

**TECHNICAL NOTEBOOK "APPLICATIONS AND CONTENT  
FOR SOCIAL INCLUSION AND EQUITY"**

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

**RECOGNIZING:**

- a) That the work of the Rapporteurship on Broadband for Universal Access and Social Inclusion is aimed at studying the aspects related to the universalization of broadband services in order to promote suitable policies and regulatory frameworks to achieve its availability for the entire population and thus bridge the digital divide;
- b) That there is currently a Digital Divide between the Member States and in the Region as a whole, which excludes from the benefits of Information and Communications Technologies (ICTs), populations living in remote or difficult-to-access areas, and people in general due to differences in income, culture, education, gender, age or even disability;
- c) That, in order to develop not only Broadband for public telecommunication services but also the tools, content, and applications related to the public services the population needs for its development and well-being, it is necessary to share information about the applications and content that have been implemented for such purposes in the areas of education, health care, access to information, e-commerce, e-Government, and citizen's security, among others, together with their indicators and results;
- d) The relevance of providing the aforementioned information to the Member States, so they can identify and leverage the best practices in the region, as well as promote initiatives or improvements in the use and management of ICTs for the development of their countries,

**CONSIDERING:**

- a) That, as provided among other activities in the Terms of Reference of the Rapporteurship on Broadband for Universal Access and Social Inclusion, to develop proposals for capacity building in the population related to the use of ICTs and the development of content and applications that meet local needs, including those related to e-Government, tele-health, tele-education, e-commerce, among others, in light of social, economic, and demographic conditions, taking into account best practices in the implementation of specific projects;
- b) That it is necessary for Member States to be able to share information on projects linked to this topic developed in the different countries of the Region, for the benefit of population groups that live in rural or remote areas or that are vulnerable;
- c) That sharing this information will allow Member States to know about the experience of their peers with respect to the leverage of ICTs, applications and content in the areas of education, health care, and e-commerce, among others, for the benefit of populations living in rural or remote areas and vulnerable groups;

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<sup>1</sup> CCP.I-TIC/doc. 3493/15 rev.2

d) That Resolution 70 (Rev. Busan, 2014) of the ITU Plenipotentiary Conference, “Mainstreaming a gender perspective in ITU and promotion of gender equality and the empowerment of women through information and communication technologies,” resolves “to promote gender equality in telecommunications/ICTs by recommending measures on policies and programs that improve the socio-economic conditions of women, particularly in developing countries” establishing the commitment of the ITU with gender equality,

**TAKING INTO ACCOUNT:**

a) That it is advantageous for Member States to count on centralized information with respect to the measures that are being used and adopted by different entities or organizations regarding the use of applications and content by people to access social services through ICTs;

b) That one of the objectives of the Rapporteurship on Broadband for Universal Access and Social Inclusion is to promote access to ICTs in public institutions such as schools and health care centers, among others;

c) That part of this Rapporteurship's Work Plan is to prepare proposals for the development of content and applications that meet local needs in the areas of e-Government, tele-health, tele-education, and e-commerce, among others, in light of social, economic, and demographic conditions, in accordance with the needs of women and disabled individuals;

d) That the exchange of experiences and the compilation of studies and reports on the results of Social Inclusion initiatives are a first step to evaluate best practices and, if necessary, recommend applicable actions,

**RESOLVES:**

1. To approve the creation of a Technical Notebook on "Applications and content for social inclusion and equity", in order to provide updated information on the topic as well as the results achieved by the Member States of CITEL.

2. To designate the Administration of Colombia as the Coordinator of this Technical Notebook, who will be in charge of: collecting the contributions presented by the Member States and Associate Members; organizing seminars, workshops and other activities; and updating the technical notebook.

3. To approve the Table of Contents of the Technical Notebook, included in the Annex.

4. To request the Secretariat of CITEL to distribute this Resolution to the Administrations, in order to start the data collection process.

5. To urge Member States and Associate Members to contribute to the content of the Technical Notebook, in order to share information, and prepare future documents on the topic.

**ANNEX TO RESOLUTION PCC.I/RES. 238 (XXVI-15)**

**TABLE OF CONTENTS OF THE TECHNICAL NOTEBOOK**

**"APPLICATIONS AND CONTENT FOR SOCIAL INCLUSION AND EQUITY"**

- A. Reports and/or studies on social inclusion issues from a perspective of digital inclusion and equity of ICT contents, applications and solutions.
- B. Applications and contents of OAS/CITEL Member States that exemplify cases of successful social inclusion.
- C. Local needs still unresolved with existing solutions.
  - a. Needs assessment
- D. Strategic issues for the creation of contents and applications for social inclusion, incorporating an equity perspective.
  - a. Proposals for new applications and digital contents to be developed according to the needs or issues to be addressed (by policy or following assessment)
- E. Infrastructure for developing applications and contents for social inclusion.
- F. Results or statistics on contents and applications for social inclusion developed annually.
- G. Ownership strategies developed by the Government for the use and leveraging of the applications and digital contents developed.