

**Vanuatu IGF
Workplan
2019**

Contents

| | |
|--------------------------------------|----------|
| Introduction | 1 |
| Overview..... | 2 |
| What we want to achieve | 3 |
| Human resources | 4 |
| Our work..... | 4 |
| Future Plans | 8 |
| Annex | 9 |

1. Introduction

IGF initiatives are open to all relevant stakeholders interested in contributing to the organization of the meetings. It is the responsibility of the multistakeholder organizing teams to ensure that all interested stakeholders, both individuals and organizations, are invited to participate in the IGF Initiative.

It is important that the IGF Initiative's work is conducted in a transparent manner. This means that wider relevant communities, beyond the organizing team, need to be properly informed about the work plan. The best way to inform the community is to regularly send updates to an open mailing list, post them on the official website/webpage and promote through the social network accounts and other ways of conducting effective public outreach.

In particular, the meeting's program agenda needs to address the views of the wider community. The core organizing teams need to develop a plan on how they will run the open and public consultations. Usually, the initiatives either launch a public call for input for topics that should be discussed at the annual meeting(s), or they propose agenda topics and call for public consultation, potential edits, and the final adoption of the proposed agenda.

Either way, the organizers have the responsibility to create an effective way of conducting outreach with the community and seeking input before the final decision is made, which should ideally be based on consensus to the extent possible, taking into account the available resources to organize the event.

To comply with the IGF's main principles, mainly the principals of being open, transparent, and inclusive, the initiatives should conduct effective outreach toward their respective communities.

We acknowledge the great support of all our stakeholders including, the Telecommunications, Radiocommunications and Broadcasting Regulator's (TRBR), Office of the Government Chief Information Officer (OGCIO), Ahitec Services and members of interim Vanuatu IGF MAG.

2. Context Overview

Vanuatu IGF was formally established on March 2019 following a Council of Ministers (COM) Decision 89 of 2018, with an establishment budget of 8 million vatu. Our work is to raise awareness and build the capacity for youth to join the Internet governance discussions. Based on the mandate of IGF to bring people together from various stakeholder groups as equals. We provide an open platform for communities to express and interchange their ideas and own thoughts on internet governance freely.

Our objectives are to:

- a. Build the capacity of young people to participate in internet governance discussion;
- b. Encourage youth to attend and bring contribution to actual internet governance discussion;
- c. Provide platform for cultivating idea to drive social change and further actualizing the initiative for a healthy and harmonious internet;
- d. Develop youth network on internet governance

The establishment of our office is timely to support the internet related development work that the government and industry is doing. We intend to reach every household in Vanuatu to understand the internet governance and what internet ecosystem is all about. In order to inform community and conduct outreach, supporting mechanisms include:

- Establishing a dedicated website or webpage;
- Create a mailing list and/or an open website platform; and
- Create dedicated social media accounts and official hashtag(s).

The decision-making process of the IGF initiative should be bottom-up, where the substantive organization of the annual meeting(s) should reflect the needs of the respective community that we as Vanuatu IGF are acting within.

This is why we are encouraged to run public consultations, in order to ensure that the community is aware of the initiative's work, uphold the importance for engagement, and encourage involvement to the extent possible. In particular, it is important to ensure that the program agenda reflects the need of the respective community. This is why the initiatives are running specific public call for inputs, where the program agendas are developed according to received substance.

3. What we want to achieve

Our focus for 2019 and throughout the lifetime of this project is to change the mindset of all internet users in Vanuatu to embrace internet (and technologies) as a transforming tool to improve and sustain our lives into the future. Already through our mass media campaigns, we note a slight change in behavior of users, which is a positive sign that all our collaborative work is paying off. Our highlights are listed on Annex 1 at the back of this report.

The IGF initiatives need to respect the criteria of being multistakeholder in its organization. The multistakeholder approach refers to collaboration between all stakeholder groups on an equal footing (private sector, civil society, government and technical community), around development and implementation of an array of Internet-related principles, norms, rules, decision making procedures, and policies and programs.

Additionally, the multistakeholder component is also very important both in our outreach to people living around Vanuatu and also in regards to the national initiative meeting. In principle, we would like to see stakeholders tell us what they think is their need this way we involve stakeholder diversity, as this will add to the session being inclusive of different views.

Our outreach have an impact on people we visit, and the general feedback from schools and communities is that they would like to know more about our work and how they can help to see that the internet remains a tool that improves the livelihood of people throughout Vanuatu.

We also note that reckless online behavior has dropped dramatically since the SMS campaign from the Government, outreach by CERT and Vanuatu IGF. We are still working in isolation from our partners, and there needs to be collaboration between all stakeholders who have an interest in internet development. On the outset we would like to play a key role in ensuring that our community messages are aligned and we cover the whole of country approach by exhausting all these partnership avenues. We can achieve this through a formal Memorandum of Understanding (MOU) with all our key stakeholders so we can achieve more with little expertise that we have.

Vanuatu is a small constituency and requires working in collaboration with all stakeholders to cover the whole country in our community outreach and we strongly believe that this is the solution to maximizing our resources to make a big impact. Our close working relationship with CERT Vanuatu and Vanuatu Police Force also plays a key role in each stakeholder acknowledging this partnership so we get people to fully understand what the government wants to achieve through these programs.

4. Human Resources

There are 2 full time staff at the moment with support of USP, we will host interns for 3 months who help us a lot with our work. The current workload is straining on our part, given we have so planned activities that we cannot accomplish with the current personnel. Our dependence on volunteers to do most of our work is good but is not sustainable as most of these interns are students which means they go back to study or find employment which leaves a gap that we have to fill once their term ends. We are hopeful to secure some funding to recruit at least one more staff to help out with our work.

5. Our work

In 2019 our preparatory works were mostly held Port Vila, to reach out to identified stakeholders to seek their support in our empowerment programs to see that people hear and understand what internet governance is.

We intend to visit every schools on Tanna, Malekula and Santo to raise awareness to students about internet safety and also promote ICT and Engineering as a career pathway. The office is fairly new so a lot people have not fully understood what we do but as we continue to slowly visit people around schools and communities, they come to understand how we work together with the Government of Vanuatu and the Telecommunications Radiocommunications and Broadcasting Regulator's (TRBR) office to see that people continue to use the internet and it is open, transparent and useful to people's lives around Vanuatu.

We have identified gaps in terms of how we reach out to people in the community and we need to address this in a multistakeholder approach with support from OGCIO, TRBR, CERT Vanuatu and Vanuatu Police Force. There are ongoing cybercrime awareness carried out by CERT Vanuatu and Vanuatu Police Force, but this is not enough and the materials we use is not synchronous which means we are giving our mixed messages. This is something we can look at in the near future to explore how we can all work together to send the same message to our communities and schools.

Vanuatu IGF intends to focus on our monthly seminars and outreach programs to most communities around Vanuatu in the next 3 years. In 2020, we will be hosting Mini Internet Governance Forums on Santo, Malekula and Tanna leading up to the National IGF in Port Vila around August 2020.

6. Future Plans

| Date | Activity | Responsibility |
|------------|---|-----------------------------------|
| March 2019 | Engage support officer to support Director to develop and implement plans for 2019 | Director, Vanuatu IGF Secretariat |
| March 2019 | Formalize office setup including business registration, office space and office furniture | Director |
| March 2019 | Prepare COM Paper to formally establish Vanuatu IGF | Director OGCIO |

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| April 2019 | Development of and launching of the Vanuatu IGF website | Director Tasks: 1. Website will be developed in-house and regularly updated from time to time; 2. Identify website and email host provider; |
| April 2019 | Office setup | Director Lease agreement is for 2 years |
| May 2019 | National IGF to be hosted along with the annual Pacific ICT Days event on 17 th May 2019 | Director Support Officer Tasks: 1. Confirm date 2. Prepare program 3. Identify panelists and invite 4. Prepare outcome report |
| July 2019 | Consult with community and identify relevant topics to introduce into the planned monthly seminars that will run on a fortnightly basis | Director, Support Officer Vanuatu IGF MAG |
| June – Ongoing | Outreach to our population through radio (FM 107, Radio Vanuatu, TBV) and social media | Director |
| August 2019 | Explore avenues to host interns at the Vanuatu IGF office to build capacity for local tertiary students who have interest in internet development and technology in general | Director Support Officer Internship opportunities are a great way to build local capacities in internet governance. Interns are tasked with research topics to contribute to our monthly newsletters and white papers that we intend to release in soon. |
| August 2019 | 2020 Budget preparation and submission to OGCI | Director |
| September 2019 | Launch of our #TingtingBifoYuPost campaign to address disorderly behavior of social media users | Director, Support Officer Tasks: 1. Social media campaign and Billboards in Luganville, Port Vila and Tanna; 2. Prepare brochures and marketing material |
| October 2019 | Launch of our Online Abuse form on our website | Tool is a data collection mechanism to collect data about the types of abuses that happen in Vanuatu. Reports are submit online, and we receive by email and work on each case by case. We are working to improve this mechanism so we can respond to users in a timely manner, and occasional conversation with them. 100% of reports are related to online defamation. |
| October 2019 | Outreach to Santo, Malekula and Tanna. | Deployment of all Vanuatu IGF staff to Santo, Malekula and Tanna to reach out to schools as part of the #TingtingBifoYuPost campaign. |
| November 2019 | Seminar | Ongoing monthly seminar with participants throughout the month of November and December |
| December 2019 | 2020/2021 Work plans | Director, Support Officer Vanuatu IGF MAG |

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