

RIPE NCC Response to Online Survey by Roundtable 2 (Digital Help Desks) of UN Secretary-General's High-level Panel on Digital Cooperation to Collect Stakeholders' Views and Advice on Digital Capacity Building

(Survey questions appear in black with RIPE NCC responses in blue, and answers to multiple choice questions highlighted in yellow)

1. (Name of organisation and contact person)

2. With the exponential pace of change in the global digital ecosystem and related technology, governments' demand for capacity building assistance on digital issues is wide-ranging and outstrips available support. As evidenced by the report of the United Nations Secretary-General's High-level Panel on Digital Cooperation, policy makers are seeking a greater understanding of digital technologies, digital cooperation more broadly, as well as related social and economic opportunities and impacts.

In your opinion, what are the biggest challenges faced by regulators/policymakers/government officials in regard to understanding and deploying digital technologies?

- The borderless nature of the Internet is one of the biggest challenges that regulators/policymakers/governments face. Regulations that protect monopolies or create any kind of barrier to entry are simply not sustainable, while those aimed at centralising the Internet within national borders must be revisited. There is a major difference between ensuring that key infrastructure is made available to all local operators and efforts to consolidate and replicate the whole internet within national borders for more control and oversight. We must balance the protection of citizens' rights and ensuring fair markets while paving the way for innovation. Regulators/policymakers/governments must come to terms with the concept of "permissionless innovation" in order for them and their citizens to fully benefit from the myriad potential promised by the digital transformation.
- Understanding the risk models associated with further digitisation, including the dependencies that arise between systems and whole industry verticals (e.g. cars require connectivity, which in turn requires energy, etc.). These relationships need to be understood in order to make effective policy decisions.
- Understanding the technical limitations and importance of the core infrastructure in order to develop governance models that strive for long-term stability while remaining open to innovation and provide the flexibility and agility needed to support future growth and adapt to changing requirements.

3. In your opinion, which areas of digital capacity building would be most useful for organizations to focus on? Please select all that apply.

- Build knowledge and capacities of policy makers and/or government officials on digital issues
- Enable inclusive social dialogue on digital development and technology related issues
- Respond to requests for advice from developing countries on digital cooperation/development related subjects

- None of the above
- Other (please specify)

Governments should appoint dedicated persons/teams specifically tasked with digital transformation, because digital transformation is not “business as usual” for many state bodies, and is much more complex than simply running a traditional public procurement of services. Such persons/teams could serve as trusted links between the industry and administration. Also, governments should run more open consultations with the technical industry in a bottom-up manner, requesting input on regulatory decisions about new technology, in order to develop the most technically sound policy possible. Finally, governments and other organisations should take part in global dialogues on new technologies and digital transformation from the very beginning, rather than playing catch-up.

4. Does your organization support or provide any of the following activities? Please select all that apply.

- Training for policymakers/regulators on digital literacy, digital development, and digital technology related issues.
- Promoting best practices in digital development, including through sharing of digital related government policies, strategies and examples of digital citizen services.
- Facilitating diagnostic assessments of digital capacities and ‘digital readiness’ of government entities.
- Facilitating and/or promoting research on key issues relating to digital cooperation and development.
- Promoting principles of inclusivity and transparency in digital development related dialogues.
- Facilitating online platforms for inclusive multi-stakeholder dialogues.
- Providing knowledge management support relating to the tracking of key regional and global dialogues and events related to digital cooperation.
- Providing knowledge management support relating to maintaining lists/rosters of organizations/entities/key constituencies working on digital development related subjects.
- Collecting and sharing examples of successful cooperation initiatives that address digital divide related issues between governments, as well as between governments and the private sector, and between governments and citizens
- Other capacity building related activities or services. Please describe

Technical training (in person and online) on network architecture, design and measurements.

5. Where does your organization implement/provide the activities and services referred to in the last question?

- Globally, available to countries across all/many regions
- In specific regions (please describe in the comment box)
- In select countries (please describe in the comment box)
- Please list regions and/or countries where your organization delivers mentioned services.

6. What types of requests for capacity building support related to digital technologies and/or services has your organization received from governments/partners/other entities (if applicable)?

- Requests for comments on regulation related to Internet number resources (IP addresses and ASNs) and Internet connectivity in general
- Technical training and best practices on IPv6 deployment, network architecture, design and measurements, as well as general national ICT roadmap development (within certain areas of digitisation readiness)
- Requests to host, organise and present at events as public platforms for capacity building

7. Would you recommend any best practice digital capacity building initiatives for us to look into? Please feel free to provide details, web links, etc. where we can learn more.

8. We want to capture a complete as possible picture of existing digital capacity building efforts. Would you recommend we be in touch with any other organization(s), and if so, which one(s)?

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9. Would you like to share any additional information? Please feel free to comment below.

Digitisation is such a broad term that it's rare to find an organisation that covers the full spectrum of these topics. For these kinds of initiatives to be useful, it can be helpful to break down the end goal into KPIs and deliverables so that individual organisations involved specifically in those topics can be identified and can meaningfully contribute.