



Newsletter

INFORMATION RESOURCE CENTER
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July 2010

who's RIGHT?

"There are circumstances under which countries can legitimately censor the Internet."
– Derek E. Bambauer

Topic 4: INTERNET CENSORSHIP

Experts DEBATE

JOIN IN NOW

"I think that you are too tolerant of evil actions!"
– Richard A. Epstein

POINT

Brooklyn Law School professor Derek E. Bambauer argues that how laws are made affects their legitimacy.

COUNTERPOINT

University of Chicago Law School professor Richard A. Epstein counters that morality is the same everywhere. Immoral laws should not be obeyed.

State Dept.

The *WHO'S RIGHT* debate series engages experts to explore controversial issues in a debate format. Recently, Professors Derek Bambauer (Brooklyn Law School) and Richard A. Epstein (University of Chicago Law School) addressed the subject of Internet censorship. Excerpts from their encounter:

<http://www.america.gov/st/democracyhr-english/2010/July/20100727140740enelrahc0.3175884.html>

The latest eJournal USA on
INTERNET FREEDOM, IPR, AND NEW MEDIA
is soon available.
Check the America.gov page at
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GOVERNMENT DOCUMENTS

SIXTH BROADBAND DEPLOYMENT REPORT. FCC (Federal Communications Commission), Adopted: July 16, 2010 Released: July 20, 2010

This is the Commission's Sixth Report issued under section 706 of the Telecommunications Act of 1996, as amended, which requires the Commission to determine annually whether broadband is being deployed to all Americans in a reasonable and timely fashion. The analysis of broadband subscribership data and the broadband availability model constructed for the National Broadband Plan indicates that while a substantial majority of Americans have access to broadband connections capable of "originating and receiving high-quality voice, data, graphics, and video telecommunications," roughly 80 million American adults do not subscribe to broadband at home,⁶ and approximately 14 to 24 million Americans remain without broadband access capable of meeting the requirements set forth in section 706. http://www.fcc.gov/Daily_Releases/Daily_Business/2010/db0720/FCC-10-129A1.pdf

CONNECTING AMERICA: THE NATIONAL BROADBAND PLAN. Federal Communications Commission (FCC), March 2010

The National Broadband Plan lays out a bold roadmap to America's future. These initiatives will stimulate economic growth, spur job creation, and boost our capabilities in education, healthcare, homeland security and more.

<http://www.broadband.gov/download-plan/>



ELECTRONIC RECORDS ARCHIVE: STATUS UPDATE ON THE NATIONAL ARCHIVES AND RECORDS ADMINISTRATION'S FISCAL YEAR 2010 EXPENDITURE PLAN. U.S. Government Accountability Office. June 11, 2010.

Since 2001, the National Archives and Records Administration (NARA) has been working to develop an electronic records archive (ERA) to preserve and provide access to massive volumes and all types of electronic records. NARA certified initial operating capability of the first two phases of ERA in June 2008 and December 2008 and plans to achieve full operating capability for the system by 2012. As required by the Consolidated Appropriations Act, NARA submitted an expenditure plan to Congress to support its request for fiscal year 2010 ERA funding. <http://go.usa.gov/3dQ>

CYBERSECURITY: PROGRESS MADE BUT CHALLENGES REMAIN IN DEFINING AND COORDINATING THE COMPREHENSIVE NATIONAL INITIATIVE. U.S. Government Accountability Office. March 2010.

In response to the ongoing threats to federal systems and operations posed by cyber attacks, President Bush established the Comprehensive National Cybersecurity Initiative (CNCI) in 2008. This initiative consists of a set of projects aimed at reducing vulnerabilities, protecting against intrusions, and anticipating future threats. GAO was asked to determine (1) what actions have been taken to develop interagency mechanisms to plan and coordinate CNCI activities and (2) what challenges CNCI faces in achieving its objectives related to securing federal information systems.

<http://www.gao.gov/new.items/d10338.pdf> [PDF format, 64 pages].

GLOBAL INTERNET FREEDOM AND THE RULE OF LAW, PART II. Michael H. Posner, Assistant Secretary, Bureau of Democracy, Human Rights, and Labor, U.S. Department of State. Statement before the Senate Judiciary Human Rights and the Law Subcommittee, March 2, 2010

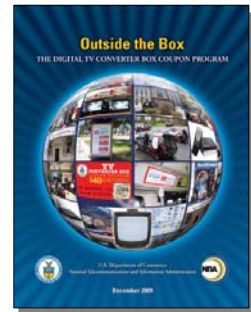
As the Internet and other connection technologies evolve and the number of users multiplies, the State Department is committed to defending freedom of expression and the free flow of information on this new terrain of the 21st century. In her recent speech at the Newseum, Secretary Clinton emphasized that the defense of a free, open and interconnected Internet is in our national and global interests and is important for commerce, for diplomatic and political relations, and for building sustainable democratic societies.

The Department is committed to implementing the Secretary's vision for Internet freedom. In partnership with Members of Congress, with increased resources and through a variety of tactics, we are working to promote Internet freedom as a key component of our foreign policy. <http://www.state.gov/g/drl/rls/rm/2010/134307.htm>

OUTSIDE THE BOX - THE DIGITAL TV CONVERTER BOX COUPON PROGRAM. National Telecommunications and Information Administration (NTIA), December 2009. Posted April 8, 2010

This report describes the challenges NTIA faced in administering the TV Converter Coupon Program and the solutions developed to address those issues. (Acrobat PDF 1.5 MB)

http://www.ntia.doc.gov/reports/2010/DTVReport_Outsidethebox.pdf



DIGITAL NATION: 21ST CENTURY AMERICA'S PROGRESS TOWARDS UNIVERSAL BROADBAND INTERNET ACCESS. National Telecommunications and Information Administration, February 2010.

A report on U.S. broadband Internet connectivity based on a survey of over 50,000 households commissioned by NTIA and conducted by the United States Census Bureau. http://www.ntia.doc.gov/reports/2010/NTIA_internet_use_report_Feb2010.pdf

CONGRESSIONAL DOCUMENTS (HEARINGS, REPORTS, ETC.)



EMERGENCY COMMUNICATIONS: BROADBAND AND THE FUTURE OF 911. Congressional Research Service, Library of Congress. Linda K. Moore. April 27, 2010.

Today's 911 system is built on an infrastructure of analog technology that does not support many of the features that most Americans expect to be part of an emergency response. Efforts to splice newer, digital technologies onto this aging infrastructure have created points of failure where a call can be dropped or misdirected, sometimes with tragic consequences.

<http://www.fas.org/sgp/crs/homesecc/R41208.pdf> [PDF format, 33 pages].

U.S. INITIATIVES TO PROMOTE GLOBAL INTERNET FREEDOM: ISSUES, POLICY, AND TECHNOLOGY. Congressional Research Service, Library of Congress. Patricia Moloney Figliola et al. April 5, 2010.

Modern means of communications, led by the Internet, provide a relatively inexpensive, open, easy-entry means of sharing ideas, information, pictures, and text around the world. In a political and human rights context, in closed societies when the more established, formal news media is denied access to or does not report on specified news events, the Internet has become an alternative source of media, and sometimes a means to organize politically. <http://www.fas.org/sgp/crs/misc/R41120.pdf> [PDF format, 26 pages].

FY 2011 BUDGET DOCUMENTS: INTERNET AND GPO AVAILABILITY. Congressional Research Service, Library of Congress. Jennifer Teefy. March 8, 2010.

Every year, the President submits to Congress a series of volumes containing the President's proposed budget for the coming fiscal year. By law, the proposal is due by the first Monday in February. Neither the Congressional Research Service (CRS) nor the Library of Congress can provide distribution copies of budget documents. This report provides brief descriptions of the budget volumes and related documents, together with Internet addresses, Government Printing Office (GPO) stock numbers, and prices to obtain these publications. It also tells how to find locations of government depository libraries, which can provide both printed copies for reference use and Internet access to the text.

<http://www.fas.org/sgp/crs/misc/R41095.pdf> [PDF format, 9 pages].

THINK TANKS AND INTERNATIONAL ORGANIZATIONS

BERKMAN CENTER FOR INTERNET & SOCIETY AT HARVARD UNIVERSITY



SEXTING: YOUTH PRACTICES AND LEGAL IMPLICATIONS. Dena Sacco et al. Berkman Center, June 22, 2010

This document is intended to provide background for discussion of interventions related to sexting. It begins with a definition of sexting, and continues with overviews of research and media stories related to sexting. It then discusses the statutory and constitutional framework for child pornography and obscenity. It concludes with a description of current and pending legislation meant to address sexting.

http://cyber.law.harvard.edu/sites/cyber.law.harvard.edu/files/Sacco_Argudin_Maguire_Tallon_Sexting_Jun2010.pdf

WORKING TOWARDS A DEEPER UNDERSTANDING OF DIGITAL SAFETY FOR CHILDREN AND YOUNG PEOPLE IN DEVELOPING NATIONS. An Exploratory Study by the Berkman Center for Internet & Society at Harvard University, in Collaboration with UNICEF. Urs Gasser et al. June 15, 2010

This exploratory study is intended as a contribution towards building a deeper understanding of children's safety in a digital context in developing nations. The paper's three main objectives are: "to raise awareness about issues related to digital safety for youth in developing nations"; "to provide a tentative map of these issues and give insights into the current state of the respective research based on an exploratory literature review"; and "to outline the contours of a research framework through a series of working hypotheses that might inform subsequent research efforts on these issues by connecting efforts in developing and industrialized nations."

http://cyber.law.harvard.edu/publications/2010/Digital_Safety_Children_Young_People_Developing_Nations

A TALE OF TWO BLOGOSPHERES: DISCURSIVE PRACTICES ON THE LEFT AND RIGHT. Yochai Benkler, Aaron Shaw. Berkman Center for Internet & Society at Harvard University, April 27, 2010

Discussions of the political effects of the Internet and networked discourse tend to presume consistent patterns of technological adoption and use within a given society. Consistent with this assumption, previous empirical studies of the United States political blogosphere have found evidence that the left and right are relatively symmetric in terms of various forms of linking behavior despite their ideological polarization. In this paper, we revisit these findings by comparing the practices of discursive production and participation among top U.S. political blogs on the left, right, and center during Summer, 2008.

http://cyber.law.harvard.edu/publications/2010/Tale_Two_Blogospheres_Discursive_Practices_Left_Right

BROOKINGS INSTITUTION



STEPS TO IMPROVE CLOUD COMPUTING IN THE PUBLIC SECTOR. Darrell M. West. The Brookings Institution, July 21, 2010,

Government information technology is subject to a variety of rules, regulations, and procurement policies. Computing is treated differently depending on whether the platform is based on desktops, laptops, mobile devices, or remote file servers known as cloud computing. There are differences between the executive, legislative, and judicial branches of government, as well as in the level of privacy and security expected for various applications. Darrell West reviews current federal IT policy and discusses rules, practices, and procedures that limit innovation. In the inaugural Issues in Technology Innovation paper, he makes recommendations on policy changes required to improve the efficiency and effectiveness of federal cloud computing.

http://www.brookings.edu/papers/2010/0721_cloud_computing_west.aspx

INNOVATING THROUGH CLOUD COMPUTING. Darrell M. West. The Brookings Institution, MAY 07, 2010

Traditionally, computing services have been delivered through desktops or laptops operated by proprietary software. But new advances in cloud computing have made it possible for public sector agencies alike to access software, services, and data storage through remote file servers. West looked at possible cost savings a federal agency might expect from migrating to the cloud. After undertaking case studies of government agencies that made the move, he found that the agencies generally saw between 25 and 50 percent savings in moving to the cloud. Public officials can save money by reducing the number of file servers they need to purchase, cutting software costs, relying on fewer information technology specialists, and improving the efficiency of their data storage utilization.

http://www.brookings.edu/opinions/2010/0507_cloud_computing_west.aspx

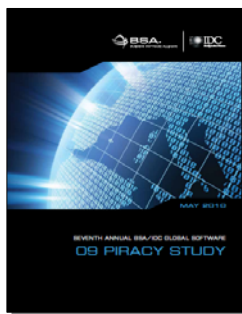


AN INTERNATIONAL LOOK AT HIGH-SPEED BROADBAND. Brookings Institution. Darrell M. West. February 23, 2010.

In the American Recovery and Reinvestment Act of 2009, the U.S. Congress charged the Federal Communications Commission with developing a national broadband policy by March 17, 2010. In the report, the author looks at what other countries are doing in terms of broadband applications. [PDF format, 21 pages].

http://www.brookings.edu/~media/Files/rc/reports/2010/0223_broadband_west/0223_broadband_west.pdf

BUSINESS SOFTWARE ALLIANCE



SEVENTH ANNUAL BSA/IDC GLOBAL SOFTWARE 09 PIRACY STUDY. BSA, May 2010

Despite the most significant global recession in over 20 years, 2009 proved to be a surprisingly good year in the fight against software piracy. Conventional wisdom led many to believe that the recession would drive personal computer (PC) users to deploy more unlicensed software simply to save money, but the results of the 2009 Business Software Alliance (BSA) and IDC Global PC Software Piracy Study show that momentum from years of anti-piracy programs held firm through the economic downturn.

<http://portal.bsa.org/globalpiracy2009/studies/globalpiracystudy2009.pdf>

CLOUD COMPUTING AND THE SOFTWARE INDUSTRY. BSA, December 2009

In recent years, “cloud computing” has emerged as an important trend in information technology. As the world’s foremost advocate for the software industry, the Business Software Alliance (BSA) is actively involved in addressing the opportunities and challenges raised by cloud computing.

<http://www.bsa.org/~media/Files/Policy/SoftwareInnovation/cloud/cloudcomputing12172009.ashx>

CARTER CENTER, EMORY UNIVERSITY

ACCESS TO INFORMATION LAWS: PIECES OF THE PUZZLE AN ANALYSIS OF THE INTERNATIONAL NORMS. The Carter Center, Emory University. Laura Neuman. 2010.

According to the author, each access to information law will be unique, depending upon the context in which it will function. For example, in countries in which there is a long tradition of authoritarianism and secrecy, more explicit legal provisions related to roles and responsibilities of the civil servants and procedures for providing information may be necessary. Likewise, in places where there is a less developed system of archiving and record keeping there may be greater focus on these areas within the law and/or regulations. To design, implement and enforce an information regime that will lead to a strengthened democracy is akin to completing a puzzle: for the picture to emerge all of the pieces must be identified, utilized, and placed together within the puzzle’s distinct framework. http://www.cartercenter.org/resources/pdfs/peace/americas/ati_pieces_of_puzzle.pdf

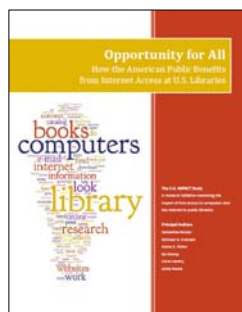
CENTER FOR GLOBAL DEVELOPMENT (CGD)



MOBILE PHONES AND ECONOMIC DEVELOPMENT IN AFRICA. Center for Global Development. Jenny C. Aker and Isaac Mbiti. June 2010.

The authors examine the growth of mobile phone technology over the past decade and consider its potential impacts upon quality of life in low-income countries, with a particular focus on sub-Saharan Africa. They first provide an overview of the patterns and determinants of mobile phone coverage in sub-Saharan Africa before describing the characteristics of primary and secondary mobile phone adopters on the continent. They then discuss the channels through which mobile phone technology can impact development outcomes, both as a positive externality of the communication sector and as part of mobile phone-based development projects, and analyze existing evidence. <http://bit.ly/b8Bor1> [HTML format with a link].

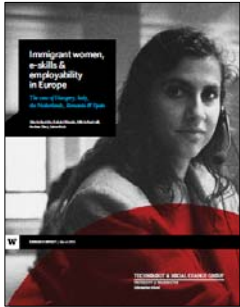
CENTER FOR INFORMATION & SOCIETY, UNIVERSITY OF WASHINGTON



OPPORTUNITY FOR ALL: HOW THE AMERICAN PUBLIC BENEFITS FROM INTERNET ACCESS AT U.S. LIBRARIES. Samantha Becker et al. Center for Information & Society, University of Washington, March 2010

Nearly one-third of Americans age 14 or older – roughly 77 million people – used a public library computer or wireless network to access the Internet in the past year. In 2009, as the nation struggled through a recession, people relied on library technology to find work, apply for college, secure government benefits, learn about critical medical treatments, and connect with their communities.

http://impact.ischool.washington.edu/documents/OPP4ALL_FinalReport.pdf



IMMIGRANT WOMEN, E-SKILLS & EMPLOYABILITY IN EUROPE: THE CASE OF HUNGARY, ITALY, THE NETHERLANDS, ROMANIA, AND SPAIN. Center for Information & Society, University of Washington, March 1, 2010

There is much research on the role of e-skills in advancing employability among disadvantaged groups, but little is known about the way in which these skills can promote the economic integration of immigrant women in the European Union, or how improving digital competences and access to computers and the Internet can foster social inclusion.

<http://cis.washington.edu/employability/2010/03/01/immigrant-women-e-skills-employability-in-europe-the-case-of-hungary-italy-the-netherlands-romania-and-spain/>

CENTER FOR INTERNATIONAL MEDIA ASSISTANCE AND NATIONAL ENDOWMENT FOR DEMOCRACY



SHIFTING SANDS: THE IMPACT OF SATELLITE TV ON MEDIA IN THE ARAB WORLD. Center for International Media Assistance and National Endowment for Democracy. Deborah Horan. Web posted April 2010.

The report is by Deborah Horan, a veteran journalist with extensive experience reporting from the Middle East. Today, media in the Middle East and North Africa (MENA) are freer than they were a decade ago, with a proliferation of satellite television news channels leading the way. This report examines the positive effects satellite coverage has had on the media environment and the reasons why the region still lacks overall media freedom.

http://cima.ned.org/wp-content/uploads/2010/03/CIMA-Arab_Satellite_TV-Report.pdf [PDF format, 34 pages].

CENTER FOR STRATEGIC AND INTERNATIONAL STUDIES (CSIS)



A HUMAN CAPITAL CRISIS IN CYBERSECURITY: TECHNICAL PROFICIENCY MATTERS. CSIS Commission on Cybersecurity, July 2010.

The cyber threat to the United States affects all aspects of society, business, and government, but there is neither a broad cadre of cyber experts nor an established cyber career field to build upon, particularly within the Federal government. Evidence continues to build showing our information infrastructure is vulnerable to threats not just from nation states but also from individuals and small groups who seek to do us harm or who wish to exploit our weaknesses for personal gain.

http://csis.org/files/publication/100720_Lewis_HumanCapital_WEB_BlkWhiteVersion.pdf

A NOTE ON THE LAWS OF WAR IN CYBERSPACE. James Andrew Lewis. CSIS, Apr 25, 2010

There is some disagreement as to whether we can apply the existing legal framework for warfare to cyber conflict or whether a new legal framework is needed. This debate conflates two separate issues: can the existing legal framework be applied to cyber conflict and is the existing framework adequate. A review of the applicability of existing law of war suggests that if we approach cyber warfare as involving the use of a new technology to gain military advantage, the current body of international law can be applied to cyber conflict, but some issues involving sovereignty, combatants, "force" or "overflight" may need expanded or new definitions or rules.

http://csis.org/files/publication/100425_Laws%20of%20War%20Applicable%20to%20Cyber%20Conflict.pdf

GOVERNMENT OPEN SOURCE POLICIES. James Andrew Lewis. CSIS, Apr 16, 2010

This is the seventh update to the CSIS Open Source Policy survey. The survey tracks governmental policies on the use of open source software as reported in the press or other media. As with the previous efforts, we included only explicit statements of policy and did not count decisions by governments to use or purchase open source software, as this may only reflect a decision based on price or product. The data in this and the earlier tables provide a snapshot of the state of open source policy at a given moment. We divided open source policies into four categories: research, mandates (where the use of open source software is required), preferences (where the use of open source software is given preference, but not mandated), and advisory (where the use of open source software is permitted). We also looked at whether an initiative was made at the national, regional, or local level, and whether it was accepted, under consideration, or rejected.

http://csis.org/files/publication/100416_Open_Source_Policies.pdf

COUNCIL ON FOREIGN RELATIONS (CFR)

THE WEB DOESN'T SPREAD FREEDOM. Joshua Kurlantzick, CFR Fellow for Southeast Asia. April 30, 2010 (*Newsweek*)

When Google announced earlier this year that it would shut down its China search engine after hackers allegedly broke into Chinese human-rights advocates' Gmail accounts, the activists, editorial boards, and commentators lauded the company. In doing so, they echoed an argument made by many technophiles and politicians since the late 1990s: the Web, and new communications technology in general, will open up closed societies and hasten the demise of authoritarian regimes, with freedom-loving Internet companies leading the charge. Bill Clinton said as much at the time. He told Chinese leaders that they stood "on the wrong side of history." But the idea that the Internet will spark the decline of autocrats has been proven false. In the past four years, Web penetration has grown in most authoritarian states, yet overall the number of free societies worldwide has declined in that time period, according to annual reports by monitoring organization Freedom House. Online activists in many places have much less freedom than they did four years ago as well. In Vietnam the government has rounded up most of the leading online activists and sentenced many to jail; in Thailand, a soft-authoritarian state, the government recently arrested an editor of one of the most respected and vibrant online news sites. In China the government has shuttered thousands of blogs and sites in the past year alone.

<http://www.newsweek.com/2010/04/30/the-internet-helps-build-democracies-oh-no-it-doesn-t.html>

DELOITTE

TWO-THIRDS OF RESPONDENTS ARE CONCERNED ABOUT E-DISCOVERY CHALLENGES POSED BY SOCIAL MEDIA; Companies need legal and IT teams to communicate more effectively to tackle challenge. Deloitte

NEW YORK, June 16, 2010 — Roughly two-thirds (62 percent) of respondents surveyed who expressed an opinion say their company is concerned about e-discovery challenges posed by online social media forums, according to a survey commissioned by the Deloitte Forensic Center.

http://www.deloitte.com/view/en_US/us/Services/Financial-Advisory-Services/Forensic-Center/7706cf282ea39210VgnVCM100000ba42f00aRCRD.htm



E-DISCOVERY: MITIGATING RISK THROUGH BETTER COMMUNICATION. Deloitte. June 2010.

As the volume of electronically stored information (ESI) rises rapidly, improving the understanding among the C-suite, legal and IT functions is key to controlling costs and better managing e-discovery risks.

<http://bit.ly/cVRDrH> [PDF format, 14 pages].



A NEW BREED OF BRAND ADVOCATES: SOCIAL NETWORKING REDEFINES CONSUMER ENGAGEMENT. Deloitte. February 2010.

Consumer product companies are witnessing a profound transformation in how they reach and engage consumers. A number of technology and social trends are changing the way consumer product companies connect with consumers and more importantly how consumers interact with each other in influencing buying decisions.

http://www.deloitte.com/assets/Dcom-UnitedStates/Local%20Assets/Documents/Consumer%20Business/US_CP_BrandAdvocatesStudy_020910.pdf

ECONOMIC INTELLIGENCE UNIT



DIGITAL ECONOMY RANKINGS 2010: BEYOND E-READINESS. Economic Intelligence Unit/IBM, June 2010

The digital economy rankings assess the quality of a country's ICT infrastructure and the ability of its consumers, businesses and governments to use ICT to their benefit. When a country uses ICT to conduct more of its activities, the economy can become more transparent and efficient. This ranking allows governments to gauge the success of their technology initiatives against those of other countries.

http://graphics.eiu.com/upload/EIU_Digital_economy_rankings_2010_FINAL_WEB.pdf

EUROPEAN COMMISSION



THE 2010 REPORT ON R&D IN ICT IN THE EUROPEAN UNION. Geomina Turlea et al. European Commission, 2010.

This report provides an analysis of R&D investments in the EU Information and Communication Technology sector. This report combines in a unique way three complementary perspectives: national statistics (covering both private and public R&D expenditures), company data, and technology based indicators. It relies on the latest available official statistics delivered by Member States, Eurostat and the OECD.

<http://ftp.jrc.es/EURdoc/JRC57808.pdf>

INTER-AMERICAN DEVELOPMENT BANK



PROJECTS FOR THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN EDUCATION. Severin, Eugenio Eduardo, IDB, Feb, 2010

Incorporation of Information and Communication Technologies (ICTs) into areas of education is no longer optional. Countries, regions and schools are driven to develop new initiatives that take into consideration the incorporation of these tools into teaching and learning processes, so that education systems can connect the society's new demands for knowledge with the new characteristics of the learners who are part of these systems. This document presents and describes a Conceptual

Framework that endeavors to support the design, implementation, monitoring, and evaluation of projects that aim to incorporate the use of ICTs for the purpose of improving the quality of education. It also presents a list of indicators that can aid in achieving this purpose if aligned with the Conceptual Framework itself. This work is part of the IDB-led initiative to develop, in tandem with other international organizations, a common Framework and Indicators that will lend support to decision making in different countries.

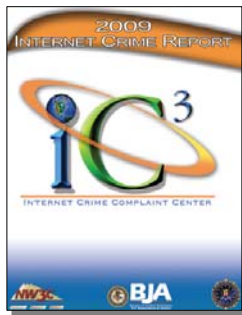
<http://idbdocs.iadb.org/wsdocs/getdocument.aspx?docnum=35185543>

INFORMATION TECHNOLOGY AND INNOVATION FOUNDATION

ICT R&D POLICIES: AN INTERNATIONAL PERSPECTIVE. Stephen Ezell and Scott M. Andes. Information Technology and Innovation Foundation, July 7, 2010

Information and communication technology (ICT) is a crucial driver behind innovations in Internet computing and drives economic growth and citizens' quality of life. In fact, ICT has accounted for 25 percent of US economic growth since 1995, despite constituting just 3 percent of US GDP. Sustaining the breakneck pace of innovation in ICT requires high levels of R&D. Indeed, in terms of R&D expenditures, patents, and venture capital investments, the ICT sector exceeds all other industries by a large margin. For firms in ICT and non-ICT industries alike, ICT R&D drives a robust pipeline of next-generation products and services. <http://www.itif.org/files/ICTRandD.pdf>

INTERNET CRIME COMPLAINT CENTER



2009 INTERNET CRIME REPORT. Internet Crime Complaint Center. March 11, 2010.

The report covers fraudulent activity on the Internet today. Online crime complaints increased substantially once again last year, according to the report. The IC3 received a total of 336,655 complaints, a 22.3 percent increase from 2008. The total loss linked to online fraud was \$559.7 million; this is up from \$265 million in 2008."

http://www.ic3.gov/media/annualreport/2009_IC3Report.pdf [PDF format, 26 pages].

IOS PRESS



TOWARDS THE FUTURE INTERNET: EMERGING TRENDS FROM EUROPEAN RESEARCH. Edited by Georgios Tselentis et al. IOS Press, 2010.

Nobody could foresee 20 years ago the important role Internet is playing today as one of the cornerstones of our society, supporting social and economic interactions at global scale. Internet's critical role will be more evident in the future as more and more activities based on it will permeate our daily life, driven by emerging novel Information and Communication Technologies. This book, the second of a series, tries to capture the emerging trends in Future Internet research, as they are presented through

European funded research activities. <http://www.booksonline.iospress.nl/Content/View.aspx?piid=16465>

NATIONAL BUREAU OF ECONOMIC RESEARCH

NURTURING THE ACCUMULATION OF INNOVATIONS: LESSONS FROM THE INTERNET. National Bureau of Economic Research. Shane Greenstein. April 2010.

The innovations that became the foundation for the Internet originate from two eras that illustrate two distinct models for accumulating innovations over the long haul. The pre-commercial era illustrates the operation of several useful non-market institutional arrangements. The commercial era highlights the extraordinary power of market-oriented and widely distributed investment and adoption, which illustrates the power of market experimentation to foster innovative activity.

http://www.nber.org/papers/w15905.pdf?new_window=1 [PDF format, 26 pages].

NEW AMERICA FOUNDATION

AL-QAEDA CENTRAL AND THE INTERNET. New America Foundation. Daniel Kimmage. March 16, 2010.

Since the September 11, 2001, attacks on the United States, Al-Qaeda has not succeeded in carrying out a similarly ambitious operation, although it has been effective at spreading its message globally over the Internet. But it now faces a triple communications challenge: staying prominent in an ever more competitive online environment, explaining how its current entanglement in the Afghanistan-Pakistan nexus makes sense in the global jihadist narrative, and trying to change increasingly negative views of suicide bombing and al-Qaeda itself in the Arab-Muslim world. [PDF format, 19 pages].

<http://counterterrorism.newamerica.net/sites/newamerica.net/files/policydocs/kimmage2.pdf>

PEW INTERNET & AMERICAN LIFE PROJECT



THE FUTURE OF CLOUD COMPUTING. Pew Internet & American Life. Janna Quitney Anderson and Lee Rainie. June 11, 2010.

Technology experts and stakeholders say they expect they will 'live mostly in the cloud' in 2020 and not on the desktop, working mostly through cyberspace-based applications accessed through networked devices. <http://bit.ly/98VyRB> [26 pages].

NEIGHBORS ONLINE. Pew Internet & American Life Project. Aaron Smith. June 9, 2010.

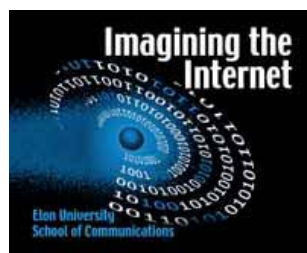
One in five Americans use digital tools to communicate with neighbors and monitor community developments. <http://bit.ly/bXkUj4> [PDF format, 15 pages].

THE STATE OF ONLINE VIDEO. Pew Internet & American Life Project. Kristen Purcell. June 3, 2010.

69% of online adults have used the internet to watch or download video, with 18-29 year-olds leading the way. Comedy has supplanted news as the most viewed type of video online. <http://bit.ly/d9cx8h> [PDF format, 16 pages].

REPUTATION MANAGEMENT AND SOCIAL MEDIA: HOW PEOPLE MONITOR THEIR IDENTITY AND SEARCH FOR OTHERS ONLINE. Pew Internet & American Life Project. Mary Madden et al. May 26, 2010.

More than half (57%) of adult internet users say they have used a search engine to look up their name and see what information was available about them online, up from 47% who did so in 2006. Young adults, far from being indifferent about their digital footprints, are the most active online reputation managers in several dimensions. For example, more than two-thirds (71%) of social networking users ages 18-29 have changed the privacy settings on their profile to limit what they share with others online. <http://bit.ly/dxMIPO>



THE FATE OF THE SEMANTIC WEB. Pew Internet & American Life Project. Janna Quitney Anderson and Lee Rainie. May 4, 2010.

Technology experts and stakeholders who participated in a recent survey believe online information will continue to be organized and made accessible in smarter and more useful ways in coming years, but there is stark dispute about whether the improvements will match the visionary ideals of those who are working to build the

semantic web. [PDF format, 28 pages].

<http://www.pewinternet.org/-/media/Files/Reports/2010/PIP-Future-of-the-Internet-Semantic-web.pdf>

GOVERNMENT ONLINE. Pew Internet & American Life Project. Aaron Smith. April 27, 2010.

Government agencies have begun to open up their data to the public, and a surprisingly large number of citizens are showing interest. Some 40% of adult internet users have gone online for raw data about government spending and activities. This includes anyone who has done at least one of the following: look online to see how federal stimulus money is being spent (23% of internet users have done this); read or download the text of legislation (22%); visit a site such as data.gov that provides access to government data (16%); or look online to see who is contributing to the campaigns of their elected officials (14%).
http://pewinternet.org/~media/Files/Reports/2010/PIP_Government_Online_2010.pdf [PDF format, 44 pages].

TEENS AND MOBILE PHONES. Pew Internet & American Life Project. Amanda Lenhart et al. April 20, 2010.

Daily text messaging among American teens has shot up in the past 18 months, from 38% of teens texting friends daily in February of 2008 to 54% of teens texting daily in September 2009. And it's not just frequency – teens are sending enormous quantities of text messages a day. Text messaging has become the primary way that teens reach their friends, surpassing face-to-face contact, email, instant messaging and voice calling as the go-to daily communication tool for this age group. However, voice calling is still the preferred mode for reaching parents for most teens.
<http://www.pewinternet.org/Reports/2010/Teens-and-Mobile-Phones.aspx> [PDF format, 94 pages].

THE IMPACT OF THE INTERNET ON INSTITUTIONS IN THE FUTURE. Pew Internet & American Life. Janna Quitney Anderson and Lee Rainie. March 31, 2010.

While their overall assessment anticipates that humans' use of the internet will prompt institutional change, many elaborated with written explanations that expressed significant concerns over organization's resistance to change. They cited fears that bureaucracies of all stripes, especially government agencies, can resist outside encouragement to evolve. Some wrote that the level of change will affect different kinds of institutions at different times. The consensus among them was that businesses will transform themselves much more quickly than public and non-profit agencies. [PDF format, 22 pages].
http://www.pewinternet.org/~media/Files/Reports/2010/PIP_Future%20of%20internet%202010%20-%20institutions%20-%20final.pdf

CHRONIC DISEASE AND THE INTERNET. Pew Internet & American Life Project. Susannah Fox and Kristen Purcell. March 24, 2010.

People living with chronic disease are disproportionately offline, according to the report. Those who are online have a trump card: they gather and share information and they learn from their peers.
http://www.pewinternet.org/~media/Files/Reports/2010/PIP_Chronic_Disease.pdf [PDF format, 35 pages].

UNDERSTANDING THE PARTICIPATORY NEWS CONSUMER: HOW INTERNET AND CELL PHONE USERS HAVE TURNED NEWS INTO A SOCIAL EXPERIENCE. Pew Internet & American Life Project. Kristen Purcell et al. March 1, 2010.

The majority of Americans (92%) use multiple platforms to get their daily news, according to the survey. The internet is now the third most-popular news platform, behind local and national television news and ahead of national print newspapers, local print newspapers and radio. Getting news online fits into a broad pattern of news consumption by Americans; six in ten (59%) get news from a combination of online and offline sources on a typical day.
<http://www.pewinternet.org/~media/Files/Reports/2010/Understanding%20the%20Participatory%20News%20Consumer.pdf> [PDF format, 51 pages].

THE FUTURE OF THE INTERNET. Pew Internet & American Life Project. Janna Quitney Anderson et al. February 19, 2010.

"Experts and stakeholders say the Internet will enhance our intelligence – not make us stupid. It will also change the functions of reading and writing and be built around still-unanticipated gadgetry and applications. The battle over control of the internet will rage on and debates about online anonymity will persist," say the authors. [PDF format, 48 pages]. <http://www.pewinternet.org/~media/Files/Reports/2010/Future%20of%20internet%202010%20-%20AAAS%20paper.pdf>

RAND

ENABLING LONG-TERM ACCESS TO SCIENTIFIC, TECHNICAL AND MEDICAL DATA COLLECTIONS. RAND Corporation. Jeff Rathenberg and Stijn Hoorens. March 8, 2010.

In recent decades, online access to large, high quality data collections has led to a new, deeper level of sharing and analysis, potentially accelerating and improving the quality of scientific research. These online datasets are becoming imperative at all stages of the research process, particularly in scientific, technical and medical (STM) disciplines. Since libraries have a traditional responsibility to guarantee the availability of the output of scholarly research, they have a potentially important role to play in facilitating long-term access to these resources. Yet, the role of a national library in the realm of STM data remains unclear. http://www.rand.org/pubs/technical_reports/2010/RAND_TR567.pdf [91 pages].

UNITED NATIONS



FREEDOM OF INFORMATION AS A TOOL FOR EMPOWERMENT: GOOD INSTITUTIONS, THE PUBLIC SPHERE AND MEDIA LITERACY. U.N. Educational, Scientific and Cultural Organization and University of Gothenburg. Ulla Carlsson. April 2010.

The paper focuses on the importance of access to information and the ability to share information for empowerment, in the current context characterized by the emergence of a new media and communication society that has transformed the social functions of media and communication. It addresses the links between freedom of information and other rights, and highlights the centrality of good institutions, education and an independent and pluralistic media within a human rights-based approach to the topic. [PDF format, 11 pages].

<http://portal.unesco.org/ci/en/files/30155/12723791613ullacarlssonpaperBrisbane100423.pdf/ullacarlssonpaperBrisbane100423.pdf>

TWELVE YEARS OF MEASURING LINGUISTIC DIVERSITY IN THE INTERNET: BALANCE AND PERSPECTIVES. U.N. Educational, Scientific and Cultural Organization. Daniel Pimienta et al. Web posted March 31, 2010.

The paper synthesizes and analyzes the results produced by a series of studies on the lack of linguistic diversity on the Internet.

<http://unesdoc.unesco.org/images/0018/001870/187016e.pdf> [PDF format, 65 pages].

WORLD ECONOMIC FORUM



THE GLOBAL INFORMATION TECHNOLOGY REPORT 2009-2010. World Economic Forum 2010

The report highlights the key role of ICT as an enabler of a more economically, environmentally and socially sustainable world. Sweden tops the rankings of The Global Information Technology Report 2009-2010, released by the World Economic Forum. Sweden is followed by Singapore and Denmark, which was in the number one position for the last three years. Switzerland (4), the United States (5) and the other Nordic countries together with Canada, Hong Kong and the Netherlands

complete the top 10. With an extensive coverage of 133 economies worldwide, the report remains the world's most comprehensive and authoritative international assessment of the impact of ICT on the development process and the competitiveness of nations.
http://www.weforum.org/pdf/GITR10/GITR%202009-2010_Full%20Report%20final.pdf

YALEGLOBAL

DEALING WITH DISASTERS IN A CONNECTED WORLD. YaleGlobal. S.L. Bachman. May 10, 2010.

Natural disasters are as old as the planet, but new technologies are making a difference. Social-media networks that thrive on cell phones, other mobile devices and the internet have reduced the waiting time for news, relief and fundraising after any natural disaster. The response after three major earthquakes this year on three continents reveals how social-media contribute to a new level of immediate and efficient connections for governments, relief agencies, victims and even scientists, explains writer S.L. Bachman.
<http://yaleglobal.yale.edu/content/dealing-disasters-connected-world> [HTML format, various paging].

GOOGLE'S LESSON: INNOVATION HAS TO BE ACCOMPANIED BY RELIABILITY. YaleGlobal. Rob Knake and Adam Segal. February 22, 2010.

The most important lesson of the Google vs. China may not be about Internet censorship, but rather the importance of security and the reliability of products. As Council of Foreign Relations fellows Rob Knake and Adam Segal write, two tensions highlight the main obstacles in maintaining security and reliability amid the globalized model of innovation spanning geography and time. Shifting research and development centers off shore and closer to growing markets introduces additional risks of cyber and physical attacks. But the pace of innovation and the pressure to bring the newest technology to market as quickly as possible exposes companies to other risks too. Privacy or security concerns are often an afterthought in product development.
<http://yaleglobal.yale.edu/content/googles-lesson-innovation-accompanied-reliability> [HTML format, various paging].

CONFUCIUS VS. AVATAR: AND THE WINNER IS... YaleGlobal. Mary Kay Magistad. January 25, 2010.

When the movie Avatar was mysteriously pulled from the cinemas in China, bloggers and pundits alike suspected censorship. But why would a science fiction movie about 10 foot tall blue hominids cause such a stir? For one, the themes of land expropriation and forced evictions featured in the movie resonated with the experiences of many Chinese, according to Beijing-based journalist Mary Kay Magistad. And that Avatar, after grossing \$76 million in China, was followed by a movie about Confucius, with a subtext of "respect for hierarchy", made the shift in messages seem a little too coincidental. In the end, the film was brought back by popular demand.
<http://yaleglobal.yale.edu/content/confucius-vs-avatar> [HTML format, various paging].

ARTICLES FROM U.S. JOURNALS

TOP 10 TIPS FOR USING SOCIAL MEDIA TO IMPROVE CRM. By Jennifer Schiff. eCRM Guide.com, July 15, 2010

These days, if you really want to know what your customers are thinking (and where they are shopping), you need to connect with them online, on social media sites such as Facebook and Twitter. Indeed, in today's social media-driven world, having a Facebook page, a Twitter account, a LinkedIn profile, and a blog where you can interact with customers — and, more importantly, they can interact with you — are an essential part of customer relationship management (CRM). To help you get the most out of the leading

social media tools, eCRM Guide asked business owners and social media experts to share their most successful tips for using social media to help improve CRM — the top 10 of which appear below. <http://www.ecrmguide.com/article.php/3893216>

GOING GLOBAL WITH YOUR ECOMMERCE BUSINESS. By Vangie Beal. eCRM Guide.com, July 14, 2010

Global ecommerce markets are growing significantly, and for the U.S.-based small businesses this represents an opportunity to put a great ecommerce retail site or excellent products into the hands of international customers. By creating an international market presence, small businesses can expand their operations, increase sales and keep competition at bay in other parts of the world. <http://www.ecommerce-guide.com/article.php/3892921>

REACHING OUT TO A MOBILE WORLD. By J. Scott Orr, Department of State Staff Writer. 02 July 2010

Washington — The global digital landscape, once dominated by computers tethered to desktops, is being reshaped by the empowerment and freedom offered by low-cost, Web-enabled mobile devices. More revolution than evolution, the trend will make the mobile Web the dominant Internet platform soon, most experts predict. For populations that now lack traditional Internet connections, the shift promises broader access to all manner of information: crop prices for farmers, educational resources for students, medical information for health care providers, to name just a few. You might even be reading this on the mobile Web right now via the recently launched m.America.gov, a mobile website aimed at enhancing engagement between America and international audiences. <http://www.america.gov/st/democracyhr-english/2010/July/20100702185507SBlebahC1.616633e-02.html>