

Preface

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The last decade has seen information and communication technologies (ICT) dramatically transforming the world, enabling innovation and productivity increases, connecting people and communities, and improving standards of living and opportunities across the globe. While changing the way individuals live, interact, and work, ICT has also proven to be a key precondition for enhanced competitiveness and economic and societal modernization, as well as an important instrument for bridging economic and social divides and reducing poverty.

As we celebrate the 10th anniversary of the *Global Information Technology Report (GITR)* series and the extraordinary achievements ICT has already made possible over the past 10 years, we also want to take the opportunity to look forward and imagine the next transformations enabled by ICT—*transformations 2.0*. The pace of technological advance is accelerating and ICT is increasingly becoming a ubiquitous and intrinsic part of people's behaviors and social networks as well as of business practices and government activities and service provision. We expect transformations 2.0 to continue to move human progress forward by further leveraging ICT's positive social, political, and economic impact on governments, enterprise, and civil society alike.

The GITR series has been published by the World Economic Forum in partnership with INSEAD since 2001, accompanying and monitoring ICT advances over the last decade as well as raising awareness of the importance of ICT diffusion and usage for long-term competitiveness and societal well-being. Through the lens of the Networked Readiness Index (NRI), the driving factors of networked readiness and ICT leveraging have been identified, highlighting the joint responsibility of all social actors, namely individuals, businesses, and governments, in this respect. The series has become over time one of the most respected studies of its kind. It has been extensively used by policymakers and relevant stakeholders as a unique tool to identify strengths on which to build and weaknesses that need to be addressed in national strategies for enhanced networked readiness.

The Global Information Technology Report 2010–2011 features the latest results of the NRI, offering an overview of the current state of ICT readiness in the world. This year's coverage includes a record number of 138 economies from both the developing and developed world, accounting for over 98 percent of global GDP. A

number of essays and case studies on transformations 2.0 and best practices in networked readiness are featured in the *Report*, together with a comprehensive data section—including detailed profiles for each economy covered and data tables with global rankings for the NRI's 71 indicators.

We would like to convey our sincere gratitude to the industry experts who contributed outstanding chapters to this *Report*, exploring the next ICT-enabled transformations and highlighting best policies and practices in ICT diffusion and usage. We especially wish to thank the editors of the *Report*, Soumitra Dutta at INSEAD and Irene Mia at the World Economic Forum, for their leadership and long-lasting dedication to the project, together with the other members of the GITR team: Roberto Crotti, Thierry Geiger, Joanna Gordon, and Derek O'Halloran. Appreciation also goes to Alan Marcus, Head of Information Technology and Telecommunications Industries and Jennifer Blanke, Head of the Centre for Global Competitiveness and Performance, as well as her team: Ciara Browne, Margareta Drzeniek Hanouz, Pearl Samandari, and Satu Kauhanen. Last but not least, we would like to express our gratitude to our network of 150 Partner Institutes around the world and to all the business executives who participated in our Executive Opinion Survey. Without their valuable input, the production of this *Report*, would not have been possible.