



Youth IGF Camp: Working Together to Create a Better Internet Environment

網絡管治青年論壇:攜手建立健康和諧數碼世界



Although the Internet is very widely adopted in Hong Kong, Internet Governance issues are often neglected. Hence, our NetMission ambassadors decided to hold the first-ever Youth Internet Governance Forum (YIGF) Camp 2010 in Hong Kong, an idea inspired by their participation in the United Nations' Internet Governance Forum (UNIGF) in Egypt last year. The YIGF mirrors the core vision of the



UNIGF, and serves as an open platform for the e-generation (young people aged 16-22) to voice their opinion on how to build a better digital world. The YIGF demonstrates NetMission's dedication in upholding the spirit of the IGF to reflect the concerns of Netizens of the Internet, where stakeholders can work together to address issues concerning the misuse and abuse of the Internet—a growing concern that we feel is often inadequately addressed by the public.

Participating in the YIGF gave participants in Hong Kong a chance to understand and discuss relevant topics from the point of view of various stakeholders. During the 3-day forum, participants role-played different stakeholders in



society, such as Children, youth, government, parents, teachers, business leaders and so on. The three main topics revolved around censorship, privacy and the digital divide. We interacted with international and local experts, who offered us valuable guidance and support.

The YIGF camp achieved remarkable success – brand new ideas were conceived, intensive discussions were created, awareness among the youth was enhanced, and most importantly, we realized our role in creating a better Internet environment. After the YIGF, NetMission Ambassadors worked together with YIGF participants to draft the YIGF report, which would be submitted at the next IGF in Vilnius, Lithuania 2010.

Youth Voices Gradually Becoming More Recognized at IGF

青年人的聲音越被互聯網管治論壇重視

I could still clearly remember NetMission's first meeting with the UNIGF's secretariat Mr. Markers Kummer last year. Thereafter, NetMission Ambassadors were invited to participate in the fifth Internet Governance Forum in Egypt. The idea of IGF began during the World Summit at the Information Society (WSIS) six years ago. The IGF aims to provide multi-stake holders such as government, business sectors, educational institutions, GOs and even end-users an open forum on which they can discuss the Internet's development. Although the IGF is not a decision-making body, the open forum allows open discussion among multiple stakeholders possible, and drives people to solve the problems together—an effort of great importance to the virtual Internet world. As NetMission Ambassadors, we were also delighted to find that youth's voice was gradually becoming more recognized by the forum. Thus, the idea of bringing the IGF back to Hong Kong as the 'Youth IGF' materialized. 依稀記得一年前的這個時候，我們作為網域使命青年大使與聯合國互聯網管治論壇秘書長 Markus Kummer 先生進行了第一次的對話。幸運的是去年的十一月，我們六位網域使命青年大使有機會前往埃

互聯網已成為香港人普及的工具，可是，互聯網管治的問題不時被忽略。第四屆於聯合國所舉辦的世界性網絡管治論壇，主旨就是為了建立一個更美好的互聯網世界予下一代，於是以論壇的形式作為一個多邊開放的平台，讓所有的持份者一起為數碼世界發聲。網域使命—青年使者也有六位代表遠赴埃及，參與其中。更令人欣喜的是，參會的過程中啟發了使者們於香港舉辦首個由青年人組織予青年的「網絡管治青年論壇」，一個真正屬於青年的平台，以青年友好的方式幫忙青年投入整個討論。

是次論壇的焦點是本港的E一代，年齡由16至22歲，讓青年研習有關課題，帶領整個討論，並與本地及國際的持份者一同交流討論，攜手建立一個健康而和諧的數碼世界。在三日兩夜的論壇中，參加者被分為社會上不同持份者的角色，就三項議題：數碼隔膜、網絡審查及網上私隱進行討論。是次論壇不但圓滿結束，更重要的是，整個網絡管治青年論壇均由使者們一手策劃，真正體驗網域使命精神：由互聯網原居民關愛互聯網世界。



及真實地體驗並參與全球第五屆互聯網管治論壇。互聯網管治論壇的概念始於六年前的聯合國資訊社會世界高峰會 (WSIS)。它的重要之處在於其為各方持分者提供了一個平等開放的平台，使得政府、企業、教育機構、非牟利組織，甚至是用戶能夠聚集在一起，共同商討互聯網的發展問題。雖然多方參與者在互聯網管治論壇上不會做出任何政策決定，但正是這樣的對話平台，對互聯網世界的發展起到了至關重要的作用。作為網域使命青年大使努力參與其中的同時，我們亦欣喜地看到青年人的聲音越來越被大會所重視。一個把互聯網管治論壇帶到香港年輕人身邊的想法也因此在海邊應運而生。



INTERNATIONAL CONFERENCES | 國際會議考察經歷



APNIC Conference Highlighting Fast Growth of Internet Population in China 會議焦點落在中國網民人數快速增長

APNIC Meeting in Beijing, China. In late August 2009, the NetMission Ambassadors were in Beijing for the Asia Pacific Network Information Center (APNIC) conference on Internet Governance. Since 1992, APNIC's aim is to facilitate communication, business, and culture using Internet technologies. Apart from the conference, we also visited many different organizations and venues related to the Internet in China. This was an eye-opening experience for us to learn about the development, management and governance of the Internet from an international perspective. This was also a golden opportunity for us to learn more about Beijing and China.

This APNIC conference highlighted the fast growth of the Internet population in China and the potential opportunities and concerns that may arise in the coming few years. Even though these were seemingly familiar topics, we

never thought about the consequences and problems we would face in the process.

We were also honored to participate in the APSTAR Retreat before the main meeting, where we had the opportunity to present on NetMission's work in the past year in front of directors in the AP region.

The visit to IBM in Beijing was also a very inspiring part of our tour. Besides the valuable exchange of insights concerning our community projects with them, they also introduced the latest development of IT industry in China, such as the technology for the elderly, which was very relevant to the issues NetMission's Elderly group was dealing with. To conclude, the Beijing trip not only enhanced our knowledge about the latest issues surrounding the Internet world from both a community and business point of view,

we were also able to learn better from one another's culture and build stronger friendships that will help us in our future endeavours. The most meaningful take-away is perhaps realizing that no matter how large or small, our co-operation and efforts do contribute to make the Internet a better place.

在2009年8月尾，我們網域使命青年大使去北京出席了第二十八次亞太網絡資訊中心 (APNIC) 的會議，以及參觀了不同有關互聯網的地方。

APNIC (Asia Pacific Networking Information Center) 從1992年成立以來，就一直以利用互聯網以促進溝通，商貿及文化上的發展為目標。去年舉行的第二十八次會議，焦點落在中國網民人數快速增長的現象之上，並討論其在數年內帶來的機會及一些要關注的事項。雖然我們一直以來都知道，中國政府現投放大量資源在流動互聯網的技術上，創造了大量商機，並力爭成為亞太區互聯網的核心，但是我們從來沒想過，要實現這個過程具體做起來，會面臨什麼問題，應該怎樣去解決呢？

整個會議，對我們來說都是新奇而充滿發性的。雖然這個會議同時牽扯到技術和文化兩方面的問題，有時會覺得內容複雜難懂，但作為在香港受教育的我們，它無疑是提供了一個前所未有的角度和平台，也是一個十分難得的瞭解祖國網絡狀況發展的機會。

是次北京之行，我想最大的意義在於，我們見識到國際化的意義，而且在不同的地方中也見識到亞太區網路及資訊科技的最新發展。我們也認識了不同國家的資訊科技方面的人士，並分享了我們對互聯網的觀點；而這一切事實，都在告訴我們，我們，即使年輕，也是真正可以影響到互聯網的發展的。這是最令人鼓舞的。



Spreading the NetMission Spirit to the Rest of the World 把網域使命帶到世界各地

ICANN Meeting in Seoul, Korea. In October 2009, NetMission participated in the 36ICANN meeting in Seoul, Korea. These meetings are held annually to conduct policy development and outreach. Various public forums and workshops were held by the stakeholders of the ICANN model, such as the Civil society, the At-Large Summit of individual Internet user representatives, Governments, Registries and the technical community. This year, the meeting was hosted in collaboration with Korea Information Security Agency

(KISA). Participants came from 111 different countries, and together engaged in a wide range of discussions about the Internet's domain name system and related issues, such as International Domain Names (IDNs), New generic TLDs, and Trademark Protection, just to name a few. The ICANN meeting greatly increased our knowledge about issues in the Digital World. One early morning, ICANN even arranged a morning session to introduce us to some of the related topics, to help us better prepare for the discussions.

Highlights of the Trip

The most memorable event for us was the NetMission presentation during the APRALO meeting. We introduced the NetMission Ambassadors' programme to other participants, conveyed our mission, background, and introduced the events and projects we have implemented to minimize the digital divide in Hong Kong. The participants were very interested in our work and many even shared their experience and insights with us after the presentation. At that moment, I realized that our work not only benefited people in Hong Kong, but also helped spread the message to the rest of the world! After the meeting, we were invited to join the membership of At Large Structure (ALS). What a pleasant surprise!



APNG Camp Promotes Passion Amongst Youth from Asia 被亞太各國青年對互聯網發展的激情所感動

12th APNG Asia Pacific Next Generation Camp. My second opportunity to participate in the APNG Camp was held this year in Hiroshima, Japan. I remember at the APNG Camp in Kuala Lumpur last year, I was very impressed by the international atmosphere. Moreover, the passion to drive and lead Internet development amongst the youth from the Asia Pacific Region was beyond what I had imagined the Internet world to be. As a Netmission Ambassador, these experiences and interactions with people at the camp has motivated me to step ahead for IT development in the world. This year, I was invited to be part of the executive committee in APNG to work as a secretariat for the 12th APNG Camp in Hiroshima. As secretariat of one of the major networking groups in the Asia Pacific region, I have been able to gain direct involvement with organizations, companies and people in IT sectors from Asia Pacific region. These valuable opportunities enable me to share my ideas, so that we can work together to create a lasting impact to the Internet world. After numerous meetings with my committee, I was very proud that we could realize the dreams of 80 people coming from over 20 countries.

Our hard work provided a platform for these like-minded people to brainstorm and discuss innovative ideas in IT development in the Asia Pacific region. Through open discussions and presentations, representatives from each country could learn and exchange skills, techniques and strategies from each other. In particular, I was very impressed by one of the fellows from Myanmar, who reflected that the APNG camp has given them insight and passion to work on digital inclusion project in their country. So far, they have helped over 100 people to connect to the digital world. I remember feeling extremely shocked that such a short conference could create such a sustainable impact. Imagine how many people would benefit if each one of us from the APNG Camp had gone back to our own countries to achieve the same level of impact? And how much so by organizing another APNG Camp? Though the mission seems almost too great big for just an ambassador like myself, I keep reminding myself that I am one of many NetMission Ambassadors who are working towards the same goal. To me, the "NetMission" extends beyond the program to all people who share the vision of creating a better Internet



future and development. I've learnt that a life can change a life, and that's why we must take it a step at a time to bring change to the world.

這是我第二次參與APNG的會議。還記得上年我作為網域使命—青年使者的代表，參與於吉隆坡舉行的APNG會議，當時我不但被會議中的國際氛圍所感染，亦被來自亞洲太平洋地區的各個青年對互聯網發展的激情所感動，這些經驗都堅壯了身為一個青年使者的使命：為互聯網的發展作出貢獻。去年會議後，我特別高興能夠被選為APNG執行委員會秘書，與其他來自世界各地的前輩們一同籌備第12屆於日本廣島進行的APNG會議。這使我有寶貴的機會與亞洲地區其他的資訊科技界組織及企業合作，整個過程都十分愉快，除了可以分享我的意見外，亦能夠對所愛的互聯網世界作出一點的貢獻。今天我回顧由籌備到實行的整個經歷，不禁為整個團隊感到自豪。我們成功為80個來自20多個亞太地區國家的青年實現夢想—APNG會議旨在提供一個平台，為這些滿懷熱誠的青年人提供一個就互聯網發展分享心得、交流意見的地方。通過連串的討論和分享，每個國家能夠互相學習，每個青年亦能盡情交流，取長補短。讓我印象深刻的，是一位從緬甸來的青年朋友，他說APNG會議給予了他們對網絡發展工作的熱誠，到目前為止，他們已成功協助超過100人連接到數碼世界。在那一刻，我感到非常驚喜，也著實的感受和發現到APNG的意義，原來我可以為這個世界帶來點點的改變。如果每位APNG的青年都能懷著與這位緬甸青年的熱誠，您能想像到這個世界裏有多少人會因而受惠呢？我相信每位懷著網域使命的青年使者，都在世界不同的角落，與我與你都一樣，為著互聯網發展而努力—生命的確可以影響生命。我也相信，我們的努力可以使更多的人因為互聯網，而得到更美好的生活與未來。



韓國首爾ICANN：在去年十月，一行四位連同DotAsia代表一同參與於韓國首爾進行的ICANN會議。互聯網名稱與數字地址分配機構 (ICANN) 是一個國際性的會議，一個集合了全球網絡界商業、技術及學術各領域專家的國際公開會議。會議討論了多個議題，包括：負責討論互聯網協議 (IP) 地址的空間分配、協議、通用域名、國家和地區域名系統的管理、服務器系統的管理等重要議題。不同的持份者如：商業利益者、網絡服務供應商、政府代表技術團體，通過會議、工作坊、公開論壇進行討論。

行程點滴

參加者未必對每個議題有足夠的認識，特別是我們第一次踏足ICANN會議的新人。因此，大會特意安排特別的「早餐會」介紹相關的基本資料，藉此使我們每天都做好準備。這次讓我印象最深刻的就是我們在APRALO的會議上向大家介紹NetMission。簡介會綜合了一年來的經歷：從挑選、面試到終於成為「網域使命青年使者」(NetMission Ambassador)；由訓練到策劃四個服務項目；到我們有機會參加不同國際會議等，我們都一一介紹給與會者。看著與會者留心傾聽我們一年多以來的成果，並且滿意地點頭，感到非常鼓舞。原來我們可以做的，不只是惠及香港而已，我們能夠把訊息也帶到世界各地，喚起大家關注。簡介會結束後，許多人也過來跟我們分享他們國家的不同經驗，而且我們更加有幸獲邀加入At-Large Structure，這是我們萬萬也沒有想過的驚喜！



Evelyn Lau 劉以穎 | We found it quite interesting that some ideas, such as multilingual domain names, have been discussed for more than ten years! However, with the aid of technology and people's joint effort and collaboration, ideas can indeed come true. For example, people can now use Chinese characters as a domain name to access different websites in the world. Although the difference may not be as widespread in international cities like Hong Kong, we realized what an impact it will bring to the Greater China, where many may not understand English well. This possibility allows many who were previously limited by the language barrier to significantly increase their Internet access,

and this certainly plays an important role in narrowing the digital divide.

雖然短短幾天，不但要努力參與緊密的行程，也需要適應時差。可是看到席間的與會者都雀躍地討論著不同的議題，把不同的想法化為行動，就覺得世界正悄悄地改變。原來不少會議中的議題已經討論了十年有多，經過大家多年來的努力，加上科技的進步，從前的不可能已經呈現在我們的眼前。其中一個例子，經過首爾ICANN會議後，全中文域名已經可以正式在全球使用。對於我們來說，這可能是一件錦上添花的事情，可是對於那些不太熟悉英語的人來說，這個決定可是讓他們更容易接觸到網絡世界，打破語言障礙，進一步收窄數碼鴻溝。

Digital Warrior's Children Carnival 2010 | 「數碼達人大作戰」開心教育嘉年華



Children's Group: The Digital Warrior's Children Carnival. The NetMission Children's Digital Warriors Carnival was successfully held on the 31st January, 2010 in Park Central, Tse-ung Kwan O shopping mall. The aim of the Carnival was to organize a fun and engaging event to positively influence primary school children and parents about proper Internet usage, knowledge and raise awareness of digital divide issues. We would like to thank Sun Hung Kai Properties for their generous sponsorship of the event at Park Central, as the location attracted many families to visit the Carnival during the weekend.

The Children's team, run by Bianca Ho, Sharon So, Fion Tam, Evelyn Lau and Desiree Ho began in July last year, when the original idea of organizing a three-day camp for children at a local University was scrapped due to the out-

break of Swine flu. By October 2010, the idea of holding a Children's carnival began to materialize. The carnival included various game booths and activities, as well as many guest performers who interacted with audiences and shared their views on how the Internet has affected their lifestyles. Guest performers included local stars and budding young performers, including 4anda, NINE maps, Benedict Yuen, Leslie Ho, Charmaine Mirandilla, Daniel Lopez, 何建邦, Eden Gern etc.

Four major game booths were designed to raise awareness of proper Internet usage and conduct, and how children can also play a role in creating a more positive Internet environment. We would like to thank UST Connect and Rotaract Club of Channel Islands for bringing in over 50 volunteers to help out at the event. We would also like to extend our

sincere gratitude to the supporting organizations, all of whom played a key role in making this carnival happen, including Safer Internet Day Hong Kong, Kid's Dream, One Laptop per Child and the Hong Kong Committee on Children's Rights. Last but not least, we would also like to thank WISECARE and CHOI FUNG HONG for their generous support towards the carnival.



兒童組：「數碼達人大作戰」開心教育嘉年華。由NetMission兒童組策劃的「數碼達人大作戰」開心教育嘉年華(下稱：嘉年華)已於2010年1月31日假在將軍澳中

心順利舉行。在此特別鳴謝新鴻基將軍澳商場贊助場地，讓多個家庭和小朋友樂在其中，渡過快樂的週末。是次活動能順利舉行承蒙各界支持，當中包括香港國際互聯網安全日、童夢幻想、每童一電腦、香港兒童權利委員會，更特別鳴謝彩豐行和WISECARE熱心支持。與此同時也不得不提科技大學UST Connect 和 Rotaract Club of Channel Islands，攜同50多名義工一同支持是次活動。嘉年華目的是透過一些生動有趣的遊戲攤位，以淺入深出的方式，向家長及小朋友教授如何正確使用互聯網，從而灌輸他們對數碼鴻溝的基本認識。活動中更邀請了多位表演嘉賓，包括本地藝人和具潛質的年青表演者，如4anda, NINE maps, Benedict Yuen, 何建邦, Charmaine Mirandilla等，他們除了精彩演出外，更與觀眾們分享他們互聯網生活和對其影響。兒童組成員為何思穎，蘇寶盈，譚詠珊，劉以穎和何凱瑩。在籌備兒童組的社區活動時，正值豬流感爆發，一開始所構思的三天小學生夏令營曾因而被逼取消。本組使用者本著對解決數碼鴻溝的堅持，無懼重新開始的苦楚，仍積極計劃多個可行的方案，嘉年華最終亦圓滿的結束。

Desiree Ho 何凱瑩 | Organizing the Digital Warrior's Children's Carnival was one of the most memorable events of NetMission for me, because we overcame a lot of difficulties in the process. I was also happy that I could use and contribute my interest, knowledge and passion in the performing arts to NetMission's work of bridging the digital divide, and raise awareness about online etiquette. I really want to thank my team for their commitment and amazing energy throughout the entire process. Without them, I would not have enjoyed the process as much as I did,

and I sincerely hope we can achieve something similar again in the future. 舉辦兒童嘉年華可說是我在使者生涯中最難忘的活動之一，我非常高興能將自己對表演藝術的興趣、知識及熱誠帶到社區項目，為縮窄數碼鴻溝及喚起公眾對網絡規則的關注出一分力。我實在感謝團隊在整個過程中表現的承諾及毅力，使所有困難都一一被迎刃而解。我衷心希望不久的將來，我們能再次策劃一個同樣有意義的項目，再來一次突破。



Access to Computers Not Enough to Motivate Elderly to Get Online 提供電腦硬件非推動長者學習使用互聯網的關鍵

Elderly Group: Survey- The Opinion of Elderly Towards IT. The elderly are often regarded as one of the minority group in the digital world, as many typically refuse to use the Internet and are hence being excluded due to their poor IT knowledge. The Netmission Elderly group was formed by 4 students from Netmission Ambassadors Programme. The aim was to organize a community project to raise society's awareness of the need to include the elderly in the cyber world.

Last year, we partnered with Cybersenior, a non-government organization in Hong Kong that organizes classes for the elderly to help them learn computer skills. We conducted a survey to study the computer usage behavior of the elderly and their respective reasons for accepting or refusing the digital world. Within 3 months, we collected more than 190 respondent's answers and conducted a quantitative analysis to study the relationship among answers. Our general findings are as follows:
1. Teaching old people to use email functions and search engines will be the most effective way to increase their willingness to use the Internet
2. Despite the obstacles faced by the elderly group using computers, they still make use of the information technology regularly.
3. Ease of access to computers doesn't affect motivation to learn.

We have also found that, despite the obstacles faced by the elderly group using computers, many still make use of information technology regularly. In fact, many have expressed the desire to keep abreast with technology, citing that it helps them develop common conversation topics amongst their peers and family. Some of them have also said they would prefer having activities to kill time, as traditional means of entertainment can no longer satisfy some of the old people. So as long as they can manage it, they will give computers a try. As a result, we found that it is possible to advocate the use of computer and Internet to the elderly group, if certain main concerns are addressed. Hopefully, this can

also serve to ease their sense of loneliness, especially if they live alone.

The survey results highlight that poor eyesight is the greatest barrier stopping the elderly from integrating into the digital world. Enlarging the monitor size and display front size may address the issue.

老年組：上網需求問卷調查。長者，往往被視為數碼世界中的少數族群。因為他們普遍上不太熟悉電腦，因而對使用互聯網有所抗拒，故隔離於數碼世界之外。有見及此，四位網域使命青年使者組成了老年組，並以組織一個社區服務計劃，提高大眾更關注老年人融入數碼世界的需要。去年，我們很高興與「老友網」（一個專門教授老年人使用電腦的公益組織）成為計劃伙伴，全賴他們的支持，讓我們得以進行一個關於老年人使用電腦的習慣及他們對數碼世界接受與否的問卷調查，並在三個月內收集了多於一百九十份問卷及進行分析。分析結果說明了以下的關係：
1. 最容易引導長者嘗試使用互聯網的方法是教他們使用電郵或搜索引擎的功能。
2. 即使有使用上的障礙也好，長者只要懂得使用，也會經常去利用資訊科技。
3. 容易接觸電腦反而不是推動長者學習使用互聯網的原因。

我們也發現到，長者也表達了與資訊科技保持接觸的願望，他們認為資訊科技，能成為與家人及朋友之間，日常生活話題的一部份。他們也希望有更多的方式去消磨時間，因為一般的娛樂往往未能符合某些長者的需要。總括而言，只要長者們有能力，就會去嘗試使用電腦。

為此，我們發現到只要掌握到關注的重點，鼓勵長者使用電腦及互聯網是可行的事，亦同時能緩和長者的孤獨感。在調查中，我們亦發現到一個重點——由於長者視力欠佳，這亦構成他們與數碼世界之間最大的障礙，所以在鼓勵長者使用電腦之先，必須安裝放大顯示的字體軟件作為配套。

NETMISSION COMMUNITY PROJECTS UPDATE | 網域使命社區項目回顧

Pilot Program Help Underprivileged Families with Internet Security 互聯網安全計劃走入屋苑

Youth Group Project: Internet Security Pilot Program. Last year, the Youth team initiated a pilot program aimed at helping underprivileged families in Hong Kong with Internet security problems. Ambassadors conducted over 20 home visits to provide face-to-face services to parents and kids in one of the most digitally exclusive public estates in Hong Kong. The project helped us understand that the digital divide amongst youth in Hong Kong roots from social and psychological problems, rather than the lack of technical support. So this year, the Youth team hopes to consolidate a booklet based on our experience to promote the healthy use of ICT. We would also include information about anti-virus software, correct attitudes and cyber bullying.

青年組：互聯網安全試行計劃。去年，青年小組先導了一項領航行動，對象為存在數碼鴻溝的家庭。大使們進行了超過二十戶的家訪，在香港其中一數碼鴻溝最大的公共屋苑，為家長及孩子提供直接及深入的諮詢服務。此計劃幫助我們瞭解到，存在於香港青少年的數碼鴻溝問題，禍根來自社會與心理上的問題，而不是欠缺技術上的支援。有見及此，本年度青年小組希望根據我們在提倡健康運用通訊及資訊科技的



經驗，整合一本小冊子。小冊子中亦包括了防毒軟件的資料、使用電腦的正確價值觀以及網絡惡霸的行為。以青年為服務對象的小組明白到，如果希望解決香港青少年的數碼鴻溝問題，並不能只能依靠個人的能力，卻有賴家庭的力量。而社會與心理上的支持，往往都比技術上的支援來的更為重要。青年組旨於幫助低下階層的香港家庭，協助他們解決網上安全的種種問題。此小組首先整合了一本有關於網上及電腦議題之小冊子，例如包括防毒軟件的資料、使用電腦的正確價值觀，以及網絡惡霸的行為的等等。然後到香港其中一個最大的公共屋苑進行家訪，為家長及孩子提供直接及深入的諮詢服務。這組的青年使者成功地幫助超過二十戶家庭，言雖如此，卻只是邁向真正成功的第一步。



Digital Divide Could Affect Parent-Child Relationship 數碼鴻溝容易衍生親子關係問題

Middle-Aged Group Project. The team addressing digital divide issues amongst middle-aged housewives primarily focused on how the digital divide affected the relationship between children and themselves. As housewives, their primary concerns revolve around the family relationship and daily housework. In this day and age of computers, it is so easy for children develop online

communication habits and indulge in digital interaction. On the other hand, parents are usually uninformed of how to use digital means of communication, especially those from low-income families who did not grow up with computers. As a consequence, a clear digital gap exists between parents and their kids when parents have no idea about online applications or computer usage. In order to

improve this issue, there is a need to equip parents with better computer skills. Hence, our team organized a course to teach housewives from low-income family how to type in Chinese and introduce basic computer usage to them. The 12 participants who signed up reflected their dire need to develop basic computer skills in order to better communicate with their children, and they were also interested in how the Internet could help ease their housework. Even though the course was simple, we hoped that it would first eliminate their fear of using computers. Ambassadors from other teams also came to help, and provided their own personal laptops for the classes.

We were pleasantly surprised with the progress they made within the 3 consecutive classes. They started from being completely ignorant of Chinese input methods, to understanding how thousands of Chinese characters are generated from just 26 digits on the keyboard. It was interesting how being able to type their names, their kids' and husbands' names gave them such a sense of satisfaction. They also learnt how to use the internet

browser to search for supermarkets and prices. In addition, most of the housewives came with their kids, which was a great opportunity for parent-child interaction.

We ambassadors believe that the project not only brought practical computer skills to the housewives, but also proved that what the middle-aged group lacked is opportunity and not ability. We are glad we could devote our knowledge and love to build a more caring society.

中年婦女組：互聯網適應班一期。親子關係和瑣碎家務才是中年家庭婦女的生活重心。隨著互聯網技術的進步，兒童已逐漸形成利用網絡進行交流和互動的習慣。我們也發現了因溝通渠道的分歧而衍生的親子之間的數碼鴻溝，為了解決這個問題，網域使命中年小組的成員籌劃了以家庭婦女為對象的工作坊，教授十二位媽媽們打字和基本的電腦網絡操作，從而提高她們對電腦和網絡的認知。利用在互聯網中學到的知識，媽媽們在今後與子女的溝通中能夠有更多的話題，家務也能更輕鬆。

工作坊持續了三個星期，每個星期一堂

課，媽媽們在其中的進步超乎我們的想像。她們掌握了怎樣把複雜的中文轉化成26個鍵盤字母，也學會了打自己的名字，兒女及丈夫的名字等等。最讓我們印象深刻的，是一位媽媽帶自己十歲的小女兒來上課，小女孩學得很快，還經常手把手地當起媽媽的小老師。這樣的親子互動讓我們感動，也是達到了我們工作坊最大的初衷——親子共融。當課程結束，看到「學生們」自豪又滿意的笑臉，我們嚐到了成功的喜悅。

感謝所有參加中年組工作坊的媽媽們，對她們來說，從繁忙的工作及家務中抽出時間學習並非易事。希望在日後，我們能有機會幫助更多的家庭，縮減親子間的數碼鴻溝。



THE NETMISSION PROGRAMME | 「網域使命」青年使者計劃



Our Net “Mission” 我們的網域「使命」

The NetMission Ambassadors program (NetMission.asia) aims to bring together a network of dedicated young volunteers devoted towards promoting and contributing towards digital inclusion, Internet governance as well as a respectable and harmonious Internet environment. Last year, the training program invited experts on the subjects of Internet governance, digital inclusion and other related areas to share insights, experiences and knowledge with the NetMission Ambassadors. Each graduating class of NetMission Ambassadors is then tasked to develop and implement two digital inclusion community projects to raise awareness and bring a positive social impact to the information society in Asia. Ambassadors will create ideas and develop ways to address the digital divide problem with the support from the organizers, network of guests and supporting organizations. The Internet has become a mainstream media and a critical infrastructure for business. Adoption and development of the Internet has the potential to dramatically transform and improve people's quality of life, bring new opportunities in education, employment and socio-economic development. However, the gap between the “haves” and “have-nots” is widening rapidly. This digital divide problem is emerging as a major social development and poverty alleviation concern for modern society.

Organizer: DotAsia Organisation 主辦機構 DotAsia

DotAsia Organization is a nonprofit organization with the mission to promote Internet development and adoption in Asia. DotAsia has a strong mandate for socio-technological advancement including: (a) digital inclusion projects to bridge the digital divide and the poverty gap; (b) educational initiatives, e.g. scholarships and promotion of Internet adoption for the advancement of knowledge; and, (c) research and development projects, including relief and rebuild efforts in the wake of natural and other disasters. DotAsia oversees the ‘Asia’ top-level Internet domain name. It is formed as an open consortium of 20 official top-level-domain authorities around the region. This includes .CN(China), .JP (Japan), .KR (Korea), .IN (India), .NZ (New Zealand), .PH (Philippines), etc.,and 5 regional Internet organizations including APNIC, APNG, APCERT, PAN and APTLD. In the past two decades, Asia has developed into a strong global force in the commercial, political and cultural network. The Asia domain aspires to embrace this dynamism to become a nucleus, interacting and breeding ground for Internet activity and development in the region.

主辦機構 DotAsia Organisation 是非牟利機構，致力貢獻社群及推動亞洲區內互聯網的應用和發展。DotAsia是「Asia」頂級域名的管理組織及註冊處，由區內21個國碼頂級域名機構(ccTLD)，包括.CN(中國)、JP(日本)、.KR(韓國)、.IN(印度)、.NZ(紐西蘭)、.PH(菲律賓)等和7個區內互聯網組織APNIC、APNG、APCERT、PAN和APTLD以開放合作形式建立。亞洲目前在國際商業、政治及文化網絡舉足輕重，而「Asia」域名希望能將這股亞洲世紀的動力，凝聚成區內互聯網活動及發展的核心力量。DotAsia機構的核心工作，就是貢獻亞洲互聯網社群，把收益投放到促進社會科技的項目上。DotAsia的社區貢獻項目主要分為以下三方面：

- 數碼共融項目
- 提升亞洲區教育、獎學金和貢獻開放知識等項目
- 慈善性質和令社區受惠的研發工作

隨著時代的急速發展，科技的日新月異，互聯網成為現今社會的主流通訊平台。互聯網的應用及發展會為社會帶來無限可能，不但改善人民生活水平、更會帶來新的教育機會、加促經濟的發展。可惜，能夠應用互聯網與未能應用互聯網之間存在着一定鴻溝；存在於人們與數碼之間的隔膜將會是現代社會必須重視的問題，同時也是拉近貧富距離的重大契機。青年使者計劃旨在集合青年義工的力量，合力縮窄數碼鴻溝，共同推動和宣揚互聯網的應用及

NetMission Vision 網域使命的理念

Knowledge Volunteerism: A series of training workshops designed to equip Ambassadors with a comprehensive understanding of the digital divide and its challenges began in March 2009. Ambassadors are then encouraged to apply and put forth feasible and effective solutions or suggestions. With an emphasis on the multi-stakeholder perspective, they are tasked to plan, organize and execute their own community projects surrounding the topics. NetMission believes that only by equipping youth with knowledge and first-hand experiences, can we work together to create a more harmonious digital world.

Autonomous Working Environment: After training, the tasks of organizing the community projects are then left in the hands of NetMission Ambassadors. The autonomic nature of the projects means Ambassadors can choose their own area of focus and brainstorm ideas accordingly. They would arrange their own meeting times and agendas, and contact partners for collaboration to organize events and programs. With the autonomy and freedom to organize themselves in a way that suits them best, the program aims to synergize upon each of the Ambassadors' creativity, strengths, talents and resources. This encourages Ambassadors to act in coherence with what the digital divide and internet means to them and their generation, while DotAsia facilitates and supports them along the way in the learning process. The program hopes to help youth to unleash their potential and realise their role and contribution to society.

Emphasis on International Collaboration, and Participation from All Sectors: The program's multi-stakeholder approach has won the collaboration of many organizations that spans the IT sectors, educational

監管，從而建設一個健康、安全和諧的數碼世界。經面試選後，23位獲選的青年使者須接受訓練，包括參與講座、工作坊、實地考察、訓練營和交流團；除此，更有機會到訪中國及其他亞洲城市出席國際性會議。受訓期間，主辦機構將邀請相關專業人士與青年使者就清除數碼鴻溝及推動對互聯網監管的議題作交流和分享。每位青年使者須展開及完成兩項社區服務計劃，藉此提升公眾對議題的關注及為數碼社區帶來正面的影響。

institutes, youth groups, volunteer groups, elderly groups and social organizations, amongst others. For instance, the Hong Kong University of Science and Technology's UST Connect Program has invited NetMission to educate their students about digital divide issues and how students can assist in increasing digital literacy. NetMission also participated in Make a Difference (MAD) and hosted in their workshop series. The Children's group worked with Sun Hung Kei Properties to host a Children's carnival at the Park Central Shopping Center in Tseung Kwan O. To increase our understanding of Internet Governance, four of us also participated in the Internet Governance Workshop organized by DiploFoundation to exchange our views with various professionals. We believe that the digital divide has influenced so many levels of the society, that it is no longer adequately addressed by the IT world alone. We hope that NetMission's work will likewise be able to represent society's voice, and raise the awareness of the public to these issues.

Participation in Regional and International Conferences: As the original “netizens” of the Internet, our Ambassadors have been able to use their insights and projects to raise awareness in the IT world, especially from their point of view as users and youth. As a result, DotAsia actively selects and invites Ambassadors who have made significant contributions to participate in regional and international conferences. This passion for bridging the digital divide and promoting a harmonious Internet environment has even brought Bianca Ho, one of our ambassadors, in contact with Hillary Clinton, the US Secretary of State, and Macon Phillips, the White House's Director of New Media. Likewise, exposure to internet issues has also helped Richard Cheng secure an internship at Google this summer. On the international level, NetMission Ambassadors have participated in various international conferences, including the Asia Pacific Network Information Center Conference (APNIC), Internet Corporation for Assigned Names and Numbers (ICANN), the Asia Pacific Next Generation Camp (APNG) and the United Nations Internet Governance

Forum (UNIGF) conferences in Beijing, Seoul, Kuala Lumpur and Egypt respectively. These opportunities echo with DotAsia's efforts to build up the Internet Society.

The NetMission Ambassadors Programme, though only recently established, has already received encouraging feedback from the community. The program was awarded the Hong Kong KCT Awards 2009@ Best Digital Inclusion Award (Service). With such encouragement, NetMission hopes to branch out its program to involve other regions in Asia as well. The Second generation of NetMission Ambassadors will be open for recruitment in September 2010. We are proud to announce that NetMission Taiwan and NetMission Beijing will also be opening this year. Indeed, the NetMission Ambassadors Program is the first step in involving youth in Asia.



知識型義工：網域使命－青年使者必須完成所有訓練，計劃所強調的是當青年人掌握有關數碼鴻溝議題的知識後，他們除了深入了解過課題外，也需要就不同問題的呈現現象提出針對性及有效的解決方案。我們相信，今天的青年只要加以裝備，不但能夠為大眾提供基本的服務，特別能夠在互聯網議題討論上面提供真切的角角度，與各持份者一同建立更美好的數碼世界。

青年自主，發揮潛能：經過深入的訓練後，青年使者需要就他們對數碼鴻溝的理解，提出解決方案，並籌辦相關的社區服務。過程中強調青年自主，鼓勵青年以小組形式自行構思及討論方案，主辦機構則只會從旁協助，期望計劃能成就青年使者發揮創見，實現心中夢想的平台。同時，也造就青年貢獻社會的平台。

著重跨界別合作，鼓勵社會多方位投入：主辦機構於香港進行第一屆計劃之時，特別聯絡並取得多個協辦及支持單位支持，除了資訊科技界外，還包括：大專院校、社福團體聯會、青年服務機構、義工發展機構、關注兒童權利及關注老人上網組織等。我們認為數碼鴻溝所影響的層面已關乎整個社會不同的面向，並非單一資訊科技界別的事情，所以計劃特別提倡跨界別合作，除了善用各方面優勢，達至資源整合外，也著力喚起大眾到議題的關心。

積極投入區域性或國際性會議：青年是互聯網的原居民，也是互聯網的深度用家。所以我們相信當他們經過訓練和落實服務數碼世界的項目後，對互聯網和數碼鴻溝有一定成熟的見解，因此主辦機構主動邀請表現傑出的青年使者，參與相關的區域性或國際性會議，除了培養青年使者具備宏觀視野外，同時也會於會議時，表達青年意見，貢獻著相關的討論。

由於第一屆使者表現出色，使者之一何思穎更因此被邀請到美國華盛頓，與其他國家代表一同會見美國國務卿希拉里·克林頓；並能和新媒體總監梅肯·菲利浦交流。另外，鄭東也憑藉計劃中的出席國際會議經驗，進入谷歌（Google）實習。計劃受到一定的鼓舞，同年亦獲取香港資訊及通訊科技獎：最佳數碼共融（服務）優異證書。計劃志在推廣到亞洲區內其他地區，由亞洲互聯網的原居民一起關愛亞洲的數碼世界。更高興的是，第二屆「網域使命－青年使者」除了將於九月在香港展開招募外，也得到北京及台灣的響應，三地將會攜手進行。「網域使命－青年使者」踏入走進亞洲的重要一步。

NetMission Ambassadors 2009-2010



Name	姓名	School	院校	主修科目 Subject	YR.
CHENG Richard	鄭東	HKUST	科大	工商管理 BBA	2
CHEUNG Chris	張欣	CUHK	中大	新媒體碩士 Master of Science, New Media	G
CHEUNG Johnny	張智峰	CUHK	中大	化學 Chemistry	2
CHOI Katy	蔡嘉琪	HKUST	科大	環球商業管理 BBA Global Business	2
HO Bianca	何思穎	HKUST	科大	環球商業管理及經濟學 BBA Global Business & Econ	2
HO Desiree	何凱瑩	HKUST	科大	環球商業管理及營運管理 BBA GLobal Bus. & Op. Mgt.	2
HUI Matthew	許俊泓	HKUST	科大	工商管理財務學與資訊系統管理 BBA Finance & IS	2
HUI Stella	許佩瑄	HKUST	科大	計算機科學 Computer Science	2
HUNG Randal	孔繁揚	HKUST	科大	工商管理及營運管理 BBA in Operations Management	2
LAU Evelyn	劉以穎	HKSYU	樹仁	法律與商業 Law & Business	2
NI Yvonne	倪晨穎	CityU	城大	創意媒體 Creative Media	2
PANG Raymond	彭澤文	HKUST	科大	市場及組織管理學 BBA	G
SO Po Ying	蘇寶盈	HKSYU	樹仁	市場學 Marketing	4
SZE Chiu Hung	施超雄	HKUST	科大	計算機科學及工商管理雙學位課程 Computer Sci & BA	2
TAM Fion	譚詠珊	HKSYU	樹仁	工商管理 BBA Info. System & Computer	4
WANG Ada	王歡歡	HKU	港大	工商管理(資訊系統)&計算機科技 BBA (IS) & Com. Sci.	2
YEUNG Teng	楊騰	HKUST	科大	統計 Statistics	3
ZHANG Ariel	張道珉	BU	浸大	中國語言文學 Chinese	G

Program Schedule 2009-2010 計劃日程

2009. 3. 7	面試日 Selection & Interview Day
2009. 3. 21	就職典禮暨快閃分享會 Our Inauguration Ceremony and Flash Talk
2009. 3 - 4	訓練期 Training Period
2009. 3. 28 - 29	兩天訓練營 2-day Training Camp in Aberdeen
2009. 4. 13 - 15	於國際資訊科技博覽設立攤位 NetMission Booth @ ICT Expo 2009
2009. 5	與聯合國網絡管治論壇秘書處對話 Meeting with the UN Internet Governance Forum (IGF) Secretariat Markus Kummer
2009. 5. 30 - 31	長洲退修營 2-day Retreat Camp in Cheung Chau
2009. 6. 15-17	互聯網管治論壇：中國內地與香港 Internet Governance Workshop with Diplofoundation: Mainland China & Hong Kong
2009. 6 - 8	社區服務計劃 Community Projects 青年組：互聯網安全試行計劃 Youth Group Project 老年組：上網需求問卷調查 Elderly Group: Survey- The Opinion of Elderly Towards IT
2009. 7	亞洲區域性會議 Regional Conference The 11th Asia Pacific Next Generation Camp in Malaysia
2009. 8. 25 - 28	亞洲區域性會議 Regional Conference Asia Pacific Network Information Center Conference in Beijing, China
2009. 10. 25 - 30	國際性會議 International Conference Internet Corporation for Assigned Names and Numbers (ICANN) no.36 in Seoul, Korea
2009. 10 - 11	社區服務計劃 Community Projects 中年婦女組：互聯網適應班一期 Middle Age women Project
2009. 11. 15 - 18	國際性會議 International Conference The 4th Annual Internet Governance Forum (UNIGF) 2009 in Sharm El Sheikh, Egypt
2010. 1	社區服務計劃 Community Projects 兒童組：「數碼達人大作戰」開心教育嘉年華 Children Group: The Digital Warrior's Children Carnival
2010. 6. 12 - 14	香港首個「網絡管治青年論壇」 Youth Internet Governance Forum Camp



"Your job as the NetMission Ambassadors is to spread the knowledge of IT and the access to the Internet. You also need to raise people's awareness of facilitating access to the Internet and contributing to the development of the Internet." 「作為一個網域使命青年使者，你的責任是宣揚有關互聯網的知識和普及互聯網的使用。幫助大眾明白，建立上網設施、了解互聯網應用、以及為互聯網作出貢獻的重要性。」

互聯網之父 Vint Cerf, Father of the Internet

Sharing NetMission Community Project Experiences at Youth IGF in London 赴英國倫敦參加青年網絡管治論壇分享心得

The ChildNet International Youth IGF in London, UK -- Desiree Ho and Jerry Tam were invited to be part of the 3-day yIGF camp conference held in London, UK, from 2-5 August 2010. They interacted with students coming from different parts of the United Kingdom to learn and discuss main topics surrounding this year's United Nations Internet Governance Forum (UNIGF). The 5 main topics were Openness, Security, Access, Diversity and Privacy. The 3-day forum was held at the London Science Museum, Google London and IFPI offices respectively.

Desiree and Jerry shared their experiences running the NetMission Community Projects and the youth Internet Governance forum (yIGF) in Hong Kong, while the UK students helped them enhance their knowledge and understanding of the issues from the youth's perspective, and prepared them to make a useful contribution at the IGF in Vilnius this year.

For example those coming from a small Island called Guernsey in the UK suffered from all types of bandwidth problems despite the fact that they came from a "developed" country. How did that affect the businesses in those areas? How did something so simple, such as an unstable internet connection, make them better off or worse off than those in the city? These are some of the issues that we aimed to address at the conference. We also interacted with representatives from all different backgrounds, such as Roger, a blind man who was keen on developing user-friendly software for the

blind, and also some representing the music industry and the IT world.

With the facilitation, guidance and training from ChildNet International, Radiowaves and Industry representatives from the IGF, Skype, Facebook, Internet Watch Foundation, Global Partners and Association, Screenreader, Nominet and IFPI etc., the Ambassadors were encouraged to voice the needs and concerns of youth in the UK and Hong Kong from a multi-stakeholder perspective, while taking into account the diverse background of the students.

網絡使命青年大使Desiree與Jerry在二零一零年八月二至五日被邀請赴英國倫敦出席為期三天的青年網絡管治論壇。他們與來自不同地區的英國學生相互交流，就著本年度聯合國網絡管治論壇的焦點議題進行深入的探究與



A Meeting with Hilary Clinton 網域使命青年大使與希拉利的會面



Bianca Ho 何思穎 | Being part of this program is definitely something that has changed my life. Because of NetMission, I came into contact with the States Department of the United States, who then nominated me to attend the International Visitor Leadership Program, where Hilary Clinton was a guest speaker. This then led to a sharing session with think tanks, NGOs and State Department, where I had the opportunity to share my views about the Internet's future development. There I met many people who have cleverly leveraged on the power of the internet to impact lives for the better. Their examples helped me realize the importance of embracing multi-stakeholderism among Netizens in decision-making, in order to foster effective cooperation on such a large scale. And now, this is something I aspire to do in the future. Through the international exposure NetMission has given me, I have come to realize that the

Internet is ultimately a tool at our disposal. We can choose to play online games on it all day long, or we could learn how to harvest the best out of the tools we have. This is the core mission of the NetMission Programme-- to learn how to leverage the best out of this tool, and realize it is not to be taken for granted. The key is to listen, understand, and devise a working plan that works towards maximizing the pros, and minimizing the cons.

One sentence Markus Kummer (UN Internet Governance Forum (IGF) Secretariat), the IGF secretariat said has left an impression that will last forever in my mind. "The Internet is what you want to be in the future. You are the people who have a say in the future development of the Internet." I am therefore really thankful to NetMission and DotAsia for giving me so many opportunities to work and promote digi-

tal inclusion, and to learn about Internet Governance as a NetMission ambassador. I hope that the new generation of NMA will be able to carry this with them when they realize their own NetMission.

很感謝「網絡使命—青年使者」計劃及DotAsia給了我不同的機會去了解和認識數碼鴻溝和網絡管治的議題。它不但改變了我用互聯網的態度，更為我的人生帶來很大的改變。在去年十一月，我以青年使者的身份擔任Blog-Fest.Asia的司儀，機緣巧合下認識了美國國務部的同事。隨後，她推薦了我參加國際領袖交換計畫，難能可貴的是能夠參加美國國務卿希拉利的演講及與她會面，同時亦與各方的公民社會代表傾談有關互聯網的發展。在討論中，我發現原來有不少參加者，都曾經以互聯網影響過別人的生命；這也是我想用互聯網達到的目標。

水能載舟亦能覆舟。歸根結底，互聯網只是一件工具。所以我們要明白如何有效地使用互聯網，去發揮它的好處，同時盡量減少它的壞處。對我來說，互聯網無疑是一個分享意見的平台。通過與不同文化背景的人分享交流，我看到了之前的不足之處，也得到許多改進我們未來計劃的靈感。如果我們可以有效地利用互聯網這個工具，就會有更多機會去瞭解其他人的想法，也可以藉這個了解的過程去找更多合作的機會。而要營造這個合作的氣氛，我們必須了解，各方的持分者的意見都是非常重要的。兼聽則明。去年有幸跟 Markus Kummer (聯合國網絡管治論壇秘書長)會面，他的一句話我一直都記住，“你想互聯網將來是什麼就會是什麼。”這令我們青年人的參與更重要，亦希望網絡使命青年的新一代可以謹記這個信念去影響更多人去明白互聯網發展對大眾的重要性。而我們所做的所有一切的最終受惠者，將是所有用互聯網的用戶。