



**ORGANIZACIÓN DE LOS ESTADOS AMERICANOS  
ORGANIZATION OF AMERICAN STATES**

**Comisión Interamericana de Telecomunicaciones  
Inter-American Telecommunication Commission**

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**44 MEETING OF PERMANENT CONSULTATIVE  
COMMITTEE I: TELECOMMUNICATIONS/  
INFORMATION AND COMMUNICATION  
TECHNOLOGIES  
May 20 to 24, 2024  
Panama City, Panama**

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**FINAL REPORT  
(Item on the Agenda: 6)  
(Document submitted by the Secretariat of CITEL)**

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## FINAL REPORT

### 44 MEETING OF THE PERMANENT CONSULTATIVE COMMITTEE I: TELECOMMUNICATIONS/INFORMATION AND COMMUNICATION TECHNOLOGIES (PCC.I)

The 44 Meeting of the Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies was held in person from May 20 to 24, 2024 at the Marriott Panama Hotel, in Panama City, Panama.

#### 1. AGENDA<sup>1</sup>

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1. Approval of the agenda and calendar of activities.
2. Establishment of the Drafting Group for the Final Report.
3. Structure and Work Plan for the PCC.I.
4. Working Group reports and meetings:
  - 4.1 Working Group on Policies and Regulation (WGPR).**
    - 4.1.1 Rapporteurship on protecting the rights of telecommunication services users and on telecommunication service quality.
    - 4.1.2 Rapporteurship on economic aspects of telecommunications/ICTs.
    - 4.1.3 Rapporteurship on broadband, universal access, digital inclusion, and gender equity.
    - 4.1.4 Rapporteurship on conformance, fraud control and illegal or irregular mobile terminal devices.
    - 4.1.5 Rapporteurship on Regulatory Improvement.
  - 4.2 Working Group on Deployment of Technologies and Services (WGDTs).**
    - 4.2.1 Rapporteurship on disaster prevention, response and mitigation, ICTs and climate change, environmental protection and the circular economy.
    - 4.2.2 Rapporteurship on interoperability, infrastructure, connectivity, numbering, services and applications, including Internet and international connectivity.
    - 4.2.3 Rapporteurship on cybersecurity, privacy and data protection, vulnerability assessment and confidence building.
    - 4.2.4 Rapporteurship on technological innovation, digital economy, Internet of things, and smart cities and communities.
  - 4.3 Working Group for the Preparation and Follow-up of the WTSA, WCIT and WTDC (WGCONF).**
5. Agenda, site, and date for the 45 Meeting of PCC.I.
6. Approval of the Final Report.
7. Other business.

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<sup>1</sup> CCPI-TIC/doc. 5484/24

## **2. AUTHORITIES OF THE MEETING**

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**Alternate Chair of PCC.I:**  
**Executive Secretary of CITEL**

Mr. Víctor Martínez (Paraguay)  
Mr. Oscar León (OAS/CITEL)

### **Drafting Group:**

#### **Chair**

Panama: Ms Jennifer Martínez

#### **Members**

United States of America: Ms. Carola Balbuena

Uruguay: Ms. Cinthia Ortellado

### **Participants:**

#### **a. Member states:**

Belice, Brazil, Canada, Colombia, Costa Rica, Dominican Republic, Mexico, Panamá, Paraguay, Surinam, Uruguay.

#### **b. Associate members:**

Argentina – CÁMARA ARGENTINA DE INTERNET (CABASE)  
Argentina – TELEFONICA DE ARGENTINA  
Belgium – GSOA LTDA  
Canada – ERICSSON CANADA  
Colombia - COLNODO  
Colombia - VRIO  
Costa Rica – INTER-AMERICAN ASSOCIATION OF TELECOMMUNICATIONS COMPANIES (ASIET)  
United States of America – ACCESS PARTNERSHIP  
United States of America – AMAZON  
United States of America – EHOSTAR  
United States of America – ISOC - INTERNET SOCIETY  
United States of America – SBA Communications  
United States of America – VIASAT  
United States of America – QUALCOMM  
Uruguay - CERTAL  
Uruguay - LATIN AMERICAN AND CARIBBEAN INTERNET ADDRESSES REGISTRY (LACNIC)

#### **c. International and regional organizations**

Regional Technical Commission on Telecommunications of Central America (COMTELCA)  
European Conference of Postal and Telecommunications Administrations (CEPT)  
Corporación para la Asignación de Número y Nombres en Internet (ICANN)  
International Telecommunication Union (ITU)

d. **Guests:**

Cullen International  
TMG  
UFINET – Panamá  
WELCHMAN KEEN

e. **OAS General Secretariat**

CICTE

### 3. RESOLUTIONS

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#### **PCC.I/RES. 336 (XLIV-24)<sup>2</sup>**

#### **ONLINE SEMINAR ON FUNDING MECHANISMS FOR CONNECTIVITY ROLLOUT AND EXPANSION**

The 44 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

#### **CONSIDERING:**

- a) That resolution PCC.I/RES. 323 (XLI-22) updated the structure and terms of reference of PCC.I working groups and rapporteurships, including the structure of the Rapporteurship on broadband, universal access, digital inclusion, and gender equity;
- b) That, according to resolution PCC.I/RES. 323 (XLI-22), the mandate of the Rapporteurship on broadband, universal access, digital inclusion, and gender equity is to promote actions and best practices conducive to achieving the inclusion and social appropriation of telecommunications/ICTs, taking into consideration gender equality and the needs of minority or vulnerable social groups;
- c) That resolution PCC.I/RES. 332 (XLIII-23) approved holding an Online Seminar on Funding Mechanisms for Connectivity Rollout and Expansion scheduled to take place before the 44 meeting of PCC.I and that, owing to challenges encountered because of a full agenda of sector activities and events, as well as the availability of panelists, it is necessary to reschedule this activity,

#### **RECOGNIZING:**

- a) That the terms of reference of the work plan of the Rapporteurship on broadband, universal access, digital inclusion, and gender equity include conducting activities for capacity building of member states in telecommunications/ICT, with special attention to minority and vulnerable social groups, so that they can use and take advantage of them for their human development, coordinating actions with stakeholders in the private sector, the academic community, civil society, and government entities;
- b) That part of the terms of reference of the Rapporteurship on broadband, universal access, digital inclusion, and gender equity aims to promote the gathering, analysis, conduction of studies, and exchange of best practices in terms of public policies, regulatory frameworks, incentives, national broadband plans, affordability and accessibility issues in the countries of the region that make it possible to bridge the digital divide; enhance coverage in unserved or underserved areas, especially in rural areas involving the participation of indigenous peoples, other population groups, community operators, nonprofit operators, and small operators; ensure universal access to telecommunications and broadband services; and achieve digital inclusion;
- c) That the work plan of the Rapporteurship on broadband, universal access, digital inclusion, and gender equity has called for a survey on funding mechanisms for connectivity service rollout and expansion, such as the Universal Service Fund (USF), government investments, and public-private partnerships, among

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<sup>2</sup> CCP.I-TIC/doc. 5506/24

others, with specific measures targeting rural, remote, or hard-to-reach areas, for the purpose of making these services more affordable;

**RESOLVES:**

1. To approve holding this seminar on Funding Mechanisms for Connectivity Rollout and Expansion online before the 46 meeting of PCC.I.
2. To organize the seminar at no cost to CITELE.
3. To designate the Rapporteurship on broadband, universal access, digital inclusion, and gender equity of the Working Group on Policies and Regulation (WGPR) to coordinate this online seminar with support from the CITELE Secretariat.
4. To approve the preliminary topics specified in the annex to the present resolution as the seminar's key focus.
5. To revoke resolution PCC.I/RES. 332 (XLIII-23).

**ANNEX TO RESOLUTION PCC.I/RES. 336 (XLIV-24)**

**PRELIMINARY TOPICS**

**SEMINAR ON FUNDING MECHANISMS FOR CONNECTIVITY ROLLOUT AND  
EXPANSION**

**Panel 1:**

Exchange of best practices

**Panel 2:**

Panel of discussion with industry regulators and leaders

Key issues:

- Main achievements and difficulties in funding connectivity rollout and expansion



**ONLINE SEMINAR ON THE IMPACT OF REGULATING DATA PROTECTION IN THE AMERICAS**

The 44 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

**CONSIDERING:**

a) That ensuring the security of information systems in terms of data protection is a priority matter for the Hemisphere, because information networks play a key role in the critical infrastructure of countries and their economies and societies,

**RECOGNIZING:**

a) That the safe and effective operation of global telecommunication infrastructure is key for the well-being and development of all sectors of the economy and therefore of vital interest for both governments and the private sector.

b) That a joint seminar with CITEL administrations would foster greater understanding of the crucial issues relative to cybersecurity and data protection for national and state governments and would provide a forum for the exchange of information, human resource capacity building, and ongoing cooperation among participants on the comprehensive protection of data, whether they are electronic or other technical media and whether they are public or private.

c) Over the past few decades, the exponential growth of technology and digitalization has transformed the telecommunication sector, leading to a substantial rise in personal data gathering, storage, and processing. In view of the intrinsic nature of personal data and their importance for individual privacy, various countries of the Americas have adopted or are in the process of implementing regulations to protect those data. These regulations, however, widely differ from one country to another, which raises specific challenges for telecommunication companies that operate regionally or globally.

**RESOLVES:**

1. To approve the holding of an online seminar on the impact of regulating data protection in the Americas. The seminar would be held before the 46 meeting of PCC.I.
2. To invite member states, associate members, and other relevant organizations to attend this seminar in order to share the progress they have achieved in setting standards or regulations in this area.
3. To hold this seminar at no cost to CITEL.
4. To designate the rapporteur and co-rapporteurs of the Rapporteurship on cybersecurity, privacy and data protection, vulnerability assessment, and confidence building so that, with the CITEL Executive Secretariat, they can prepare for the proposed seminar.
5. To approve the preliminary topics included in the annex to the present resolution as the initial framework for the Seminar's dialogues.

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<sup>3</sup> CCP.I-TIC/doc. 5509/24 rev. 1

## **ANNEX TO RESOLUTION PCC.I/RES. 337 (XLIV-24)**

### **Preliminary topics**

1. To review personal data protection laws in key countries of the Americas and identify critical differences and similarities.
2. To discuss how personal data regulations shall impact the daily operations of telecommunication enterprises, ranging from data management to security and enforcement.
3. To explore the practical challenges encountered by enterprises when implementing data regulations in different jurisdictions, including cross-border data transfers.
4. To assess the impact of new technologies, such as 5G and artificial intelligence, on data protection and privacy and the strategies to mitigate potential risks.
5. To draw up collaborative approaches among countries for drafting more coherent data policies that would facilitate the international functionality and interoperability of the telecommunication sector without undermining privacy protection.

### **Format and participants**

The seminar shall be organized as a series of online panels. It is expected that the following shall be attending: representatives of regulatory authorities, privacy and enforcement executives and managers of telecommunication enterprises, legal and technical data protection experts, academics, and representatives of consumer organizations.

### **Expected outcomes**

The Seminar's expected outcome would be a series of recommendations and strategies that could serve as guidelines for all stakeholders. It is also expected that a collaborative network would be promoted amongst the participants for future initiatives and joint projects.

## **PCC.I/RES. 338 (XLIV-24)<sup>4</sup>**

### **ONLINE WORKSHOP ON THE USE OF TELECOMMUNICATIONS AND DIGITAL TECHNOLOGIES IN DISASTER PREPAREDNESS, RESPONSE, AND MITIGATION**

The 44 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

### **CONSIDERING:**

That resolution PCC.I/RES. 334 (XLIII-23) approved holding a VIRTUAL WORKSHOP ON THE USE OF TELECOMMUNICATIONS AND DIGITAL TECHNOLOGIES IN DISASTER PREVENTION,

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<sup>4</sup> CCP.I-TIC/doc. 5513/24

RESPONSE AND MITIGATION prior to the 46 Meeting of PCC.I, and that, due to the challenges of the busy agenda of activities and events in the sector plus the availability of panelists, it is necessary to reschedule this activity,

**RESOLVES:**

1. To approve the holding of an online workshop on the development and implementation of key digital technologies to be taken into account in emergency telecommunication plans for natural disaster preparedness, response, and mitigation. This workshop is scheduled to be held in two sessions, the first in September 2024 and the second in November 2024.
2. To invite member states, associate members, and relevant organizations to submit contributions to this workshop by sharing their experiences on the opportunities offered by new and emerging digital technologies with a focus on their applications within these specific activities.
3. To organize this workshop at no cost to CITEL.
4. To designate the rapporteur or co-rapporteurs of the Rapporteurship on disaster prevention, response and mitigation, ICTs and climate change, environmental protection, and the circular economy with the CITEL Secretariat in order to coordinate the workshop.
5. To approve the preliminary topics included in the Annex to this resolution as a preliminary framework for the dialogues at the workshop.
6. To revoke Resolution PCC.I/RES. 334 (XLIII-23).

**ANNEX TO RESOLUTION PCC.I/RES. 338 (XLIV-24)**

**Preliminary topics:**

- New digital technologies for monitoring and forecasting in early warning systems. The role of the Internet of Things and mobile applications.
- The contribution of Artificial intelligence (AI) in efforts related to disaster preparedness, response, and mitigation within the telecommunications/ICTs sector.
- Role of drones, robots, and satellites for surveillance and their importance in emergency situations.
- Present and future trends of emerging technologies.
- Role of emergency institutions.
- Standardization of frequency bands in emergency situations.
- Comprehensive early warning system (local communities, international cooperation).

**PCC.I/RES. 339 (XLIV-24)<sup>5</sup>**

**WORKSHOP ON INFRASTRUCTURE SHARING TO ADVANCE MEANINGFUL  
CONNECTIVITY**

The 44 Meeting of the Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC. I),

**CONSIDERING:**

- a) the importance of infrastructure sharing as a potential tool for expanding meaningful connectivity and bridging the digital divide;
- b) the importance of understanding the status of infrastructure sharing in the Americas region, as well as information on international best practices;

**ACKNOWLEDGING:**

- a) that the exchange of information and best practices between member states and associate members can contribute to the development and planning of more efficient telecommunications infrastructures;
- b) that the holding of face-to-face workshops within the framework of CITEL meetings has proven to be useful for all member states and associate members,

**RESOLVES:**

- 1. To approve the holding of a one-hour workshop within the framework of the sessions of the Working Group on the Development of Technologies and Services during the 45th Meeting of PCC.I to be held from August 19 to 23, 2024 in João Pessoa, Brazil.
- 2. To carry out this workshop at no cost to CITEL.
- 3. To designate the associate member, SBA Communications, as coordinator of this event with the support of the CITEL Secretariat.
- 4. To approve the agenda indicated in the Annex to this resolution, as the central focus of the workshop.

**ANNEX TO RESOLUTION PCC.I/RES. 339 (XLIV-24)**

**WORKSHOP ON INFRASTRUCTURE SHARING TO ADVANCE MEANINGFUL  
CONNECTIVITY**

- 1. Current Status of Infrastructure Sharing in the Americas.
- 2. International best practices.
- 3. Infrastructure sharing use cases.

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<sup>5</sup> CCP.I-TIC/doc. 5565/24 rev. 2

**PCC.I/RES. 340 (XXLII-24)<sup>6</sup>**

**APPROVAL OF INTERIM VIRTUAL MEETINGS TO PREPARE FOR THE 2024 WORLD  
TELECOMMUNICATION STANDARDIZATION ASSEMBLY (WTSA-24)**

The 44 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

**CONSIDERING:**

- a) That CITEL's preparations for the 2024 World Telecommunication Standardization Assembly (WTSA) must necessarily continue virtually due to the challenges of having only two face-to-face meetings per year for this work and because there is insufficient preparation time for the Member States to develop, negotiate and approve Inter-American Proposals (IAPs).
- b) That Resolution PCC.I/RES. 328 (XVII-23) of this meeting adopted guidelines for adopting and submitting IAPs.
- c) That Resolution PCC.I/RES. 328 (XVII-23) Clause A.1 defines that no new PRELIMINARY PROPOSALS should be considered or formulated in the FINAL MEETING; however, exceptionally, PCC.I may decide to permit this on a case-by-case situation.
- d) That PCC.I membership may need additional time may to present new PRELIMINARY PROPOSALS, especially considering the timeline of the preparatory discussions for WTSA-24 in other Regional Telecommunications Organizations (RTOs).

**RESOLVES:**

- 1. To authorize WGCONF to continue its work with interim virtual meetings between the face-to-face meetings of the PCC.I.
- 2. To authorize the presentation of new PRELIMINARY PROPOSALS at these interim virtual meetings prior to the 45<sup>th</sup> meeting of PCC.I.
- 3. To instruct the CITEL Secretariat to send the invitations to these virtual PCC.I meetings to the Member States at least two (2) weeks in advance, with a contribution deadline at least one (1) week in advance.

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<sup>6</sup> CCP.I-TIC/doc. 5570/24

**PCC.I/RES. 341 (XLIV-24)<sup>7</sup>**

**AGENDA, SITE AND DATE OF THE 45 AND 46 MEETING OF PCC.I**

The 44 Meeting of Permanent Consultative Committee I: Telecommunications/ICTs (PCC.I),

**RESOLVES:**

1. To hold the 45 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies from August 19 to 23, 2023 in Joao Pessoa, Brazil.
2. To hold the 46 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies from March 31 to April 4, 2025, in Asuncion, Paraguay.
3. To adopt the Draft Agenda for the 45 Meeting of PCC.I, annexed to this resolution.

**ANNEX TO RESOLUTION PCC.I/RES. 341 (XLIV-24)**

**DRAFT AGENDA FOR THE 45 MEETING OF PCC.I**

1. Adoption of the agenda and calendar of activities
2. Establishment of the Drafting Group for the Final Report.
3. Structure and Work Plan for the PCC.I.
4. Reports and meetings of the Working Groups
  - 4.1 Working Group on Policies and Regulations (WGPR).**
    - 4.1.1 Rapporteurship on protecting the rights of telecommunication service users and on telecommunication service quality.
    - 4.1.2 Rapporteurship on economic aspects of telecommunications/ICTs.
    - 4.1.3 Rapporteurship on broadband, universal access, digital inclusion and gender equity.
    - 4.1.4 Rapporteurship on conformance, fraud control and illegal or irregular mobile terminal devices.
    - 4.1.5 Rapporteurship on Regulatory Improvement.
  - 4.2 Working Group on the Deployment of Technologies and Services (WGDTs).**
    - 4.2.1 Rapporteurship on disaster prevention, response and mitigation, ICTs and climate change, environmental protection and the circular economy.
    - 4.2.2 Rapporteurship on interoperability, infrastructure, connectivity, numbering, services and applications, including the Internet and international connectivity.
    - 4.2.3 Rapporteurship on cybersecurity, privacy and data protection, vulnerability assessment and confidence building.

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<sup>7</sup> CCP.I-TIC/doc. 5496/24 rev. 1

- 4.2.4 Rapporteuship on technological innovation, digital economy, the Internet of things, and smart cities and communities.

**4.3 Working Group for the Preparation and Follow-up of WTSA, WCIT and WTDC (WGCONF).**

- 5. Agenda, site, and date of the 46 Meeting of PCC.I.
- 6. Approval of the Final Report.
- 7. Other business.

## 4. RECOMENDATIONS

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### PCC.I/REC. 44 (XLIV-24)<sup>8</sup>

#### **BEST PRACTICES IN REGULATORY IMPROVEMENT FOR THE BENEFIT OF TELECOMMUNICATION SERVICE USERS**

The 44 meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

#### **CONSIDERING:**

- a) That Resolution CCP.I/RES. 321 (XLI-22) approved the creation of the Rapporteurship in Regulatory Improvement, which is aimed at facilitating the exchange of information and best practices in connection with regulatory improvement in the sector of information and communication technologies (ICT); and
- b) That, as a result of the implementation of activities integrated into the work plan, on the basis of the mandates and terms of reference, that are being carried out in the rapporteurships of PCC.I workings groups, it has been possible to compile and review best practices promoting actions aimed at improving and modernizing regulations for the benefit of telecommunication service users,

#### **RECOGNIZING:**

- a) The efforts made by member states and associate members to participate actively in identifying, compiling, and socializing information relative to the progress and achievements made with respect to regulatory improvement processes and methodologies, as well as in digital transformation and open governance that would enable regulatory innovation in the telecommunication sector;
- b) The importance of the achievements reported by member states in drawing up innovative, efficient, and collaborative regulations that enhance digital transformation, foster investment, and bridge the connectivity divide while also contributing to sustainable development in the digital age;
- c) The challenges encountered to adapt regulations to the evolution of technology, regulate emerging technologies, and strike a balance between sustainability and economic growth and the importance of establishing global and national partnerships, as well as the need to draw up legal instruments for digital transformation; and
- d) The need for member states and associate members to build up a collaborative approach as a development tool for regulatory improvement in the region listing the best practices that each country can examine depending on their environment,

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<sup>8</sup> CCP.I-TIC/doc. 5498/24 rev. 2



## RECOMMENDS:

1. Establishing a regulatory improvement policy that defines the principles, objectives, roles, and responsibilities, as well as coordination, participation, evaluation, and accountability mechanisms.
2. Encouraging a predictable regulatory environment through updated regulatory agendas and periodic reviews.
3. Incorporating and strengthening RIA as a tool to evaluate the objectives, benefits, and costs of existing regulations (ex post) and the proposals or projects for new regulations (ex ante).
4. Encouraging regulatory simplification through regular regulatory reviews and the elimination of obsolete regulations.
5. Promoting the centralization of regulatory improvement in a specific sector/area, being responsible for the coordination and promotion of the principles of regulatory improvement and their implementation within organizations.
6. Promoting regulatory transparency through public consultation processes or public hearings and participation spaces in the different stages of a regulatory project, knowing the perception and level of interest in it, and taking into consideration what is relevant when making decisions.
7. Encouraging the implementation of E-government to streamline processes and administrative procedures starting from its digitization.
8. Encouraging responsive or adaptive regulation schemes, as well as co-regulation and self-regulation, to promote regulatory compliance.
9. Promoting the use of an open data strategy with a focus on improving the transparency of the data processed by regulators, as well as the studies and analyses performed, allowing the actors of the digital ecosystem and stakeholders in general to have knowledge of the behavior and evolution of the market, improving user empowerment and trust in the regulated agents.
10. Encouraging the use of innovative tools, such as web scraping, artificial intelligence, machine learning, among other emerging technologies, to generate greater efficiency both in the generation of rules and their compliance.
11. Developing and publishing roadmaps or strategic planning documents in which objectives and goals are defined, as well as deadlines for the implementation of regulatory improvement policies and any innovative tools in the field.
12. Encouraging innovative regulatory models, such as sandboxes, to make regulatory schemes more flexible in controlled environments, where disruptive products, services, and solutions are tested to evaluate and estimate possible impacts on the market and which may lead to possible modifications of the general regulatory framework.
13. Developing regulations that, from their inception, take into account implementation plans where applicable. These implementation plans should ensure robust verification and compliance.
14. Promoting and strengthening the internal capabilities of the staff who participates in the design and development of regulatory projects, in order to continue learning, experimenting, and implementing innovative tools for regulatory improvement, both current and future-state tools, taking into consideration the continuous technological advancement and the generation of more and better regulation mechanisms around the world.

## 5. DECISIONS

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### PCC.I/DEC. 353 (XLIII-23)<sup>9</sup>

#### QUESTIONNAIRE ON ISSUES OF INTEREST FOR PROTECTING TELECOMMUNICATION SERVICE USERS

The 44 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

#### DECIDES:

1. To invite member states to respond to the questionnaire attached as an annex to the present decision;
2. To request member states to provide the information requested in the questionnaire attached herewith to the Rapporteurship on Protecting the Rights of Telecommunication Service Users and on Telecommunication Service Quality, Vanessa Castillo Mendives ([vcastillo@osiptel.gob.pe](mailto:vcastillo@osiptel.gob.pe)) and Ileana Gama Benitez ([Ileana.gama@ift.org.mx](mailto:Ileana.gama@ift.org.mx)), with a copy to the CITEL Secretariat ([citel@oas.org](mailto:citel@oas.org));
3. Instruct the Rapporteurship on Protecting the Rights of Telecommunication Service Users and on Telecommunication Service Quality to draw up a report with the results of the questionnaire and, on the basis of the review of the issues of interest, to submit at the next meeting of PCC.I a proposal for holding a seminar to share the best practices for protecting telecommunication service users, to be held in 2025;
4. To instruct the CITEL Secretariat to distribute the attached questionnaire to member states, with the following deadline for submitting the responses: **June 28, 2024.**

### ANNEX TO DECISION PCC.I/DEC. 353 (XLIV-24)

#### QUESTIONNAIRE ON ISSUES OF INTEREST FOR PROTECTING TELECOMMUNICATION SERVICES USERS

Country/organization:

Name of the person completing the survey:

Position/organization:

E-mail/contact phone number:

In view of the advisability of exchanging experiences about the policies and mechanisms that countries have implemented for the benefit of telecommunication service users, as well as the vision for users in the future, considering changes in technology and digitalization,

1. For your organization, what are the priority issues for protecting the rights of telecommunication service users?
2. List the provisions, regulations, and/or standards for protecting the rights of telecommunication service users that have been adopted in your country over the past two (2) years.

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<sup>9</sup> CCP.I-TIC/doc. 5502/24 rev. 1

**PROGRESS ON THE WORK THROUGH A VIRTUAL FORMAT FOR THE MANUAL ON  
BEST PRACTICES AND RECOMMENDATIONS ON PUBLIC POLICIES AND INITIATIVES  
THAT PROMOTE THE GENDER APPROACH THROUGH ICTS**

The 44 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

**DECIDES:**

1. To instruct the Rapporteurship on broadband, universal access, digital inclusion and gender equity to continue working virtually to develop the Manual on Best Practices and Recommendations on Public Policies and Initiatives that Promote a Gender Approach through ICTs, with specific objectives, indicators and actions to ensure greater equality in this field, between Meetings 44 and 45 of the PCC.I, according to the following tentative schedule of activities:

#	Activity	Deadline
1	Receiving contributions to the annex to this document and/or updates to the questionnaire on public policies and recommendations on public policies and initiatives promoting a gender approach (Decision PCC.I/DEC.330 (XLI-22))	June 24, 2024
2	Distributing the new version of the Manual on Best Practices and Recommendations on Public Policies and Initiatives that Promote a Gender Approach through ICTs, identifying best practices.	July 4, 2024
3	Receiving comments	July 15, 2024
4	Virtual Session I to discuss the draft Manual on Best Practices and Recommendations on Public Policies and Initiatives that Promote a Gender Approach	July 22, 2024

2. To invite CITEL Member States and Associate Members to send in their contributions to this draft Manual on Best Practices and Recommendations and/or updates to the questionnaire contained in Decision PCC.I/334 (XLII-23), to Edith Villalba Rapporteurs ([edithvillalba@conatel.gov.py](mailto:edithvillalba@conatel.gov.py)) and Cynthia Ortellado ([cortellado@conatel.gov.py](mailto:cortellado@conatel.gov.py)) of the Administration of Paraguay, with a copy to the CITEL Secretariat ([citel@oas.org](mailto:citel@oas.org)), according to the deadlines for receiving inputs and feedback as per the schedule of activities (Activities #1 and #3).

3. To instruct the Rapporteurship on broadband, universal access, digital inclusion and gender equity to provide the necessary coordination through the Coordinators, together with the CITEL Secretariat, for the distribution of the new version of the document (Activity #2) and finalization of the document to be submitted to the 45 Meeting of PCC.I.

4. To request of the CITEL Secretariat the support needed to provide interpretation services during the virtual sessions scheduled for this topic in the schedule of activities (Activity #4), as well as translation of the final version of the document to be presented at the 45 Meeting of PCC.I.

<sup>10</sup> CCP.I-TIC/doc. 5527/24 rev. 1

**ANNEX TO DECISION PCC.I/DEC. 354 (XLIV-24)<sup>11</sup>**

**Handbook of Best Practices for Effectively Mainstreaming a Gender Perspective into Public Policies and Initiatives that Promote ICTs**

Document: CCP.I-TIC/doc. 5527p1/24 rev. 1

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<sup>11</sup> [CCP.I-TIC/doc. 5527p1/24 rev. 1](#)

# **Handbook of Best Practices for Effectively Mainstreaming a Gender Perspective into Public Policies and Initiatives that Promote ICTs**

**Permanent Consultative Committee I:  
Telecommunications/Information and Communication  
Technologies (PCC.I)**

**Document submitted by the Coordinators of the  
Rapporteurship on Broadband, Universal Access,  
Digital Inclusion and Gender Equity**

**May 2024**

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## A. IMPACT ON THE SECTOR

Drawing up a Handbook of Best Practices and Recommendations that can ensure that public policies and initiatives in telecommunications and digital technologies effectively mainstream the gender perspective with concrete objectives, indicators, and actions capable of guaranteeing greater gender equality in this sector.

## B. PRESENTATION

At present, digital technologies and telecommunications play a key role in configuring and advancing societies, exerting differentiated impacts on people's lives. That is why it is essential that public policies and initiatives in information and communication technologies (ITC) effectively mainstream the gender perspective to achieve Sustainable Development Goal 5 (SDG 5) of the 2030 Agenda for Sustainable Development.

In that regard, it is important to fulfill the mandates and terms of reference set forth in ITU Plenipotentiary Conference (PP) Resolution 70 (Rev. Bucharest, 2022) on mainstreaming a gender perspective in the International Telecommunication Union (ITU) and promoting gender equality and the empowerment of women and girls through telecommunications / information and communication technologies, and PP Resolution 139 (Rev. Bucharest, 2022) on the use of telecommunications / information and communication technologies to bridge the digital divide and build an inclusive information society.

Likewise, World Telecommunication Development Conference (WTDC) Resolution 55 (Rev. Kigali, 2022) on mainstreaming a gender perspective in ITU to enhance women's empowerment through telecommunications/ICTs; WTDC Resolution 76 (Rev. Kigali, 2022) on promoting information and communication technologies among young women and men for social and economic empowerment; the mandate of WTDC-22 / Americas Regional Initiative 2 AMS on the enhancement and expansion of digital-literacy, digital-skills and digital-inclusion programmes, especially among vulnerable populations; and the Inter-American Commission of Women (CIM), an intergovernmental agency established to ensure recognition of women's human rights that promotes women's participation and leadership in planning and implementing public policies and programs.

## 1. INTRODUCTION

The contents of the present Handbook of Best Practices refer to the actions implemented by CITELE member states for the purpose of improving the performance and leading to better outcomes when implementing public policies and initiatives in telecommunications and digital technologies that effectively mainstream the gender perspective promoting capacity building in order foster the empowerment and autonomy of women and girls in the region.

The Handbook is structured on the basis of a series of actions and activities reported by CITELE member states on the basis of document CCP.I/TIC doc. 5438r1/23 “Report on the questionnaire of public policies and initiatives that promote gender mainstreaming through ICTs,” for the purpose of preparing a handbook of best practices and recommendations that effectively mainstream the gender perspective with concrete objectives, indicators, and actions that guarantee greater equality for women in that field.

The information that was reviewed and serves to support the present document was obtained from the responses to the “Questionnaire on public policies and initiatives that promote gender mainstreaming through ICTs.” A total of 14 CITELE member states and 16 responses to the questionnaire made it possible to adopt a preliminary general approach to the policies that are being drafted and could constitute strategic spaces to build up actions for the effective promotion of digital inclusion and gender equality in the region.

We hope that the present material shall contribute a regional vision on planned and implemented actions, making it possible to share experiences, best practices, and initiatives developed in the region.

By means of Decision CCP.I/DEC. 343 (XLIII-23), the Rapporteurship on broadband, universal access, digital inclusion, and gender equality was instructed to continue working on document CCP.I/TIC doc. 5438r1/23 and to prepare a handbook of best practices and recommendations ensuring that public policies and initiatives in ICTs effectively mainstream the gender perspective with concrete objectives, indicators, and actions that guarantee greater gender equity in this field.”<sup>12</sup>

The document Handbook of Best Practices for effectively mainstreaming the gender perspective in public policies and initiatives that promote ICTs, first provides a brief introduction to the handbook; second it presents the background to the document; third, it indicates the Handbook’s objective and scope; fourth, it refers to the definition of best practices and other strategic criteria that foster the development of best practices when implementing ICTs with a gender perspective and, in that sector, it sets forth the main environmental and structural features that foster the implementation of initiatives for the effective implementation of the gender perspective in ICTs in terms of the goals and targets that are being proposed; as for the fifth section, it refers to the criteria on the basis of which the exercise of classifying the initiatives being reported is conducted in the framework of the application and analysis of the outcomes obtained through the application of the “questionnaire on public policies and initiatives that mainstream the gender perspective through ICTs.”

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<sup>12</sup> See: Decision CCP.I/DEC. 343 (XLIII-23)



Finally, section 6 presents the initiative being reported in accordance with the proposed classification in order to conclude with the final recommendations. The document also presents an annex to the documents that are part of the background to the present Handbook.

## 2. BACKGROUND

At the 43 meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies held on October 2 to 6, 2023 in Asunción, Paraguay, a decision was taken to draw up the Handbook of Best Practices and Recommendations on Public Policies and Initiatives that Mainstream the Gender Perspective through ICTs. This Handbook is part of a series of actions taken by the Rapporteurship on broadband, universal access, digital inclusion, and gender equality to meet the common goal of achieving digital inclusion and social ownership of telecommunications and thus bridge the gender digital divide, promoting opportunities in connection with actions that can be carried out to contribute to reducing this divide in the region's countries.

The most noteworthy and immediate background to the Handbook is the Rapporteurship's above-mentioned work plan, which provides for the drafting and submittal of a "Questionnaire on Public Policies and Initiatives that Promote a Gender Approach through ICTs," by means of Decision CCP.I/DEC. 330 (XLI-22) adopted at the 41 meeting of CITEL Permanent Consultative Committee I (CCP.I) held in Washington, D.C., in 2022.

In 2023, by means of Decision CCP.I/DEC.334 (XLII-23) adopted at the 42 meeting of Permanent Consultative Committee I (CCP.I) in Punta Cana, Dominican Republic, it was resolved that the deadline to forward and receive the completed questionnaire mentioned above would be extended to August 31, 2023, instructing the CITEL Executive Secretariat to distribute it to member states and associate members.

The questionnaire's main objective was to gather preliminary data to identify public policies and initiatives promoted by CITEL member states for actions and activities conducive to mainstreaming the gender perspective through ICTs and including recommendations to share experiences, best practices, and initiatives developed in the region to promote the capacity building and empowerment of women and girls through ICTs.

The need to gather information emerged from the acknowledgment of current constraints in terms of availability of basic data in connection with access, opportunities, use, skills, and leadership of the female population, taking into consideration the implementation of the gender perspective for equality of women's access to and use of communication technologies.

A total of 14 CITEL member states sent back 16 completed questionnaires.<sup>13</sup>

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<sup>13</sup> Colombia sent back two completed questionnaires, one from the Communications Regulation Commission and the other from the Ministry of Information and Communication Technologies. Argentina sent documents from the National Telecommunication Agency (ENACOM) and the Secretariat for Public Innovation.

No.	Member states completing the questionnaire	Organization
1	Costa Rica	Ministry of Science and Innovation (MICITT)
2	Guatemala	National Secretariat for Science and Technology (SENACYT) <sup>t</sup>
3	Colombia	Ministry of Information and Communication Technologies <sup>14</sup>
4	Colombia	Communications Regulation Commission
5	Paraguay	National Telecommunications Commission (CONATEL)
6	Panama	National Authority for Public Services (ASEP)
7	Argentina	National Telecommunication Agency (ENACOM)
8	United States of America	Federal Communications Commission (FCC)
9	Canada	Innovation, Science and Economic Development Canada (ISEC)
10	Bahamas	Utilities Regulation & Competition Authority (URCA)
11	Mexico	Secretariat for Infrastructure, Communications, and Transportation
12	Brazil	National Telecommunication Agency (ANATEL)
13	Dominican Republic	Dominican Institute of Telecommunications (INDOTEL)
14	Argentina	Secretariat for Public Innovation
15	Honduras	Development Committee of the Regional Technical Commission for Telecommunications (COMTELCA)
16	Nicaragua	Development Committee of the Regional Technical Commission for Telecommunications (COMTELCA)

The report on the outcomes of the questionnaire made it possible to conduct a preliminary general approach to the public policies and initiatives that are being developed and that occupy the strategic spaces for

<sup>14</sup> It is noteworthy that, on April 12, 2024, The ICT Ownership Director, advisor to the Ministry of Information and Communication Technologies of Colombia, responded to the call for updating questionnaire at the 43 meeting of PCC.I held in Asunción in October 2023.

strengthening actions that would make it possible to move forward effectively to grant women and girls real and effective equality of access to digital technology.

It also contributed to socializing and securing a regional collective vision of the contents of legislative and planning actions, as well as the programmatic policies drawn up for different sectors, levels, and areas of implementation, and the steps being promoted as part of the process of implementing the gender perspective through ICTs, sharing experiences, best practices, and initiatives that are being developed in the region.

### 3. OBJECTIVE AND SCOPE OF THE HANDBOOK

#### 3.1 Overall objective of the Handbook of Best Practices

To act as a reference tool for mainstreaming the gender perspective into information and communication technologies (ICTs) in order to improve performance and create positive results, making sure that public policies and initiatives being developed are effectively mainstreaming the gender perspective and building up women's capacities for their empowerment and autonomy as a mechanism to guarantee their digital inclusion, reduce the gender digital divide in the region's countries, and raise the awareness of decision makers about the importance of considering gender issues in their actions.

#### 3.2. Scope of the Handbook

The present Handbook of Best Practices and Recommendations on Public Policies and Initiatives that Mainstream the Gender Perspective through ICTs intends to serve as a useful guide for those countries of the region that wish to adapt and replicate experiences to improve their practices in that field.

### 4. DEFINITION OF ICT BEST PRACTICES AND STRATEGIC CRITERIA WITH A GENDER PERSPECTIVE

#### 4.1. Definition of Best Practices

The literature referring to the issue of Best Practices presents a series of theoretical conceptual inputs in connection with the characteristics that an intervention, action, or activity must have in order to be considered as such. It is not the intention of the present material to explore in depth the different conceptual proposals developed. In this section, the most frequently mentioned characteristics are considered when describing and defining an action or intervention as a Best Practice.

Best Practices are characterized as “the best ways of conducting a process that can serve as a model for what is being accomplished or for initiating new actions.” “Best ways” are construed to be the actions, methodologies, and tools implemented in the ICT sector that have proven their capacity for introducing transformations with positive results when eliminating gender inequality factors and which are susceptible of being transferred to other contexts. Therefore, a best practice can take on the modality of an action, a methodology (which in turn can lead to a procedure, process, or creation of a structure), and/or an instrument (for example, a tool). What is being transferred is the “way of doing something” not its results. It is expected that those using the present Handbook will not only have access to the portrayal and description of the experiences reported, in terms of “what is being done and who's doing what” but will also be able to identify the following: i) the strategic elements of the work being proposed (in terms of the modality of action); ii) the adequate procedures for its implementation (methodology and/or tool); and iii)

the ideas needed to reflect upon the possibilities, advantages, and benefits of adapting and replicating the practices being presented, in their national and regional contexts.

Finally, it should be stressed that, for the purposes of the present document on best practices, reference is being made to a series of procedures, actions, and behaviors that are deemed adequate to achieve a given objective and result. These practices are generally accepted and recognized as effective and beneficial in a given context or field of activity.

#### 4.2. Strategic criteria that promote the development of Best Practices in the implementation of ICTs with a gender perspective

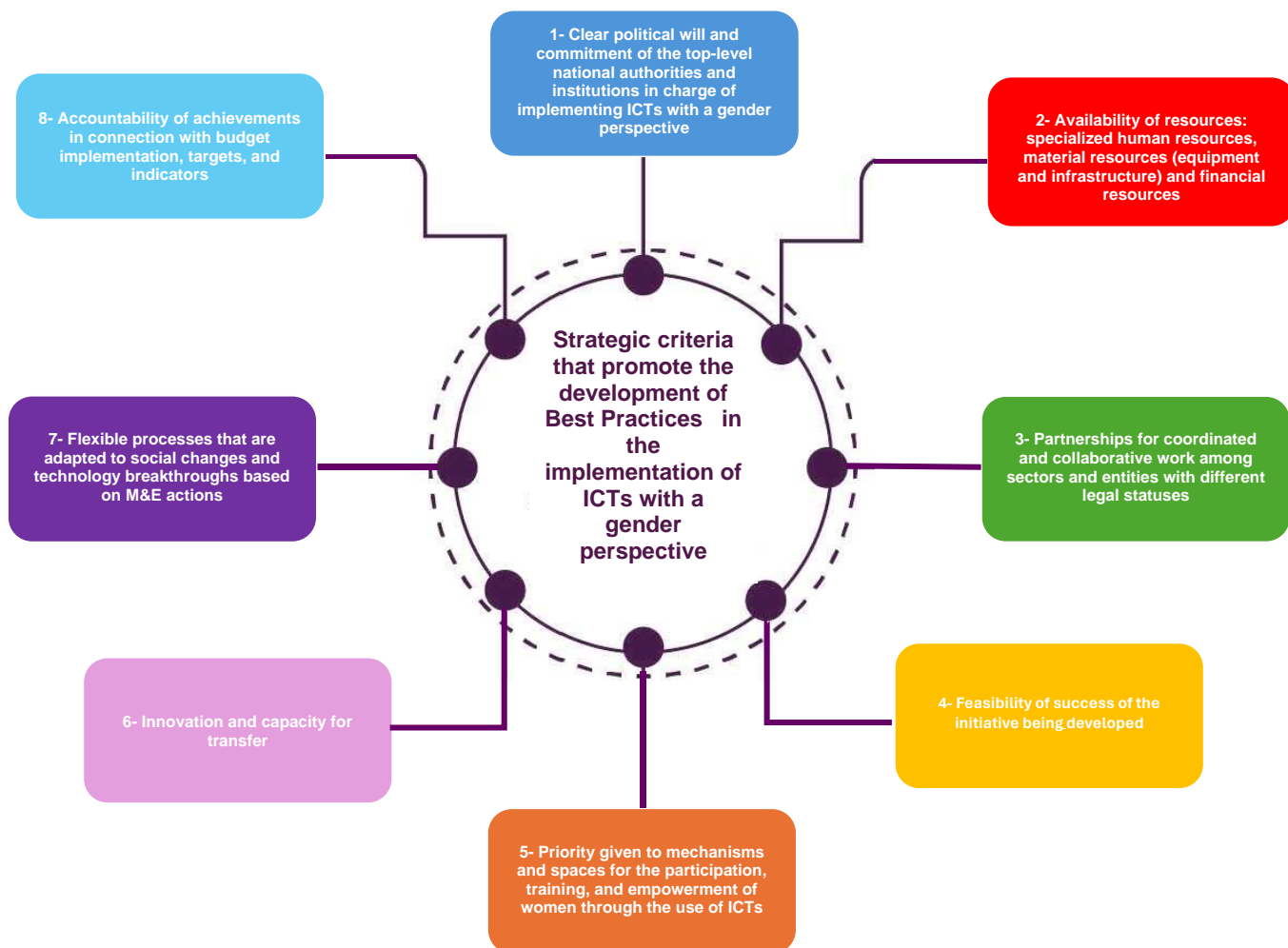
The desirable strategic criteria to move forward with the development of Best Practices and Recommendations on Public Policies and Initiatives that Mainstream the Gender Perspective through ICTs are conducive to implementing interventions with gender equality results that are successful, innovative, and capable of being transferred. Thus a Best Practice shall be one to the extent it is developed in the framework of at least eight strategic criteria, which are presented below, without being limited to them:

1. Clear political will and commitment of the top-level national authorities and institutions in charge of implementing ICTs with a gender perspective. Political will guarantees sustainability that can be observed in long-lasting changes in legislative frameworks, social policies, institutional frameworks, and administrative and management systems.  
In the context of the experiences reported as a result of the questionnaire, what is noteworthy is that most public policies and initiatives reported were drawn up in the framework of international conventions and agreements signed and ratified by the countries, as well as by national legislation adopted to ensure that plans, programs, and projects aimed at bridging the current digital divide between men and women are legally binding.
2. Availability of resources: i) specialized human resources, ii) material resources (equipment and infrastructure); and iii) financial resources (identifying the cost required for the implementation of the initiatives).  
Most initiatives reported in the framework of the assessment of public policies and initiatives that promote the gender perspective through ICTs indicated that all the resources required for their implementation were available.
3. Partnerships for coordinated and collaborative work among sectors and entities with different legal statuses. This refers to the mechanisms and spaces for the coordination and interaction of *different legally established entities*, with national, regional, and local administrations, enterprises, research centers, universities, professional associations, media outlets, civil society organizations, etc. One feature found repeatedly in all of the public policies and initiatives reported is the inter-agency coordination between public and private sectors, academic institutions, and civil society organizations, as well as organizations from the sectors benefiting from the policies, plans, and programs implemented by the state to fulfill the national mandates of digital inclusion and gender equality.

4. Feasibility of success of the initiative being developed. Implementation of the initiative or intervention is more likely to succeed when assessments and studies are conducted as they are being designed, making it possible to take into consideration the economic, technical, organizational, technical, sociopolitical, and cultural contexts in which the action is to be carried out. As for the list of initiatives developed, in most cases, as part of the plans, programs, and projects, the most noteworthy are the assessment studies on the gender digital divide conducted on the basis of national surveys and/or studies in connection with availability and use of ICTs and the principal obstacles encountered by the female population to gain access to them. In most cases, these studies were spearheaded by state statistic and census institutions, as well as reputable academic institutions in their respective countries.
5. Priority given to mechanisms and spaces for the participation, training, and empowerment of women through the use of ICTs. They make it possible to implement specific responses to meet the targeted needs of groups of women, according to their age, socioeconomic background, ethnic group, involving an assessment of public policies and initiatives that mainstream the gender perspective through ICTs. All institutions express and present the principal breakthroughs achieved to bridge the digital divide on the basis of initiatives that guarantee the access to and equitable use and promotion of women's participation in the use of ICTs, as well as the development of actions to guarantee women's permanence in the digital ecosystem.
6. Innovation and capacity for transfer, observed throughout the initiatives that propose innovative forms of acting according to context and experience, making it possible to reproduce their basic elements in a different context or from which something can be learned. Shared initiatives are innovative mostly to the extent that they meet the need to bridge the digital divide facilitating the access to and enjoyment of all women's advancement in the sciences. Likewise, shared proposals are highly adaptable and replicable in most countries of the region's countries to the extent that they show actions that range from ensuring universal access and use to promoting women's constant participation in training and talks, as well as their permanence in digital environments.
7. Flexible processes that are adapted to social changes and technology breakthroughs based on monitoring and evaluation actions. These activities make it possible to support the initiatives' implementation processes, record the achievements, goals, and targets as a result of these actions, and on the basis of the assessment of experiences, propose actions that guarantee and ratify women's permanence and participation in ICT spaces.

In the responses received, best practices in monitoring and evaluating the initiatives are limited.

8. Accountability of achievements in connection with budget implementation, targets, and indicators obtained through the initiatives being developed to bridge the digital divide of women in ICTs.



## 5. CRITERIA FOR CLASSIFYING BEST PRACTICES TO PROMOTE WOMEN'S INCLUSION IN THE ICT ENVIRONMENT

The mechanisms and spaces for women's participation, training, and empowerment through the use of ICTs make it possible to implement specific responses to meet the particular needs of groups of women, according to their age, socioeconomic background, ethnic group, etc.

### 5.1 Initiatives guaranteeing equitable access to and use of information and communication technology

These initiatives are the gateways to the field of ICTs. To guarantee access it is necessary to have the means and opportunity to access the technology, the information, and the knowledge. Age, ethnic group, gender, socioeconomic status are all factors that impact, constrain, or facilitate the possibilities of access.

To facilitate access, the experiences reported at the regional level, mentioned the following initiatives aimed at:

- a. Awareness-raising and promoting women's use of ICTs (technology fairs, activities showcasing the advantages of ICT use, etc.). In that respect, the member states responding to the questionnaire, mentioned the initiative of celebrating the International Girls in ICT Day, aimed at encouraging girls and young women to consider the possibility of steering their academic studies and training toward technology career streams.
- b. Sustained availability of and access to technical equipment and connectivity for women. Example of best practices that guarantee this access (provision of equipment, Internet access, etc.).
- c. The generation of clear information, in an adequate format and language, for women deemed to be digitally illiterate.
- d. The promotion of adequate and accessible strategies for providing digital literacy to groups of women. Priority given to including groups or collectives of women and girls who are being relegated or marginalized because of their socioeconomic status (poverty), ethnic group (belonging to indigenous population groups), location of household (urban/rural), age (over 60 years old), women heads of household, etc.
- e. The training of women in the use of ICTs through content aimed at guaranteeing their safe, effective, and efficient use. The establishment of educational platforms where digital literacy courses are taught along with courses on cybersecurity, early childhood and technologies, programming, emerging technologies, telecommunications, content management and tools for using ICTs inside and outside the classroom, information to access prevention, care, and protection services to address gender-based violence against women and girls are noteworthy here.

## 5.2 Promoting women's participation in the use of ICTs

They promote the use of digital tools available to the population in general and women in particular, facilitating women's access to training, jobs, and in general resources that can exponentially multiply their chances for personal development.

Initiatives are reported for the following purposes:

- a. The empowerment and economic autonomy of women. Initiatives have been observed for entrepreneurial initiatives and capacity building, for training and professional development, as well as access to job opportunities.

The use of ICTs to strengthen initiatives for the social and political participation of women. The establishment of networks of women's organizations and initiatives that foster the linkage and exchange of experiences has been observed. They foster access to information, the training for women's leadership, and the use of ICTs by women leaders or benchmarks in the field of women's rights.



The efficient use of ICTs for access to prevention, care, and protection services to address gender-based violence against women and girls.

### 5.3 Development of actions to guarantee the sustainability of initiatives and women's permanence in ICT use.

It refers to initiatives aimed at monitoring and evaluating the impact of public policies with a gender perspective, as well as accountability for achievements.

Public accountability of experiences developed is a key resource to guarantee the optimal use of resources. It is also a strategy that makes it possible to socialize the results and foster access to new and future resources required for the implementation of initiatives to bridge the gender digital divide.

## 6. CLASSIFICATION OF ACTIONS REPORTED BY CRITERIA

### 6.1 Initiatives guaranteeing equitable access to and use of information and communication technologies.

Country/Organization	Reported public policies and best practices
<b>COSTA RICA</b> Ministry of Science and Innovation (MICITT)	National policy for gender parity in terms of employment and enjoyment of the products of science, technology, telecommunications, and innovation (PICTTI) 2018-2027 and its First Plan of Action 2018-2023. National policy for effective gender equality in Costa Rica, 2018-2030. The goal is to end the year 2023 with more women in Costa Rica effectively exercising their rights on an equal footing with men, in a framework of ethnic, cultural, and geographical respect.
<b>GUATEMALA</b> National Secretariat for Science and Technology (SENACYT)	Actions providing digital literacy training to indigenous women and peoples. To train women leaders in the use and development of information and communication technologies (ICTs) with the skills needed to become promoters of this know-how in their communities. They provide reports on round table talks such as: "I can become a woman scientist" and "Science and technology for all women and girls." The goal of these talks is to inspire scientific curiosity in girls on the basis of didactic workshops encompassing the areas of mathematics and natural sciences and leading to scientific learning processes through experimentation, participation, and fun.
<b>COLOMBIA</b> Ministry of Information and Communication Technologies	<u>Program for ICT WOMEN</u> – Goal: To implement the Online and/or Onsite Training Strategy in order to promote the development of digital skills and competencies focusing on ICT use and ownership. Actions to create and promote digital contents for the development of digital skills and competencies among women.
<b>PARAGUAY</b> National Telecommunication Commission (CONATEL)	National Telecommunication Plan (CONATEL) aims to plan and design projects to meet the connectivity needs identified jointly with the Ministry for Children and Adolescents and the Ministry for Women. <u>CYBERWOMEN CHALLENGE</u> : This initiative is aimed at training Paraguayan women in cybersecurity, for the purpose of bridging the current divide in the technology industry, in order to bridge the gender disparity in the industry and reduce the gap of cybersecurity experts.



	<p>In a strategic partnership with the Ministry of Education and Science, it has made available the following benefits: 202 corporate packages and 50 notebooks in order to strengthen the Ministry of Women's management.</p> <p>Implementation of telecenters in rural areas as part of the Social Commitments Project coming from Bidding Process 4G-LTE and the renewal of telecommunication service licenses.</p> <p>Every year, CONATEL celebrates International Girls in ICT Day the third Thursday of April as an initiative sponsored by ITU member states to create a world environment empowering and encouraging girls and young women to consider the possibility of choosing careers and academic majors in the growing field of information and communication technologies.</p>
<p>PANAMA National Public Services Authority (ASEP)</p>	<p><u>Gender Parity Initiative (IPG) of Panama</u>, through Group No. 1 called "Young Women," launched the second installment of "I'm a Woman, I'm STEAM" for the purpose of contributing to bridging the divide of girls and women in science, technology, engineering, arts, and mathematics. The campaign of "I'm a Woman, I'm STEAM" strives to do the following:</p> <ul style="list-style-type: none"> <li>• Inform girls, adolescents, and young women on the availability of professional training STEAM training programs, as well as ongoing education programs, opportunities for scholarships and funding, and on the advantages they can bring them.</li> <li>• Promote the change in gender perceptions and stereotypes in STEAM.</li> <li>• Advocate the inclusion of the gender perspective with a cross-cutting vision in STEAM career streams, as well as participation on an equal footing.</li> </ul> <p><u>Policy of Equal Opportunity for Women (PPIOMM)</u>: This policy has a thematic area called ICTs for gender equality whose strategic line of action is the promotion of the use of information and communication technologies (ICTs) in all stages of women's development, for the purpose of fostering agreements between the government, private enterprise, and civil society on public policies that promote the mainstreaming of women into the field of ICTs.</p> <p>Actions to give impetus to teaching STEAM as a pillar for sustainable development, social well-being, and the empowerment of women and girls in ICTs.</p> <p>Actions for creating opportunities for students in different career streams so that they can fulfill their social service time requirements using an Infoplaza (online platform) close to where they live, as well as obtain experience that can be useful for them in their training, depending on their career stream, and providing them with the opportunity to serve society with the know-how they have learned in the classroom, through the Infoplaza Network in a strategic partnership with the Technological University of Panama (UTP).</p>
<p>ARGENTINA National Telecommunications Agency (ENACOM)</p>	<p><u>Digital Point Program</u>: Studying computer science: This site compiles all the information available for studying computer science in our country.</p> <p><u>Nanotechnologies for a day</u>: Focusing on high school students interested in science and technology, especially nanotechnologies. They can register and submit their idea.</p> <p><u>Program.AR</u>: This initiative works to promote the inclusion of computer science as a subject in Argentina's schools, in cooperation with academic institutions with experience and expertise in education and teaching the subject.</p> <p><u>Educational resources to use ICTs</u>: It is a page with games, educational platforms, content managers, and tools to use ICTs inside and outside the classroom.</p> <p><u>Playkodo</u>: It is a project that brings programming to early childhood, focusing on communicational thinking and learning in the fields of science, technology, engineering, and mathematics (STEM) in order to carry challenging projects.</p> <p><u>IXL</u>: It involves comprehensive training in mathematical skills adapted to curriculums ranging from preschool to sixth grade, providing a fully tailored learning experience.</p>

	<p><u>Online Learning Platform</u>: A space for open and free-of-charge distance learning where there is a broad variety of training themes focusing on digital inclusion, gender, workplace skills, citizenship, and human rights.</p> <p><u>Joint coordinate work actions for the Workshop of the G+T Center</u> with civil society organizations that have established a dialogue on the lines of work being developed on gender and diversity in the STEM sector.</p> <p><u>Campus G+T</u>: From the Gender in Technology Center, a training platform that houses asynchronous and self-managed courses (on your own time and anywhere you choose) in order to contribute to bridging the gender gap in the STEM sector. There are three main sections: Train Yourself, Be Inspired, Find Out.</p> <p>Coordination with the provinces, for the purpose of make it a nationwide Federal Center. In certain provinces, the Girl Programmers Club is being implemented.</p> <p>Training on new emerging technologies for the purpose of generating greater knowledge about these tools that we deem are fundamental for innovation.</p> <p><u>Digital literacy</u>: Training whose purpose is to provide a way to approach the use of technologies, as well as the creation and communication of digital content.</p> <p><u>Early childhood and technology</u>: A preliminary introduction to preschool children to foster knowledge about and use of these tools that are of the utmost importance because they enhance communication, stimulate creativity, arouse interest, and provide the skills of adaptability and flexibility.</p>
UNITED STATES OF AMERICA Federal Communications Commission (FCC)	<p><u>Affordable Connectivity Program (ACP)</u>: One-year "Your Home, Your Internet" Pilot Program for the purpose of raising awareness about the Affordable Connectivity Program (ACP) and providing beneficiaries with federal aid for housing and access to the ACP application.</p>
CANADA Innovation, Science and Economic Development Canada (ISEC)	<p><u>Canadian Digital Strategy</u>: This strategy focuses on bridging the gender gap in access to and use of technology. Objectives have been established to boost women's participation and leadership in the ICT sector.</p> <p><u>CanCode Program</u>: This program of the Canadian government seeks to foster interest and confidence in digital skills among young people, including girls. It provides learning opportunities in digital programming and literacy to promote gender equality in ICTs.</p> <p><u>Women in Technology (WIT)</u>: It is a support network promoting the participation of women in ICTs. WIT provides resources, workshops, and events to empower and highlight the achievements of women in the field of technology.</p> <p><u>Digital Skills for Women</u>: This initiative focuses on bridging the gender digital divide by providing women and girls with digital skills. It provides training opportunities in technology, programming, and digital literacy.</p> <p><u>CanWin Project</u>: It is an initiative seeking to increase women's participation in the field of technology and innovation. It provides scholarships, mentorships, and other resources to promote job and leadership opportunities for women in the ICT sector.</p>
BAHAMAS Utilities Regulation & Competition Authority (URCA)	<p><u>Events to expose children to ICT opportunities and advances</u> when celebrating the International Girls in ICT Day. Those attending include students from high school and prep school and who participate in practical workshops and discussion panels.</p> <p><u>Training opportunities for women</u>: The URCA also periodically engages with the high schools of the capital Nassau, as well as those of all the Family Islands, to promote the healthy use of the Internet and ICT career streams. In particular, Cable Bahamas, along with URCA and other industry licensees, has the "Invest in Women" scholarship in partnership with Virginia State University and the Nassau Bahamas Alumnae Chapter of Delta Sigma Theta Sorority Inc. which awards young women registration scholarships and other prizes.</p> <p><u>Promotion of the empowerment of women and girls in the use of ICTs</u>: In addition, the Bahamas Technical and Vocational Institute holds a one-day Girls Power Tech conference sponsored by Cisco to encourage girls in high school to consider choosing STEM career streams when going to university.</p>

	To promote and foster the empowerment of women and girls in the use of ICTs (celebrating the International Girls in ICT Day, with practical workshops, panels, and discussion and analysis workshops).
MEXICO Secretariat for Infrastructure, Communications, and Transportation	<u>In partnership with the ICT Idea and the SE, they launched three online courses:</u> 1) digital literacy for women; 2) digital skills for older women; and 3) Swift, young women programming.
BRAZIL National Telecommunications Agency (ANATEL)	<u>Gender Initiatives in the Information and Communication Technologies (ICT) Sector:</u> Since 2014, activities have been organized to celebrate International Girls in ICTs Day, which is an initiative created to dismantle barriers and empower young women and girls to have access to and use telecommunications / ICTs, in the framework of the International Telecommunication Union week. To celebrate the Girls in ICT Day in 2023, ANATEL promoted an event bringing together women and girls working in the ICT sector. <u>Girls of the Americas Code:</u> This initiative, supported by ANATEL since 2019, is for high school girls from 14 years of age onwards and the principal idea is to help them understand the relevance of programming for the job market and its opportunities. The event provides technology courses especially aimed at women and girls attending. Yearly celebration of International Girls in ICT Day. Seminar on Significant Connectivity in collaboration with the Inter-American Development Bank.
DOMINICAN REPUBLIC Dominican Telecommunications Institute (INDOTEL)	<u>Digital Literacy Plan with a Gender Perspective:</u> The Plan is for developing the skills of women heads of household beneficiaries of the Social Digital Basket as part of the Social Ownership and Skills Development component, to provide low-income population groups, including a special focus on young people and women residents of the selected municipalities with a high incidence of poverty and development strategies prioritized by the central government, with the opportunities and minimum conditions for the development of basic and intermediate-level skills and know-how in order improve their digital skills for a faster and better insertion into the job market.
ARGENTINA Secretariat for Public Innovation	<u>Genders in Technology Center G+T:</u> The Center, established in 2021 by the Secretariat for Public Innovation, is aimed at bridging the gender gap in technology on the basis of two lines of work: a) training and insertion of women and dissidents in the STEM sector (science, technology, engineering, and mathematics) with training and talks; and b) the creation of spaces where women and dissidents are rendered visible in order to motivate young people to become part of the sector. <u>Girls in Cyber:</u> Aimed at raising the awareness of women about STEM career streams at an early age, “Girls in Cyber” is the fair of mentorships in cybersecurity held together with the Organization of American States and the Canadian government, where experts share their visions and experiences in cybersecurity and technology and participants underwent Fortnite Cybersecurity Certifications.
HONDURAS	<u>National Policy for Women established in the Second Plan for Gender Equality and Equity of Honduras 2010-2022:</u> In Honduras, the context for ICT use and ownership is favorable to the extent that it is part of the agenda of recent government administrations. The more recent policy is the National ICT Plan (which is to be launched and which has four areas: users, services, applications, and infrastructure). <u>First National Contest for Women in Science, Technology, and Innovation for women between 18 and 35 years of age,</u> with the intention of promoting scientific and technological innovation in the country and supporting the development of technological research and development projects and highlighting women’s leadership in STEM, through SENACYT and OWSD. <u>International Girls in ICT Day</u> is an initiative decreed by the International Telecommunication Union (ITU) in which CONATEL has actively participated

	<p>since it started in 2010, organizing events for public high school girls nationwide, giving technical talks and workshops on ICT empowerment subjects.</p> <p><u>Free connectivity to centers nationwide of the Women's City Program offices</u>, where there is coverage of operators through the Internet for All – Connection to the World Program.</p> <p><u>Gender Laboratory for online learning</u>: In 2023, in the framework of International Girls in ICT Day, with the goal of empowering women and girls in science, technology, engineering, and mathematics (STEM) where they have access through training courses, forums, dissemination, and talks from an online laboratory.</p>
NICARAGUA	<p><u>National Plan Combating Poverty and for Human Development 2022-2026</u> is the Gender Policy enshrined as the public policy for the empowerment of women and girls nationwide, in which each institution develops and implements projects in their respective areas of influence.</p> <p><u>Information and Communication Technologies (ICT) Classrooms and Mobile Digital Classrooms</u> is Nicaragua's flagship project for children, aimed at strengthening learning using a primary, secondary, and multigrade schooling model. The program consists of incorporating the use of the Internet, digital cases, tablets, and data show in the country's public schools, in order to link up and acquaint teachers and students with the teaching and technology world. In connection with the Mobile Digital Classrooms, the education center is equipped with desk computers, laptops, XO computers, tablets, data show, digital whiteboard, Internet connection, robotics kit, televisions, DVD or radio recorders, equipment safekeeping cabinets, router, educational content server, printers, technology cases, wireless network, education platforms and applications.</p> <p><u>Caribbean Regional Communication Infrastructure Improvement Program (CARCIP)</u> benefited 17,778 women with the installation of digital tools such as ICT equipment, the photovoltaic system (SFV), Internet connection, and training for transferring technology to the staff of 14 health centers located in rural communities.</p> <p><u>One Computer per Girl and Boy Project</u>: The government facilitated a private-sector initiative to promote the program called "One Computer per Girl and Boy," whose core objective is to ensure that each primary school-age child in Nicaragua has her/his own XO computer.</p>

## 6.2 Promoting the participation of women in ICT use.

Country/Organization	Reported Public Policies and Best Practices
COSTA RICA Ministry of Science and Innovation (MICITT)	<p><u>National Strategy to Prevent and Respond to the Online Sexual Exploitation and Abuse of Children and Adolescents (EASNNAL) 2021-2027 and its First Plan of Action 2021-2022</u>: The Strategy's goal is to strengthen the country's capacity in digital environments by means of inter-agency and inter-sector coordination and interaction to guarantee the protection of children and adolescents against online sexual exploitation and abuse.</p> <p><u>National Telecommunication Development Plan (PNDT) 2022-2027</u>, work in progress. This plan includes a Digital Solidarity Agenda that strives to "guarantee" development, focusing on "economically vulnerable population groups," including girls and women living under these conditions.</p>
GUATEMALA National Secretariat for Science and Technology (SENACYT)	<p><u>Strategy for the Inclusion of Indigenous Women and Peoples 2022-2027</u>: The strategy is aimed at promoting a cross-cutting approach for gender and indigenous peoples throughout all institutional activities in order:</p> <ul style="list-style-type: none"> <li>• to increase the participation of indigenous women and peoples in the National Science and Technology System;</li> <li>• to promote the recognition of ancestral knowledge and its contribution to Guatemala's development; and</li> </ul>

	<ul style="list-style-type: none"> <li>to identify and mitigate the obstacles from government programs that might be constraining the inclusion of vulnerable populations.</li> </ul> <p>Drawing up support materials for training such as an introductory guide for women entrepreneurs about how to determine the size and scale of their enterprise using technology, as well as introducing products from women entrepreneurs on digital platforms.</p> <p>Information and awareness-raising activities such as workshops, round table talks, etc., held to motivate and foster scientific and technological careers among girls.</p>
COLOMBIA Ministry of Information and Communication Technologies	<p><u>HackerGirl</u>: The program started in September 2017 with the signing of a protocol the “HackerGirl Agreement,” enshrining the commitment to promote women’s education, job opportunities, and cybersecurity entrepreneurship in order to dismantle structural barriers that hamper women’s participation in cybersecurity environments, to build up diversity in the working teams, and to become a transformative motor for job opportunities in the sector.</p> <p>Objective: To strengthen initiatives that promote capacity building in digital security, education, and job opportunities for women in cybersecurity, with the support of different stakeholders such as the private sector, the public sector, and the academic community.</p>
COLOMBIA Communications Regulation Commission (CRC)	<p><u>A study of social representations on Colombia’s free-to-air TV, evaluating how women appear on the screen, using the variables of presence, roles, and situations</u>: The research, published at the start of 2022 and disseminated in different spaces since then, showed that the representation of women onscreen tends to show empowerment, professional advancement, and high-level management jobs more than before, although it continues to be confined to certain areas and does not explore the vast diversity of environments and roles performed by women in the world. That same year, a Pluralism Barometer study was conducted to assess the representation of sexually diverse population on the screens of free-to-air TV, and its results were posted on the CRC’s website.</p> <p><u>Audiovisual Ecosystem Teaching and Public Participation</u>, because various lines of action are coordinated with said initiative:</p> <ul style="list-style-type: none"> <li>Development of a Gender perspective module for the Plural Characters Course of the CRC’s Classroom.</li> <li>Gender representation on audiovisual screens: Work spearheaded by the Audiovisual Council of Andalusia, which seeks to highlight the role that the media plays to ensure real gender equality between men and women, as well as to eliminate gender-based violence.</li> </ul>
PARAGUAY National Telecommunication Commission (CONATEL)	<p><u>Public Policies for Rural Women</u>: One of its objectives is to establish and development programs for the validation and dissemination of new technologies that are appropriate for family farming with rural women’s organizations, identifying their technological requirements.</p> <p><u>Scientific research</u>: The development of new technologies in the household in order to ensure the compatibility and acceptance of women’s work in the rural sector.</p> <p><u>Empowerment of craftswomen from the indigenous community of Enlhet Yalve Sanga</u>: The Paraguayan Arts and Crafts Institute provided strategies to promote and market arts and crafts using social media and photos of the arts and crafts of the community’s women.</p> <p><u>The Regional Women’s Center (CRM)</u> was inaugurated in Filadelfia, Department of Boquerón, in a partnership with the Ministry for Women. It seeks to ensure women’s digital literacy, with training provided in the adequate use of computers, handling the Internet, browsing, email, social media for socio-education and business purposes. It also aims to empower the women of Alto Paraná through a digital literacy program.</p> <p>In CONATEL, a working group was established to develop gender perspective issues. A Women’s Network was also established comprised of representatives of each institutional entity, for the main purpose of promoting and supporting initiatives to be implemented with respect to gender issues.</p>

<p>PANAMA National Public Services Authority (ASEP)</p>	<p><u>The Gender Parity Initiative in Panama (IPG Panama)</u> is a public-private partnership aimed at promoting best practices to bridge the economic divide of gender.</p> <ul style="list-style-type: none"> <li>• <u>Network of Infoplazas (AIP)</u>: It brings together 300 community centers and is aimed at reducing the digital divide, supporting and promoting the implementation of ICTs for social and economic development. Infoplazas can be found operating throughout the territory, a large number of which are located in hard-to-reach communities. With these centers, access can be provided to the Internet, computer and digital resources, and training in various subjects for the general public.</li> <li>• <u>Digital Literacy Plan with a strategy based on three pillars</u>: Communication via technological platforms, Internet connectivity to 100% of Panamanians, and digital literacy to the most vulnerable sectors of the population so that they can adequately use these platforms.</li> <li>• <u>Implementing the learning environment in the Early Childhood Comprehensive Care Center (CAIPIS) and Platforms of the Social Development Ministry (MIDES)</u> for early childhood development and education activities using an online environment.</li> </ul> <p>Establishment of groups for training and teaching children, young people, and adults inside their own communities, making it possible to improve service delivery to users in times of change.</p>
<p>ARGENTINA National Telecommunications Agency (ENACOM)</p>	<p><u>Genders in Technology Center G+T</u>: It strives to draw up inclusion policy that helps to bridge the gender divide in the science, technology, engineering, and mathematics sector (STEM) through a public-private partnership. There are also the website and learning spaces on ICT issues for women and diversities.</p> <ul style="list-style-type: none"> <li>• The role of women and diversities working in this sector is highlighted.</li> <li>• The idea is to contribute to bridging the gender divide in ICTs.</li> <li>• It is made up of public institutions, ICT companies, and civil society organizations.</li> <li>• It focuses on various thematic areas: digital literacy, cybersecurity, early childhood and technologies, programming, emerging technologies, telecommunications.</li> </ul> <p><u>National Program for the Access of Older Adults and Women Living in Rural Areas to Information and Communication Technologies</u>: Its purpose is to facilitate access of the most vulnerable sectors of the population to equipment that would contribute to insertion, integration, and social development using information and communication technologies with the delivery of tablets to municipalities, civil associations, community networks, and other intermediate entities with a territorial presence in low-income districts.</p>
<p>UNITED STATES OF AMERICA Federal Communications Commission (FCC)</p>	<p><u>Supporting Survivors of Domestic and Sexual Violence</u>: In 2023, the FCC adopted a Notice of Proposed Rulemaking (NPRM) on the subject of supporting survivors of domestic and sexual violence, beginning the process of implementing the Safe Connections Act of 2022, which provides substantial legal support for specific measures benefiting survivors. Ultimately, the NPRM would help to improve access to communication services for survivors of this kind of crime, who seek to maintain essential connectivity to friends, family, and support networks. These proposed rules would help survivors to separate service lines (through their mobile phones and broadband plans) from accounts shared with their abusers, protect the privacy of calls made by survivors to direct domestic-violence hotlines, and support survivors suffering from financial hardship through FCC affordability programs. This procedure is under way.</p> <p><u>Communications Equity and Diversity Council (CEDC)</u>: The CEDC provided these best practice recommendations to accelerate the entry of small businesses owned by minorities and women into state and local infrastructure contract and subsidy opportunities.</p>

<p>CANADA Innovation, Science and Economic Development Canada (ISEC)</p>	<p><u>Playbook for Gender Equality in the Digital Age</u>: The purpose of the Playbook is to put forward a set of best practices to support gender equality in digital contexts in order to empower women and girls.</p> <p><u>Canada's Feminist International Assistance Policy</u>: Supporting gender equality and the empowerment of women and girls is the best way to combat poverty and build a more peaceful, more inclusive, and more prosperous world for all. In the framework of this policy, the process of submitting FCIL projects requires a gender-based analysis.</p> <p><u>Canada's Innovation and Skills Plan of 2017</u>: This initiative is aimed at providing young people a roadmap to employment, focusing on the inclusion of under-represented groups, including girls, indigenous young people, black young people, young people with disabilities, and young people living in rural or remote areas and in northern communities.</p> <p><u>UN Human Rights Council Resolution 38</u>: This resolution, spearheaded by Canada to prevent and combat online, digital and ICTs-facilitated violence against women and girls, was adopted in 2018 by consensus with the joint sponsorship of 73 countries. The resolution is innovative as it places violence facilitated by technology at the very heart of international deliberations.</p> <p><u>Canada's Feminist International Assistance Policy</u>: Supporting gender equality and the empowerment of women and girls is the best way to build a more peaceful, more inclusive, and more prosperous world. To do this, this Policy supports targeted investments, partnerships, innovation, and advocacy efforts with the greatest potential to close gender gaps and improve everyone's chance for success.</p> <p><u>Equality Fund</u>: This Fund is a consortium of Canadian and international organizations deeply rooted in and connected to women's organizations and movements and with expertise in international development, investment, and philanthropy. It aims to contribute to solving the funding gap encountered by women's organizations and movements working to promote gender equality and the empowerment of women and girls in developing countries by providing them with predictable and flexible funding, along with technical assistance.</p> <p><u>Indigenous Women's Circle</u>: It was established to engage with Indigenous women leaders and experts in the public and private sectors on the challenges they face and their priorities for the Government of Canada related to advancing gender equality. Its members come from a broad range of sectors and include First Nations, Métis, Inuit, youth, and Elders, with representation from all parts of the country.</p>
<p>BAHAMAS Utilities Regulation &amp; Competition Authority (URCA)</p>	<p>Take advantage of the support and participation of the executive members of your organization:</p> <ul style="list-style-type: none"> <li>• Sound ties with the media.</li> <li>• Partnerships with the main stakeholders to promote the management of opportunities for training women in ICTs (schools).</li> </ul>
<p>MEXICO Secretariat for Infrastructure, Communications, and Transportation</p>	<p><u>Pro Women, Mexico</u>: It is a social enterprise committed to promoting gender equality in Latin America for more than 30 years.</p> <p><u>STEM Movement for Mexico</u>: It is a civil society association which seeks to have key players install STEM Education to bridge gaps and tackle the foremost challenges of the twentieth century, on the basis of a systemic change in Latin America and the Caribbean. Economic empowerment through ICTs. The Women Export Program spearheaded by the Secretariat of Economy (SE), where more than 7,600 women have participated in four broadcasts of the Online Business Round for Mexican Women Entrepreneurs.</p> <p><u>Together with the Free Market</u>: The SE launched the strategy "Made in Mexico by Women" to promote wider involvement in e-commerce, increasing sales and using the digital resources of women entrepreneurs.</p>
<p>DOMINICAN REPUBLIC Dominican Telecommunications Institute (INDOTEL)</p>	<p><u>Digital Social Basket</u> is aimed at contributing to the autonomy and Independence of women heads of household living in poverty by having them use Internet and digital technologies so they can achieve social and economic development and the well-being and care for themselves and their families, for the benefit of 2,000 women heads of household with a smart phone and a partial subsidy for voice + data service for 24 months, in 17 municipalities nationwide. In this new phase, it seeks to impact 39</p>

	<p>municipalities nationwide where 4,000 women heads of household, preferably single, living in poverty, and between the ages of 20 and 60, shall be selected.</p> <p><u>Basic digital literacy programs, especially focusing on gender:</u> The age range selected takes into account that the beneficiaries are at a productive age, as a result of which the benefits from the tools will be greater.</p>
ARGENTINA Secretariat for Public Innovation	<p><u>Women in Tech (WIT) Argentina 2023</u> was the international meeting held in the country seeking to consolidate the presence of women and diversities in science, technology, engineering, and mathematics (STEM).</p>
HONDURAS	<p><u>Women City Centers (CCM):</u> Spaces were established under the same roof and function in an organized fashion in geographic areas for the purpose of contributing to improving women's living conditions in Honduras, on the basis of a network of services offered comprehensively by relevant public institutions.</p> <p><u>Program called Women Innovate Honduras:</u> It brings together different service areas, an initiative aimed at women who are at the head of micro, small, and medium-sized enterprises (MIS&amp;ME) and who wish to give greater impetus to their businesses by participating in comprehensive training processes dismantling the digital obstacles of Honduran businesswomen with the following targeted actions:</p> <ul style="list-style-type: none"> <li>• Business assessment</li> <li>• Technical assistance</li> <li>• Linkage</li> <li>• Services of the Women's City Presidential Program.</li> </ul>
NICARAGUA	<p><u>Family and Community Health Model System (SIMOSAFC)</u> is an application developed by TELCOR supporting the Ministry of Health to strengthen medical practices and consultations for women, thereby contributing to reducing infant and maternal mortality.</p>

### 6.3 Development of actions to guarantee the sustainability of initiatives enabling women's access to and use of ICTs.

Country/Organization	Reported Public Policies and Best Practices
COSTA RICA Ministry of Science and Innovation (MICITT)	<p>Follow-up, monitoring, and evaluation actions for public policies and/or initiatives. It makes it possible to benefit from up-to-date information enabling an adaptation of the implementation to the changing environment for the purpose of not only consolidating the results provided but also adapting and increasing their impact on the public problem identified.</p> <p>The study "Introduction to the Gender Digital Divide in Costa Rica" provides inputs for public policymaking and, at the same time, serves as the groundwork for the discussion, analysis, and decision-making of other public, private, and civil society organizations on the subject.</p>
COLOMBIA Communications Regulation Commission	<p>The development of studies and research with a gender perspective is essential because it makes it possible to take decisions based on the results obtained.</p>
MEXICO Secretariat for Infrastructure, Communications, and Transportation	<p>National Survey on the Availability and Use of Information Technologies in Households (ENDUTH)<sup>9</sup></p>



## 7. GENERAL RECOMMENDATIONS FOR USE OF THE HANDBOOK

The best practices presented here should include processes of adaptation to the realities of each country, region, or territory of the countries that are going to use them. It entails the assessment, implementation, and accountability process, as well as systematic monitoring and follow-up actions to ensure its objectives are reached. For that purpose, the following is recommended:

1. To analyze the regional context in terms of gender and technology, identifying current gender gaps in terms of women's access to, use of, and participation in ICTs, as well as the barriers that women encounter.
2. To examine and analyze the current legal and political framework with respect to gender and ICTs in the region, making sure the Handbook is aligned with international and national gender equality and human rights commitments.
3. To identify best practices and adapt them to the local reality, although it is also important to learn from the experiences of other countries in the region. We must also make sure to adapt best practices to the specific reality of each country or region, taking into consideration cultural, socioeconomic, and political factors that might have an impact on the implementation of public policies on gender and ICTs.
4. To mainstream a cross-cutting gender perspective into all phases of the public policymaking cycle, ranging from planning and design to implementation, monitoring, and evaluation. This entails considering the needs and experiences of women and persons of gender diversity in all decisions and actions.
5. To carry out training and awareness-raising actions, including training and awareness-raising measures on gender and ICTs, increasing awareness of gender inequalities with respect to the use of technology and promoting the adoption of inclusive approaches.
6. To establish clear monitoring and evaluation mechanisms to measure the impact of public policies on gender and ICTs, compiling data disaggregated by gender and other gender factors to evaluate progress achieved and make adjustments as needed.
7. To develop actions for disseminating and distributing the Handbook, using diverse media and communication channels.
8. Ongoing commitment, so that the Handbook of Best Practices can become a living resource, constantly evolving and upholding an ongoing commitment to gender equality and innovation in public policymaking for ICTs, updating and improving the Handbooks as required to tackle the challenges emerging over time.

Some additional recommendations:

9. To incorporate relevant case studies that illustrate the successful implementation of public policies on gender and ICTs in different contexts. These practical cases can provide concrete examples of how to tackle specific challenges and achieve positive results.
10. To foster the collaboration and exchange of experiences, promoting cooperation among different stakeholders at the regional level, in order to share experiences, lessons learned, and resources. This

can be facilitated through professional networks, online platforms, and events for the exchange of knowledge.

11. To include supplementary tools and resources, in addition to the Handbook, and to consider the development of other tools and resources such as practical guides, checklists, infographs, and training materials. These resources can help facilitate the practical implementation of public policymaking on gender and ICTs.
12. To promote innovation and adaptability when implementing public policymaking on gender and ICTs by encouraging experimentation with new and creative approaches. This may entail the use of emerging technologies, cooperation with the private sector and civil society, and the exploration of alternative funding models.
13. To evaluate the long-term impact, in addition to monitoring and evaluating the short-term impact, of public policymaking on gender and ICTs, making sure to consider as well its long-term impact on gender equality and sustainable development. This may require a multidimensional approach that takes into account structural, technological, and cultural changes over a long period of time.
14. To foster sustainability and continuity and, for that purpose, to draw up public policies that promote long-term sustainability and continuity, including in contexts of political or budgetary changes. This may entail the mainstreaming of the gender perspective into current policies and programs, as well as institutional capacity building and the mobilization of adequate resources.

## 8. ANNEX

8.1 Document CCP.I/TIC doc. 5438r1/23 “Report on the questionnaire on public policies and initiatives that promote a gender approach through ICTs”

8.2 Document CCP.I/DEC. 330 (XLI-22) “Questionnaire on Public Policies and Initiatives that Promote a Gender Approach through ICTs”

### **PCC.I/DEC. 355 (XLIV-24)<sup>15</sup>**

#### **FORWARD THE RECOMMENDATION ON BEST PRACTICES IN REGULATORY IMPROVEMENT FOR THE BENEFIT OF USERS OF TELECOMMUNICATIONS SERVICES TO THE 42 MEETING OF COM/CITEL**

The 44 Meeting of Permanent Consultative Committee I: Telecommunications/ Information and Communication Technologies (PCC.I),

#### **DECIDES:**

- 1) To instruct the CITEL Secretariat to forward to the 42 Meeting of the Permanent Executive Committee of CITEL (COM/CITEL) the Recommendation PCC.I/REC. 44 (XLIV-24) "Best Practices in

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<sup>15</sup> CCP.I-TIC/doc. 5533/24

Regulatory Improvement for the benefit of users of telecommunication services", which is annexed to this Decision, for its consideration and approval.

2) To request COM/CITEL to assess submittal of said recommendations for approval to the 55<sup>th</sup>. Regular Session of the General Assembly of the Organization of American States (OAS).

#### **PCC.I/DEC. 356 (XLIV-24)<sup>16</sup>**

### **EXTENDING THE DEADLINE FOR RESPONDING TO THE QUESTIONNAIRE ON THE STATUS OF NATIONAL CYBERSECURITY INITIATIVES IN CITEL ADMINISTRATIONS**

The 44 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

#### **DECIDES:**

1. To extend the deadline for responding to the Questionnaire on the Status of National Cybersecurity Initiatives in CITEL Administrations appearing in the annex to Decision PCC.I/DEC. 350 (XLIII-23) and attached to the present decision.
2. To request member states to forward the requested information to Ms. Milene Pereira ([mpereira@qti.qualcomm.com](mailto:mpereira@qti.qualcomm.com)), Coordinator of Technical Notebook No. 4 (TN4), focal point for receiving and compiling the responses to the questionnaire attached herewith.
3. To instruct the Notebook's Coordinator, along with the Rapporteurship, to incorporate the information received into the Notebook and to submit a progress report, indicating the next steps to be taken for this Notebook, at the next meeting of PCC.I.
4. Instruct the CITEL Secretariat to distribute the questionnaire attached herewith to member states, with the deadline for submitting the responses set for **July 30, 2024**.

#### **ANNEX TO PCC.I/DEC. 356 (XLIV-24)**

### **QUESTIONNAIRE ON THE STATUS OF NATIONAL CYBERSECURITY INITIATIVES IN CITEL ADMINISTRATIONS**

CITEL administrations are kindly invited to provide information regarding the following aspects:

- National entities in charge of the cybersecurity strategy and enforcement,
- Cybersecurity national regulatory framework, including spam laws, regulations, and policies,
- National programs to raise the awareness of end-users (individuals and small and medium-sized enterprises (SMEs) to their cybersecurity responsibilities, and
- National watch, warning, response and recovery programs (CIRTs),
- Critical Infrastructure Protection (CIP).

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<sup>16</sup> CCP.I-TIC/doc. 5508/24

**TERMINATION OF THE STANDARDS COORDINATION PROCESS**

The 44 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

**CONSIDERING:**

- a) That the CITEL Assembly has recognized the need for appropriate standards to encourage the deployment of new technologies with a high degree of reliability, interoperability, and security;
- b) That, for the past 25 years, CITEL PCC.I has reviewed and discussed the activities of various Standards Development Organizations (SDOs) that produce information and communication technology (ICT) standards;
- c) That the Standards Coordination Process was created more than 20 years ago to study the standards development activities for ICT standards in order to identify and endorse deployment of those technology standards that best advance the goals of the CITEL Member States;
- d) That since 2001, 24 standards have been endorsed for deployment in the Americas Region;
- e) That CITEL PCC.I has continued to draw on the work of existing standards-setting bodies, including the ITU-T, IETF, IEEE, ATIS, and other organizations as appropriate, to identify standards that are of significant value for the Region;
- f) That CITEL PCC.I has encouraged the consideration of a broad range of standards development activities to ensure that the latest technologies and innovations are evaluated.

**RECOGNIZING:**

- a. That CITEL Member State participation in the ITU-T Standardization Sector has increased over the last two decades;
- b. That access to information and document databases has improved significantly during this period;
- c. That past endorsements have mainly focused on significant innovative standardization efforts (e.g., Intelligent Networks, IPV6, Next Generation Networks, 40Gb Passive Optical Networks, IPTV);
- d. That there has never been a follow-on study of the Regional deployment of standards previously endorsed;
- e. That other ‘factors’ may be playing a more significant role (e.g. best practices, service architectures, multi-standard-based applications)
- f. That within the WGDTS mandates, independent of the Standards Coordination Process, ICT standards supporting a broad scope of technologies and services are routinely discussed and reviewed;

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<sup>17</sup> CCP.I-TIC/doc. 5566/24

- g. That there has been no new standard endorsed in PCC.I since 2017.

**DECIDES:**

1. To terminate the Standards Coordination Process;
2. To urge CITEL PCC.I Member States and participants to continue contributing to the introduction, review and assessment of ICT standards that support the broad range of technologies and services under discussion within the Working Group on Deployment of Technologies

## V. LIST OF DOCUMENTS

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Minutes of the Inaugural Session and First Plenary Session	CCP.I-TIC/doc. 5567/24 rev. 1
Minutes of the Second Plenary Session	CCP.I-TIC/doc. 5576/24
List of Documents	CCP.I-TIC/doc. 5482tr1/24
List of Participants	CCP.I-TIC/doc. 5483tr1/24
Report of the Working Group on Policy and Regulation (WGPR)	CCP.I-TIC/doc. 5572/24
Report of the Working Group on Deployment of Technologies and Services (WGDTS)	CCP.I-TIC/doc. 5573/24
Report of the Working Group for the Preparation and Follow-up of the WTSA, WCIT and WTDC (WGCONF)	CCP.I-TIC/doc. 5571/24
Final Report of the Meeting	CCP.I-TIC/doc. 5577/24
Table of Support (WTSA-24)	CCP.I-TIC/doc. 5472/23 rev.11

## VI. REVOKED INSTRUMENTS AT THIS MEETING

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- Resolution PCC.I/RES. 332 (XLIII-23).
  - Resolution PCC.I/RES. 334 (XLIII-23).
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