

1. Capacity building

There is still a significant deficit at the global level in relation to inclusive participation of all stakeholders, understanding the key issues underlying Internet Governance and access to basic information. This directly affects the ability to facilitate a more inclusive global debate and the capacity of stakeholders from all countries to represent their interests. Addressing this problems will create an environment of trust and cooperation, decrease tensions related to the multistakeholder system, promote freedom of expression, maintain an open, free and unfragmented Internet and assure that the current model works for the benefit of all.

2. What is the current situation?

A number of organisations are actively involved in capacity-building efforts regarding Internet governance. These include the country chapters of ISOC, ICANN's fellowship programme, activities sponsored by the European Regional Internet Registry in setting up sister organisations in South America and Africa and the work of various UN agencies, in particular the ITU and UNESCO are active in providing support and information resources to their member countries.

Nonetheless, there are gaps to fill. Capacity building is at the core of development work worldwide in the majority of economy sectors, including ICT. A good region- and field-specific example is the **HIPSSA project** developed by the European Commission and ITU to assist beneficiary countries in Sub-Saharan Africa in developing better regulation in e-communications.

3. European Commission's perspective¹

- Internet Governance capacity building initiatives should focus those on empowering all stakeholders to actively participate in technical and policy development organisations. Particularly, Internet governance institutions and processes should support capacity building for newcomers, especially stakeholders from developing countries and underrepresented groups.
- We have identified a set of conditions and already tested instruments that can be adapted and implemented in this field.
- **Access to information.** One of the characteristics of the multistakeholder system is the complexity. An overview of all the meetings and places discussing this topic and the amount of documents produced is overwhelming especially for stakeholders with low resources. Measures such as remote participation and adequate funding, and access to meaningful and timely information are essential for promoting a more inclusive and effective model of governance.
- **Know-how development.** For stakeholders to be actively engaged they need the ability to understand, process and translate information into decision making. The deficit of understanding key Internet Governance issues creates tensions that can have the potential of damaging for the Internet.
- **National and Regional Multistakeholder governance.** A healthy and inclusive global multistakeholder system can be achieved if the same principles are replicated at national at regional level. Capacity building is important to support the emergence of true multistakeholder communities, especially in those regions where the participation of some stakeholder groups needs to be further strengthened.

¹ The proposals are updated to reflect the NetMundial Multistakeholder Statement proposals.

- **Participation.** The inclusiveness of the Internet Governance is directly related to a proportional representation of stakeholders from all countries that are interested. Capacity building and financing are key requirements to ensure that diverse stakeholders have an opportunity for more than nominal participation, but in fact gain the knowhow and the resources for effective participation.