ACTION PLAN TO CLOSE THE DIGITAL GENDER GAP

Partners:
- Governments of Costa Rica
- Tunisia
- Sweden
- Switzerland
- United States of America
- Microsoft
- Mozilla
- Association for Progressive Communications
- UN Women
- International Telecommunication Union
This Action Plan sets out the framework for critical actions to foster and accelerate inclusive and sustainable development by closing the digital gender gap and harness the transformative potential of ICTs for women’s empowerment. Women’s equal and meaningful participation in the digital society is seen as both integral to the realization of women’s rights in the 21st century, as well as the realization of a just, inclusive and rights based information society and to achieve global objectives around gender equality and women’s empowerment by 2030.¹

In 2016 the international development community will begin implementation of a new set of universal goals and targets embedded in the 2030 Agenda for Sustainable Development and the global financing framework, the Addis Ababa Action Plan 2015. In view of this shift and building on the past processes and other commitments and outcomes of WSIS, the Beijing Declaration and Platform for Action and General Conclusions of the Commission on the Status of Women, the involved parties issue this Action Plan to encourage stakeholders involved in the post-2015 process, including governments, the private sector, NGOs, civil society and IGOs, to unify efforts and build synergies across international development processes and efforts towards closing the digital gender gap through converting shared commitments into action.
### Commitments of the International Community

<table>
<thead>
<tr>
<th>Action Areas</th>
<th>Integrate a gender perspective in ICT global, regional and national related strategies, policies, plans, and budgets. This includes capacity building in using gender analysis, as well as the active involvement of women throughout the design, implementation and monitoring of strategies and policies. Existing policies should also be reviewed for gender responsiveness.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Take holistic and cross-cutting approaches in addressing gender equality and ICT and mainstream gender and ICT linkages within sectoral strategies and in STI innovation systems more broadly.</td>
</tr>
<tr>
<td></td>
<td>Put in place data, monitoring and evaluation tools around gender equality and ICT, including for measurement of access and use, and also invest in research and analysis to assess the impact of ICT for gender equality and women’s empowerment.</td>
</tr>
<tr>
<td>2. Ensure access to ICTs by women and girls and mitigating or responding the threats online that hinder women’s access to and use of technology</td>
<td>Ensure women’s and girls affordable access to ICTs in line with global targets established and paying special attention to women in rural areas. This includes providing gender responsive models of public access and infrastructure, design and development of affordable technologies and services, development of supportive policies and use of mechanisms like universal service funds, and through outreach efforts.</td>
</tr>
<tr>
<td></td>
<td>Prevent, mitigate and respond to threats that arise from ICTs and address inequalities that hinder girls and women from fully participating in and benefiting from the information society. This includes developing comprehensive approaches – including but also going beyond addressing gaps in policy and regulations – around ethics, privacy, security and forms of cyber-related violence that pose significant risks for girls and women. It also requires challenging stereotypes and negative representation of women online, providing digital avenues for women's realities and perspectives to be heard and tackling offline gender based barriers such as access to resources and education.</td>
</tr>
<tr>
<td>3. Build digital capacities of girls and women and support development of content, applications and services that meet women’s needs</td>
<td>Ensure girls and women have the necessary skills and knowledge to understand, develop content, participate in and benefit fully from ICTs and their applications. This includes investing in targeted digital literacy, confidence, and skill development for women and girls. Support should also be provided to women’s organizations so that they too can more effectively utilize ICTs.</td>
</tr>
<tr>
<td></td>
<td>Support the development of relevant content, applications and services by and for women. This includes through government strategies, through user-driven approaches to technology development, development of e-governance policies that address gender gaps in access to government services, and prioritizing investments in applications – including those developed by women’s organizations - such as e-learning and education for girls, women's expanded financial inclusion, employment and entrepreneurship through digital skills and in digital sectors, in preventing and responding to violence against women, for social mobilization and political participation, in women’s and girls’ health and for sharing knowledge on women’s empowerment.</td>
</tr>
<tr>
<td>4. Promoting women in the technology sector, including into positions of decision-making</td>
<td>Increase private and public investments for, and remove the gender barriers to, ICT education and training for women and girls. This includes supporting early intervention in formal education and informal settings, providing incentives and opportunities for women’s higher education, vocational and lifelong learning in ICTs, developing related curricula that is gender sensitive and programmes that motivate and inspire girls and women, and undertake research and knowledge sharing on gaps and good practices.</td>
</tr>
<tr>
<td></td>
<td>Develop capacity building and other steps for promoting women's recruitment, retention and promotion to decision-making positions in the technology sector, in public and private spheres. This includes through investments in creating positive role models in technology and enlisting existing women in technology leadership, recognition of women's technology and innovation achievements and promoting positive images of women in tech in the media, and developing learning, networking and mentoring opportunities.</td>
</tr>
<tr>
<td>5. Establish multi-stakeholder partnerships</td>
<td>Pursue practical and joint measures to advance women’s empowerment within the Information Society and strengthen international cooperation in the area of access and participation of women and girls in technology including through S-S, N-S and triangular cooperation, and creation of platforms for capturing and sharing good practices, lessons, role models and both within and between nations.</td>
</tr>
</tbody>
</table>
Action Plan

References

General Vision

- Promote women’s use of technology, especially ICTs, for empowerment. SDG 5b
- “…harness ICTs [for] … promotion of gender equality and empowerment of women.” WO GDP para 2
- “…full and equal access and participation in …technology for women of all ages are imperative for achieving gender equality…” CSW 2011 AC, para 9
- ICTs are fundamental to women’s and girls’ full and effective participation in civil, political, economic and social and cultural life. BPFARev +20 para 311
- Mainstream a gender equality perspective and use ICTs as a tool for women’s empowerment and their full participation on the basis of equality in all spheres of society. WO GDP para 12
- We reaffirm the importance of promoting and maintaining gender equality and women’s empowerment, guaranteeing the inclusion of women in the emerging global ICT society and taking into account the mandate of the newly established agency UN-WOMEN, the recommendations of the High Level Panel in the post-2015, The Beijing Declaration and Platform for Action adopted at the Fourth World Conference on Women in 1995.. WRev 2014 A.preamble para 3
- Information and communication technologies (ICTs) are tools through which gender equality and women’s empowerment can be advanced, and are integral to the creation of societies in which both women and men can substantively contribute and participate ITU Res.70 (RESOLUTION 70 (REV. BUSAN, 2014) Mainstreaming a gender perspective in ITU and promotion of gender equality and the empowerment of women through information and communication technologies. The Plenipotentiary Conference of the International Telecommunication Union (Busan, 2014), page 3, letter b))
- … the full participation of women in the Information Society is necessary to ensure the inclusiveness and respect for human rights within the Information Society.” WO TC para 23
- “Women should be empowered by enhancing their skills, knowledge and access to information technology. Women therefore need to be involved in decision-making regarding the development of the new technologies in order to participate fully in their growth and impact.”BPFA Section J para 237
- “…enhanced access to and use of ICTs.” Beijing+20 Political Declaration para 6
Strategies and Policies

Mainstreaming a Gender Perspective in Strategies, Policies, Plans, and Funding Mechanisms

- “mainstream a gender equality perspective in all decision-making processes and use ICTs as a tool for women’s empowerment.” WO GDP para 12 WRev 2014 A. preamble para 3
- Support women’s participation in decision-making processes and to contribute to shaping all spheres of the Information Society at international, regional and national levels WO TC para 23
- “mainstream a gender perspective in legislation, policies and programmes…in order to address unequal participation of women and girls in science and technology” CSW 2001 AC para 22.a
- “create a non-discriminatory legal regulatory and policy environment” WO GPA C6. Para 13
- “Increase the participation and access of women to expression and decision-making in new technologies of communication” BPFA Strategic Objective J.1
- Develop approaches and train experts to apply gender analysis [media]… BPFA J para 244e
- Aim at gender balance in the appointment of women and men to all advisory, management, regulatory or monitoring bodies, BPFA para 239 d)
  - “Actively involve women in the definition, design, development, implementation and gender impact evaluation of policies…” BPFARev+5 para 40
- To undertake further or new actions, promoting the commitment to mainstreaming the gender perspective in government, the public and private and sectors, academia and industry, for the purpose of promoting innovation in telecommunication/ICT learning on an equal footing for men and women so as to foster the empowerment of women and girls, with special emphasis on rural and remote areas; ITU Res.70 (RESOLUTION 70 (REV. BUSAN, 2014) Mainstreaming a gender perspective in ITU and promotion of gender equality and the empowerment of women through information and communication technologies. The Plenipotentiary Conference of the International Telecommunication Union (Busan, 2014), page 5, point 1)
- The Digital Solidarity Agenda aims at putting in place the conditions for mobilizing human, financial and technological resources for inclusion of all men and women in the emerging Information Society. WO GPA D Digital Solidarity Agenda, para 27

Review Existing Policies and Programmes for Gender Responsiveness

- “…where appropriate, review of existing policies and programmes to promote gender equality and the empowerment of women in technology…” CSW 2011 AC, para 22.3
- To review their policies and strategies related to the information society to ensure the inclusion of a gender perspective in all activities and the fostering of gender balance to secure equal opportunities through the use and appropriation of telecommunications/ICTs; ITU Res.70 (RESOLUTION 70 (REV. BUSAN, 2014) Mainstreaming a gender perspective in ITU and promotion of gender equality and the empowerment of women through information and communication technologies. The Plenipotentiary Conference of the International Telecommunication Union (Busan, 2014), page 5, point 4)
Take Holistic and Cross-cutting Approaches in addressing Gender Equality and ICT

“addressing the barriers to equal access of women and girls to...science and technology...requires a systematic, comprehensive, integrated, sustainable, multi-disciplinary and multi-sectoral approach, including policy legislative and programmatic interventions and, as appropriate, gender-responsive budgeting at all levels.” CSW 2011 AC, para 21

“Governments, in collaboration with stakeholders, are encouraged to formulate conducive ICT policies that foster entrepreneurship, innovation and investment, and with particular reference to the promotion of participation by women.” WO GPA C6. EE para 13.1

- o “Mainstreaming gender issues across all WSIS action lines and from strategies and planning through to implementation, to ensure action lines take account of continuing gender issues, redress discrimination.” WRev 2014 B. Priority Areas para 8
- o There is a need to further develop the understanding of the gender dimensions of access to and use of ICTs and how ICT can be used as a tool for the promotion of gender equality. BPFARev +10 para 621
- o When developing recommendations and actions [on gender and tech], a dual strategy of gender mainstreaming in ICT-related policies and programmes and targeted interventions for women and girls will be needed, as laid out in the Platform for Action. BPFARev +10 para 622

Put in place data and monitoring and evaluation tools around gender equality and ICT

“Gender-specific indicators on ICT use and needs should be developed, and measurable performance indicators should be identified to assess the impact of funded ICT projects on the lives of women and girls.” WO GPA E. Follow up and Evaluation para d) CSW 2011 AC, para 22.c

The development of reliable indicators and statistics is crucial and should be used in national surveys. BPFARev +10 para 621

Gender specific indicators on ICT use and needs should be developed and measurable performance indicators identified to assess the impact of funded ICT projects on the lives of women and girls. BPFARev+10 para 599

Monitoring and accountability mechanisms are needed to ensure implementation of gender-sensitive policies and regulations in this field. BPFARev +10 para 623

Improved sex-disaggregated data, research and analysis of participation, access, use of ICTs and their impact on women and girls. BPARev+20 para 314

“develop specific gender-disaggregated indicators to measure the digital divide in its various dimensions.” WO TAIS para 114 d)

Improve research and gender impact assessment for evidence based decision making …“ CSW 2011 AC, para 22.rr

Target 2.5.A: Gender equality among Internet users should be reached by 2020 (target set by ITU Member States) CC2020

There is a need for ITU to study, gather data, analyse, build statistics, assess and evaluate effects and promote a better understanding of the impact of telecommunications/ICTs on gender equality; - ITU Res.70 (RESOLUTION 70 (REV. BUSAN, 2014) Mainstreaming a gender perspective in ITU and promotion of gender equality and the empowerment of women through information and communication technologies. The Plenipotentiary Conference of the International Telecommunication Union (Busan, 2014), page 4, letter a)

Establishing gender-relevant indicators for the telecommunication/ICT sector that would contribute to reducing disparities in terms of access to and appropriation of ICTs and to national, regional and international mainstreaming of a gender perspective - ITU Res.70 (RESOLUTION 70 (REV. BUSAN, 2014) Mainstreaming a gender perspective in ITU and promotion of gender equality and the empowerment of women through information and communication technologies. The Plenipotentiary Conference of the International Telecommunication Union (Busan, 2014), page 4, letter b)

- “…commitments to advance gender equality perspectives and undertake the necessary actions throughout the WSIS outcomes, as called for in Para 3 of Preamble under this document, should also be implemented, reviewed and monitored, consistent with other Action Lines, by UN Women in cooperation with other Action Line Facilitators.” WRev 2014 C III Action Lines – Looking to the Future
Ensuring Access to ICTs by women and girls and Mitigating or responding the threats online that hinder women’s access to and use of technology

Ensuring women’s and girls’ affordable access to ICTs

- Universal and affordable access to ICTs and monitored according to sex-disaggregated data. SDG 9.c
- There is a growing need to bridge the digital divide in order to empower women, with special attention to women in rural and marginalized urban areas that are subject to traditional constraints which reinforce discrimination ITU Res.70 (RESOLUTION 70 (REV. BUSAN, 2014) Mainstreaming a gender perspective in ITU and promotion of gender equality and the empowerment of women through information and communication technologies. The Plenipotentiary Conference of the International Telecommunication Union (Busan, 2014), page 3, letter f)
- “Infrastructure is central in achieving the goal of digital inclusion, enabling universal, sustainable, ubiquitous and affordable access to ICTs by all” WO GPA C2 Infrastructure para 9
- “…Encourage the design and production of ICT equipment and services so that everyone has easy and affordable access to them … WO GPA C2 Infrastructure para 9 f)
- Promote research and development to facilitate accessibility of ICTs for all, including disadvantaged, marginalized and vulnerable groups.” WO GPA C3 Access to Info para 10 c)
- Increase women’s and girls’ access to digital technologies including through local communication campaigns CSW 2011 AC, paras 22.tt
- Accessibility and cost are two of the most serious challenges to women’s use of ICT. Countries and stakeholders should consider the ways that policies and projects allocate ICT related resources. Universal access policies, resources for training and capacity building for women in the use of ICT and the use of funds for projects targeted to women ad girls deserve particular attention. BPFAR +10 para 623
- In many countries, access to ICTs for women in rural areas depends on extending common-use facilities in place convenient and accessible to women. BPFAR +10 para 624
Mitigating and responding the threats that arise from ICTs

- Address “gaps in policies and regulations that govern ICTs with respect to ethics, privacy, security and safety and which create significant risks for women and girls. BPFARev+20 para 303
- “The Information Society should be subject to universally held values and promote the common good and prevent abusive uses of ICTs.” WO GPA C10. Ethics para 25 a)
- “Support the development and use of ICT and social media as a resource for the empowerment of women and girls, including access to information on the prevention of and response to violence against women and girls; and develop mechanisms to combat the use of ICT and social media to perpetrate violence against women and girls, including the criminal misuse of ICT for sexual harassment, sexual exploitation, child pornography and trafficking in women and girls, and emerging forms of violence such as cyber stalking, cyber bullying and privacy violations that compromise women’s and girls’ safety.”
  CSW 2013 AC, B Addressing Structural Causes, para ww)
- Develop comprehensive approaches to eradicate cyber-related violence against women and girls online WRev 2014 B. Priority Areas para 8
- “Promote balanced and diverse portrayals of women and men by the media.”
  WO GPA C9 Media para 24 e) BPFA
- Governments in collaboration with all stakeholders, must urgently address the negative use of ICT and the ways in which it contributes to the sexual exploitation of women and children. E-governance policies must address the gender gaps in access to government services and political processes, especially for women living in rural or remote areas or who are otherwise marginalized. BPFARev +10 para 624
- Pay special attention and respond to reproduction of discrimination and negative stereotypes and norms online BPFARev
- Address offline inequalities that hinder women's full engagement in the digital society, including stereotypes around women and technology CSW 2011 AC, paras 13, 14 and 22.v BPFARev
Ensuring Women and Girls have the “necessary skills and knowledge to understand, participate actively in, and benefit fully from” the digital society and that content, applications, services are made by and for women.  

**WO GDP section 4) para 29**

**Capacities and Skills Development**

- “Strengthen programmes focused on gender-sensitive curricula in formal and non-formal education for all and enhancing communication and media literacy for women with a view to building the capacity of girls and women to understand and to develop ICT content.“  
  **WO GPA C8 Cultural Diversity para 23 h)**

- Investments in building the technological capabilities and digital literacies of women and girls are necessary and should include efforts within formal education systems.  
  **BPFARev +20 para 313**

- Train women to make greater use of information technology for communication and the media, including at the international level;  
  **BPA J 242.b**

- strengthen [technology related] educational curricula so that they are relevant to the needs of women and girls  
  **CSW 2011 AC, para 22.b**  
  - "support women’s ability to create, access new information and communications technology, including through the establishment and support of programmes to build the capacity of women’s non-governmental organizations in this regard;  
  **BPFARev+5 para 94b**

- Build capacity for all and confidence in the use of ICTs by all —including youth, older persons, women…  
  **WO TAIS para 90 c**
Development of Relevant Content

- "Strengthen capacities to ensure that developments in science and technology can directly benefit [women], that technology and innovation responds to women’s needs and that they are developed by a user-driven approach." CSW 2011 AC, para 22.b, 22.pp, 22.qq, 22.rr
- “Encourage the development of best practices for e-workers and e-employers built, at the national level, on principles of fairness and gender equality, respecting all relevant international norms.” WO GPA C7 ICT applications 19 E-employment para a)
- “Encourage the development of best practices for e-workers and e-employers built, at the national level, on principles of fairness and gender equality, respecting all relevant international norms.” WO GPA C7 ICT applications 19 E-employment para c)
- Improve and expand women’s and girls’ access to distance education, e-learning, …” CSW 2011 AC, paras 22.m and 22.n
- E-governance policies must address the gender gaps in access to government services and political processes, especially for women living in rural or remote areas or who are otherwise marginalized. BPFARev +10 para 623
- Formulation of gender responsive ICT strategies and policies which seek to improve the relevance of content and services. BPFARev +20 para 313
- Women’s NGOs and civil society organizations need resources to support their efforts for advocacy and political empowerment through the use of ICT. E-governance policies must address the gender gaps in access to government services and political processes, especially for women living in rural or remote areas or who are otherwise marginalized. BPFARev +10 para 624
- “Facilitate access to locally relevant content resources for strengthening public health research and prevention programmes and promoting women’s and men’s health, such as content on sexual and reproductive health…” WO GPA C7 ICT applications 18 E-heath para b)
- Technology and innovation policies address constraints of women entrepreneurs and facilitate access to capital, training and business services CSW 2011 AC, paras 22.nn
- Encourage and recognize women’s media networks, including electronic networks and other new technologies of communication, as a means for the dissemination of information and the exchange of views, including at the international level, and support women’s groups active in all media work and systems of communications to that end. BPA Section J para 239 f)
- Encourage the use of communication systems, including new technologies, as a means of strengthening women’s participation in democratic processes BPA Section J para 241 b)
- To significantly increase investment, in both scale and scope, to close the financing gaps that hinder progress towards gender equality and women’s empowerment, with ICTs as a tool for financial inclusion. FfD
  - “Capitalize on the new information technologies, including the Internet, to improve the global sharing of information, research, strengths, lessons learned from women’s experiences.” BPFARev+5 para 94c
Promoting Women in the Technology Sector, including into positions of Decision-Making

“Work on removing the gender barriers to ICT education and training and promoting equal training opportunities in ICT-related fields for women and girls. Early intervention programmes in science and technology should target young girls with the aim of increasing the number of women in ICT careers. Promote the exchange of best practices on the integration of gender perspectives in ICT education.” WO GPA C4. Para 4

Promote early intervention programmes in science and technology that should target young girls to increase the number of women in ICT careers. WO GPA C4. Para 4 and C7 19 d) BPFARev +5 para 67a

Increase private and public investment in education and training for women and girls in technology sectors CSW 2011 AC, para 22.f and address include gender perspectives in technology and innovation educational curricula CSW 2011 AC, para 22.rr

“(undertake) policy research to identify specific gaps in education and career pathways so as to promote the retention of women and girls in different fields of technology…” CSW 2011 AC, para 22.f

Develop clear and transparent criteria for and promote achievement of gender balance in recruiting, promoting and recognition of women in technology in public and private sectors. CSW 2011 AC, para 22.11

Take steps such as creating positive role models in technology (22.aa), positive images in media (22. bb), learning, networking and mentoring opportunities 22.11 and 22.mm) CSW 2011 AC

Implementing effective training and education, particularly in ICT science and technology, that motivates and promotes participation and active involvement of girls and women in the decision-making process of building the Information Society. WO TAIS para 90 d) CSW BPFARev+5 para 82i

Accelerate skills development, pathways and investments to promote women into decent work, and as innovators and decision-makers, in the ICT sector, including in public and private spheres BPFARev

There are a growing number of women in the telecommunication/ICT field with decision-making power, including in relevant ministries, national regulatory authorities and industry, who could promote the work of ITU so as to encourage girls to choose a career in the field of telecommunications/ICT and foster the use of ICTs for the social and economic empowerment of women and girls; ITU Res.70 (RESOLUTION 70 (REV. BUSAN, 2014) Mainstreaming a gender perspective in ITU and promotion of gender equality and the empowerment of women through information and communication technologies. The Plenipotentiary Conference of the International Telecommunication Union (Busan, 2014), page 3, letter e)

Need for ICT tools and applications to empower women and facilitate their access to the job market in non-traditional fields - ITU Res.70 (RESOLUTION 70 (REV. BUSAN, 2014) Mainstreaming a gender perspective in ITU and promotion of gender equality and the empowerment of women through information and communication technologies. The Plenipotentiary Conference of the International Telecommunication Union (Busan, 2014), page 5, letter e)
To facilitate the capacity building and employment of women and men equally in the telecommunication/ICT field including at senior levels of responsibility in telecommunication/ICT administrations, government and regulatory bodies and intergovernmental organizations and in the private sector

ITU Res.70 (RESOLUTION 70 (REV. BUSAN, 2014) Mainstreaming a gender perspective in ITU and promotion of gender equality and the empowerment of women through information and communication technologies. The Plenipotentiary Conference of the International Telecommunication Union (Busan, 2014), page 5, point 3)

to promote and increase the interest of, and opportunities for, women and girls in telecommunication/ICT careers, with special focus on women and girls in rural areas, during elementary, secondary and higher education and lifelong education; ITU Res.70 ITU Res.70 (RESOLUTION 70 (REV. BUSAN, 2014) Mainstreaming a gender perspective in ITU and promotion of gender equality and the empowerment of women through information and communication technologies. The Plenipotentiary Conference of the International Telecommunication Union (Busan, 2014), page 5, point 5)

to attract more women and girls to study computer science, and acknowledge the achievements of leading women in relevant areas, particularly in innovation; ITU Res.70 (RESOLUTION 70 (REV. BUSAN, 2014) Mainstreaming a gender perspective in ITU and promotion of gender equality and the empowerment of women through information and communication technologies. The Plenipotentiary Conference of the International Telecommunication Union (Busan, 2014), page 5, point 6)

"[Pursue] practical and joint measures to advance women's empowerment within the Information Society, in order to continue to realize women's meaningful access to ICTs and full integration of women's needs and perspectives, and their full and effective participation."

WRev 2014 C III Action Lines – Looking to the Future

“Strengthen international cooperation in the area of access and participation of women and girls in technology… and encourage in this regard, S-S, N-S and triangular cooperation”

CSW 2011 AC, para 22.i

Create and reinforce a platform for advancing women’s meaningful engagement with ICTs and to improve capture and sharing of good practices and lessons and to highlight role models

CSW 2011 AC, para 23

The exchange of good practices and lessons learned on women and technology should also be encouraged within and across nations. BPFARev+20 para 314

5

Build Partnerships and Platforms for Cooperation