided continuous online participation support, by sharing Webex services and moderating meetings at the request of national and regional IGF initiatives.

The IGF Secretariat convened more than 70 Webex meetings; for all stakeholders; throughout the 2017 work year (across meetings of the BPFs, DCs, NRIs, MAG and other groups), further expanding the platform for dialogue on issues related to Internet governance for all stakeholders in all parts of the world.

B. *Expected accomplishment 2*

Enhanced collaboration among key organizations dealing with different Internet governance issues in support of development goals

B.1. Participation in the IGF 2017 meeting

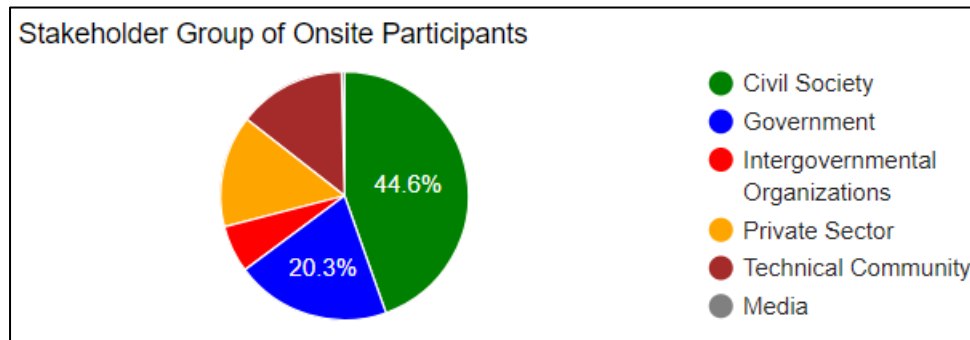
⁵³ http://www.intgovforum.org/multilingual/index.php?q=filedepot_download/3349/2

⁵⁴ Remote participation information is available at <https://www.intgovforum.org/multilingual/content/igf-2017-online-participation>

⁵⁵ <https://www.intgovforum.org/multilingual/igf-2017-remote-hubs>

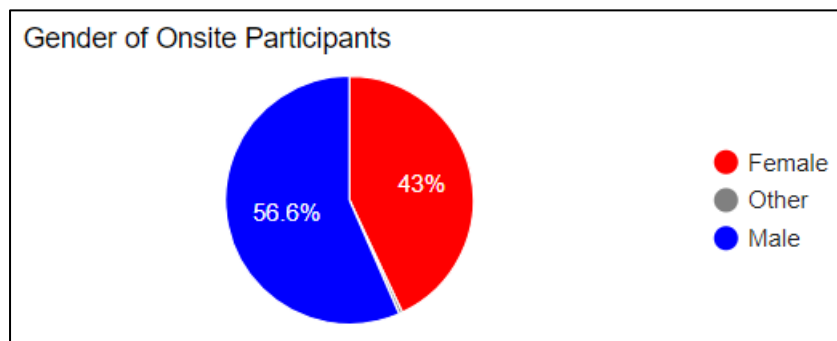
Onsite Participants by Stakeholder Group

Civil Society – 44.6%
 Government – 20.3%
 Private Sector – 14.6%
 Technical Community – 14.1%
 Intergovernmental Organizations – 6.1%



Onsite Participants by Gender

Male – 60.1%
 Female – 39%
 Other – 0.9%



Thanks in part to a '[Digital Geneva](https://www.intgovforum.org/multilingual/igf-2017-open-forums)'⁵⁶ track within the IGF programme, which highlighted open forums⁵⁷ organized by international and intergovernmental bodies based in Geneva, 2017 was a record-breaking year in terms of engagement in the IGF by both IGOs and Governments. Underscoring the rapidly growing relevance of digital issues in diverse policy fields and mandates, including humanitarian and environmental mandates, more than twenty different IGOs, including a number of UN System bodies, participated in the IGF through 'Digital Geneva' sessions, workshops, Day 0 sessions and side events. Among these were UN Global Pulse, the UN SDG Lab, UN Women, UNICEF, OHCHR, UNCTAD, the World Meteorological Organization (WMO), the World Intellectual Property Organization (WIPO), the International Trade Centre, the International Committee of the Red Cross, the African Union, the Council of Europe, the

⁵⁶ <https://igf2017.sched.com/overview/type/DIGITAL+GENEVA?iframe=no>

⁵⁷ <https://www.intgovforum.org/multilingual/igf-2017-open-forums>

European Commission, European Parliament, the OECD, and the Organization of American States (OAS).

The participation of Governments and policymakers, both as attendees and organizers of sessions, increased once again in 2017, with Government delegations from almost one hundred different countries registered. This year also saw the most number of sessions organized by Governments, some of which for the first time and included Afghanistan, Brazil, Cameroon, China, Cuba, Egypt, Germany, Indonesia, Israel, Latvia, Lebanon, Mexico, the Netherlands, Paraguay and the United States.

B.2. National, Regional and Youth IGF Initiatives

National, Regional and Youth IGFs (NRIs) have been emerging spontaneously ever since the IGF was convened in 2006. They are independent in their work and adhere to the core IGF principles of being multistakeholder, bottom-up, inclusive, open, transparent and non-commercial. Since the 2011, when the IGF Secretariat started running official recognition process, the number of NRIs has grown tremendously. Until the 12th IGF, the total number of officially recognized initiatives has more than doubled compared to period until the 2015. During the IGF 2017, the community was informed that there are 97 recognized NRIs⁵⁸. The NRIs are active and useful contributors to the IGF community's intersessional activities.

The linkages between the NRIs and the IGF have increased significantly, due to an intensive collaborative work the IGF Secretariat facilitates. This work is primarily focused on the organization of the NRIs main session, that this year was focused on the rights in the digital world, along with the organization of eight collaborative sessions, several work meetings, among which is the coordination session between the UNDESA, IGF Secretariat, MAG Chair and NRIs coordinators, as well as a dedicated meeting with the Youth IGF initiatives the IGF Secretariat hosted. All these sessions are organized in a bottom up manner, with the agenda developed by the NRIs. Over the course of the preparatory process, the NRIs collaborated with the IGF Secretariat on developing two publications: one containing guidelines and best practices on how to establish and run a successful NRI⁵⁹; and another one that reflects the value of existing Youth engagement at the IGF supported by the NRIs⁶⁰. Records from the NRIs regular fortnightly meetings also serve as valuable and tangible inputs to the global IGF; providing more local and issue -perspectives to policy challenges.

B.3. Participation in various Internet governance-related events and processes

In 2017, the IGF Secretariat continued to interact and communicate with other Internet governance-related entities, as part of the efforts to consolidate the IGF's linkages with such entities.

The Secretariat and/or MAG Chair participated in a number of events where matters related to Internet governance in general and the IGF in particular were discussed. This included national

⁵⁸ <https://www.intgovforum.org/multilingual/content/igf-regional-and-national-initiatives>

⁵⁹ <https://www.intgovforum.org/multilingual/content/nris-toolkit-how-to-start-your-igf-initiative>

⁶⁰ https://www.intgovforum.org/multilingual/index.php?q=filedepot_download/4874/800

and regional IGF meetings; ITU's WSIS Forum; meetings of the Commission on Science and Technology for Development (CSTD), including of its Working Group on Enhanced Cooperation (WGEC); the World Economic Forum (WEF) annual meeting; and ICANN meetings. The Secretariat's participation and interaction with stakeholders at such events allow the IGF to better relate to the evolving Internet governance ecosystem and to ensure that the IGF is appropriately placed within the various processes.

C. ***Expected accomplishment 3***

Exchange of information to foster the sustainability, robustness, security, stability and development of the Internet

C.1. **Online collaboration**

The IGF website has continued to be a valuable tool for stakeholders to find and share information. In 2017, the Secretariat continued to work to improve online collaboration opportunities for the IGF community by linking more information and adding functionalities.

During 2017, some of the main technical advances related to ongoing improvements in the new website for the IGF⁶¹ were as follows:

- The IGF community system was enabled and used frequently, with more than 6000 people having created their profiles, allowing them to submit session proposals and comments, participate in polls and make registrations, save preferences, make faster MAG nominations, create their internal communities with content, make service requests such as room reservations, communicate among themselves safely and for work collaboratively.
- All sensitive details in user profiles have been encrypted.
- A tool was implemented to automatically upload transcripts and reports and make them accessible in direct searches.
- A new workshop evaluation system was implemented, with additional elements and processes to make the workshops evaluation more dynamic, according to MAG decisions.
- Several NRIs sub-websites were created and made to be autonomously managed by their administrators; the websites serve as proof of concept for a tree-structured and modular IGF website.
- The translation process web content was successfully piloted, and French added as a new language.
- The IGF's document review platform was integrated into the new website.
- Implementation of the possibility to broadcast directly on IGF website.
- A website map with breadcrumb system and improved adaptability to different devices was implemented.
- Content was made accessible with 'rich search'.
- A document repository with a tagging and versioning system was created.
- A new 'equitably accessible' floor request system for IGF meetings was piloted and made accessible on mobile devices.
- Statistics have been automatized and presented in colour.

⁶¹ <https://www.intgovforum.org/multilingual/>

- The IGF website has been made accessible through IPv6.

Apart from this, a schedule system⁶² for the annual meeting has been integrated in the website. Other advances have been made for elements like remote participation, such as enabling live translation of interventions.

Several mailing lists were again created and managed by the IGF Secretariat in 2017⁶³. These were used by MAG members and other IGF stakeholders to work collaboratively on preparations for the annual meeting and intersessional activities.

Additional on-track improvements for the new site in 2018 include, but are not limited to:

- Additional improvements in the workshop presentation and evaluation system according to detected needs, such as a later inclusion of session content, statistically classifiable speakers or tag ordering.
- Registration per session with possibility to create a schedule.
- Possibility of notification to the users subscribed to content.
- Improved IGF visual calendar with types of events.
- Usage in parallel of the new HandUp system, including, if necessary, a timer.
- Integration with 3rd party registration systems, to present the current list of participants.
- Additional working for collaborative multilingualism and requested accessibility needs
- Regularization of sub-communities of content

During 2017, there were 166,406 visits to the IGF website (an increase of almost 50% compared to 2016). “Visits” mean connections to the IGF website made from different devices, or from the same device, with a separation of at least 30 minutes. The average session duration for a visit was 04:24 minutes with a mean of 3.32 pages visited per session, which reflects a richer and more organized website than was previously in place.

With regards to language, about 60% of sessions were initiated from English-language configured devices. Spanish almost reached 7%, followed by French (6.2%), Chinese (4.5%), Portuguese and German (2.6%) and Russian (1%). From a geographical point of view, the United States makes up 14% of the sessions, followed by Switzerland (the IGF 2017 Host Country) with 11.4%, Germany 7.51%, China 5.2%, India 4.6%, UK 3.7%, Brazil 2.9%, France 2.8%, Mexico 2.1% and Nigeria, Netherlands and Belgium with 1.7%.

The growth of social media activity in the IGF community has been a significant achievement in recent years and the IGF Secretariat, together with the MAG and all stakeholders, is working to continue to broaden the reach of the IGF online through various social channels. It is estimated that tweets about the 2017 IGF (#IGF2017) reached more than one million users in the lead-up to and throughout the week of the annual meeting in Geneva. The tweets averaged an 80% ‘positive sentiment’ rating, comparable or above that of other UN conferences. The IGF Secretariat once again made available a social media guidance page⁶⁴ for the meeting’s session organizers and participants.

⁶² <http://igf2017.intgovforum.org/>

⁶³ <https://www.intgovforum.org/multilingual/node/3376>

⁶⁴ <https://www.intgovforum.org/multilingual/content/social-media-at-12th-igf>

C.2. Web-based repository of IGF documentation

In 2017, a wealth of materials was added on the IGF website, including, but not limited to: various contributions received from stakeholders and syntheses of such contributions; summary reports of open consultations and MAG meetings (including the virtual meetings); summary reports of MAG working group meetings; summary reports of intersessional coordination meetings; analyses of programming processes; intersessional documentation produced by various IGF communities (BPFs, DCs, CENB) and NRIs; as well as transcripts and reports of the various sessions held during the annual IGF 2017 meeting.

C.3. IGF Inter-Sessional Outputs/Outcomes and other IGF Publications

As outlined in paragraph 72 of the Tunis Agenda, the publication of the IGF's proceedings is part of the Forum's mandate. In fulfilling this part of the mandate, the IGF Secretariat produced and published the IGF 2016 proceedings publication, which included all transcripts and reports of sessions held during the 2016 annual meeting.⁶⁵

The IGF 2017 Chair's Summary⁶⁶ was also prepared once again by the IGF Secretariat and submitted for approval to the Chair of the meeting.

In 2017, the IGF furthered its work on *Policy Options for Connecting and Enabling the Next Billion(s)*⁶⁷. This year, the intersessional initiative focused on a limited number of SDGs that are impacted by ICTs and conducted an in-depth analysis of case studies collected worldwide. The approach was intended to complete CENB phases I and II with concrete local experiences. The targeted SDGs were:

Goal 4: Ensure inclusive and equitable quality education for all and promote lifelong learning opportunities for all

Goal 5: Achieve gender equality and empower all women and girls

Goal 9: Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation

The IGF community contributions, collected notably through the NRIs, provided a series of case studies and success stories in which the Internet plays a key role in advancing the above SDGs. The CENB phases⁶⁸ taken together reflect over 150 substantive contributions from a diversity of stakeholders and stakeholder groups.

The IGF's Best Practice Forums (BPFs)⁶⁹ continue to offer unique platforms to investigate topical Internet policy challenges by collecting community input and experiences in a flexible and bottom-up manner. The BPFs gather knowledge that exist with different groups, organizations, experts and individuals, made available as a useful resource for the broader community in the form of tangible

⁶⁵ The book is available as an Abridged Report: http://www.intgovforum.org/multilingual/filedepot_download/3367/1048 and Full Report: http://www.intgovforum.org/multilingual/filedepot_download/3367/1049

⁶⁶ The Chair's Summary is available at http://www.intgovforum.org/multilingual/filedepot_download/3367/1049

⁶⁷ <https://www.intgovforum.org/multilingual/content/policy-options-for-connecting-and-enabling-the-next-billions-%E2%80%93-phase-iii-call-for-public>

⁶⁸ CENB Phase II is available at <https://www.intgovforum.org/multilingual/content/igf-2016-policy-options-for-connecting-and-enabling-the-next-billions-phase-ii> and CENB Phase I at

<https://www.intgovforum.org/multilingual/content/connecting-and-enabling-the-next-billion-phase-i>

⁶⁹ <https://www.intgovforum.org/multilingual/content/best-practice-forums-6>

Best Practice outcome documents. The BPF processes create temporary platforms for people to discuss, interact and collaborate on one specific Internet governance issue. They foster interaction between existing stakeholders and stakeholder groups and community members from all geographic regions.

Through their substantive outreach efforts and continued calls for input and contributions, the BPFs enabled more diverse and varied participation in IGF processes, including from a richer variety of regions and stakeholder groups. By continuously involving new people in their work, the various BPFs also contributed to enlarging the global footprint of the IGF. As a part of the 2017 community intersessional activities, the fourth cycle of BPFs focused on Cybersecurity⁷⁰, Gender and Access⁷¹, and Local Content⁷². BPFs worked throughout the year in an open and inclusive way via open mailing lists, regular virtual meetings and BPF workshops during the 12th IGF meeting.

The more than 200 thematic workshops and other sessions that took place throughout the week⁷³ of the annual meeting have also produced output reports (curated together with session transcripts and videos) which are available to all on the IGF website and now serve as resources and inputs into other relevant processes.

C.4. Dynamic Coalitions

Extending and developing on a process which began in 2015 with their first-ever main session at the IGF, IGF DCs coordinated their efforts throughout 2017 leading up to the annual meeting⁷⁴. Through their regular monthly virtual meetings and adoption of common work standards (open archives, open membership, open mailing lists)⁷⁵, their activities have become more synchronized, all while coalitions continue to work independently as multistakeholder expert discussion groups on a variety of topics. A majority of DCs presented substantive issue-specific papers⁷⁶ to the IGF Community for review and comment before, during and after the 12th IGF. This substantive work also culminated in a multi-themed and engaging main session⁷⁷, following up coalitions' joint main sessions held in 2016 and 2015. The themes covered were Accessibility and Disability; Blockchain Technologies; Community Connectivity; Core Internet Values; Gender; Innovative Approaches to Connecting the Unconnected; Internet of Things; Net Neutrality; Platform Responsibility; Public Access in Libraries; Trade; and Internet Rights.

As with other parts of the IGF Community, DCs are growing steadily, with two new coalitions in 2017 – on 'Trade' and 'Publicness' – and three more proposed for early 2018. 2017 also saw deeper collaboration among and between DCs and other intersessional groups, notably between the 'DC on Innovative Approaches to Connecting the Unconnected' and the CENB initiatives, and the DC on Gender and Internet Governance and the BPF on Gender & Access.

⁷⁰ <https://www.intgovforum.org/multilingual/content/bpf-cybersecurity-1>

⁷¹ <https://www.intgovforum.org/multilingual/>

⁷² <https://www.intgovforum.org/multilingual/content/bpf-cybersecurity-1>

⁷³ <https://www.intgovforum.org/multilingual/igf-2017-transcripts>

⁷⁴ All DC coordination activities, including Secretariat-produced summaries, available at <https://www.intgovforum.org/multilingual/content/dc-coordination-activities>

⁷⁵ <https://www.intgovforum.org/multilingual/content/terms-of-reference-dynamic-coalition-coordination-group-dccg>

⁷⁶ <https://www.intgovforum.org/multilingual/content/dynamic-coalitions-8>

⁷⁷ <https://www.intgovforum.org/multilingual/content/igf-2017-day-3-room-xvii-dynamic-coalitions-contribute-to-the-digital-future>

D.***Expected accomplishment 4***

Strengthened capacity of developing country stakeholders to participate effectively in Internet governance arrangements

D.1. Participation of developing countries in the IGF process

The IGF Secretariat, together with the MAG and the broader IGF community, have continued their efforts to increase participation in IGF meetings (including the preparatory processes) and to attract and encourage more participants from developing countries.

The expansion of IGF intersessional activities, including Best Practice Forum(s); Policy Options for Connecting and Enabling the Next Billion(s); coordination meetings of the National and Regional IGFs; Dynamic Coalitions, among others, have also contributed to increased participation of stakeholders from developing countries in IGF processes as the majority of this work is carried out online (open Webex meetings) and through mailing lists.

In 2017, financial support was again provided to stakeholders from least developed countries, developing countries and transitional economies to enable them to participate in open consultations, MAG meetings and the 12th IGF, as members of the MAG. The IGF funded or partially funded more than 50 missions for MAG members. Eligibility criteria for funding a participant to attend the IGF and/or the Open Consultations and MAG meeting were published on the IGF website.⁷⁸

III. Conclusions

2017 was another busy year for the IGF, which reflected intensified work by all actors – the Secretariat, MAG and IGF Community – to improve on existing processes, as well as the tremendous growth of the Community overall. By past standards, the Secretariat endeavoured at the beginning of the year to make as quick and efficient as possible the renewal of the MAG, both shortening the timeframe by which the evaluation and submission of candidatures was made and providing the Community with enhanced instructions and documentation on the nominations. From the outset the new MAG undertook specific projects to redefine its ‘work as usual’. This included a dedicated working group on workshop review and evaluation which overhauled many of the elements that made the workshop selection process lengthy and unpredictable. With the support of the Secretariat, the result of this reform was a shorter discussion on the final selection of proposals, easier to navigate forms for proposers, and most importantly, workshop sessions that were more dynamic and appropriately balanced in terms regions, stakeholders and gender. Other working groups on improvements and on a long-term work plan for the IGF were particularly active. They demonstrate commitment to ensuring the IGF remains ‘fit for purpose’, as well as an excellent working relationship with the Secretariat

⁷⁸ <https://www.intgovforum.org/multilingual/content/participant-funding>

toward implementing their objectives.

The IGF Community is on a path of uninterrupted growth, with signs of this evident in many IGF processes. Since 2015 the number of NRIs has nearly doubled; every year two to four issue-specific coalitions are added to the DCs; the number of proposals for workshops received by the Secretariat increased to a record-breaking 281 this year. The Secretariat has risen to this challenge by continuing to help coordinate the activities of community groups such as DCs and BPFs, and independent initiatives like NRIs. It has provided them with platforms for discussion and collaboration, while guaranteeing they meet minimum standards of multistakeholderism and work practices. It also continues to support the community by maintain and developing all the online tools at their disposal, from the IGF website, to mailing lists, meeting and intervention tools.

The IGF's annual meeting in 2017 also showed the various ways in which the IGF is evolving, together with the broader policy discussions around it. Current and emerging digital policy issues of broad public interest were prominent at the 12th IGF. Developments around the world related to artificial intelligence, the role of artificial intelligence in disinformation, big data, the Internet of Things and virtual reality, put these issues at the forefront of the IGF agenda. As measured in number of dedicated sessions, they constituted the most popular sub-theme in the programme. Net neutrality and blockchain technologies, two topics which made headlines in the weeks leading up to the IGF, proved to be some of the best-attended sessions. Several sessions in the programme also highlighted the increasingly significant role digital policy issues play in the work of UN and other international agencies, with entities such as the World Meteorological Organization (WMO), OHCHR, UN Women, UNICEF and the International Federation of the Red Cross presenting in the meeting, some for the first time. In line with this, the Secretariat worked to create a strong relationship with UNOG's Information Service to establish an effective communications presence. This resulted in several daily press releases, press conferences and social media support, which gave the IGF unprecedented coverage in international news outlets.

Despite resourcing and staffing challenges in the Secretariat, the IGF in 2017 was one of the best attended in the Forum's history, with active and increased participation from Government and intergovernmental stakeholders. Throughout the year, the Secretariat met or exceeded the IGF Community's expectations and is set to build on this progress for 2018.