

Executive Summary

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Part 1 of the 2015 edition of *The Global Information Technology Report* assesses the state of networked readiness of 143 economies using the Networked Readiness Index (NRI) (Chapter 1.1) and examines the role of ICTs in supporting inclusive growth through a number of contributions by leading experts and practitioners (Chapters 1.2 through 1.11). Part 2 consists of an extensive data compendium with the detailed performance of each economy in the NRI (Section 2.1) and rankings for each of the 53 individual indicators included in the NRI (Section 2.2).

PART 1: LEVERAGING ICTS FOR SHARED PROSPERITY

Since 2001, when *The Global Information Technology Report* was launched, information and communication technologies (ICTs) have become more powerful, more accessible, and more widespread. They are now pivotal in enhancing competitiveness, enabling development, and bringing progress to all levels of society. The results of the NRI, presented in Chapter 1.1, and Chapter 1.2, which reviews the empirical literature on the impact of ICTs in past decades, provide ample evidence of these advances.

But the NRI results also reveal that, so far, it is mostly the rich countries that have been benefiting from this ICT revolution. Paradoxically, ICTs have opened up new digital divides. The question of whether opportunities offered by ICTs are inclusive by nature or whether they are likely to increase the distance between the haves and the have-nots is a pertinent one. Some segments of the population may be exposed differently than others to labor market shifts induced by technological innovation, which can aggravate inequalities across groups with different levels of skills. Progress made in improving national competitiveness may create or deepen domestic inequalities if the unconnected become second-class citizens. In the absence of corrective mechanisms, ICTs could indeed contribute to a non-inclusive type of growth, thus exacerbating the problem rather than mitigating it.

The first part of the *Report* showcases compelling solutions and makes policy recommendations for avoiding the pitfalls, bridging the divides, and allowing everyone to benefit from, and participate in, the ICT revolution.

The Networked Readiness Index 2015: Taking the Pulse of the ICT Revolution

Chapter 1.1 presents the results of the Networked Readiness Index (NRI) 2015, which measures the capacity of countries to leverage ICTs for increased competitiveness and well-being.

The Networked Readiness Index

The networked readiness framework rests on six principles: (1) a high-quality regulatory and business environment is critical in order to fully leverage ICTs and generate impact; (2) ICT readiness—as measured by ICT affordability, skills, and infrastructure—is a pre-condition to generating impact; (3) fully leveraging ICTs requires a society-wide effort: the government, the business sector, and the population at large each have a critical role to play; (4) ICT use should not be an end in itself. The impact that ICTs actually have on the economy and society is what ultimately matters; (5) the set of drivers—the environment, readiness, and usage—interact, co-evolve, and reinforce each other to form a virtuous cycle; and (6) the networked readiness framework should provide clear policy guidance.

The framework translates into the NRI, a composite indicator made up of four main categories (subindexes), 10 subcategories (pillars), and 53 individual indicators distributed across the different pillars:

A. Environment subindex

1. Political and regulatory environment (9 indicators)
2. Business and innovation environment (9 indicators)

B. Readiness subindex

3. Infrastructure (4 indicators)
4. Affordability (3 indicators)
5. Skills (4 indicators)

C. Usage subindex

6. Individual usage (7 indicators)
7. Business usage (6 indicators)
8. Government usage (3 indicators)

D. Impact subindex

9. Economic impacts (4 indicators)
10. Social impacts (4 indicators)

The computation of the overall NRI score is based on successive aggregations of scores: individual indicators are aggregated to obtain pillar scores, which

are then combined to obtain subindex scores. Subindex scores are in turn combined to produce a country's overall NRI score. The appendix of Chapter 1.1 presents the detailed methodology and composition of the NRI.

About half of the individual indicators used in the NRI are sourced from international organizations. The main providers are the International Telecommunication Union, UNESCO and other UN agencies, and the World Bank. The other half of the NRI indicators are derived from the World Economic Forum's Executive Opinion Survey (the Survey). The Survey is used to measure concepts that are qualitative in nature or for which internationally comparable statistics are not available for enough countries. The 2014 edition of the Survey was completed by over 13,000 business executives.

Networked Readiness Index 2015: Results overview

Tables 1–5 in Chapter 1.1 report the rankings of the overall NRI 2015, its four subindexes, and their respective pillars.

Not unexpectedly, advanced economies are better than developing ones at leveraging ICTs. High-income economies dominate, taking the first 31 places in the overall NRI rankings. The performance of countries largely mirrors their position on the development ladder: a higher level of income is typically associated with a higher NRI score. Forty-four of the 50 high-income economies covered rank in the top 50, which otherwise features six upper-middle-income countries, the highest-ranked being Malaysia at 32nd place. At the bottom of the rankings, 26 of the 30 worst-performing countries are low-income or lower-middle-income countries.

Singapore tops the rankings this year, and even though this bumps Finland to 2nd place, seven of the **top 10** this year are European. That is one more than in 2014, thanks to Luxembourg (9th), which—along with Japan (10th)—enters the top 10 at the expense of the Republic of Korea (12th, down two spots) and Hong Kong SAR (14th). As a result, only Singapore represents the Asian Tigers in the top 10. Besides Singapore and Japan, the United States (stable at 7th) is the only other non-European country in this group.

Europe is home to some of the best connected and most innovation-driven economies in the world. In particular, the **Nordics**—Finland (2nd), Sweden (3rd), Norway (5th), Denmark (15th), and Iceland (19th)—continue to perform well. Indeed, these five countries have featured in the top 20 of every edition since 2012.

The group performance of **Western European** countries is also strong. The Netherlands (4th), Switzerland (6th), the United Kingdom (8th), and Luxembourg (9th) all appear in the top 10. Ireland (25th) has been stable since 2012, and France (26th)—which has lost three places since 2012—closes the group in the subregion. In Southern Europe, Portugal (28th, up five), Italy (55th, up three), and Greece (66th, up eight) improve significantly from last year on the back of major

improvements in government usage, whereas Malta (29th), Spain (34th), and Cyprus (36th, up one) remain quite stable. These largely positive trends contribute to narrowing Southern Europe's gap with the rest of the region, which had been widening since 2012.

Thanks to the strong performance of Estonia (22nd) and the steady rise of Latvia (33rd, up six), which is catching up to Lithuania (31st), the **Baltic countries** are slowly but surely bridging the gap with the Nordics—a remarkable achievement for the three former Soviet Republics. These countries are breaking away from what was once a fairly homogenous group of **Eastern European countries** that have joined the European Union (EU) since 2004: Slovenia (37th, down one), the Czech Republic (43rd, down one), Hungary (53rd, down six), Croatia (54th, down eight), and the Slovak Republic (59th, no change) are either stable or losing ground. Meanwhile Poland has jumped four places to enter the top 50, and Romania—once the worst performer in the European Union—has leapfrogged 12 positions to reach 63rd place, ahead of Bulgaria (73rd).

The divide within the **Middle East, North Africa, and Pakistan** region is the largest among all regions. The United Arab Emirates (23rd, up one) and Qatar (27th, down four) continue to lead, ahead of Bahrain (30th), Saudi Arabia (35th), and Oman (42nd), which are all members of the Gulf Cooperation Council (GCC). All owe their success to a very strong commitment to ICT development by their respective governments. Kuwait's performance (72nd) stands at odds with that of its GCC peers. In the rest of the region, only Jordan (52nd) features in the top half of the rankings. Morocco follows at a middling 78th, but is the country that has improved the most (up 21 places) over the past year. Mauritania (138th) remains the region's worst-performing country.

Emerging and developing Asia offers strong contrasts, too. Over 100 places separate the region's best- and worst-performing economies. Malaysia (32nd) is the only country featured in the top 60 of the NRI; two-thirds of the countries from the region appear in the bottom half of the rankings. Mongolia (61st), Sri Lanka (65th), and Thailand (67th) lag some 30 places behind Malaysia. China is stable in 62nd position, while India continues its fall, dropping a further six to 89th place.

Chile (38th) leads in **Latin America and the Caribbean**, almost 100 places ahead of Haiti (137th), the region's worst performer. Overall, though, trends are encouraging: 14 of the 23 countries in the region have increased their score since last year; 19 of them have done so since 2012. In particular, Costa Rica (49th, up nine since 2012), Panama (51st, up six), El Salvador (80th, up 23), Peru (90th, up 16), and Bolivia (111th, up 16) have posted some of the largest score gains worldwide since 2012.

The performance of **sub-Saharan Africa** is particularly disappointing: 30 of the 31 countries included in the sample appear in the bottom half of the

NRI rankings. The only exception is Mauritius, at 45th. This country has progressed three places since last year and eight since 2012. Among the large economies of the region, Nigeria drops seven places to 119th. South Africa drops five to 75th—it is now third in the region behind Mauritius and Seychelles (74th). In contrast, Kenya (86th, up six) has been slowly improving since 2012.

Chapter 1.1 provides a short overview of the performance of the 10 best-performing countries in the NRI 2015 and the members of the G-20 outside the top 10.

Key messages

Among the many insights that emerge from the NRI results, five stand out because of their important policy implications.

- **The transformative power of ICTs.** As a general-purpose technology, the impact of ICTs extends well beyond productivity gains. ICTs are vectors of economic and social transformation. By improving access to services, enhancing connectivity, creating business and employment opportunities, and changing the ways people communicate, interact, and engage among themselves and with their governments, ICTs can transform our world.

Yet only widespread and systematic use of ICTs by all stakeholders—individuals, businesses, and government—can trigger such transformation. The NRI reveals the almost perfect correlation between a country's level of ICT uptake and the economic and social impacts ICTs have on its economy and society.

- **The myth of ubiquitous ICTs.** ICTs are neither as ubiquitous nor spreading as fast as many believe. This explains in part the persistence of the digital divide across and within countries. Indeed, a stubbornly high correlation between income level and performance in the NRI exists.

There are as many mobile subscriptions as human beings on the planet. But half of the world's population do not have mobile phones and 450 million people still live out of reach of a mobile signal. In developing countries, a huge divide exists between well-connected urban centers and off-the-grid rural areas. Some 90 percent of population in low-income countries and over 60 percent globally are not online yet. Finally, most mobile phones are of an older generation. The ICT revolution will not be carried over voice and SMS but will require universal and high-speed Internet.

- **The low-hanging fruit of policymaking.** To achieve the ICT revolution and bridge digital divides, countries need to develop their ICT ecosystems. This implies long-term, costly investments in infrastructure and education. But low-hanging fruits do exist. Governments can create an enabling

environment by promoting competition through sound regulation and liberalization.

In sub-Saharan Africa, many countries have fully liberalized their ICT markets. Indeed, in terms of liberalization the region is doing better on average than several others. This strategy bodes well for the future. Some countries—including Kenya and Tanzania—are starting to reap the benefits of liberalization in the form of increased private investments and the introduction of new business models and services.

- **ICTs' contributions to shared prosperity.** If harnessed properly, ICTs can create economic opportunities and foster social and political inclusion, ultimately contributing to shared prosperity. From an economic point of view, ICTs boost productivity and reduce transaction and information costs. They allow new models of collaboration that increase workers' efficiency and flexibility. ICTs foster entrepreneurship and create new business models. Through crowdfunding and equity-crowdfunding platforms, ICTs also provide alternative sources of financing.

Furthermore ICTs offer significant social benefits, notably by enabling access to basic services, including financial services and education. They also allow for a more direct interaction between populations and governments. Improved government online presence can significantly increase the efficiency of public administration. The Internet provides new ways for citizens to participate in policy- and decision-making processes. Open-data initiatives and stronger commitments by governments to making information available online improve transparency, governance, and accountability.

Widespread ICT use by businesses, government, and the population at large is a precondition for all these benefits and opportunities to materialize, as confirmed by the nearly perfect correlation between the NRI's Usage and Impact subindexes.

- **Better data for better policies.** The lack of good data on some of the most basic indicators of socioeconomic performances, let alone ICT-related concepts, is truly alarming, as it can lead to misguided policies and misallocation of resources. The NRI suffers from such data paucity. Like any benchmarking exercise, it is only as good as its underlying data. The World Economic Forum is fully aware of the limitations of the data and acknowledges the gaps, particularly when it comes to measuring the impacts of ICTs. We therefore renew our plea for more and better data.

Governments around the world need to strengthen the capacity of national statistical offices

to collect data and preserve their independence, and to support the United Nations' agencies and other international institutions in their hugely important efforts to collect more reliable, more granular, more timely, more complete, and more harmonized data.

ICTs, Income Inequality, and Ensuring Inclusive Growth

Chapter 1.2, contributed by Robert Pepper and John Garrity from Cisco Systems, explores the differential impacts of information and communications technologies (ICTs) on income, economic growth, and poverty alleviation. The chapter begins by looking back at a global target for ICT penetration 30 years ago and reviews ICTs' impact on income inequality. The authors present the paradox between ICTs' impact on global income inequality and their impact on within-country inequality.

A review of the macroeconomic and microeconomic literature on ICT impact on the effects of income growth posits explanations for the mixed relationship and highlights the role of these technologies as income multipliers. The chapter concludes with a vision of greater ICT-driven inclusive growth in the future. It also highlights specific policies and programs intended to enhance the income effects of ICT on lower-income and marginalized populations.

Understanding Digital Content and Services Ecosystems: The Role of Content and Services in Boosting Internet Adoption

Chapter 1.3, contributed by Bahjat El-Darwiche, Mathias Herzog, Milind Singh, and Rami Maalouf at Strategy& (formerly Booz & Company), analyzes a key reason that Internet penetration rates in some developing countries are lagging behind others, despite the fact that online connectivity is both available and affordable. The authors focus on the role of digital content and services in the evolution and development of the increase in Internet adoption and usage. To establish a foundation for the research and to understand the way digital content ecosystems evolve, they identify the major content categories that serve as building blocks: entertainment, information, utilities (including government services), business services, sharing platforms, and communications. They then review the evolution of digital ecosystems in developed nations, considering the United States, Germany, and the Republic of Korea. The authors find broad similarities in the way Internet content has evolved in these countries, but also key differences in areas such as the degree of government involvement in content generation.

The authors devise a method of measuring the maturity of digital content ecosystems, capturing both the depth and variability of content. They use the resulting index to show the relationship between

ecosystem maturity and Internet penetration for each of 75 countries. They find that the evolution of digital content ecosystems is supply-driven, suggesting the need to overbuild content and services in the early stages. Entertainment and information content are the primary drivers of user growth, with utilities playing an important secondary role. Content ecosystems begin to reach a point of critical mass because of the network effect of sharing platforms. As sharing platforms and online advertising proliferate, e-commerce and other business services assume a larger role, and the ecosystem becomes economically self-sustaining.

The authors conclude that key stakeholders (the government, local content providers, telecommunication operators, and global platform providers) can play an important role in jumpstarting digital content ecosystems at the early stages of evolution by investing in relevant, local content. This helps to build a user base large enough to reach the critical mass point, which in turn will create the conditions for self-sustainability.

ICTs for Inclusive Growth: E-Entrepreneurship on the Open Internet

In Chapter 1.4, Michael Kende from the Internet Society points out the exciting new possibilities for entrepreneurs worldwide that are created by access to the open Internet. Those formerly excluded from economic opportunity can now use the Internet for education, research, fundraising, and collaboration to start their own companies—opportunities that would be unimaginable without access to the open Internet.

Traditionally, high-tech startups have gathered in clusters such as California's Silicon Valley, home to many of the early large Internet startups—including Netscape, eBay, Yahoo!, and Google. These companies benefited from the conditions that led to the development of the largest and best-known high-tech cluster—conditions that include access to Stanford University, to venture capital, and to a large pool of skilled employees.

Many regions and countries have tried to duplicate the conditions of Silicon Valley to benefit from the resulting startups. These efforts have met with varying success, and have clearly created new opportunities for entrepreneurs. However, not everyone is able to benefit from access to such a cluster, particularly in developing countries.

Kende demonstrates that many of the important inputs for startups are migrating online. These include tangible inputs, such as venture capital and computing capacity, along with less tangible ones, such as mentorship and collaboration. As a result, the possibilities for entrepreneurship are expanding beyond the traditional boundaries of high-tech clusters to include all people in all regions with access to the open Internet.

As the activity of innovation becomes more inclusive because more people—across countries and income levels, education and gender—are able

to create new enterprises, so too are the results of innovation becoming more inclusive, because many new entrepreneurs focus their efforts on filling market gaps close to home. To foster this new source of startups, the author argues that policymakers can focus on ensuring that Internet access is widely available, affordable, and open.

Creating the Next Wave of Economic Growth with Inclusive Internet

Despite great progress in Internet uptake and enormous growth potential of Internet services, a large portion of the world's population still have no access to the Internet, or their ICT skills are insufficient for them to take the full advantage of the opportunities and economic growth the Internet can provide.

Countries where this is the situation must take decisive action to improve it, not to further increase the digital divide gap. To identify potential actions, Chapter 1.5 leverages a recent McKinsey Global Institute study of the offline population in 20 countries accounting for 74 percent of the worldwide offline population. The authors outline a selection of key drivers of past Internet development along with a number of barriers still hindering Internet uptake among the unconnected.

The chapter provides examples, from different countries and regions in the world, of initiatives that have been taken to improve Internet connectivity among the unconnected, and to stimulate Internet usage. These examples fall into two distinct categories. The first group comprises initiatives that facilitate investments and the deployment of networks in existing and new areas. The second group is aimed at increasing the unconnected population's demand for Internet services.

The authors believe that coordinated action based on specific country circumstances, along with a combination of initiatives such as those outlined in the chapter, can help include those who are still unconnected among the beneficiaries of future ICT growth and help bridge the digital divide.

Developing the Network for Growth and Equality of Opportunity

In Chapter 1.6, Luis Alvarez of BT Global Services discusses the importance of international networks and connectedness, and how they are key not just to growth, but to equitable and inclusive growth. The chapter examines some specific examples of this "information superhighway" vision in detail, including the Katha Information Technology and E-Commerce School (KITES) in India, SOS Children's Villages in Africa, Message Stick in Australia, and UK initiatives such as Citizens Online and The Age UK Digital Inclusion Network.

The chapter also considers the relationship between networks and the public sector from two different angles. First, it discusses the ability for network

infrastructure and IT services to improve the function and output of government and the public sector, looking at developments in big data, social media, and the cloud, and at efficiencies in cost, administration, and planning. On the other side of the coin, it argues that governments have a responsibility to support networks by ensuring a robust and modern regulatory environment, consistent across geographies and technologies, and by promoting supplier access and driving healthy market competition.

The chapter highlights how the benefits of investment in and access to networks are notable for just how widely they are shared among employees, suppliers, distributors, and consumers, with additional positives, including increased social and financial inclusion. The author concludes that to maximize these benefits, the private sector, governments, and nongovernmental organizations must recognize the need for selective and directed investment, to ensure those areas most lacking in digital inclusion are targeted first. Models are changing across the globe—for example, E-commerce, entertainment, mobile micro payments, telehealth—and consistently these new models contain digital input and delivery channels. A commitment to ensuring that sections of society are not excluded from these developments will ultimately drive long-term benefit across all sectors, by promoting lasting economic and social wealth.

ICTs in Schools: Why Focusing Policy and Resources on Educators, not Children, Will Improve Educational Outcomes

Although much has been made of the potential to use technology to improve educational outcomes in schools, particularly in developing countries, there is no evidence that such initiatives have delivered on that promise. In Chapter 1.7, Anurag Behar of Wipro and Punya Mishra of Michigan State University argue that the most effective use of technology to help improve educational outcomes lies not in pushing for getting technology into the hands of the learners in the classroom, but rather in emphasizing using the strengths of ICTs as integral elements in the development process of teachers. For this reason, the resources currently focused on classroom technology should be switched to projects that facilitate enhanced teacher education and teacher professional development. Building teacher capacity will have a longer-term and sustainable impact on the education of all children.

Big Data Analytics for Inclusive Growth: How Technology Can Help Elevate the Human Condition

In Chapter 1.8, Mikael Hagstroem from SAS argues that resolving the world's current challenges requires moving beyond economic vigor to embrace technology. Elevating the human condition will require *inclusive growth*, where everyone can make contributions toward

growth and all sectors of society can benefit from the dividends and sense of purpose that result.

The chapter identifies the three essential components of inclusive growth as education, jobs, and well-being. It explains how technology is an enabler, a catalyst, and a propelling force for all three. Now that we can process huge volumes of data, and now that we have enough affordable processing capacity, we can build the holistic models that allow us to ask previously unimaginable questions, and we can answer those that were not previously answerable. This development makes truly inclusive growth a genuine possibility for the first time in history.

In other words, big data analytics has created a tipping point, shifting us from a world in which we *think* we know how to elevate the human condition into a world in which we *know* how to do this and we can *prove* it.

In a series of case studies that demonstrate how technology can improve the human condition, we see that big data analytics can:

- transform from within by providing faster, fact-based foundations on which to make decisions;
- answer questions and uncover solutions that governments and nongovernmental organizations have not yet envisioned; and
- create much-needed jobs and GDP growth.

The examples show that big data analytics can create more developed economies, give voice to the unheard, and improve public welfare. Given this power for good, governments should ensure that their citizens have the skills needed to participate and succeed in a data-driven economy because data-driven decisions are what will move society forward.

Connected Healthcare: Extending the Benefits of Growth

Over the last century, economic and technological developments have improved people's lives and extended global life expectancies. Yet this growth is not truly inclusive: as Chapter 1.9 by Dale Wiggins of Philips points out, billions are excluded because they lack of healthcare and the means to lead a healthy life. Inclusive growth occurs when economies and healthcare expand together. Good health improves productivity and educational attainment. It allows people to enjoy the fruits of growth and contribute to further development. In an inclusive world, everyone would have access to the best possible care, for themselves and their loved ones. But this vision is increasingly hard to attain. Worldwide, healthcare provision is struggling with unsustainable pressure from rising demand and costs.

The expanding global middle class, a massive rise in chronic diseases, and a lack of resources and skilled medical professionals are driving this pressure.

Escalations, interventions, and costs for care providers are soaring. Because healthcare is increasingly out-of-pocket, many patients also face rising costs, while lack of access to primary care exacerbates the situation in emerging economies.

At the same time, the cost of digital technology is decreasing so quickly that it becomes ubiquitous, leading to an even greater transformation: connected healthcare. Intervention models previously considered impractical—such as point-of-care diagnostics and telemedicine to remote sites—are now very possible. Connecting people, devices, and data in entirely new ways will lead to better outcomes for patients, reduce costs, and increase inclusivity of care worldwide.

Connected, integrated ICTs will empower individuals to live healthier lives and to actively participate in any treatment they require. Professionals throughout the care continuum will be enabled to work with patients and each other more efficiently. Mobile and connected technologies will also expand access to specialist care to millions more people—from expectant mothers in developing economies to people living in remote rural areas, all over the world, thus bringing better health and inclusive growth to entire populations.

Designing Technology for Inclusive Growth

There are still 4.5 billion people without access to the Internet, but the potential benefits of being connected go far beyond commercial opportunity. There is now widespread agreement—along with emerging evidence—that access to technology can help improve quality of life and accelerate development efforts at all levels. Nearly every aspect of development—including the meeting of basic needs—can be improved by applying technologies. In other words, technologies hold tremendous potential to solve development challenges. The difficulty is how to design technologies to meet these needs, and how to ensure that their deployment does not have other, unintended, effects.

Co-authored by Dominic Vergine of ARM and Laura Hosman of California Polytechnic State University, supported by USAID, and with contributions from UNICEF Innovation, Literacy Bridge, The Oxford Centre for Affordable Health Technologies, and SimPrints, Chapter 1.10 attempts to answer the question “What are the main challenges related to the design and deployment of technology hardware across the developing world?” By understanding these challenges, technology companies can learn how to develop better products for this emerging market. The chapter also serves to encourage the private sector to help tackle international development issues and develop “disruptive” technologies for all markets.

Digital Inclusion and Economic Development: A Regional Analysis from Brazil

In Chapter 1.11, Juan Jung of the Iberoamerican Association of Telecom Enterprises (AHCJET – CET.LA) analyzes the impact of broadband on regional productivity in Brazil, intending to find out if the economic impact is uniform across all territories of the country. The possibility of taking a regional approach, instead of the usual country-level analysis, provides an opportunity to disentangle the economic impact of broadband in territories that share a common institutional and regulatory framework as do the regions inside a single country.

The results of the analysis suggest that the impact of broadband on productivity is not uniform across regions. In the case of Brazil, broadband seems to be yielding higher productivity gains for less-developed regions. Results further verify that broadband connectivity yields higher economic impact in regions that specialize in specific sectors, such as commerce or information services. The fact that most underdeveloped regions in Brazil seem to be benefiting more than the rest of the country from the presence of broadband may suggest that broadband favors regional cohesion. The chapter discusses possible policy implications that may be derived from these results. It emphasizes frameworks suitable for promoting broadband deployments and the importance of promoting ICTs in lagging regions with the aim of favoring their attractiveness as a location for business.

PART 2: DATA PRESENTATION

Part 2 of the *Report* contains individual scorecards detailing the performance in the Networked Readiness Index of all 143 economies (Section 2.1) and tables reporting the global rankings for each of the 53 individual indicators composing the NRI (Section 2.2). It also contains a detailed list of sources and additional information for each individual indicator (Section 2.3).

Visit www.weforum.org/gitr for additional material, interactive scorecards and rankings, and downloading data.