

ITU CWG WSIS&SDG Call for Inputs on the WSIS+20 Review: Response

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Respondent

1. Organization name

Ministry of Science, Innovation, Technology and Telecommunications

2. Organization type

Government

3. Organization country

Costa Rica

Implementation of the WSIS Process

4. What are the **main achievements** of the implementation of the WSIS process in the past 20 years?

- Promoting a more inclusive, people-centered information society.
- Strengthening the multi-stakeholder model in Internet governance by integrating civil society, government, the technical community, and academia.
- Establishing and sustaining dialogue platforms such as the Internet Governance Forum (IGF).
- Expanding global connectivity and Internet access while aligning WSIS initiatives with the 2030 Agenda and the Sustainable Development Goals (SDGs).
- Developing and implementing regulatory frameworks and public policies to enhance digital infrastructure and close the digital divide.
- The multi-stakeholder governance model has enabled the Internet's expansion as a free and open space across much of the world. This approach fosters access to information and knowledge, ultimately improving people's lives.

5. What are ITUs main contributions towards the implementation of the WSIS Process in 20 Years?

The ITU has played a pivotal role in implementing the WSIS, leading and facilitating the process at the global level. It has driven the development of digital infrastructure, Internet access, and international cooperation in telecommunications. Additionally, it has fostered

collaboration among key stakeholders—including civil society, government, the technical community, and academia—to promote equitable connectivity and digital capacitybuilding.

A core focus has been advancing a discussion model that ensures all stakeholders are heard, rather than solely reflecting government positions. Through consultations and mechanisms managed by ITU Council working groups, diverse voices contribute to shaping the future of digital governance. The ITU remains committed to making the Internet affordable and accessible to all, ensuring that people remain at the center of the digital transformation, with opportunities for information access and personal growth.

6. The WSIS process stands as a strong example of global digital cooperation in action for over two decades now. How can we ensure that this inclusive multistakeholder model is sustained and further strengthened?

To strengthen and sustain the Multi-Stakeholder Model, it is crucial to ensure the equitable participation of all sectors—civil society, government, the technical community, and academia—in decision-making processes. This requires:

- Maintaining open and accessible dialogue spaces
- Developing digital capabilities in underrepresented communities
- Enhancing transparency in Internet governance

Existing forums such as the IGF, WSIS, and the UN General Assembly in Geneva have proven effective and should be preserved.

Additionally, identifying sustainable financing mechanisms and efficient remote participation solutions is key to fostering global engagement. Financial constraints should not become a barrier to inclusion, ensuring that all voices are heard in shaping the future of the Internet.

7. What are the challenges that remain in the implementation of the WSIS process?

- Ensuring that the issues and agreements discussed at the summit shape national social policies, allowing benefits to reach all people equitably, accessibly, efficiently, and effectively.
- Addressing the persistence of the digital divide.
- Strengthening the security and resilience of the digital ecosystem, as well as data governance and privacy.
- Reducing inequalities in sectoral participation in governance processes and identifying necessary changes to address emerging global challenges.
- Expanding discussions around the WSIS process in spaces that encourage the inclusive participation of all communities within the Multi-Stakeholder Model.
- It is essential to streamline discussions within the UN by utilizing existing institutions, fostering collaboration, and optimizing resources to ensure efficiency and avoid duplication of efforts.

- Ensuring that the knowledge generated is accessible, clear, and easily understandable for those who are not deeply involved in these topics.

WSIS Action Lines

8. Which specific Action Lines have had the most significant impact, and why?

C1 – The role of governments and all stakeholders in promoting ICTs for development

C11 – International and regional cooperation

Advancement in this area requires the active participation of all stakeholders.

C2 – Information and communication infrastructure

C3 – Access to information and knowledge

C4 – Capacity building

These action lines have been essential in expanding internet access, improving digital literacy, and strengthening global infrastructure.

C5 - Building confidence and security in the use of ICTs

C7 - ICT applications: benefits in all aspects of life

Building trust and security in ICT use is essential to protect individuals, institutions, and governments from cyber threats. At the same time, the continuous development of ICT applications expands access to egovernment, education, healthcare, commerce, and culture, fostering smart societies and improving lives.

To stay ahead of emerging trends, it is crucial to update and adapt action lines to address artificial intelligence, advanced cybersecurity, digital platform regulation, and data governance. Strengthening the enabling environment (C6) through updated regulatory frameworks and public policies will drive the effective evolution of the information society. Achieving this requires a flexible, dynamic approach that integrates new actors and technologies into the governance process.

9. Considering that the WSIS outcomes have demonstrated their relevance and applicability to new and emerging areas, how can the implementation of the WSIS principles and corresponding WSIS Action Lines be enhanced to effectively address these topics?

To effectively implement the WSIS principles and action lines, it is essential to ensure and promote a continued multistakeholder approach, enabling participation, open dialogue, and the exchange of knowledge and experiences.

Additionally, there must be flexibility and openness to address emerging areas and technologies, ensuring that the voices and perspectives of all stakeholders are heard, leading to the development of effective and affordable solutions that reach everyone and can be optimally adopted.

Finally, another way to enhance the implementation of the action lines is by establishing permanent mandates and ensuring the availability of resources to support their execution at the national level.

10. Have you any suggestions and inputs on the WSIS+20 Review Action Lines, highlighting key milestones, challenges and emerging trends beyond 2025 prepared by the WSIS Action Line facilitators.

<https://www.itu.int/net4/wsis/forum/2024/Home/About#actionLines>

It is important to strengthen the convergence between the WSIS Action Lines and new technological challenges, including ethical artificial intelligence, digital infrastructure resilience and data protection.

WSIS Action Line for advancing the SDGs

11. How can the alignment between the WSIS Action Lines and SDGs be strengthened towards the achievement of the 2030 Agenda for Sustainable Development?

- Establish Metrics for Progress: Develop specific indicators to track the advancement of both WSIS Action Lines and SDGs.
- Enhance Integration: Ensure greater alignment of digital policies with national sustainable development strategies.
- Strengthen International Cooperation: Foster effective global collaboration to drive inclusive and sustainable digital transformation.

Future Vision and WSIS beyond 2025

12. How can we further strengthen multistakeholder platforms such as the WSIS Forum as the platform for digital development and IGF as the platform for governance and policy issues?

- Engaging Youth: Develop mechanisms to actively involve young people in digital governance and policy discussions.
- Leveraging Technology: Utilize technical solutions that ensure effective and meaningful participation in the process.
- Expanding Inclusion: Increase the involvement of non-traditional actors, establish sustainable mechanisms, foster synergies among stakeholders, and work towards common goals for an open, resilient, and stable network.

13. How can the implementation of the WSIS process and the Pact for the Future and its Global Digital Compact be aligned to achieve shared goals?

- Establish Metrics for Progress: Develop specific indicators to effectively track progress.

- Foster Synergy: Promote alignment between initiatives through common objectives and integrated action plans.
- Strengthen the Multi-Stakeholder Model: Ensure its promotion and respect by maintaining a balance between technical, political, and social perspectives, guaranteeing inclusive representation where no sector is left behind.

14. What are the key emerging digital trends and topics to be considered by ITU in the WSIS+20 review and future vision beyond 2025?

The International Telecommunication Union (ITU) should integrate emerging technologies into the WSIS+20 review while ensuring that existing technologies and unresolved issues remain a priority, particularly those that have yet to reach their full potential or accessibility for all.

Key topics such as artificial intelligence, cybersecurity, telemedicine, smart cities, the Internet of Things, data governance, information integrity, and ethical considerations in technology development must continue to be addressed. Additionally, discussions on public discourse, democracy, and Internet fragmentation should remain central, particularly in examining the challenges and opportunities that arise from the adoption of these technologies across different sectors and countries.

The review process must also incorporate principles and flexibility to adapt to emerging technologies and their social, political, and economic implications over time. Lastly, technologies with transformative potential, including multifunctional robotics, energy-efficient innovations, and health-impacting advancements such as technocardiology and neurotechnology, should be considered within the WSIS+20 framework.