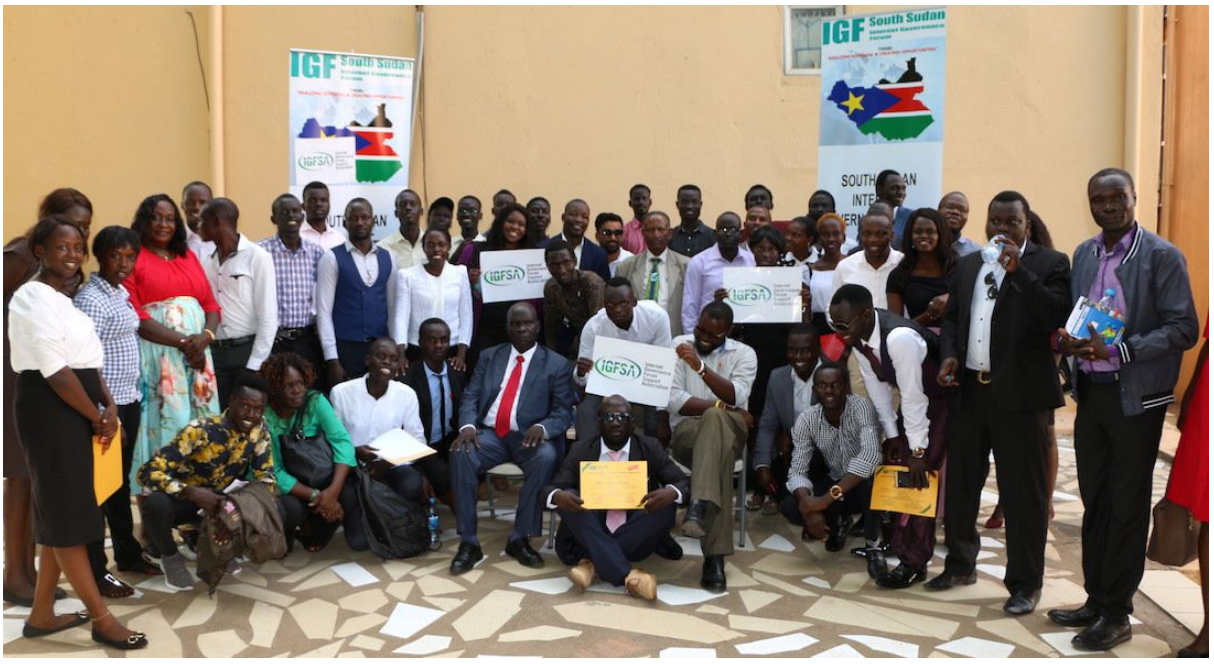
South Sudan Internet Governance Forum

Theme :

Realizing Potential and Creating Opportunities

May 2019



Group photo after the South Sudan IGF conference , Juba, South Sudan. 28th March 2019

Juba, South Sudan

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Executive Summary

This report is a documentation of methodologies, Key themes, challenges, and recommendations from the first South Sudan Internet Governance Forum held in Juba Landmark hotel, South Sudan on 28th March 2019. The one day conference convened under the theme "Realizing Potential and Creating Opportunities " and was attended by 120 participants form a diverse group of stakeholders in South Sudan.

The Internet Governance Forum (IGF) is an open and inclusive multi-stakeholder forum where public policy issues related to key elements of Internet governance issues, such as the Internet's sustainability, robustness, security, stability and development are discussed

The United Nations Secretary-General formally announced the establishment of the IGF in July 2006 and the first meeting was convened in October 2006.

Today, the Internet has become an integral part of modern societies and is universal, constantly transforming lifestyles.

The Internet provides real time borderless communication and almost unlimited access to a range of services. Technical developments have improved daily life: online banking, Mobile Data Services and Voice over Internet (VoIP) telephony are few examples. The availability of Internet and network-based services offer a number of advantages for the society in general.

ICT applications, such as e-Government, e-Commerce, e-Education, e-Health and e-Environment, are considered as enablers for socio-economic development, particularly due to their ability to deliver a wide range of basic services in remote and rural areas. In this regard, ICT applications can facilitate the achievement of Sustainable Development Goals (SDGs) in developing countries, and in particular, South Sudan. The development of cheaper infrastructure technologies has enabled developing and Least Developed Countries to offer Internet services to millions people.

Today, we are more interconnected than ever before and overall reliance on the Internet continues to increase.

As we progress, the need to have equal share of the benefits continues to be a big challenge for the world. Most of the developing world still struggles to have universal coverage. Illiteracy, lack of locally relevant content, gender divides, and internet shutdowns by oppressive regimes are just few of the barriers that continue to hinder millions from accessing the internet.

Added to the above , in such an environment, cyber-attacks occur rapidly and spread across the globe in minutes without regard to borders, geography, or national jurisdictions. Worldwide, every second, children and adults become victims of cybercrime, resulting in more than one-and-a-half million

cybercrime victims each day. Cybercrime ranges from the stealing of private identity or child pornography distribution to the damaging and complete disruption of a country's Internet connectivity.

It is at this juncture that South Sudan finds itself in need of convening the first ever Internet Governance Forum.

Note

This report is as a result of the four-day discussion and several consultations with various stakeholders in South Sudan. Hence it is not conclusive and does not claim to offer a comprehensive view of the internet development in South Sudan.

The consultation meetings took place between August 2018 and April 2019. The infrastructural challenges and current insecurities in parts of South Sudan makes it very hard to travel and get more opinions on connectivity issues faced by communities.

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Introduction : Global and regional view of internet Governance

About Internet Governance

Internet Governance can be defined as the evolving policies and mechanisms under which the Internet community's different stakeholders make decisions about the development and use of the Internet.

Internet Governance Forum (IGF)

The Internet Governance Forum (IGF) is an open and inclusive multi-stakeholder forum where public policy issues related to key elements of Internet governance issues, such as the Internet's sustainability, robustness, security, stability and development are discussed. The United Nations Secretary-General formally announced the establishment of the IGF in July 2006 and the first meeting was convened in October 2006.

Aim of IGF

The Internet Governance Forum (IGF) serves to bring people together from various stakeholder groups as equals in discussions on issues pertaining to the Internet.
At the annual IGF event, participants discuss, exchange information and share good practices with each other. The IGF helps to facilitate common understandings on how to maximize Internet opportunities, address different types of challenges that arise, through a bottom-up, multi-stakeholder, open, transparent and inclusive manner.

Format and methodology of IGF

The process and the final meeting itself, brings together stakeholders representing government, the private sector, civil society, the technical and academic community, and the public, in an informal setting for policy dialogue on Internet governance issues on an equal basis through an open and inclusive process. This type of cooperative engagement is usually referred to as the multistakeholder model of Internet Governance, which is one of the key features for the Internet's success.

Since its first event in 2006, the global IGF has inspired the development of numerous IGF initiatives. National, sub-regional and regional IGF initiatives (NRIs) are IGF events that are organized by the community at the national, regional and sub-regional levels, in a bottom-up manner, respecting the IGF core criteria and procedures.

National Internet Governance Forums

NRIs is an acronym that stands for National, Sub-Regional, Regional and Youth IGF initiatives. These are the Internet Governance Forums organized on a national basis in different countries, or on a regional or sub-regional level, depending on the size of the geographic area, where the main criteria for identifying regions is geography, but also in some cases mutual language and culture.

National Internet Governance Forums contribute to Internet Governance related matters, nationally, regionally, and globally.

Currently there are NRIs in more than 104 countries and regions on four different continents. Africa has 20 national IGFs (*view list* here).

A shared objective for all National Internet Governance Forums is adhering to the core principles of the IGF listed below:

Core principles of the IGF

1) Open and transparent,
2) Inclusive,
3) Bottom-up,
4) Multistakeholder
5) Non-commercial.

About the South Sudan Internet Governance Forum

The South Sudan Internet Governance Forum is a multi-stakeholder forum for public policy dialogue on issues of Internet Governance in South Sudan. It brings together all stakeholders in the Internet governance debate (government, private sector, civil society, technical community, and the academic community) on an equal basis and through an open and inclusive process.

The SS-IGF identifies existing and emerging internet-related public policy issues and bring them to the attention of the relevant authorities and the general public, and, where appropriate, make recommendations to the relevant authorities.

The SS-IGF is part of the hierarchy of Internet Governance Forums (IGF) where at an International level there is the global IGF that was established by the United Nations in July 2006. At a continental level there is the African Internet Governance Forum (AfIGF), and at a regional level the SSIGF falls under the East Africa Internet Governance Forum (EAIGF).

The objectives of SS-IGF :

- To advance Internet Governance issues in South Sudan through a multi-stakeholder framework as well as facilitating partnerships and coalitions that deliver coordinated domestic responses, initiatives, and synergies that best promote and protect the nation's position on the internet ecosystem.
- To increase awareness and build capacity on Internet Governance issues in South Sudan so as to ensure informed dialogue on policy and related matters between all stakeholders;
- To establish a coordinated and coherent framework for dealing with Internet Governance issues in South Sudan;

- To facilitate the participation of a broad range of stakeholders in Internet Governance issue; and
- To ensure South Sudan's views are represented in the African Internet Governance Forum (AfIGF), ICANN and Global IGF.

SS-IGF Vision :

A sustainable, secure, stable, open and robust internet in South Sudan

SS-IGF Mission:

To be a South Sudanese world-class platform for multi-stakeholder policy dialogue on prevailing and emerging issues on Internet Governance.

The Multi-stakeholder organizing committee (MOC)

The SS-IGF is a Public Forum, with an national advisory group (known as the Multi-stakeholder organizing committee , or MOC)

The MOC has seven members whose membership is selected from the following stakeholder groups:

- Government
- Private Sector
- Civil Society
- Academia
- Technical Communities

Methodology for the South Sudan IGF and South Sudan School of Internet governance

The format for both programs will includes the following

1. Technical workshops on key Internet standards
2. Sharing of case studies from other countries
3. Presentation on the state of the Internet in South Sudan (Challenges and opportunities)
4. Breakout sessions (Government, Technical community, & Civil Society)
5. Moderated plenary discussions

SS-IGF formation process

The preparatory process for the inaugural meeting of the SSIGF was conducted in an open, inclusive and transparent manner. Two rounds of public consultations, open to all stakeholders, were held in UNESCO head office Juba South Sudan on 19th September 2018 and 17th October 2018 in Juba Grand Hotel. From these consultations, there emerged a common understanding of how the SS-IGF should operate and what issues it should address. The consultations allowed all stakeholders, including individual participants with proven expertise and competence, to take part on an equal footing.

At the outset, there was a clear convergence of views that the SS-IGF should have development and capacity building as its overarching objective. This is inline with the needs of South Sudan, since the country does not have a critical mass of informed public who are willing and able to participate in and run discussion related to internet development in South Sudan and regionally . It was also established that, consistent with its mandate, the SS-IGF should aim to create awareness and share knowledge related to Internet governance in South Sudan. Theses initial discussion lead to the a common understanding for the need to conduct the first South Sudan Internet governance form and the South Sudan School of internet governance.

The preparatory process for the convening of the South Sudan Internet Governance Forum (SS-IGF) started a broad-based discussion on the substantive agenda. At the first round of consultations, participants were invited to list the top three policy issues they would like the first meeting of the South Sudan IGF to address. These issues reflected the the three main items listed below ;

- A recognition of an emerging consensus that the activities of the SS-IGF should have an overall development orientation.
- A recognition of an emerging consensus that capacity building is needed to enable meaningful participation in global Internet policy development as an overarching priority.
- A recognition that meaningful participation included both assistance to attend meetings, and training in the subject matter of Internet governance.

Following the October 17th 2018 consultations, a call for comment was issued. A total of 20 contributions were submitted by governments, private sector, civil society, the academic and technical communities as well as intergovernmental organizations. The contributions addressed a wide variety of public policy issues. Many of them included not only a description of a public policy issue, but also included an expanded discussion on the importance of the issue, the actors involved in the issue and an explanation of reasons why the issue should be included in the agenda of the first SS-IGF meeting.

The emerging consensus, originally reported after the October 2018 Juba Grand Hotel consultations, that the SS-IGF needed to maintain an overall development orientation was reinforced by many of the contributions. These different views were evaluated by the South Sudan IGF committee and later added to the structuring of the agenda of the inaugural meeting of the SS-IGF: The committee decided to have an approach which focused on a small number of issues to be dealt with in depth. The thematic issues below were the ones agreed on, hence informing the agendas for both the South Sudan IGF meeting and the South Sudan School of Internet Governance.

- Cyber Security and Data Protection.
- Gender and Digital Divide
- Universal Access and the Universal Services Fund.
- Community Networks
- Transparency and Access to information

'South Sudan Internet Governance Forum, Realizing potential and creating opportunities' was chosen as the overall theme of the meeting, with capacity building as a cross cutting priority. The following four broad themes were proposed as the main topics for discussion:

- Openness - Freedom of expression, free flow of information, ideas and knowledge;
- Security - Creating trust and confidence through collaboration, particularly by protecting users from spam, phishing and viruses while protecting privacy;
- Diversity – Promoting multilingualism, including IDN, and local content;
- Access - Internet connectivity: Policy and cost, dealing with the availability and affordability of the Internet including issues such as interconnection costs, interoperability and open standards.

South Sudan Internet Governance Forum ,28 March 2019

Juba Landmark Hotel , 09:00AM -5:00PM

Theme: "Realizing Potential & Creating Opportunities"

SS-IGF committee started publicizing the event through Social Media, word of mouth and Radio interviews and public service announcement on radio Miraya.

Over 120 participants were present in the main event which was officially opened by Dr Lado Kenyi, the director of The South Sudan National Communication Authority.

Event program

Session	Time	By
Arrival and Registration	8:00-9:00	SS-IGF
Opening Remarks and IGF South Sudan Launch	9:00-9:30	Kennedy Bullen: Co-chair IGF-SS Mr. Saidou Sireh Jallow: UNESCO Country Representative Dr. Ladu Kenyi Director General / Unguec Stephen : NCA
Background and Progress on the establishment of the SS IGF	9:30-9:45 l	Nelson Kwaje
Thematic presentations on Cyber security /data Protection, the Universal Service Fund and Gender and the Digital divide	9:45-10:45	South Sudan School of IGF participants Groups 1, 2 and 3
Tea Break	10:45-11:00	
Discussion on the Internet Universality Indicators and a summary of the five R.O.A.M. principles/categories	11:00am-11:30am	Mayiga John Bosco : UNESCO
.SS Registry and the state of Internet in South Sudan	11:30am-12:15pm	CEPO ,NCA and Article 19 Moderated by IGF
Internet Opportunities & Challenges	12:15-1:00pm	Dynamic consulting, RCS, MTN,Zain and University of Juba. Moderated by IPTEC
Lunch Break	1:00-2:00pm	
Online freedom of expression and the right to privacy: The role of media in creating an informed public and building a safer online experience.	2:00-3:00pm	CSPS, CEP, Screen of Rights O and UJOSS (Panel Discussion) Moderated by IGF
Discussion of SS-IGF Work plan	3:00-3:30pm	Group sessions and presentations : IGF Co-chair,
Government of South Sudan	3:30 - 4:00 pm	MITPS
Wayforward and final thoughts	4:00- 4:15	Nyadak
Closing Remarks, IGF Launch & Photo Session	4:15 - 4:45pm	IGF-Co Chair UNESCO: NCA Director/ Stephen Minister for Information or Under Secretary from MICTPs

The output from the main discussion are clustered under the five themes below , the remaining part of the report will explore each of these themes through the lens of the various contributions made by the participants in relation to the contextual realities of South Sudan, the report will end with citing the challenges and recommendations on the way forward.

- Cyber Security and Data Protection,
- Gender and Digital Divide,
- Universal Service Access Fund.
- Community networks
- Transparency and Access to Information

The IGF team ensured that the program was set up in a manner where it was inclusive, informative and collaborative. Graduates of the School of Internet Governance elaborated on the main themes through presentations and in addition to that, the discussion was taken a step further by expert oriented panels with active participation by the participants.

1. Cyber Security and Data Protection

A panel discussion on Data Protection and Cyber Security during the South Sudan IGF conference.
From left to right, Screen of Rights' director Mr Reech Maula, Undersecretary for The Ministry of ICT and Postal Services, Hon. Justin Aler De Mayen,MP Ramadhan Hassan Lako from the Parliament Information Committee , Director General of The NAtional Communication Authority, Dr Lado Kenyi

1.1: Cyber Security

Cyber Security is the state or process of protecting and recovering networks, devices, and programs from any type of cyber-attack.
Cyber Security systems have to be put in place in order to fight off potential threats and attacks which include: Attacks of Confidentiality, Availability and Integrity.

Several initiatives have been initiated to fast-track the road for cyber security laws such as the Malabo Declaration which was signed by 16 African countries and the East African Communication Organization (EACO) which is a regional organization that involves the East Africa member states and seeks to harmonize policies within the regional bloc.

As of this writing, South Sudan is not yet signature to the Malabo convention , SS-IGF recommends that South Sudan Government through the Ministry of ICT and Postal Services and its AU mission, should sign and ratify the "AFRICAN UNION CONVENTION ON CYBER SECURITY AND PERSONAL DATA PROTECTION".
[1]

As part of the recommendations, the participants agreed there is need to set up a National Cyber-Security Agency and a Computer Emergency Support Group that will be run under the National Communication Authority in collaboration with the South Sudan Internet governance forum and other groups.
The participants noted that the state of cyber security in South Sudan is really wanting, given that there is no explicit government policy on cyber security and many of the companies handling data and user information have not demonstrated the needed due diligence when it comes to protecting user data.

One concern was also raised on the issue of spamming and cyber attacks on individual citizens and institutions in the country, most notably many participants said they were the subject of online scammers attacks or know someone who was subjected to the same. The NCA needs to work on mechanisms to document and have accurate statistics on the cases of cyber attacks in the country. Monitoring and accurate reporting of cyber attacks is very crucial for creating prevention mechanism. As of the time of this writing, SS-IGF cannot for sure confirm that South Sudan has data related to the number and nature of cyber attacks the country encounters every year.

[1] AFRICAN UNION CONVENTION ON CYBER SECURITY AND PERSONAL DATA PROTECTION "Malabo Convention "

LIST OF COUNTRIES WHICH HAVE SIGNED, RATIFIED/ACCEDED TO THE "Malabo Convention" as of 06/02/2019
"

As such SS-IGF recommends that NCA should expedite the process of setting up the two bodies cited above and mandate them with the tasks of monitoring, reporting and preventing cyber attacks in South Sudan.

The SS-IGF also noted that the lack of basic knowledge of "cyber security hygiene" among the public is very alarming and is in part to be blamed for most of the cyber breaches people face in South Sudan, just like personal hygiene, cyber hygiene requires a lot of efforts from the user to protect their data and devices. As such SS-IGF will embark on the formation of a first South Sudan working group on cyber security, the working group will be mandated by SS-IGF to carry out cyber security awareness and provide assistance to citizens and institutions when needed. This will also include organizing the first South Sudan cyber security week in collaboration with the media fraternity in South Sudan.

1.2: Data Protection

Data Protection includes ensuring that all documents and private information of the consumer is held private under the companies that obtain this information whether it is through social media sites, telecommunication companies (such as mobile network providers), internet service providers and National/Governmental Agencies such as the Directorate of Nationality, Passports and Immigration.

Under Data Protection, there are rights that are automatically bestowed to a data subject and these include: the rights to be informed when data is collected and the use of the data as well as the right for one to withdraw consent to the use of this data at any given time, among others.

As part of the recommendations, the participants agreed that the following should be implemented:

1. Data Policy and Data Protection Bill: There is need for a National Data Policy and Data Protection Bill that holds all parties accountable and protects personal data
2. Mobile Network operators and ISPs need to start publishing annual transparency reports to inform the public about their operations.
3. There needs to be a review of ICT related legislations every 5 years to ensure that these laws are uptodate and meet the demands of an ever evolving industry.

2. Gender and Digital Divide

A #defyhatenow peacebuilding training for South Sudanese women group in Nairobi , 2018 .

The discussion made it evident that there is a large divide when it comes to opportunities that are available. Women are often excluded, deprived and encouraged against opportunities such as excelling in Science, Technology, Engineering and Mathematics (STEM) courses because it is perceived that these are fields for men only.

Culture has been used to perpetuate these stereotypes and exclude women from actively participating in the society so they are often left behind in all sectors especially Education which will allow them to grow and develop their talents and potential.

As part of the recommendations, the participants emphasized on the need to enhance educational opportunities for girls and allow them the opportunity to participate just as their male counterparts, equal participation.

We also need to prioritize nurturing of talents which should begin in schools. It was a big delight and achievement to the audience when the Director General of National Communication Authority (NCA), Dr. Lado Kenyi announced that it had been made official that the new curriculum will include ICT as a cross-cutting subject for primary school students and a stand-alone subject for secondary school.

3. Universal Access and the Universal Service Fund

Participants holding the IGF Support association logo after the South Sudan IGF conference

Universal Service and Access Funds (USAFs) are a funding mechanism to incentivise the expansion of internet services in remote and underserved locations. These funds — typically financed through mandatory contributions from telecommunications service providers — are designed explicitly to address access and use gaps in communications services. USAFs offer a promising path to develop and implement the policies and programmes needed to close the digital divide and, specifically, to tackle barriers to internet access and use for women. But, as previous research has shown, they are often an untapped or otherwise underutilised resource for financing universal access efforts. This issue is compounded by the fact that information — let alone up-to-date data — on the use and effectiveness of USAFs is often kept behind closed doors, or is missing entirely

Purpose

- To promote the availability of quality services at just, reasonable, and affordable rates
- To increase access to advanced telecommunications services throughout the Nation
- To advance the availability of such services to all consumers, including those in low income, rural, insular, and high cost areas at rates that are reasonably comparable to those charged in urban areas

South Sudan Context

South Sudan National Communication Authority Act of 2012 provides for the establishment of a Universal Service and Access Fund, the responsibility for the establishment of such a fund, is with the South Sudan National communication Authority.

CHAPTER XIII

UNIVERSAL SERVICE

73. Establishment of the Universal Service and Access Fund.
74. Objectives of the Fund.
75. Functions and Powers of the Fund.
76. Establishment of Board of Trustees of the Fund.
77. Functions and Powers of the Secretary General of the Fund.
78. Functions and Powers of the Board of Trustees.
79. Eligibility for Membership to the Board of Trustees and Vacancy.
80. Meetings of the Board of Trustees.
81. Financial Resources of the Fund and Uses.
82. Annual Budget, Accounts and Audit of the Fund.
83. Liquidation of the Fund.

South Sudan National Communication Authority Act 2012
[2]

In South Sudan most urban centers still experience connection issues (even in the capital Juba) with rural areas having very slow or no connection at all. The telecommunication services are already very poor and the instability of the country is aiding in their deterioration of their service provision. One service provider lamented the situation of the instability in the country, citing an incident where one of their boosters was vandalized and all the equipment looted during clashes. He also said it is challenging to find insurance companies who would be willing to provide cover for damages incurred due to war in high risk and remote areas of South Sudan.

Many contributors discussed the need for the establishment of the USF to help close the connectivity gap in South Sudan and provide avenues for supporting innovative projects to address issues related to connectivity and internet development in South Sudan. The recommendations section on this report sheds more light on how this might be done.

[2] South Sudan National Communication Authority Act 2012

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4. Community Networks

Activist Varna Joseph moderating a panel discussion on gender and digital divide during the South Sudan IGF conference .

A community network starts with a local group of people who want to bring communications to their local village or town, or who want to enable communications for other local services.

The participants expressed strong views on the need for the establishment of community networks in South Sudan to help in closing the connectivity gap, especially in remote areas and education institutions who have no access to the internet. Such initiatives will allow for local communities to be able to communicate with each other and share knowledge effectively.

The discussion on the mechanisms and practicality of implementing the community networks is beyond the scope of this report, hence we saw it fit to provide the brief information below to help inform the initial ideas. We recommend that the stakeholders take this idea into action and conduct a survey on the feasibility of launching a pilot community network in South Sudan later in 2019 or early 2020. The South Sudan Internet governance forum will also work on establishing a working group on Community network which will be tasked with the above mission.

What are Community Networks?

A community network starts with a local group of people who want to bring communications to their local village or town, or who want to enable communications for other local services. This group or "community" may grow over time as interest in changing local circumstances develops .
The local community network generally is a "local community join[ing] together to pay for the common infrastructure based on the value realized by the community as a whole." Community networks are built and operated by people in the community; they are the result of people working together, combining their resources, organizing their efforts, and connecting themselves to close connectivity and cultural gaps. These networks are often small in scope, usually serving communities under 3,000, but some serve more than one village or community. For example, guifi.net, a community network located predominantly in Spain, and with nodes in Africa, Asia, Latin America, and Europe, is estimated to serve more than 50,000 people.

From an infrastructure perspective, some community networks rely on wireless and optical fiber technologies, and often feature a distributed architecture. For example, some networks are Wi-Fi only, others are mesh networks or simple 2G networks providing voice and SMS services, and others are municipal networks, like Freifunk in Germany. From a regulatory and policy perspective, community networks change the focus on "the last mile;" these networks, built from the "bottom-up" are "the first mile," not the last mile. This means that connectivity starts in a community.

Experience has shown, from existing community networks, that there are numerous benefits to the community. The cost of deploying community networks can be low. Often, the technology required to build and maintain the network is as simple as an off-the-shelf wireless router. In other cases, it is more difficult and requires changes to firmware, hardware, and software. The bottom-up organization of community networks yields benefits and local buy-in as well, including: [3]

- Benefiting end-users and the community networks themselves with cost-oriented approaches;
- Providing service that is tailored to the unique needs of the community;
- Empowering local people, and thereby encouraging involvement in other
- grassroots efforts, community affairs, and political processes;
- Encouraging digital literacy;
- Providing a "stepping stone" for people to become part of the global economy;
- Creating new working opportunities; and

[3] Innovations in Spectrum Management Enabling community networks and small operators to connect the unconnected

- Promoting the virtuous cycle by improving both access to and creation of local content and services.

5. Transparency and Access to Information

A panel discussion on Data Protection and Cyber Security during the South Sudan IGF conference.
From left to right, Screen of Rights' director Mr Reech Maula, Undersecretary for The Ministry of ICT and Postal Services, Hon. Justin Aler De Mayen, MP Ramadhan Hassan Lako from the Parliament Information Committee , Manager of .SS at The National Communication Authority, Mr. Stephen Unguec

5.2 Transparency

Transparency is often defined as "easily seen through or understood" (Oxford Dictionary). Characteristics which are allocated to transparency are clarity, accountability, accuracy, accessibility and truthfulness. Transparency is an important topic in many market segments, and has most notably been addressed in the discussions on governance, in particular, regarding financial markets. With the increasing importance of international players, governance has become more complex, encompassing local, regional and global zones, which, in fact, do not operate independently of one another. Under the term of global governance, processes of integration and harmonization can be detected within governance discussions. Thereby, transparency is seen as an important component of good governance. Transparency can be differentiated into three main aspects:
[4]

- Procedural transparency encompasses rules and procedures in the operation of organizations; such rules must be clearly stated, have an unambiguous character and should be publicly disclosed. In addition, they should make processes of governance and lawmaking accessible and comprehensible for the public. An important aspect is the due process principle.
- Decision-making transparency is based on the acknowledgement of access to political mechanisms; reasoned explanations for decisions, together with public scrutiny, strengthen the institutional credibility and legitimacy of governmental decisions.
- Substantive transparency is directed at the establishment of rules containing the desired substance of revelations, standards and provisions which avoid arbitrary or discriminatory decisions; furthermore, substantive rules can include requirements of rationality and fairness.

[4] The Enhancement of Transparency in Internet Governance* Prof. Dr. Rolf H. Weber Ordinarius

The need for transparency has been mentioned several times during the SS-IGF discussions . Most contributors stated that there is need for the government and the private sector to avail data and information related to the internet usage, development, and the laws governing data protection and cyber safety.

E.g in the very rare cases when some government agencies request to get access to a citizen or citizens information and/or phone records. This process, however lawful it might be, still seems to be very obscure to the public and/or the subject of such a request.
One ISP noted that they have been asked for information once and said they did not provide it because it violated their user agreement.
At the time of this writing, SS-IGF did not manage to know the process for the so called “persons of interest requests ” and how many of them are approved annually and by who.
To enhance transparency the Government of South Sudan , Telecom companies, and SS-IGF need to embark on creating transparency mechanisms that will include all the three forms of transparency cited above. Publishing annual reports by all these institutions is the first step in the right direction. SS-IGF views this very report you are reading as a means for creating transparency.

5.2 Access to information

According to the South Sudan Right to Access information Act

CHAPTER II

RIGHT OF ACCESS TO INFORMATION

6. Right of Access to Information

Every citizen shall have the right of access to information, including electronic records held by any Public or Private Body, subject only to the provisions of this Act.

7. Request for Information

(1) Any person making a request for information to a public body shall be entitled, subject to the provisions of Chapters II and IV of this Act:

a) to be informed whether or not the Public Body holds a Record containing that information or shown where that information may be derived; and
b) if the Public Body holds such Record, to have that information availed to the person making the request.

(2) Any person making a request for information to a private body holding information necessary for the exercise or protection of any right shall, subject to the relevant provisions of Chapters II and IV of this Act, be entitled to have that information availed to him or her.

8. Legislation Prohibiting or Restricting Disclosure

(1) The provisions of this Act shall apply without prejudice to the provisions of any other legislation that prohibits or restricts the disclosure of information by a public or private body unless such legislation is an exemption in accordance with the constitution.

(2) Nothing in this Act shall limit or otherwise restrict the disclosure of information pursuant to any other legislation, policy or practice.

South Sudan Right to Access Information Act 2013

[5]

One of the issues in the discussion relates to access to information. This has been viewed as a both sided issue i.e citizens are not requesting for information and the government is not doing enough to avail information.

Contributors stated that currently the public does not exercise its right to access information optimally. When asked how many requests for information the NCA receives from the public, the organization could not recall any in the recent months. This is a huge issue in South Sudan as a whole but more so when it comes to matters related to technology since very few in the general public understand the technical language concerning some of the issues affecting them. The right to access information is as good as the efforts one puts into requesting the information.

[5] South Sudan Right to Access Information Act, 2013

As of this writing, the NCA does not have an active website for the public to access information and get updates on the issues, or raise complaints.

As such the SS-IGF sees a greater need for the NCA and other government agencies to have clear channels of communication and an active and up-to-date website for the public to access information and also be able to provide feedback on current policy issues .

Challenges

The SS-IGF is still a new forum in South Sudan. Pioneering it was not an easy process, especially when doing it with a small team. Below are some of the challenges the team encountered in organizing the first IGF:

- Lack of funds was the number on issue, since this is a new idea, it was very hard to get funding.
- Inclusion - due to the limited funds majority of the participants were Juba based. This limits the nature of inputs since the views from the other regions were not heard.
- There is very limited awareness on the issue of Internet Governance in South Sudan; it was an uphill task for the team to inform would be participants and partners invited for the event.
- Lack of internet connection and electricity in Juba in Most of South Sudan made it hard for the team to get timely replies to the call for issues.
- The current war has made South Sudan's reputation in a bad shape regionally and globally, this affects the outreach efforts of the SS-IGF to partners outside South Sudan,

Recommendations

- Telecommunication companies and the media need to dedicate resources and time to educate the public about cyber security, data protection and telecommunication laws guarding user data in the country. An informed consumer is a good for the whole ecosystem
- The Media has a huge role in creating awareness on cyber security and cyber safety. We recommend that the media in collaborations with SS-IGF, should organize the South Sudan Cyber Security Week. This will be a 1-week event when all the media entities will focus on educating the public on how to protect their presence online.
- On enhancing transparency and communication with the public, NCA needs to be more deliberate and consistent in its efforts to communicate with the public and the community of ICT practitioners and interested parties. As such, it needs to operationalize its website, Social Media accounts and have a dedicated communications team to engage with and receive feedback from the general public both online and through the other communication channels.

- In accordance with the National Communication Act 2012 Article 73 (1), NCA should in consultations with SS-IGF, Initiate the process of establishing the Universal Service Fund through a bottom-up consultative process with the public, MNOs and the other stakeholders. We believe the fund will help in fast-tracking the development of ICTs especially in low income remote areas and among less empowered groups such as IDPs, girls and students in public universities and high schools.
- There is need for setting up an information, communication and technology for development entity that will work on advancing ICTs in South Sudan .
- The participants expressed strong views on the need for the establishment of community networks in South Sudan to help in closing the connectivity gap, especially in remote areas and education institutions who have no access to the internet. Such initiatives will allow for local communities to be able to communicate with each other and share knowledge effectively. The discussion on the mechanisms and practically of implementing of community networks is beyond the scope of this report, hence the SS-IGF was tasked with forming a working groups on community Networks. The mandate of this working group would be to explore avenues for establishing community networks in South Sudan.
- There needs to be a review of ICT related legislations every 5 years to ensure that these laws are uptodate and meet the demands of an ever evolving industry.
- Closing the gender digital divide should be a priority to all stakeholders. As such all actors need to work in collaboration to increase the participation of women and girls in ICTs and encourage girls to focus on STEM in schools and other educational institutions .
- **Mobile Network Operators (MNOs) and Internet service Providers (ISPs) should work on:**
    - Publication of annual transparency reports that can be availed to the public
    - Work on fast-tracking the establishment of the Universal Service Fund in collaboration with NCA and all the relevant stakeholders
    - Provide adequate data protection to the consumers and communicate clearly when there are changes to be made i.e tariffs
    - Provide support to SS-IGF and other multi-stakeholder groups with in-kind cash donations to enable it carry its mandate effectively.
- **The general public has a big role to play -** One of the realization from this forum which is also a widely held belief globally, is that each one of us needs to be intentional about protecting ourselves and our data. The forum revealed several flaws in how the citizens of this country view their data and whom they trust to keep it safe for them. As of this publications there are no statistics on the number of data breaches and cyber security attacks on persons or institutions within South Sudan. That being said, anecdotal evidences and individual testimonies reveal a very grim picture. Many South Sudanese fall for phishing attacks by fraudsters and online scammers. This claim has been stated multiple times during the South Sudan Internet Governance Forum. While the scope of the report is limited and might not

provide avenues to address cyber security and cyber hygiene, we have few recommendation for individual citizens:

- Try to inform yourself about the basics of cyber security and data protection
- Work hard to ensure you develop a cyber security culture on how you handle data.
- Ensure you don't leave your devices unattended or open in public places. Also when using public or office devices ensure that you logout of all accounts before you leave; a five-minute logout routine will go a long way to save your information. Ultimately the protection of your data lies with you.
- Don't open attachments from unknown sources
- Always keep your devices updated: Software updates contain important patches to fix security issues. Cyber-attackers thrive on outdated devices because they don't have the most current security software
- Back up files and always have redundancies in case of cyber attack or loss of data
- Ensure that protocol and security checks are conducted and awareness is created within the organization.

Conclusion

Group photo after the South Sudan IGF conference , Juba, South Sudan. 28th March 2019

The need to have a strong and robust broadband connectivity is very vital for the development of a country. This however, needs to also be accompanied with the development of an informed and knowledgeable public who are able to make use of the networks to develop their communities and country. The case for South Sudan needs the two elements cited above to be addressed. The country's challenges of connectivity are inseparable from that of people's development.

This first Internet Governance forum was a great avenue to address both challenges in an open and engaging discussion.

We have seen it and can attest to the fact that with a multi-stakeholder engagement, South Sudan will be able to realize her connectivity potential and create opportunities for her people using the internet.

The recommendations on this report are as good as the political will the stakeholders will put into it. The ideas shared here, need to be given keen attention and followed up with action for progress to be achieved.

Nelson Kwaje

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- Article 19 East Africa
- UNESCO South Sudan Office
- South Sudan National Communication Authority
- South Sudan Ministry of ICT and Postal Services
- IPTEC
- Internet Governance Forum Support Association
- Internet Society Africa Regional Bureau
- South Sudan IGF Volunteers and the organizing committee

About the main partners

South Sudan Internet Governance Forum (SS-IGF)

The South Sudan Internet Governance Forum is a multi-stakeholder forum for public policy dialogue on issues of Internet Governance in South Sudan. It brings together all stakeholders in the Internet governance debate (government,private sector, civil society, technical community, and the academic community) on an equal basis and through an open and inclusive process.

The SS-IGF identifies existing and emerging internet-related public policy issues and bring them to the attention of the relevant authorities and the general public, and, where appropriate, make recommendations to the relevant authorities.

The SS-IGF is part of the hierarchy of Internet Governance Forums (IGF) where at an International level there is the global IGF that was established by the United Nations in July 2006. At a continental level there is the African Internet Governance Forum (AfIGF), and at a regional level the SSIGF falls under the East Africa Internet Governance Forum (EAIGF).

http://southsudanigf.net

UNESCO South Sudan Office

The United Nations Educational, Scientific and Cultural Organization (UNESCO) is a specialized agency of the United Nations (UN) based in Paris. Its declared purpose is to contribute to peace and security by promoting international collaboration through educational, scientific, and cultural reforms in order to increase universal respect for justice, the rule of law, and human rights along with fundamental freedom proclaimed in the United Nations Charter.

Article 19

Article 19 monitors threats to free expression around the globe; lobbies governments to adopt laws that conform to international standards of freedom of expression; and drafts legal standards that strengthen media, public broadcasting, free expression, and access to government-held information. The Law Programme also produces legal analysis and critiques of national laws, including media laws. In addition, Article 19 intervenes in cases of individuals or groups whose rights have been violated; and provides capacity-building support to non-governmental organizations, judges and lawyers, journalists, media owners, media lawyers, public officials and parliamentarians.
Article 19's work is organised into five Regional Programmes—Africa, Asia, Europe, Latin America, the Middle East—a Law Program, and a Digital Program.

https://www.article19.org

The Internet Governance Forum Support Association (IGFSA

The Internet Governance Forum Support Association (IGFSA) is set up to support the United Nations Internet Governance Forum (IGF). The goal of the IGFSA is to provide stable and sustainable support for the IGF Secretariat and to fund related activities.

https://igfsa.org/

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