

Glossary of terms

The definitions provided in this paper are intended to support understanding of key concepts in the Report of the Expert Group Meeting in preparation for CSW67. The views expressed do not necessarily represent the views of the United Nations.

Affordability

In the context of the digital divide, affordability concerns the price of Internet and telecommunication devices and data, in relation to an individual's income and competing spending choices.¹ Internet access is deemed affordable when broadband access is available at a price that is less than two per cent of monthly GNI per capita.² It must be noted that women typically encounter more barriers to affordability than men, and in households where there are competing spending demands, men's access needs are likely to be prioritized.

AgriTech or AgTech

The application of digital technologies to increase agricultural production and productivity, such as the use of mobile technologies, remote-sensing services and distributed computing to improve smallholders' access to information, inputs and markets, streamline supply chains and reduce operational costs.³

Algorithm

A procedure or formula used to solve a problem, or a series of instructions which tell a computer how to transform a data set into useful information. Algorithms are used widely throughout all areas of information technology.⁴

Analog technology

Technologies which are non-digital or not computerized, such as landline telephones, photocopiers, and cassette tapes.⁵

Artificial intelligence (AI)

The ability of machines and systems to acquire and apply knowledge, and to carry out intelligent behavior.⁶

AI audit

An assessment process intended to uncover any risks to the rights and freedoms of individuals which may arise from AI adoptions, and to implement appropriate technical and organizational measures to mitigate these risks.⁷

Automation

The substitution of human input by machines, especially those which are digitally enabled.⁸

Biotechnologies

A set of enabling techniques to facilitate specific human-made changes in DNA or genetic material in plants, animals and microbial systems, with the purpose of building products and solutions.⁹

1 Adapted from ITU Definition of Affordability

2 Broadband Commission, 2025 Broadband Advocacy Targets, Target 2: <https://www.broadbandcommission.org/advocacy-targets/2-affordability/>

3 FAO Definition of Digital Agriculture: <https://www.fao.org/digital-agriculture/en/>

4 The Conversation (2020), What is an algorithm? How computers know what to do with data

5 Adapted from Merriam-Webster Dictionary and Howard, Shannon K., *Unplugging Popular Culture: Reconsidering Materiality, Analog Technology, and the Digital Native*, 2018

6 UNCTAD, Information Economy Report 2017, https://unctad.org/system/files/official-document/ier2017_en.pdf

7 Adapted from UK Information Commissioner's Office, *Guidance on the AI Auditing Framework*: <https://ico.org.uk/media/2617219/guidance-on-the-ai-auditing-framework-draft-for-consultation.pdf>

8 Adapted from Eurofound [Definition of Automation](#)

9 Adapted from UNDESA, Division for Sustainable Development, <https://sustainabledevelopment.un.org/topics/biotechnology>

Blended education

Blended learning involves a shift in traditional schooling methods and organization by taking advantage of the new technologies.¹⁰

Blockchain

Software composed of records of digital transactions which are grouped together into blocks of information and shared securely across computers on a shared network. Blocks are encrypted, ensuring information cannot be changed without it being detected.¹¹

Blue economy

A concept which seeks to promote economic growth, social inclusion, and the preservation or improvement of livelihoods while at the same time ensuring environmental sustainability of the oceans and coastal areas.¹²

Care economy

The sum of all forms of care work, comprising both unpaid caregivers and care workers. Care work encompasses activities involved in meeting the physical, psychological and emotional needs of adults and children, old and young, frail and able-bodied. Care activities, whether paid or unpaid, are comprised of two broad types: direct, face-to-face, personal care activities, such as feeding a baby or helping an older person to take a bath; and indirect care activities, which do not entail face-to-face personal care, such as cleaning, cooking, and other household maintenance tasks which provide the preconditions for personal caregiving. These two types of care activities cannot be separated from each other, and they frequently overlap in practice, both in households and in institutions.¹³

Circular economy

Markets that incentivize reusing products, rather than scrapping them and then extracting new resources. In such an economy, all forms of waste, such as clothes, scrap metal, electronic waste and obsolete electronics, are returned to the economy or used more efficiently. This offers a way not only to protect the environment, but to use natural resources more wisely, develop new sectors, create jobs and develop new capabilities.¹⁴

Computational thinking skills

A set of competences which develop an individual's ability to leverage the concepts of computer science to formulate and solve everyday problems.¹⁵ Computational thinking involves taking a complex problem and breaking it down into a series of small, more manageable problems (**decomposition**). Each of these smaller problems can then be looked at individually, considering how similar problems have been solved previously (**pattern recognition**) and focusing only on the important details, while ignoring irrelevant information (**abstraction**). Next, simple steps or rules to solve each of the smaller problems can be designed (**algorithms**). This helps present solutions in a way that a computer, a human, or both, can understand.¹⁶

Content moderation

The process by which Internet companies determine whether user-generated content meets the standards articulated in their terms of service and other regulations.¹⁷

Data governance

A system of rights and accountabilities for information-related processes, which govern the use, accessibility and transparency of data information.¹⁸

10 UNESCO International Bureau of Education Definition of Blended Learning: <http://www.ibe.unesco.org/en/glossary-curriculum-terminology/b/blended-learning>

11 Adapted from the UN Office of Information and Communications Technology (2018), Blockchain – What Does it Mean for the UN?

12 UNESCO Intergovernmental Oceanographic Commission Definition of the Blue Economy: <https://ioc.unesco.org/topics/blue-economy>

13 ILO (2018), Care Work and Care Jobs for the Future of Decent Work, https://www.ilo.org/wcmsp5/groups/public/---dgreports/---dcomm/---publ/documents/publication/wcms_633135.pdf Definition of the Care Economy: <https://www.ilo.org/global/topics/care-economy/lang-en/index.htm>

14 Adapted from UNCTAD Definition of the Circular Economy: <https://unctad.org/topic/trade-and-environment/circular-economy#:~:text=A%20circular%20economy%20entails%20markets,economy%20or%20used%20more%20efficiently>

15 Adapted from the European Commission, The Computational Thinking Study, https://joint-research-centre.ec.europa.eu/computational-thinking-study_en

16 Adapted from <https://www.bbc.co.uk/bitesize/guides/zp92mp3/revision/1>

17 Adapted from the Human Rights Council, Report of the Special Rapporteur on the promotion and protection of the right to freedom of opinion and expression, A/HRC/38/35

18 Adapted from The Data Governance Institute [Definition of Data Governance](#)

De-platform

The action or practice by a social media company to permanently delete or ban a user from the associated platform.¹⁹

Digital

An entity which is connected to the Internet, runs with the help of software, or is accessed by an electronic device such as a computer, a tablet or a mobile phone.²⁰

Digital age

The present time, in which many processes are performed by computers and large amounts of information can be accessed instantaneously by virtue of computer technology.²¹

Digital citizenship

Competences which allow individuals to access, understand, analyze, produce and use the digital environment in a critical, ethical and creative way.²²

Digital content

Data which is produced and supplied in digital form, for example video files, audio files, applications, digital games and any other software.²³

Digital economy

The changing patterns of production and consumption brought about by digital technologies. The different economic facets of the digital economy can be broken down into three broad components: foundational aspects of the digital economy, such as fundamental innovations, core technologies and enabling infrastructures; digital and information technology sectors, such as digital platforms, mobile applications and payment services, which are making a growing contribution to

economies; and a wider set of digitalizing and digitally enabled sectors, in which new activities or business models have emerged and are being transformed as a result of digital technologies, such as e-commerce.²⁴

Digital extension services

The application of digital tools to facilitate the dissemination of knowledge and information for the purpose of improving agricultural supply chain management.²⁵

Digital financial services

Money and asset services which are accessed and delivered through digital channels, including payments, credit, savings, remittances and insurance.²⁶

Digital government or e-government

The use of novel information and communication technologies by governments with the objective of optimizing their functions, operations and services.²⁷

Digital infrastructure

The physical resources which enable shared software-based services, for people, businesses, and public authorities, to be delivered electronically or over the Internet.²⁸

Digitalization

The ongoing integration of digital technologies and digitized data across economies and society.²⁹

Digital learning/E-learning

All forms of electronically supported teaching and learning, especially the web-based and computer-based acquisition of, and engagement with, knowledge and skills. Digital learning or e-learning may take place in or out of the classroom, may involve virtual learning

19 Adapted from a US Supreme Court Case, 2022, *Definition of De-platform*, p.10 line 4 https://www.supremecourt.gov/DocketPDF/21/21A720/226023/20220523140514745_Notice%20of%20Supplemental%20Authority.pdf

20 Adapted from Sax, David, *The Revenge of Analog*, 2018

21 Adapted from Redshaw, T., *What is digital society? Reflections on the aims and purpose of digital sociology*, 2020

22 UNESCO (2020), Digital citizenship as a public policy in education in Latin America, https://unesdoc.unesco.org/ark:/48223/pf0000376935_eng

23 Adapted from the *Proposal for a Directive of the European Parliament and of the Council on certain aspects concerning contracts for the supply of digital content*, <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A52015PC0634>

24 UNCTAD (2020), Manual for the Production of Statistics on the Digital Economy, https://unctad.org/system/files/information-document/210319_UNCTAD_StatisticsManual_WEB.pdf

25 Naika, Mahantesha BN, et al., *Digital extension service: Quick way to deliver agricultural information to the farmers.*, 2021

26 ITU, Digital Financial Services: A Case of Malawi, https://www.itu.int/en/ITU-D/Capacity-Building/Documents/IG_workshop_August2018/Presentations/Session8_LindaKambale.pdf

27 Adapted from OECD Glossary of Statistical Terms *Definition of Digital Government*

28 Adapted from European Commission *Definition of Digital Infrastructure*

29 Adapted from Eurofound *Definition of Digitalisation*

environments, and is often an essential component of distant education.³⁰

Digital literacy

The ability to leverage technological concepts, methods and skills to be able to use and exploit information and communication technologies.³¹

Digital platforms

Software-based facilities which enable multisided interactions between providers and users of content, goods and services.³²

Digital revolution

The transformative changes brought about by a fusion of technologies, such as artificial intelligence, gene editing and advanced robotics, which are blurring the lines between the physical, digital and biological worlds. The Fourth Industrial Revolution is of a scale, speed and complexity which is unprecedented, disrupting nearly every industry and creating new opportunities and challenges for people, places and businesses.³³

Digital services

Any service provided on the Internet or another electronic network.³⁴

Digital skills

The ability to use information and communication technologies to achieve beneficial, high-quality outcomes in one's everyday life.³⁵

Digital technologies

Electronic tools, systems, devices and resources which generate, store or process data, including the infrastructure, devices, media, online services and

platforms used for communication, information, documentation, networking and identity needs.³⁶

Digital transformation

The use of new digital technologies, such as mobile technology, analytics, or embedded devices, to enable major business or organizational improvements, including streamlined operations, enhanced customer experiences, or new business models.³⁷

Disinformation

False information which is intentionally designed to be deceptive and which often has a political or social goal, including undermining public trust in democratic institutions.³⁸

Doxing

The non-consensual, public release of an individual's private, personal, or sensitive information, such as home and email addresses, phone numbers, or employer and family member's contact information, with the purpose of causing physical harm.³⁹

E-commerce

The sale or purchase of goods or services which is conducted over an electronic or computer network.⁴⁰

Edtech

The study and practice of facilitating learning and improving performance through the use of technological resources and processes.⁴¹

E-health

The application of digital technologies and health innovation to accelerate global attainment of health and well-being, such as electronic medical records, consumer health informatics, and telemedicine (the

30 UNESCO International Bureau of Education Definition of E-learning: <http://www.ibe.unesco.org/en/glossary-curriculum-terminology/e/e-learning>

31 ITU, Global World Telecommunication Development Report 2010: Monitoring the WSIS Targets, https://www.itu.int/dms_pub/itu-d/opb/ind/D-IND-WTDR-2010-SUM-PDF-E.pdf

32 European Commission Definition of Digital Platforms

33 Adapted from UK Department for Business, Energy and Industrial Strategy, *Regulation for the Fourth Industrial Revolution, 2019*

34 Adapted from UN Model Tax Convention, Article 12B, paragraph 5, <https://www.un.org/development/desa/financing/document/article-12b-un-model-tax-convention-agreed-committee-its-22nd-session>

35 ITU (2018), Measuring the Information Society, <https://www.itu.int/en/ITU-D/Statistics/Documents/publications/misr2018/MISR-2018-Vol-1-E.pdf>

36 Adapted from Victoria State Government Definition of Digital Technologies

37 Fitzgerald, Michael, et al., *Embracing digital technology: A new strategic imperative, 2013*

38 See, Jack, C. *Lexicon of lies: Terms for problematic information, 2017*

39 Eckert, S. and Metzger-Riftkin, J., *Doxxing. The International Encyclopedia of Gender, Media, and Communication, 2020*

40 OECD Glossary of Statistical Terms Definition of E-Commerce

41 Association for Educational Communications and Technology, Educational technology: a definition with commentary, 2009

delivery of healthcare remotely using information and telecommunication technologies).⁴²

E-trade

The digitally enabled transaction of trade in goods and services involving consumers, companies, and governments.⁴³

FemTech

Software, diagnostics, products, and services which use technology to support women's health, including menstrual health, reproductive health, sexual health, maternal health and menopause.⁴⁴

Gender digital divide

The disparity between women and men and girls and boys in relation to digital adoption and their relative opportunities to access, use and benefit from digital technology.⁴⁵

Gender impact assessment

The evaluation, analysis or assessment of a law, policy or programme, prior to its implementation, that makes it possible to identify, in a preventative way, the likelihood of a given decision having negative consequences for the state of equality between women and men.⁴⁶

Gender mainstreaming

The process of assessing the implications for women and men of any planned action, including legislation, policies or programs, in all areas and at all levels. It is a way to make women's as well as men's concerns and experiences an integral dimension of the design,

implementation, monitoring and evaluation of policies and programs in all political, economic and societal spheres so that women and men benefit equally and inequality is not perpetuated.⁴⁷

Gender transformative

An approach or process which shifts unequal gender relations to promote shared power, control of resources, decision-making, and support for women's empowerment.⁴⁸

Generation Equality Forum

The 2021 Generation Equality Forum marked the 25th anniversary of the Beijing Declaration and Platform for Action, a visionary agenda for the empowerment of women which was adopted at the 1995 Fourth United Nations World Conference on Women in Beijing. The Generation Equality Forum initiated a 5-year programme of work to accelerate progress on global gender equality, driven by six innovative, multi-stakeholder Action Coalitions, which have secured multiple financial, policy and programme commitments to drive progress across the most critical areas of women's empowerment.⁴⁹

Generation Equality Action Coalition on Innovation and Technology for Gender Equality

The Action Coalition on Technology and Innovation is one of the six Action Coalitions as part of the Generation Equality Forum. The Action Coalition convenes leaders from civil society, governments, private sector, philanthropy and inter-governmental agencies to deliver catalytic, scalable and measurable action in pursuit of a gender-equal digital future.⁵⁰

42 Adapted from [WHO Definition of Digital Health](#)

43 Adapted from [OECD Definition of Digital Trade](#)

44 Adapted from Faubion, S., *Femtech and midlife women's health: good, bad, or ugly?*, 2021

45 Adapted from UN Women (2021), Addressing the digital gender divide in Africa through the African Girls Can Code Initiative: <https://www.unwomen.org/en/news/stories/2021/10/feature-addressing-the-digital-gender-divide-in-africa>

46 Adapted from the European Institute for Gender Equality [Definition of Gender Impact Assessment](#): <https://eige.europa.eu/gender-mainstreaming/toolkits/gender-impact-assessment/what-gender-impact-assessment#:~:text=Gender%20impact%20assessment%20has%20been,equality%20between%20women%20and%20men>

47 Adapted from UN Women Gender Equality Glossary, <https://trainingcentre.unwomen.org/mod/glossary/view.php?id=36&mode=letter&hook=G&sortkey&sortorder&fullsearch=o&page=1>

48 Adapted from UN Women Gender Equality Glossary, <https://trainingcentre.unwomen.org/mod/glossary/view.php?id=36&mode=letter&hook=G&sortkey&sortorder&fullsearch=o&page=2>

49 <https://forum.generationequality.org/home>

50 <https://techforgenerationequality.org/about/#:~:text=We%20are%20a%20group%20of,join%20us%20in%20this%20commitment>

Gig economy

A labor market in which individuals use digital platforms to negotiate discrete short-term or freelance work directly with customers and clients, as opposed to a permanent contract.⁵¹

Global Digital Compact

The Secretary General's 2021 Report "Our Common Agenda" proposed a Global Digital Compact to be agreed at the Summit of the Future in 2024. Through a multi-stakeholder technology track, the Global Digital Compact is intended to outline shared principles for an open, free and secure digital future for all and is expected to cover issues relating to digital connectivity, the application of human rights online, and the introduction of accountability criteria for discrimination and misleading content, among others.⁵²

Green economy

An economic model which results in improved human well-being and social equity, while significantly reducing environmental risks and ecological scarcities.⁵³

Hate speech

Any kind of communication in speech, writing or behavior, that attacks or uses pejorative or discriminatory language with reference to a person or a group on the basis of who they are, in other words, based on their religion, ethnicity, nationality, race, color, descent, gender or other identity factor.⁵⁴ **Sexist hate speech** relates to expressions which spread, incite, promote or justify hatred based on sex.⁵⁵

Human rights-based approach

An approach which aims to support better and more sustainable development outcomes by analyzing and addressing the inequalities, discriminatory practices and unjust power relations which are often at the heart

of development problems. Under a human rights-based approach, development efforts are anchored in a system of rights and corresponding State obligations established by international law. Civil, cultural, economic, political and social rights provide a guiding framework for development plans, policies and processes.⁵⁶ In the context of information and communication technologies, a human rights-based approach is one which also embeds safety-by-design and privacy-by-design.

Hybrid learning

The educational model in which some students attend class in-person while others join the class virtually, or where each student undertakes a mix of in-person and online learning. Educators tend to view hybrid learning in terms of three different dimensions: learning environment, learning experiences and learning management.⁵⁷

Innovation

From a development perspective, an innovation is a new solution with the transformative ability to accelerate impact. Innovation may be fueled by science and technology, entail improved ways of working with new and diverse partners, or involve new social and business models, behavioral insights, or path-breaking improvements in delivering essential services and products.⁵⁸

Innovation ecosystems

An interconnected networks of actors, including governments, companies, universities, start-up incubators and accelerators, financial institutions, foundations, media, entrepreneurs and civil society, who work cooperatively and competitively to develop new products and services. In innovation ecosystems, each actor plays a role in creating value and generating an active flow of information sharing, knowledge transfer and investments.⁵⁹

51 Adapted from Brinkley, Ian, *In Search of the Gig Economy*, 2016

52 <https://www.un.org/techenvoy/global-digital-compact>

53 UNEP [Definition of Green Economy](#)

54 United Nations, [Understanding Hate Speech](https://www.un.org/en/hate-speech/understanding-hate-speech/what-is-hate-speech), <https://www.un.org/en/hate-speech/understanding-hate-speech/what-is-hate-speech>

55 Council of Europe, [Combatting Sexist Hate Speech](https://www.coe.int/en/web/genderequality/sexist-hate-speech), <https://www.coe.int/en/web/genderequality/sexist-hate-speech>

56 OHCHR, [A Human Rights Based Approach to Health](https://www.ohchr.org/sites/default/files/Documents/Issues/ESCR/Health/HRBA_HealthInformationSheet.pdf), https://www.ohchr.org/sites/default/files/Documents/Issues/ESCR/Health/HRBA_HealthInformationSheet.pdf

57 UNESCO (2021), [Developing a Hybrid Learning Curriculum Framework for Schools](https://unesdoc.unesco.org/ark:/48223/pf0000377482): <https://unesdoc.unesco.org/ark:/48223/pf0000377482>

58 Adapted from the International Development Innovation Alliance (2018), [Toward Bridging Gender Equality & Innovation](https://www.idiainnovation.org/resources/toward-bridging-gender-equality-innovation), <https://www.idiainnovation.org/resources/toward-bridging-gender-equality-innovation>

59 Braun, Patrice, Expert paper prepared for the Expert Group Meeting in preparation for the 67th session of the Commission on the Status of Women (CSW67)

Internet of Things

An open and comprehensive network of intelligent objects, connected over the Internet or other communication networks, which have the capacity to auto-organize, share information, data and resources, and react in the face of environmental changes.⁶⁰ Examples include self-driving cars, wearable fitness trackers, and biometric security systems.

Machine learning

A branch of artificial intelligence, founded on the ability of machines to learn by themselves and to imitate human behavior. Examples include facial recognition and speech recognition technologies.⁶²

Marginalized community

A group of individuals excluded from full participation in social, economic and political life and subject to acute and persistent disadvantage which is rooted in underlying social inequalities.⁶³

Meaningful access

One's ability to have meaningful connectivity (see definition below), together with affordable access and a supportive social environment which facilitates women's and men's full ability and agency in their use of the Internet.⁶⁴

Meaningful connectivity

One's ability to have daily access to the Internet with an appropriate device, enough data and a fast connection.⁶⁵

Misinformation

Misinformation is incorrect or misleading information. In contrast to disinformation, misinformation is not necessarily created or shared to create harm and the individual who shares it may not even be aware it is false.⁶⁶

Online and Offline

Offline means not connected to or served by a computer or telecommunications system, such as the Internet. Online refers to the contrary, and something available or done while connected to such a system (such as online shopping, online games).⁶⁷

Online and technology-facilitated gender-based violence

Any act of gender-based violence against women that is committed, assisted or aggravated in part or fully by the use of information and communication technologies, such as mobile phones and smartphones, the Internet, social media platforms or email, against a woman because she is a woman, or which affects women disproportionately.⁶⁸

Our Common Agenda

On the occasion of the United Nations' 75th anniversary in September 2020, the Secretary-General released his 'Our Common Agenda' report, which looks ahead to the next 25 years and represents his vision on the future of global cooperation, calling for inclusive, networked, and effective multilateralism to better respond to humanity's most pressing challenges. The Common Agenda proposes a Global Digital Compact to be agreed at the Summit of the Future in September 2024.⁶⁹

Platform economy

A digital ecosystem within which dispersed networks of actors (workers, customers and related supporting service providers) interact, collaborate and co-create value for each other. In the platform economy, platforms connect consumers with demand to workers who are able to provide supply.⁷⁰ An important component of the platform economy are digital labour platforms, which include both web-based platforms, where work is outsourced through an open call to a

60 Madakam, S., Ramaswamy, R. and Tripathi, S., *Internet of Things (IoT): A Literature Review*, 2015

61 Madakam, S., Ramaswamy, R. and Tripathi, S., *Internet of Things (IoT): A Literature Review*, 2015

62 Adapted from the European Centre for the Promotion of Imports *Definition of Machine Learning*

63 Tenth Meeting of the Working Group on Education for All (2009), *Concept paper on Marginalization*.

64 Jorge, Sonia and Foditsch, Nathalia, Expert paper prepared for the Expert Group Meeting in preparation for the 67th session of the Commission on the Status of Women (CSW67)

65 Jorge, Sonia and Foditsch, Nathalia, Expert paper prepared for the Expert Group Meeting in preparation for the 67th session of the Commission on the Status of Women (CSW67)

66 Thakur, Dhanaraj and Allen, Asha, Expert paper prepared for the Expert Group Meeting in preparation for the 67th session of the Commission on the Status of Women (CSW67)

67 Adapted from *Merriam Webster*

68 Human Rights Council, (2018) Report of the Special Rapporteur on violence against women, its causes and consequences on online violence against women and girls from a human rights perspective* A/HRC/38/47

69 <https://www.un.org/techenvoy/global-digital-compact>

70 Adapted from Dufva, Mikko, Koivisto, Raija, Ilmola-Sheppard, Leena and Junno, Seija, *Anticipating Alternative Futures for the Platform Economy*, 2017

geographically dispersed crowd, known as "crowdwork", and location-based applications, which allocate work to individuals in a specific geographical area, typically to perform local, service-oriented tasks such as driving, running errands or cleaning houses.⁷¹ Workers affiliated with platforms are considered to be in informal employment, which means they are beyond the purview of welfare benefits, labor protections and entitlements.⁷²

Public digital innovation

The use of digital technologies and applications to optimize processes and procedures of public services.⁷³

Secretary-General's Roadmap for Digital Cooperation

Based on recommendations from the Secretary-General's High-Level Panel for Digital Cooperation, the Secretary-General's Roadmap for Digital Cooperation outlines recommendations for a safer, more equitable digital world, encompassing universal connectivity, the promotion of digital public goods, and the protection of human rights in the digital era.⁷⁴

Sex-disaggregated data

Data which is cross classified by sex, and which presents information separately for men and women, boys and girls. Sex-disaggregated data is necessary for effective gender analysis, as it is more difficult to identify real and potential inequalities in its absence.⁷⁵

Social media

A collective term for websites and applications which focus on Internet-based communication, community-based input, interaction, content-sharing and collaboration. Forums, microblogging, social networking, social bookmarking, social curation and wikis (websites

which allow users to edit or revise their content) are among the different types of social media which allow quick electronic communication of content to users.⁷⁶

Socio-technical infrastructure

An approach to organizational work design which applies an understanding of social structures and community aspects to inform the design of workplaces, systems and spaces where people and technology interact.⁷⁷

Technology

The application of scientific knowledge to the practical aims of human life, including the conversion of resources into outputs.⁷⁸

Technology company

Technology companies encompass hardware manufacturing services, telecommunications services and information technology services, such as software applications, data centers, cloud computing and platform services.⁷⁹

Universal Service and Access Funds

A public funding mechanism used in many countries which is designed to ensure telecommunications services are accessible, at affordable prices, to all individuals and communities. Universal Service and Access Funds are typically financed through contributions from telecom operators, in the form of a percentage of gross revenues. They usually operate by creating an entity which collects mandatory contributions and then reallocates them by making targeted investments and subsidies for projects in rural and remote locations, as well as underserved parts of the population.⁸⁰

71 ILO Definition of Digital Labour Platforms: <https://www.ilo.org/global/topics/non-standard-employment/crowd-work/lang-en/index.htm>

72 Dewan, S. (2022). Digitalisation and the Indian Labour Market Trends, Challenges, and Opportunities. Forthcoming. Deutsche Gesellschaft für Internationale Zusammenarbeit.

73 Hong, Sounman, *Determinants of Digital Innovation in the Public Sector, 2022*

74 <https://www.un.org/en/content/digital-cooperation-roadmap/>

75 UNICEF, UNFPA, UNDP, UN Women. "Gender Equality, UN Coherence and You", ECOSOC agreed conclusions 1997/2; UNESCO Gender Mainstreaming Implementation Framework for 2002-2007, <https://unesdoc.unesco.org/ark:/48223/pf0000131854>

76 Adapted from GBV AoR Helpdesk (2022), Learning Series on Technology-Facilitated Gender-Based Violence. Learning Brief 3: Implications of technology-facilitated GBV and actions for humanitarian agencies, donors and online industries.

77 Adapted from Interaction Design Foundation [Definition of Socio-Technical Systems](#)

78 Adapted from OECD Glossary of Statistical terms [Definition of Technology](#)

79 Adapted from World Benchmarking Alliance, Digital Inclusion Benchmark 2021, <https://www.worldbenchmarkingalliance.org/digital-inclusion-benchmark/>

80 Adapted from Alliance for Affordable Internet (2022), Universal Service and Access Funds in Latin America and the Caribbean, <https://a4ai.org/wp-content/uploads/2022/01/USAF-Report-English.pdf>