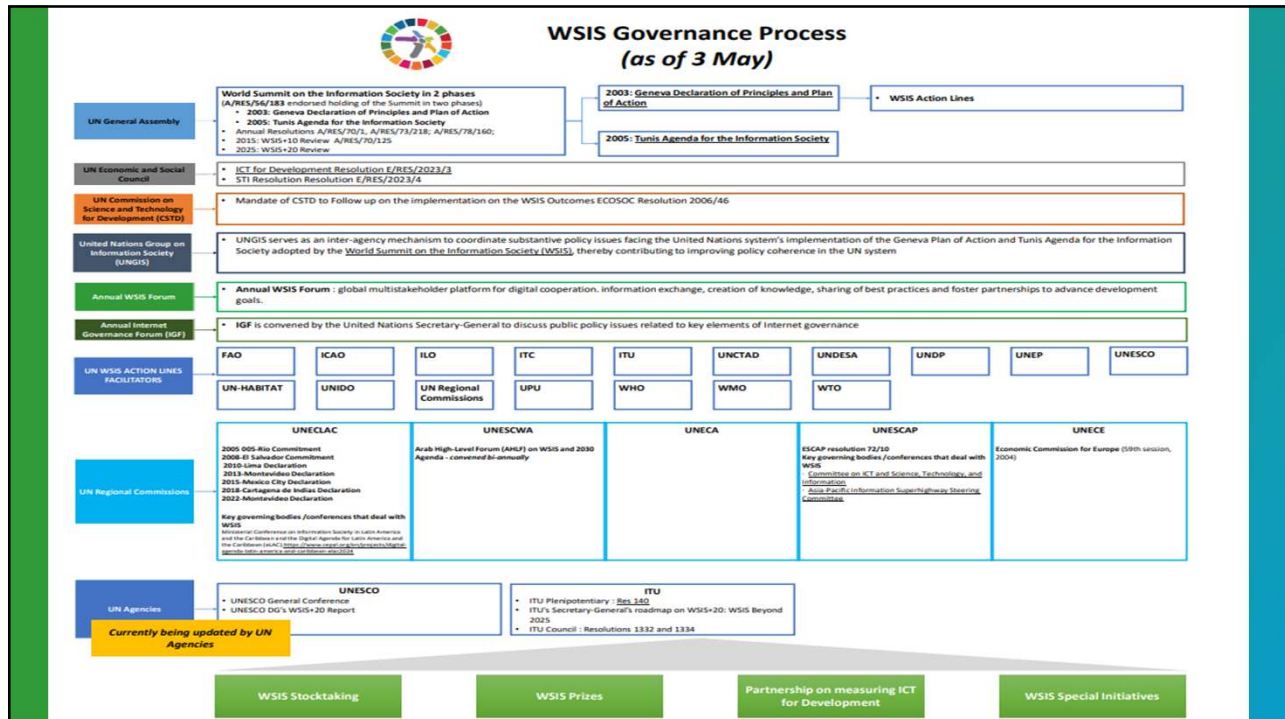


WSIS Process: Where we are now

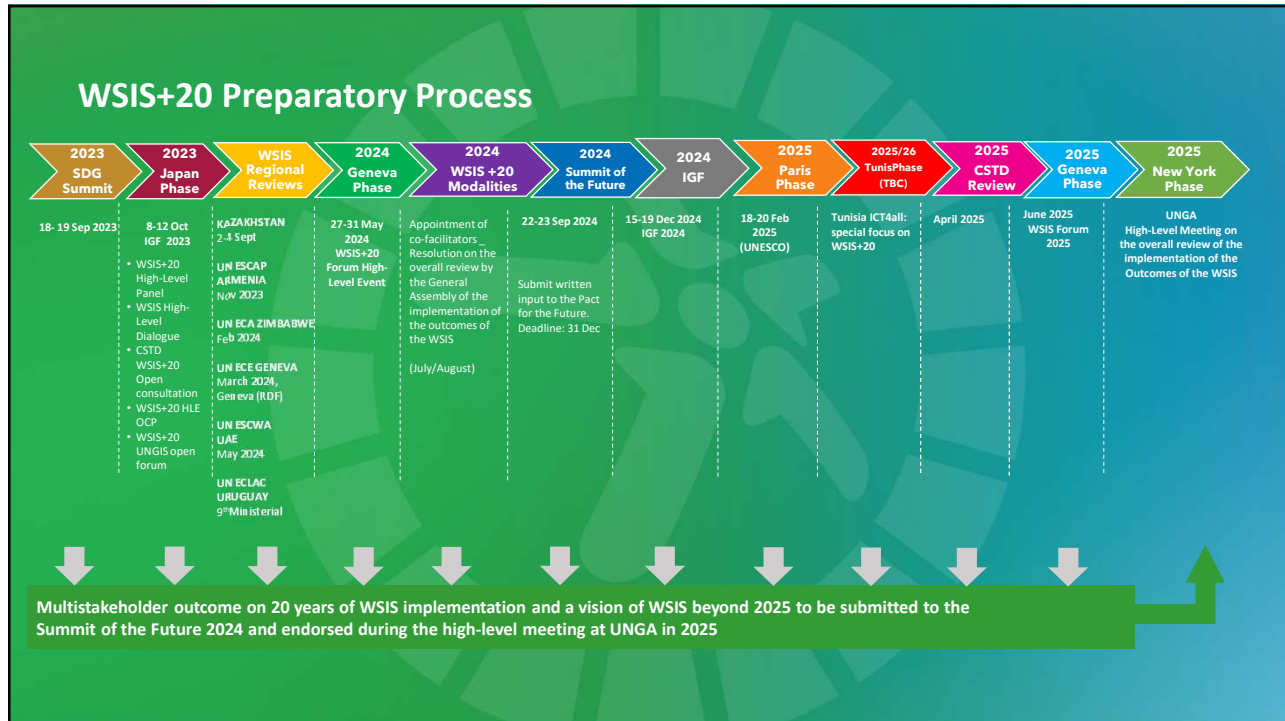
Arab Consultative Conference on WSIS+20 Review and GDC processes
21-23 May 2024, Dubai, UAE



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WORLD SUMMIT ON THE INFORMATION SOCIETY

20 years of WSIS

- Strong example of global digital cooperation in action
- Impressive results
- Cementing the multistakeholder model: IGF and WSIS Forum
- Provides an inclusive and equal platform for all
- Frameworks to systematically discuss evolution of technology and its implications from various perspectives

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WORLD SUMMIT ON
THE INFORMATION SOCIETY

20 years of WSIS

- WSIS has brought the UN agencies together and allowed them to create a framework for collaboration: UNGIS
- Action Lines continue to be relevant
- Provide a robust framework for digital progress moving forward
- Process proven flexible
- Evolved over time staying abreast of new and emerging technologies

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WORLD SUMMIT ON
THE INFORMATION SOCIETY

2,000,000+

Subscribers

WSIS Stocktaking
Database

6



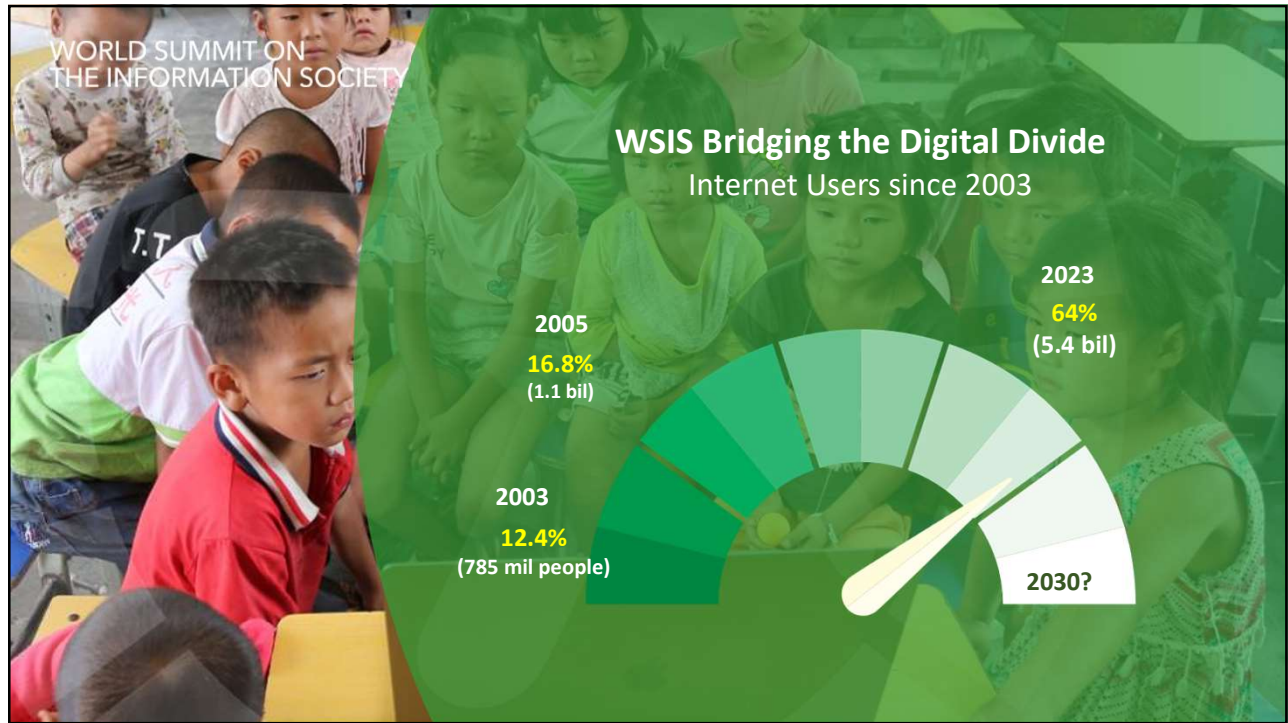
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Project numbers by Action Line

C1	ICTs for development	7138	C7	eHealth	7138
C2	Infrastructure	4228	C7	eEmployment	7138
C3	Access to info & knowledge	5165	C7	eEnvironment	7954
C4	Capacity building	4235	C7	eAgriculture	8199
C5	Confidence & security	2740	C7	eScience	8109
C7	Enabling environment	2727	C8	Diversity & local content	7515
C7	eGovernment	3419	C9	Media	3419
C7	eBusiness	3329	C10	Ethical dimensions	7722
C7	eLearning	2560	C11	Int & regional cooperation	7469

8



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WSIS+20 FORUM HIGH-LEVEL EVENT 27-31 May 2024
Geneva, Switzerland

500+ High-Level participants	50 UN partners	80+ Ministers and Heads of Regulatory Authorities
180+ Sessions	160+ Countries	18 WSIS Prizes Winners

Co-hosts: ITU, Swiss Confederation

Co-organizers: ITU, UNESCO, UNDP, UNCTAD

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WORLD SUMMIT ON THE INFORMATION SOCIETY **Venues** Innovate Discuss Share

Monday 27 May Tuesday 28 May Wednesday 29 May Thursday 30 May Friday 31 May

Centre International de Conférences
CIG Genève

ITU Headquarters, Montbrillant Building

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WORLD SUMMIT ON
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WSIS+20 Forum High-Level Event

Objectives
Chart the next phase of WSIS
Take stock of achievements, key trends,
challenges and opportunities
since the Geneva Plan of Action

Expected outcomes
Session outcome documents
Chair's Summary
For the UNGA overall review in 2025
and possible submission to the *Summit
of the Future*

Format
Leaders TalkX
High-Level Dialogue
Interactive sessions
Ministerial Roundtable
Exhibition
Social Events
Sharing sessions, etc.

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Thematic areas

Action Lines facilitation meetings

Digital Governance Processes: WSIS, GDC,
Summit of the Future

20 years: achievements, challenges
& opportunities

WSIS beyond 2025

Gender mainstreaming & ICTs

Youth Day

Country success cases


Capacity building & digital education
Clean technologies for climate change
Cybersecurity
Digital health
Digital inclusion
Digital Public Infrastructure
Emerging tech & AI
eScience
ICTs & older persons
ICTs & sports
Media
Smart sustainable cities
Universal & meaningful connectivity

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WORLD SUMMIT ON THE INFORMATION SOCIETY Innovate Discuss Share

High-Level Sessions

- Leaders TalkX
- High-Level Dialogues
- Confirmed High-Level Participants available on the following page:
<https://www.itu.int/net4/wsis/forum/2024/HighLevel>



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WORLD SUMMIT ON THE INFORMATION SOCIETY

WSIS Prizes 2024

1050

Submissions received

90

Champions announced

18

Winners to be announced at WSIS+20 Forum HLE



[More info here](#)

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WORLD SUMMIT ON
THE INFORMATION SOCIETY

WSIS Photo Contest

Since **2017**

1389 submissions

473 finalists

26 winners

[More info here](#)



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 **WSIS+20 FORUM**
HIGH-LEVEL EVENT
27-31 May 2024
Geneva, Switzerland

Thank you to our Partners!

Strategic Partner: Platinum 

Strategic Partner: Gold Plus 

Partners for specific activities   

Contributing Partners    

Supporting Partners   

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WORLD SUMMIT ON THE INFORMATION SOCIETY

NETWORKING





**WSIS+20 FORUM
HIGH-LEVEL EVENT**
27-31 May 2024
Geneva, Switzerland

WSIS+20 Forum High-Level Event
Event by WSIS Process
May 27, 2024, 8:00 AM - May 31, 2024, 4:00 PM (your local time) Add to calendar
Union Internationale des Télécommunications (UIT), Place des Nations, Genève, CH, 1211
Centre International de Conférence de Genève (CICG)
Event link - <https://www.uit.int/en/4/WSIS/Forum/2024/Home/Registration>
Prof NK Goyal and 154 other attendees

Join LinkedIn event:
<https://www.linkedin.com/events/wsis-20forumhigh-levelevent7143538407632257024/>

We encourage you to reflect information about the sessions and the WSIS+20 Forum High-Level Event logo on your organization's website and newsletters for further outreach.

Official Hashtag: #WSIS
X: @WSISprocess
Facebook: @WSISprocess
Instagram: @wsis_process
LinkedIn: WSIS Process

Please use #WSIS when posting

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**WSIS+20 FORUM
HIGH-LEVEL EVENT**
27-31 May 2024
Geneva, Switzerland

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Partners for specific activities  

Contributing Partners    

Supporting Partners   

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WORLD SUMMIT ON THE INFORMATION SOCIETY

WSIS+20 Review Action Lines Milestones, Challenges and Emerging Trends beyond 2025

WSIS+20 Review Action Lines Milestones, Challenges and Emerging Trends beyond 2025

The WSIS Action Lines serve as a key framework for advancing progress towards the achievement of SDGs. The WSIS Action Lines cover eleven areas of focus with technology serving as a key enabler for sustainable development. The WSIS-SDG Matrix, developed by the UN Action Line Facilitators, clearly shows the linkage between each Action Line and the 17 SDGs and provides rationale for each.

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WSIS Action Lines 20 years of Implementation

More info:
www.wsis.org/forum

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WSIS+20 Review Action Lines Milestones, Challenges and Emerging Trends beyond 2025

C4 Capacity Building

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WSIS Action Line C4. Capacity Building

The Evolution of Context

Evolution of technology over 20 years

- Artificial Intelligence (AI) and Machine Learning (ML) led to the development of applications such as Natural Language Processing (NLP), image recognition and autonomous systems.
- New digital learning and collaboration solutions enabled by Augmented Reality (AR) and Virtual Reality (VR) contribute to the expansion of the outreach and impact of learning programmes.
- Continued growth of online learning and use of technology in learning and skills development.

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WSIS Action Line C4. Capacity Building

The Evolution of Context

Evolution of the engagement of stakeholders: Need for a multistakeholder collaboration which promotes an inclusive approach and fosters partnerships between all stakeholders involved

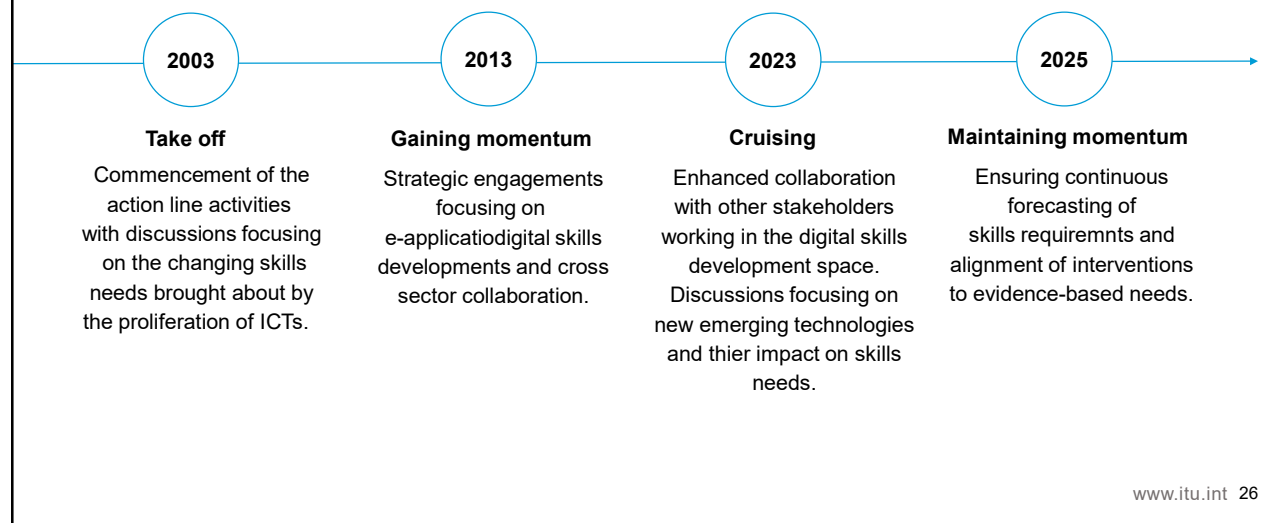
- **Governments** contribute to creating an enabling environment through policy frameworks that support capacity building Initiatives, and regulatory support.
- **Academic Institutions** leverage expertise to develop curricula and work with the technical community to incorporate the latest technological advancements into capacity building programs.
- The **private sector** has been engaging in partnerships to contribute to capacity building initiatives as part of CSR activities. This guarantees an alignment of those programmes with industry needs.
- **Civil society and community-led initiatives** ensure that capacity development programmes are tailored to the needs of local communities and promote a bottom-up approach that gradually empowers citizens.
- **International Organizations** leverage global expertise and resources for capacity building, while disseminating knowledge and facilitating the exchange of best practices among countries.

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WSIS Action Line C4. Capacity Building

Key Milestones: 20 years of Achievements



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Challenges in implementing the Action Line

- **Limited resources:** Insufficient ICT infrastructure (access to connectivity, devices) can impede effective capacity development Initiatives. Lack of sufficient funds to carry out comprehensive capacity building programmes is a challenge to ensuring sustainability and scalability of such initiatives.
- **Persisting digital divide and digital skills gap:** Unequal access to digital technologies, especially in areas which are difficult to reach, exacerbates the digital skills gap within underserved communities, which are at risk of being left further behind.
- **Policy and regulation:** The lack of coordination and alignment of policies at national level could lead to inconsistencies in implementing global capacity development programmes.

Challenges in implementing the Action Line

- **Adaptability to a fast-paced technological landscape:** The rapid evolution of technology can render capacity development efforts obsolete if they do not keep pace with the latest technological developments. Therefore, it is crucial to continually adapt to emerging technologies and the changing needs.
- **Monitoring and Evaluation:** Lack of standardized M&E systems to accurately measure the impact of capacity building programmes, particularly the long-term benefits of capacity building interventions in enabling socio-economic development and citizen empowerment.

WSIS Action Line C4. Capacity Building

Trends and Opportunities Beyond 2025

Trends

- By 2030, it is expected that 40 per cent of existing jobs will be lost to automation, while 24 million new jobs will be created worldwide.
- Emerging technologies bring opportunities to accelerate the achievement of the SDGs. However, they are also likely to generate more inequalities.
- Continuous need for upskilling and reskilling.
- Development of inclusive capacity development programmes which are tailored to the needs of all beneficiary groups (women, youth, persons with disabilities, older persons, underserved communities).
- Global collaboration and knowledge sharing.

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WSIS Action Line C4. Capacity Building

Trends and Opportunities Beyond 2025

Opportunities for ITU beyond 2025

- Continue to support member States in designing, developing, and deploying ICT-enabled systems in a safe, trustworthy, and inclusive manner that respects human rights.
- In line with its new resolution on AI, ITU will continue its research, information sharing, and capacity development activities on AI to foster an enabling ecosystem for the development of AI technologies for development.
- Move towards a co-creative programmatic approach to inform contextualized practices, strengthen learner-instructor relations, and improve instructional design.
- Invest in multi-stakeholder partnerships and cooperation frameworks where the private sector provides the technologies while the public sector ensures political buy-in and users' readiness.

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WSIS+20 Review Action Lines Milestones, Challenges and Emerging Trends beyond 2025

C6 Enabling Environment

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WSIS Action Line C6. Enabling Environment

The Evolution of Context

- **Transition** has characterized the development of communication technologies since telecom sector reform in the early 1990s – voice to data, fixed to mobile, monopoly to competition.
- Telecommunications/ICT is present in virtually **all sectors** and underpins today's global digital economy and society.
- The challenge is not only one of infrastructure development. **Expanding connectivity is not enough**. WE need to address innovation opportunities for value creation, the skills needed for adoption and the infrastructure for access.
- Digital transformation is creating **convergence** in the business of different industries and associated convergence in the responsibilities of different regulators. The digital landscape depends on a **collaborative** approach between the regulator, other relevant government authorities, industry, and other key stakeholders.

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WSIS Action Line C6. Enabling Environment

The Evolution of Context

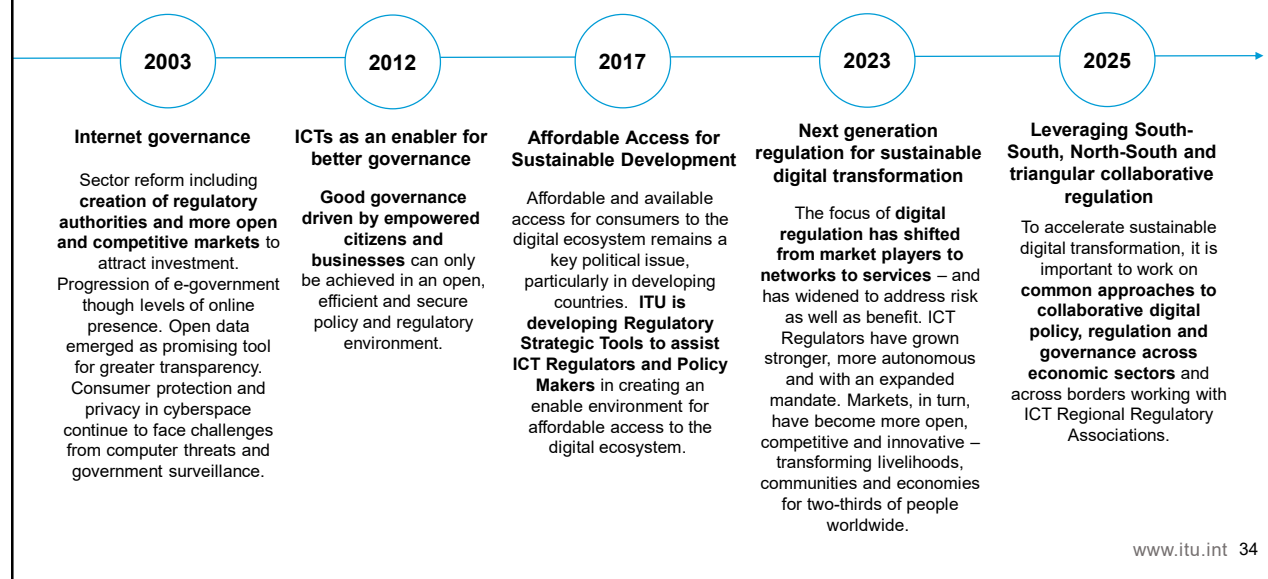
- New overlapping emergencies call for a **more strategic, systemic and concerted approach** to digital policy if we are to enhance public services, build long-term economic resilience, and spearhead innovation and social entrepreneurship over the mid- to long term.
- While the regulatory basics still apply and core regulatory mandates still need to be thoughtfully used – the job of regulators requires **new approaches, new skills, new tools, and new thinking** to create an enabling environment, attract investment, ensure access for all, in a safe, secured and informed manner.
- **Change is needed in policy and regulation.** Iteration, trouble-shooting and incremental improvement are decisive in policy implementation – without this agile approach, one third of the world's people will be left behind.

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WSIS Action Line C6. Enabling Environment

Key Milestones: 20 years of Achievements



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WSIS Action Line C6. Enabling Environment

Challenges in implementing Action Line C6

- **Challenge 1:** change is needed in the ICT policy and regulation frameworks to create an inclusive and conducive enabling environment, therefore there is a need to develop a common language, based on consultation and evidence; we need to reframe and operationalize policy agendas, and we need to skill up, and up again.
- **Challenge 2:** based on the outputs from our Action Line C6 facilitation meetings, one of the main challenges of collaborative regulation at national and regional level is to break across silos and break through insularity, to bring together the expertise and the enforcement needed to level the playing field across borders.
- **Challenge 3:** while governments could collaborate more closely on regulatory and economic incentives at regional and international level, what is key is an investment-friendly policy and regulatory framework to support digital transformation that positively impact all industries and markets in all sectors. It is very important to have the right incentives to encourage industry to invest on ICT technologies to enhance affordable access and reduce inequalities.

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WSIS Action Line C6. Enabling Environment

Trends and Opportunities Beyond 2025

Trends

- The new equilibrium will require a systems thinking approach to leverage the connection between digital technologies, public goods and economic activities, and to move towards lean governance models. One of the core focus areas of ICT policy makers and regulators should be to work on the design and adoption of flexible, forward-looking and light-handed regulatory frameworks to enable digital innovation.
- Consumers are confronted with new issues brought about by the wider availability of digital technologies in terms of greater choice of devices, online services and applications. Identifying pro-active policy and regulatory measures in addition to co-regulatory and self-regulatory solutions and initiatives geared towards educating and empowering consumers is essential to protect the rights of all users in an open, transparent and inclusive digital world.
- In the framework of the ITU Global Symposium of Regulators (GSR) and ITU's knowledge exchange platforms and data, research and analysis work, tools are available for effective regulation and assistance provided to members to support them to update their national regulatory frameworks to respond to the new requirements of Digital Regulation.

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WSIS Action Line C6. Enabling Environment

Trends and Opportunities Beyond 2025

Opportunities for ITU beyond 2025:

- Collaborative regulation should be a multi stakeholders-based activity, including end-users. Bring all together to collaborate is the best way to move forward.
- There are still many digital points that policy makers, regulators and stakeholders need to work together, such as market competition policy, digital taxes, fake news, privacy, security, AI, new technologies...

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WSIS+20 Review Action Lines Milestones, Challenges and Emerging Trends beyond 2025

C7 ICT Applications: E-environment

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Goals



The WSIS Geneva Plan of Action defined three goals for Action Line C7 E-Environment

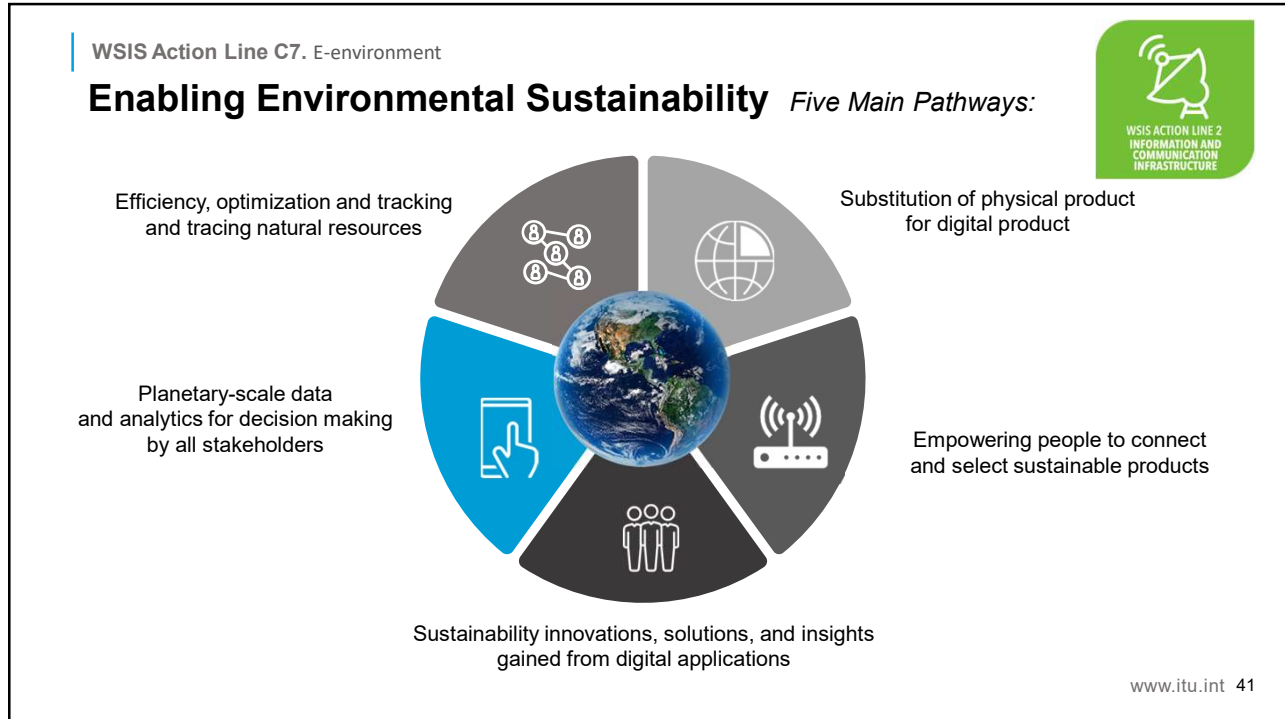
- **Goal 1:** Use and promote ICTs as an instrument for environmental protection and the sustainable use of natural resources;
- **Goal 2:** Initiate actions and implement projects and programs for sustainable production and consumption and the environmentally safe disposal and recycling of discarded hardware and components used in ICTs; and
- **Goal 3:** Establish monitoring systems, using ICTs, to forecast and monitor the impact of natural and man-made disasters, particularly in developing countries, LDCs and small economies.

The Evolution of Context

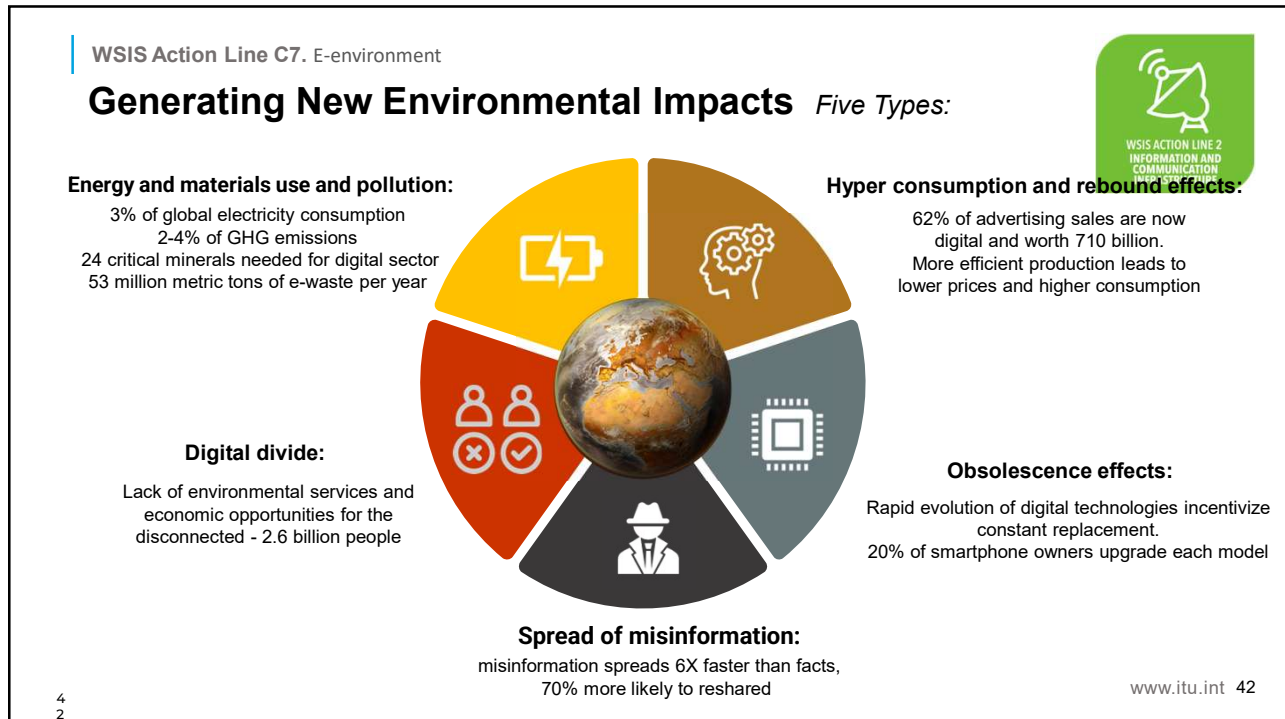


Digital technologies offer major opportunities to speed and scale solutions to the Triple Planetary Crisis:

- **Climate action:** digital information and communication technologies (ICT) can enable a 20 per cent reduction of global CO₂ emissions when applied to five sectors: mobility, manufacturing, agriculture, energy, and buildings. ICT solutions can help cut nearly 10 times more CO₂e than they emit.
- **Nature protection:** digital technologies and improved design can help reduce natural resources and other materials used in products by 90 per cent - through efficiency, tracking and tracing as well as by turning products into services in a circular economy.
- **Pollution prevention:** digital technologies can help reduce waste & detoxify supply chains by a factor of 10-100 times through improved design, resource substitution and circularity showcasing the evolution of the engagement of stakeholders.



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WSIS Action Line C7. E-environment

Key Milestones: 20 years of Achievements

Standards, Guidelines and Training

2018
Guidelines on E-waste
ITU-T Recommendation L.1021

2019
Recommendations on Circularity and ICT
ITU-T Recommendation L.1022

2022
Digital 4 Sustainability e-learning
Digital 4 Sustainability Learning Path

2023
Green Data Centers
Green data centers: towards a sustainable digital transformation. A practitioner's guide

2024
Recommendations on Digital Product Passport for ICT
ITU-T Recommendation L.1070 (11/2023)

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WSIS Action Line C7. E-environment

Key Milestones: 20 years of Achievements

Assessments, Agreements, Coalitions

2019
Global Environmental Data Strategy

2020
Playing for the Planet

2022
CODES Action Plan for the Digital Age

2023
Digital for Circularity Impact Initiative

2023
Greening Digital Companies

2024
Digital Economy Report: Environment

WSIS ACTION LINE 2
INFORMATION AND COMMUNICATION INFRASTRUCTURE

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WSIS Action Line C7. E-environment

Challenges in implementing the Action Line

- **Challenge 1:** environmental fora (e.g. multilateral environmental agreements) are not systematically including digital technologies as enablers of their goals or considering negative impacts from digital technologies
- **Challenge 2:** national strategies for digital transformation and digital public infrastructure are not considering environmental opportunities and risks in a systematic manner
- **Challenge 3:** there are a lack of international standards for measuring digital environmental sustainability, disclosing impacts and sharing environmental data

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WSIS Action Line C7. E-environment

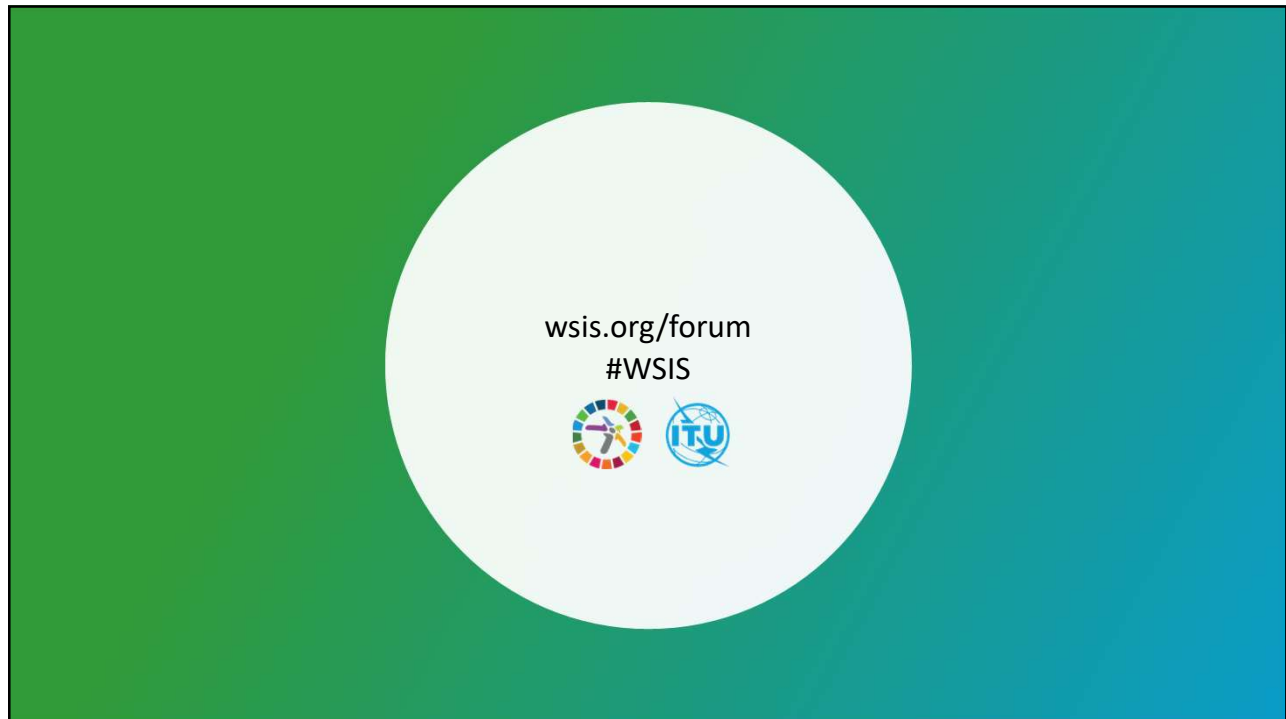
Trends and Opportunities Beyond 2025



- Embedding sustainability within filters, recommendation engines and algorithms of major digital platforms (e.g. social media, e-commerce, gaming) to enable sustainable consumption
- Use of digital product passports to track and trace the environmental footprints of products across their supply chains and lifecycles as well as to contribute to circularity
- Embed digital enabling goals within major international environmental agreements to accelerate their work
- Establish digital sustainability standards and environmental data standards to enable global measurement, sharing, etc
- Potential resolution on digital environmental sustainability at UNEA 7 in 2025

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