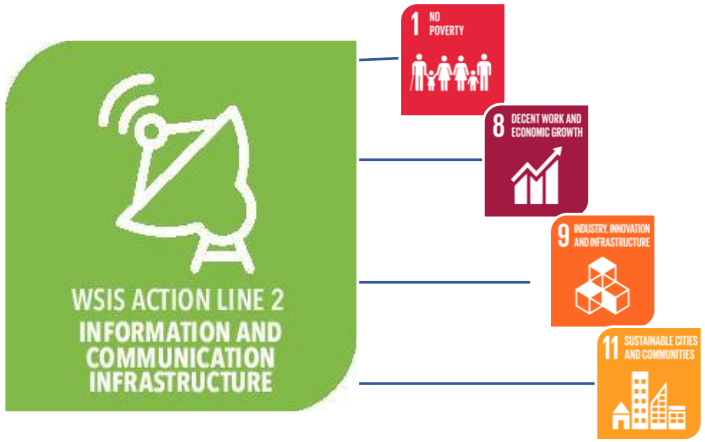
WSIS Action Lines Roadmaps C2, C4, C5, C6 (2025)

WSIS Action Lines Roadmaps C2, C4, C5, C6 (2024) In line with its mandate and the WSIS outcome documents, the ITU continues to play a key role in the WSIS implementation and follow-up process in particular, as the WSIS Action Lines Sole Facilitator for Action Line C2 (Information and Communication Infrastructure), C4 (Capacity Building), Action Line C5 (Building Confidence and Security in the Use of ICTs), and Action Line C6 (Enabling Environment). ITU WSIS Action Line Roadmaps for C2, C4, C5 and C6 are detailed plans to guide progress towards achieving the WSIS Implementation goals. The Roadmaps serve as a reference and guiding tool on ITU's efforts on WSIS Action Lines as facilitator and implementer and they provide a broad vision and detailed overview of the activities planned within the mandate of the Union. Showing clear linkages with the Sustainable Development Goals (SDGs), they include timeframes, expected results, as well as relevant ITU strategic goals and resolutions. The roadmap document was developed following the ITU Council 2009 upon its Resolution 1282, which called ITU to develop a roadmap for ITU's activities within its mandate in the WSIS implementation up to 2015 with special emphasis on Action Lines whereby ITU is the lead facilitator. ITU Council 2016 further highlighted the importance of continuing this exercise also in alignment with the SDGs until 2025. The roadmaps were updated in accordance with the outcomes of the World Telecommunication Development Conference (WTDC-17). In 2019, the roadmaps have been updated in accordance with the instructs of ITU PP- Resolution 140 (2022). The roadmaps are living documents that will be updated regularly in an ongoing process.

Roadmap for WSIS Action Line C2: Information and Communication Infrastructure



WSIS Outcomes (**WSIS AL C2**)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved
A: Governments should take action, in the framework of national development policies, in order to support an enabling and	2020-2025	Resolution 70/1 Kigali Resolution (2022): **Regional Initiatives:** AFR4: Fostering innovation ecosystems.	SDG 8: Decent Work and Economic Growth SDG 9: Industry, Innovation, and Infrastructure	Global internet connectivity continues to expand, with around three quarters of the world's population, close to six billion people, now online, reflecting steady growth over recent years, yet an estimated 2.2 billion people remain unconnected, predominantly in low income and least	**Expected Results:** • Implementation of a reference framework for the harmonization of telecommunication/ICT regulatory policies across regions. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure)* • Development of competitive and sustainable

competitive environment for the necessary investment in ICT infrastructure and for the development of new services		AMS4: Developing regulatory environments for digital connectivity. ASP4: Enabling regulatory environments for digital transformation CIS3: Creating legal frameworks to accelerate digital transformation ARB5: Developing digital regulation frameworks PP-14 Resolution 123, WTSA-20 Resolution 44, Goal 1		developed countries. High income countries are nearing universal access with internet penetration above 90 percent, while low income countries continue to lag significantly despite strong relative growth from a low base, underscoring a persistent and structural digital divide. In Africa, coverage has improved through the expansion of mobile broadband networks, but internet usage remains constrained by affordability, limited access to devices, digital skills gaps, and broader socio-economic barriers, resulting in a substantial usage gap even where infrastructure exists. Least developed countries continue to face similar challenges, highlighting disparities not only between countries but also within them across gender, age, geography and	telecommunication/ICT markets. *(Aligned with SDG 8: Decent Work and Economic Growth; SDG 9: Industry, Innovation, and Infrastructure)* • Adoption of harmonized technical standards to improve connectivity and interoperability of networks and services. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure)* • Provision of policy and regulatory assistance to establish harmonized ICT market policies at regional and sub-regional levels. **ITU Activities (Aligned with SDG Goals):** • **Regulatory Support**: ITU conducts assessments, regulatory studies, and develops toolkits and frameworks. • **World Telecommunications Development Conferences**: The International Telecommunication

		Buenos Aires Action Plan Objective 2 Buenos Aires Action Plan Objective 3		income levels. In response, ITU D plays a central role in supporting its members through the provision of high quality data, research, analytical tools and policy guidance that enable evidence based decision making and the development of enabling legal and regulatory frameworks. Ongoing capacity building initiatives, including training in spectrum management, frequency planning, national spectrum master planning, IPv6, digital terrestrial television and network optimisation, have strengthened institutional and technical capabilities across regions. Practical tools such as the Spectrum Management System for Developing Countries and foundational national spectrum management projects have	Union, through its Telecommunication Development Bureau (BDT), organizes a World Telecommunication Development Conference (WTDC25) in the period between two Plenipotentiary Conferences to consider topics, projects and programmes relevant to telecommunication development. • **Capacity Building**: Provides exchange platforms, workshops, and initiatives for regulatory capacity. • **The Global Symposium for Regulators 2025**, held under the theme Regulation for a sustainable digital future, brought together regulators, policymakers and a wide range of global digital stakeholders to exchange knowledge, share regulatory experiences and discuss forward looking approaches to enabling

				further supported countries in establishing and improving core regulatory and technical systems. Together with global policy platforms such as the Broadband Commission's State of Broadband reporting, these combined efforts provide a comprehensive view of the evolving digital landscape while directly supporting targeted interventions to close the digital divide and advance inclusive and sustainable digital development.	inclusive, resilient and sustainable digital transformation. • **ITU's current project portfolio** includes a wide range of activities across key areas such as regulatory frameworks, market environments, technology development, ICT networks, and access to ICTs through special initiatives. Ongoing efforts also cover capacity building, cybersecurity, emergency telecommunications, climate change adaptation, and data collection for ICT statistics and indicators. These projects are actively being implemented across all six regions globally. • In addition, **ITU's Regional Initiatives**, adopted by the WTDC25, focus on addressing specific ICT priorities through partnerships and resource mobilization. Projects of varying scales—small, medium, and large—are developed under each

					regional initiative to meet the unique needs of each region, supporting targeted ICT development and capacity building efforts • **Standardization Gap Bridging**: Supports regional workshops to increase awareness and participation in ICT standards. • **Geneva Plan of Action (WSIS)**: ITU leads discussions on implementing World Summit outcomes. • **Emerging Tech**: Provides guidance for national AI and big data strategies. • **Data and Research**: ITU-D offers research, tools, and publications for evidence-based policymaking. • **Regulatory Tracker**: Monitors ICT market trends and their global impact.

					• **Best Practice Guidelines**: GSR-guidelines help regulators address market challenges. • **WSIS-SDG Matrix**: Maps ICTs' role as catalysts in achieving SDGs. • **Training Programs**: ITU offers training on telecom/ICT networks, conformance, spectrum management, on-line training through the ITU Academy. • **Broadband Infrastructure**: ITU Developed infrastructure Maps to Member States and stakeholders to see progress, do gap analysis and plan • **Partnerships**: ITU fosters collaborations between governments, private sector, and civil society to bridge digital divides. • **Events:** Hosting and participating in events.

B: In the context of national e-strategies, devise appropriate universal access policies and strategies, and their means of implementation, in line with the indicative targets, and develop ICT connectivity indicators	2020-2025	Kigali Resolution (2022): Regional Initiatives: •AFR4: Fostering innovation ecosystems. •AMS4: Developing regulatory environments for digital connectivity. •ASP4: Enabling regulatory environments for digital transformation. •CIS3: Creating legal frameworks to accelerate digital transformation.	SDG 9: Industry, Innovation, and Infrastructure	In 2025, activities focused on supporting national e-strategies and universal access continued to emphasise a coordinated, multi-faceted approach aligned with national ICT development targets and practical implementation needs. ITU support to developing countries built on established tools and resources, with continued assistance for the establishment and strengthening of Basic National Spectrum Management Systems, reinforcing effective spectrum governance as a foundation for extending connectivity to underserved and remote areas. The Spectrum Management System for Developing Countries remained a central operational tool, supporting	**Expected Results:** • Development of a harmonized strategy for universal access that addresses the specific needs of young people, women, persons with disabilities, indigenous peoples, and other vulnerable groups. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure)* **ITU Activities:** • Provide direct assistance through dedicated programs to support universal access. • The ICT Development Index (IDI) provides a comprehensive framework for assessing and comparing the level of information and communication technology (ICT) development across countries. The IDI measures the digital landscape by considering factors such as access, use, and skills related to ICT, enabling

		•ARB5: Developing digital regulation frameworks. Goal 2 Goal 4 Buenos Aires Action Plan Objective 2 Buenos Aires Action Plan Objective 3 Buenos Aires Action Plan Objective 4		more than 40 countries in streamlining spectrum administration, improving radio spectrum allocation and strengthening network planning to expand access to ICT services. Capacity building remained a core activity, with ITU-D training programmes in telecommunication networks, spectrum management, digital terrestrial television and IPv6 helping to strengthen national technical and regulatory capabilities. In line with WTDC Resolution 47, regional forums and on-the-job training on conformance and interoperability were delivered to promote cross-country collaboration, share best practices and address region specific challenges. These activities were complemented by ongoing technical assistance to	countries to identify strengths and areas for improvement • Implementing key projects (Regional Initiatives and others) focused on rural telecommunications, ICT services, and entrepreneurship development. • The ITU is actively involved in promoting universal connectivity through the "Universal Model for Connectivity 2030." This initiative aims to develop a comprehensive framework that emphasizes sustainable, affordable, and resilient telecommunication and ICT infrastructure, particularly targeting underserved and vulnerable communities. The ITU provides guidelines for stakeholders to evaluate current connectivity levels and devise strategies to improve access. The initiative also highlights collaborative efforts with various partners to advance this agenda,

				support the development of ICT connectivity indicators, enabling countries to track progress, assess the impact of universal access initiatives and refine national e-strategies to advance inclusive and sustainable digital development.	reflecting the ITU's dedication to facilitating discussions and sharing best practices to effectively bridge the digital divide • Supporting technology and diversity of ICT applications and satellite services to expand connectivity. • Offering tools, guidelines, and best practice examples on universal service strategies, including mechanisms for financing, managing, and disbursing universal service funds. • Enhancing human resources through training programs designed to build capacity in ICT and telecom sectors. • Collecting and sharing best practices from Member States on universal service strategies, including the effective financing and management of universal access funds.

					• Providing tools and guidelines to support policy development in universal access and related areas. • Conducting surveys to assess the availability of national ICT policies among Member States. • Monitoring and analysing market and regulatory trends in the ICT sector, along with their implications, through regulatory and tariff surveys. • **World Telecommunications Development Conferences**: The International Telecommunication Union, through its Telecommunication Development Bureau (BDT), organizes a World Telecommunication Development Conference (WTDC) in the period between two Plenipotentiary Conferences to consider topics, projects and programmes relevant to telecommunication development.

					• Hosting and participating in events.
C: In the context of national e-strategies, provide and improve ICT connectivity for all schools, universities, health institutions, libraries, post offices, community centres, museums and other institutions accessible to the public, in line with the indicative targets	2020-2025	Kigali Resolution (2022): Regional Initiatives •AMS2: Expansion of digital literacy and inclusion programs. •ARB4: Encouraging digital innovation, entrepreneurship, and future foresight. •ASP1: Addressing the needs of LDCs and SIDS.	*SDG 9: Industry, Innovation, and Infrastructure*	Ensuring ICT connectivity for key public institutions such as schools, universities, health centres, libraries and community centres remained a priority for achieving equitable access to information and services. ITU continued to drive initiatives that support the Sustainable Development Goals by extending ICT access to public institutions, particularly in underserved and rural areas. The Smart Sustainable Development Model strengthened rural telecommunications infrastructure, linking communications to critical sectors such as education, healthcare and business, and maximising the impact of investments for public	**Expected Results:** • Significantly improved ICT connectivity for schools, hospitals, and other public spaces, particularly in rural and underserved areas, ensuring equitable access to digital infrastructure. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure)* • Increased access to affordable, reliable broadband services for students, educators, healthcare providers, and marginalized populations, contributing to digital inclusion and socio-economic development. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure)* • Enhanced digital literacy and skills development through greater access to online educational resources and e-health services in

		•CIS4: Enhancing ICT accessibility, especially for persons with disabilities. •EUR3: Digital inclusion and skills development. Goal 2 Goal 4 Buenos Aires Action Plan Objective 2 Buenos Aires Action Plan Objective 3 Buenos Aires Action Plan Objective 4		institutions. To address last-mile connectivity challenges, ITU maintained resources such as the Last-Mile Connectivity Case Studies Database, capacity-building courses, and interactive diagnostic tools that support governments in technology selection, cost estimation and strategic connection of public institutions to broadband transport networks. In addition, ITU's Connectivity Planning Platform (CPP) and the GIGA project continued to support planning and implementation by helping governments map, analyse and connect schools and other public institutions directly to broadband backbones, ensuring reliable access and informed investment decisions. Following the guidance of the World Telecommunication	remote regions, empowering communities and fostering lifelong learning opportunities. **ITU Activities:** • As part of the follow-up to the Connect Africa Summit, the ITU in collaboration with the Craig and Susan McCaw Broadband Wireless Network project is implementing broadband wireless networks across selected African countries. • Developing and deploying ICT applications specifically designed to support schools and hospitals, ensuring free or low-cost digital access for educational and healthcare institutions. • Provide guidance and mapping with gap analysis on broadband access to underserved populations, particularly in rural and remote areas, with the aim of reducing the digital divide.

				Development Conference, ITU also promoted ICT access for essential public services through advocacy for increased investment and policy reforms, helping integrate educational and healthcare facilities into national digital ecosystems. Improvements to the Interactive Terrestrial Transmission Map provided detailed geospatial assessments of connectivity gaps, covering infrastructure in over countries and supporting initiatives that target schools, health centres and other public institutions. By linking telecommunications development with critical sectors, ITU's combined efforts in 2025 continued to strengthen sustainable, reliable ICT access for public institutions, supporting broader national e-strategies	• Supporting the implementation of ICT infrastructure that enables e-learning platforms, telemedicine services, and online government services in public spaces such as libraries and community centres. • Fostering public-private partnerships to ensure the sustainability of broadband initiatives, including affordable connectivity for disadvantaged populations. • The ITU is actively involved in promoting universal connectivity through the "Universal Model for Connectivity 2030." This initiative aims to develop a comprehensive framework that emphasizes sustainable, affordable, and resilient telecommunication and ICT infrastructure, particularly targeting underserved and vulnerable communities. The ITU provides guidelines for stakeholders to evaluate current

				and inclusive digital development.	connectivity levels and devise strategies to improve access. The initiative also highlights collaborative efforts with various partners to advance this agenda, reflecting the ITU's dedication to facilitating discussions and sharing best practices to effectively bridge the digital divide • Promoting capacity-building initiatives that empower local communities to maintain and manage ICT infrastructure, thereby creating local ownership and fostering digital skills development. • Collecting and sharing best practices from project implementations to guide future ICT connectivity initiatives in developing regions. • Hosting and participating in events.

D: Develop and strengthen national, regional and international broadband network infrastructure, including delivery by satellite and other systems, to help in providing the capacity to match the needs of countries and their citizens and for the delivery of new ICT-based services. Support technical, regulatory and operational studies by the International Telecommunication Union (ITU) and, as appropriate, other relevant international	2020-2030	Resolution 70/1 (Transforming our world: the 2030 Agenda for Sustainable Development) Kigali Resolution (2022): •AFR2: Implementation and expansion of broadband infrastructure and connectivity. •AMS3: Supporting scalable, sustainable connectivity projects. •ASP3: Fostering development of infrastructure to	*SDG 8: Decent Work and Economic Growth* *SDG 9: Industry, Innovation, and Infrastructure*	ITU continued to advance national, regional, and international broadband infrastructure, including satellite systems and other high-speed technologies, to meet the growing ICT needs of countries and their citizens while enabling new digital services. Activities focused on broadening access to orbital resources, promoting global frequency harmonization, and standardizing broadband systems. ITU supported Member States in updating wireless broadband and spectrum management master plans to ensure efficient use of frequency resources, facilitate the transition to next-generation networks, and align infrastructure with international standards. Public-private partnerships remained a central focus, with	**Expected Results:** • Development of high-quality and affordable telecommunication/ICT services, ensuring inclusive access for all, especially in developing regions. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure)* • Creation of comprehensive national telecommunication/ICT master plans tailored to meet the unique needs of developing countries, supporting their digital transformation. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure)* • Enhanced human capacities in the field of broadband communication networks, fostering local expertise and driving innovation. *(Aligned with SDG 8: Decent Work and Economic Growth)* • Improved access to submarine cables for all countries, particularly landlocked nations, enabling

organizations in order to: D1: broaden access to orbital resources, global frequency harmonization and global systems standardization D2: encourage public-private partnership D3: promote the provision of global highspeed satellite services for underserved areas such as remote and sparsely populated areas		enhance digital connectivity. •CIS5: Development of smart cities and communities. •EUR1: Digital infrastructure development. •AFR1: Supporting digital transformation for a digital economy in Africa. •AMS1: Deployment of modern, resilient ICT infrastructure. •ARB1: Sustainable digital economy through digital transformation.		initiatives highlighting collaboration opportunities to expand low-cost broadband access to schools, hospitals, and underserved communities, particularly in remote areas. Efforts also included promoting high-speed satellite services to bridge connectivity gaps for public institutions and communities in underserved regions. ITU's Interactive Transmission Map continued to provide up-to-date geospatial data on satellite earth stations, optical fiber, and microwave links, helping governments and investors identify infrastructure gaps and target investments effectively. These 2025 activities collectively strengthened broadband infrastructure, expanded equitable access to high-speed connectivity, and	global connectivity and economic development. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure)* • Support for the development of spectrum-management plans at national, regional, and global levels, facilitating the transition to digital broadcasting and efficient use of resources. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure)* • Assistance in using tools to improve international coordination of terrestrial services in border areas, promoting regional cooperation and seamless communication. • Help countries foster people-centric strategies in digital broadcasting, including making universal broadcasting receivers available for commercial use at affordable prices. *(Aligned with*

D4: explore other systems that can provide high-speed connectivity		•ASP2: Harnessing ICTs to support the digital economy and inclusive societies. •CIS1: Developing infrastructure for new technologies and smart communities. •EUR2: Digital transformation for resilience. Goal 1 Goal 3 Goal 4 Buenos Aires Action Plan Objective 2 Regional Initiatives		supported sustainable and inclusive digital development worldwide.	*SDG 9: Industry, Innovation, and Infrastructure)* **ITU Activities:** • Identifying gaps in broadband infrastructure using ITU tools such as the ITU Interactive Transmission Maps to guide targeted interventions. • Developing and implementing projects in partnership with public and private sectors to bridge these gaps using the most appropriate technologies, whether space-based or terrestrial. • Conducting a feasibility study on a Digital Broadcasting Roadmap to enhance access to broadcasting services. • The ITU is actively involved in promoting universal connectivity through the "Universal Model for Connectivity 2030." This initiative aims to develop a comprehensive framework that emphasizes

					sustainable, affordable, and resilient telecommunication and ICT infrastructure, particularly targeting underserved and vulnerable communities. The ITU provides guidelines for stakeholders to evaluate current connectivity levels and devise strategies to improve access. The initiative also highlights collaborative efforts with various partners to advance this agenda, reflecting the ITU's dedication to facilitating discussions and sharing best practices to effectively bridge the digital divide • Providing direct assistance on the efficient use of spectrum and orbital resources through joint activities between the BDT (Telecommunication Development Bureau) and BR (Radiocommunication Bureau). • The ITU-D commitment is to foster global partnerships to advance the development of information and

					communication technologies (ICTs). With various initiatives aimed at enhancing collaboration between governments, the private sector, and civil society. It emphasizes the importance of partnerships in addressing digital divides, improving access to telecommunications, and supporting sustainable development goals. Additionally, the ITU seeks to leverage these partnerships to enhance knowledge sharing, build capacity, and promote innovative solutions for global ICT challenges. • Conducting "Bridging the Standardization Gap" (BSG) activities, as outlined in Recommendation 123 and WTSA-16 Resolution 44, to enhance standards adoption in developing countries. • Standardization efforts, including the development of ITU Recommendations for harmonized

					global standards, ensuring interworking, interoperability, and service availability across networks. • Organizing workshops to share knowledge on ITU standardization work and assist developing countries in bridging the standardization gap. • ITU-T SG3 is working on a Recommendation and study aimed at better governance of telecommunication regulation, supporting equitable access and efficient market regulation. • Hosting and participating in events.
E: In the context of national e-strategies, address the special requirements of older	2020-2025	Kigali Resolution (2022): **Regional Initiatives:**	*SDG 8: Decent Work and Economic Growth* *SDG 9: Industry, Innovation, and Infrastructure.*	In 2025, ensuring the full inclusion of older people, persons with disabilities, children,especially marginalized children and other disadvantaged and vulnerable groups in the Information Society remains a	**Expected Results:** • Development of a harmonized strategy for universal access that considers the unique needs of young people, women, persons with disabilities, and indigenous peoples, ensuring inclusive digital

people, persons with disabilities, children, especially marginalized children and other disadvantaged and vulnerable groups, including by appropriate educational administrative and legislative measures to ensure their full inclusion in the Information Society		•AMS2: Expansion of digital literacy and inclusion programs. •ARB4: Encouraging digital innovation, entrepreneurship, and future foresight. •ASP1: Addressing the needs of LDCs and SIDS. •CIS4: Enhancing ICT accessibility, especially for persons with disabilities. •EUR3: Digital inclusion and skills development.		key priority. National e-strategies increasingly focus on addressing the unique needs of these populations through targeted educational, administrative, and legislative measures, while leveraging ICT to enhance access to essential services. The Smart Sustainable Development Model continues to link rural telecommunications development with education, healthcare, and social services, ensuring that vulnerable groups can benefit from improved access to critical services. Capacity-building programmes remain central, providing training on digital literacy and ICT tools to help older people, persons with disabilities, and marginalized children access information, healthcare, and other essential services, strengthening their	access for all. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure)* • Enhanced ICT connectivity for persons with disabilities, women and girls, youth, children, and indigenous peoples, ensuring that all vulnerable groups are digitally empowered and connected. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure)* • Implementation of the Youth Education Scheme and Youth Incentive Scheme programs in collaboration with sponsors, supporting youth development and education through ICT tools and platforms. *(Aligned with SDG 8: Decent Work and Economic Growth)* **ITU Activities:** • Providing tools and guidelines for training policymakers, regulators, and other stakeholders on e-accessibility and the services

		Goal 1 Goal 2 Buenos Aires Action Plan objective 2 Buenos Aires Action Plan Objective 4		participation in the digital economy and society. ITU's efforts to address last-mile connectivity challenges continue to support these populations, offering guidance, case studies, and tools to help governments select technologies and plan cost-effective broadband deployment to underserved areas, thereby enabling children in marginalized communities and persons with disabilities to access education and assistive technologies. Regional and global policy guidance, informed by the World Telecommunication Development Conference 2025, emphasises digital inclusion for vulnerable groups and promotes the integration of their needs into national e-strategies. Tools such as the Interactive	needed by persons with disabilities, including the joint ITU-G3ICT e-Accessibility Policy Toolkit for Persons with Disabilities. • The ITU-D commitment is to foster global partnerships to advance the development of information and communication technologies (ICTs). With various initiatives aimed at enhancing collaboration between governments, the private sector, and civil society. It emphasizes the importance of partnerships in addressing digital divides, improving access to telecommunications, and supporting sustainable development goals. Additionally, the ITU seeks to leverage these partnerships to enhance knowledge sharing, build capacity, and promote innovative solutions for global ICT challenges. • Implementing ICT projects targeting indigenous and

				Terrestrial Transmission Map provide detailed insights into connectivity gaps, particularly in rural and underserved areas, allowing Member States to prioritise connecting schools, health centres, and community hubs that serve vulnerable populations. In 2025, ITU also continues to support governments in developing inclusive broadband policies that explicitly consider the requirements of disadvantaged groups, promote equitable access to digital services, and expand broadband coverage in rural and remote areas, ensuring that all segments of society are fully included in the Information Society.	marginalized communities to promote digital inclusion. • Establishing an ICT portal for indigenous peoples to facilitate their digital empowerment and engagement in the information society. • Developing technical standards, such as audiovisual media accessibility, telecom relay services, and indoor/outdoor navigation for persons with visual impairments, to mainstream persons with disabilities and individuals with specific needs into everyday life. • Hosting and participating in events.
F: Encourage the design and production of	2020-2025	**Kigali Resolution (2022)**	*SDG 9: Industry, Innovation, and Infrastructure.*	In 2025, the digital divide continues to affect vulnerable groups, including older	**Expected Results:** • Development of a harmonized strategy for universal access,

ICT equipment and services so that everyone, has easy and affordable access to them including older people, persons with disabilities, children, especially marginalized children, and other disadvantaged and vulnerable groups, and promote the development of technologies, applications, and content suited to their needs, guided by the Universal Design Principle and further enhanced by the use of assistive technologies		**Regional Initiatives:** •AMS2: Expansion of digital literacy and inclusion programs. •ARB4: Encouraging digital innovation, entrepreneurship, and future foresight. •ASP1: Addressing the needs of LDCs and SIDS. •CIS4: Enhancing ICT accessibility, especially for persons with disabilities. •EUR3: Digital inclusion and		individuals, persons with disabilities, children, particularly those who are marginalized, and other disadvantaged populations. Ensuring equitable access to Information and Communication Technologies requires the design and production of ICT equipment and services that are both affordable and tailored to the specific needs of these groups, incorporating Universal Design Principles and assistive technologies. Recent initiatives have advanced this goal, including the establishment of an IPv6 and IoT Expertise Centre in Sudan, which strengthens regional ICT capabilities and expands access to digital resources for disadvantaged communities. Efforts to empower youth through ICT remain a focus, building on	addressing the needs of young people, women, persons with disabilities, indigenous peoples, and other vulnerable groups, ensuring inclusive and equitable access to ICTs for all. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure)* **ITU Activities:** • Provision of tools and guidelines to train policymakers, regulators, and other stakeholders on e-accessibility and services for persons with disabilities, including the ITU-G3ICT e-Accessibility Policy Toolkit for Persons with Disabilities. • The ITU is actively involved in promoting universal connectivity through the "Universal Model for Connectivity 2030." This initiative aims to develop a comprehensive framework that emphasizes sustainable, affordable, and resilient telecommunication and

		skills development. Goal 1 Goal 2 Buenos Aires Action Plan Objective 2 Buenos Aires Action Plan Objective 4		platforms such as the Generation Connect Youth Summit, which fosters digital skills and encourages youth participation in policymaking to create a more inclusive digital environment. International collaboration continues to support ICT infrastructure development, exemplified by the IPv6 Laboratory at the University of Montenegro, which enhances digital skills and accessibility for all population segments. Discussions on sustainable development, including roundtables on SDG 9 and 17, emphasise the importance of universal access to reliable, affordable, and safe internet connectivity, highlighting the need for cross-country and multi-stakeholder collaboration. ITU-D Study Groups further support these efforts by focusing on	ICT infrastructure, particularly targeting underserved and vulnerable communities. The ITU provides guidelines for stakeholders to evaluate current connectivity levels and devise strategies to improve access. The initiative also highlights collaborative efforts with various partners to advance this agenda, reflecting the ITU's dedication to facilitating discussions and sharing best practices to effectively bridge the digital divide • Provision of tools, guidelines, and best practices on universal service strategies, with a focus on the financing of universal service, including strategies for managing funds and ensuring the effective disbursement of universal service funds. • Collecting and sharing best practices from Member States on universal service strategies, including effective financing

				strategies for broadband deployment in developing countries, with particular attention to rural and remote areas, and implementing conformance and interoperability programmes. The availability of reports and guidelines in multiple languages ensures that information and best practices are accessible to diverse stakeholders, reinforcing ITU's commitment to closing the digital divide and promoting inclusive digital development for vulnerable populations in 2025.	models and the management of universal access funds to ensure efficient and impactful implementation. • Supporting standardization initiatives that contribute to the development of harmonized technical standards, ensuring interoperability and efficient deployment of ICT services, particularly in underserved regions. • In the framework of ITU-D Study Groups, the following questions related to AL-C2 were approved by WTDC-17 with working mandate until 2021: 1) Question 1/1: Strategies and policies for the deployment of broadband in developing countries 2) Question 2/1: Strategies, policies, regulations and methods of migration and adoption of digital broadcasting and implementation of new services 3) Question 5/1: Telecommunications/ICTs for rural

					and remote areas 4) Question 4/2: Assistance to developing countries for implementing conformance and interoperability (C&I) programmes and combating counterfeit ICT equipment and theft of mobile devices 5) Question 7/2: Strategies and policies concerning human exposure to electromagnetic fields The Final Reports and Guidelines from the ITU-D Study Groups for the 2014-2017 study period are available for download and viewing in different accessibly formats in the six official languages (link to ITU-D SG1 Reports and link to ITU-D SG2 Reports). • Hosting and participating in events.
G: In order to alleviate the challenges of	2020-2025	**Kigali Resolution (2022)**	*.SDG 8: Decent Work and*	Illiteracy continues to be a major barrier to accessing Information and	**Expected Results:** • Eradication of digital illiteracy, empowering individuals to fully

illiteracy, develop affordable technologies and non-text based computer interfaces to facilitate people's access to ICT		**Regional Initiatives:** •AFR3: Building trust and security in ICT use and data protection. •AMS4: Enabling regulatory environments for accessible and affordable ICTs. •ARB2: Enhancing confidence, security, and privacy in ICT usage. •ASP5: Contributing to a secure ICT environment. •CIS2: Cybersecurity and	*Economic Growth* *SDG 9: Industry, Innovation*	Communication Technologies, particularly in developing regions, where many individuals struggle with text-based interfaces, limiting their engagement with digital services. Addressing this challenge requires the development of affordable and user-friendly technologies that use visual, audio, or tactile inputs, enabling easier access to ICT for all. ITU-D Study Groups have prioritized broadband deployment in developing countries, with Question 1/1 focusing on strategies and policies to expand infrastructure capable of supporting non-text-based interfaces and applications. Question 5/1 highlights the need for ICT solutions tailored to rural and remote areas, where illiteracy rates are often higher, reinforcing the importance of technologies	participate in the digital economy and society. *(Aligned with SDG 8: Decent Work and Economic Growth)* • Facilitating people's access to ICT, ensuring inclusive and equitable access to technology for all, especially underserved and marginalized communities. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure)* **ITU Activities:** • The ITU is actively involved in promoting universal connectivity through the "Universal Model for Connectivity 2030." This initiative aims to develop a comprehensive framework that emphasizes sustainable, affordable, and resilient telecommunication and ICT infrastructure, particularly targeting underserved and vulnerable communities. The ITU provides guidelines for stakeholders to evaluate current

		personal data protection. •EUR4: Trust and confidence in ICT use. Goal 1 Goal 2 Goal 3 Buenos Aires Action Plan Objective 2 Buenos Aires Action Plan Objective 4		that do not rely solely on text. Question 4/2 emphasizes assisting countries in implementing conformance and interoperability programs, ensuring that new systems are compatible with existing infrastructure and can accommodate non-text-based interfaces to promote accessibility. Final reports and guidelines from ITU-D Study Groups are now available in multiple languages and accessible formats, demonstrating a commitment to inclusivity and providing stakeholders with the knowledge to develop technologies that address literacy barriers. These ongoing efforts provide a strong foundation for policies and collaborative initiatives that prioritise non-textual, user-friendly ICT solutions, empowering individuals in	connectivity levels and devise strategies to improve access. The initiative also highlights collaborative efforts with various partners to advance this agenda, reflecting the ITU's dedication to facilitating discussions and sharing best practices to effectively bridge the digital divide • Hosting and participating in events.

				rural, remote, and underserved communities to fully participate in the digital world.	
H: Undertake international research and development efforts aimed at making available adequate and affordable ICT equipment for end users	2020-2025	**Kigali Resolution (2022)**	*SDG 9: Industry, Innovation, and Infrastructure*	Access to adequate and affordable Information and Communication Technology equipment remains a critical challenge for end users, particularly in developing countries, limiting opportunities for education, communication, and participation in the digital economy. International research and development efforts are essential to address these challenges and ensure that all users have access to the necessary technology. Capacity-building initiatives, including targeted training sessions, equip participants with essential skills while fostering innovation and knowledge	**Expected Results**: • Affordable ICT equipment, ensuring that technology is accessible to all, particularly in underserved and low-income communities, promoting digital inclusion. (Aligned with SDG 9: Industry, Innovation, and Infrastructure) **ITU Activities:** • ITU continue to initiate and carry out projects to foster affordable access to the digital world by providing stakeholders with a platform to identify the appropriate policy, regulatory, technical and commercial measures to achieve affordable access to international bandwidth.

				sharing to develop affordable ICT solutions tailored to local needs. Technical assistance from ITU supports countries in developing and implementing ICT infrastructure policies and strategies, enhancing local skills to use and maintain ICT equipment effectively. ITU also publishes guidelines and best practices for deploying and utilising ICT equipment, promoting strategies that ensure technology is both adequate and affordable. Through advocacy for universal access, ITU encourages policies that provide affordable ICT services to marginalized and underserved populations. Forums and conferences bring together stakeholders from government, private sector, academia, and civil society to discuss ICT challenges and opportunities,	• The ITU is actively involved in promoting universal connectivity through the "Universal Model for Connectivity 2030." This initiative aims to develop a comprehensive framework that emphasizes sustainable, affordable, and resilient telecommunication and ICT infrastructure, particularly targeting underserved and vulnerable communities. The ITU provides guidelines for stakeholders to evaluate current connectivity levels and devise strategies to improve access. The initiative also highlights collaborative efforts with various partners to advance this agenda, reflecting the ITU's dedication to facilitating discussions and sharing best practices to effectively bridge the digital divide. • Hosting and participating in events.

				helping to identify areas for research and development that can lead to more cost-effective solutions. Additionally, ITU supports innovation by fostering start-ups and small enterprises focused on creating affordable technology, providing grants, mentorship, and opportunities to showcase innovations at ITU events. These combined efforts strengthen ICT access, capacity, and affordability, helping to close the digital divide and enabling individuals to fully participate in the digital world.	
I: Encourage the use of unused wireless capacity, including satellite, in developed	2020-2025	**Kigali Resolution (2022)** Goal 1 Buenos Aires Action Plan Objective 2	*SDG 1: No Poverty* *SDG 9: Industry, Innovation, and Infrastructure*	Access to telecommunications infrastructure continues to be a major challenge in many developing countries, particularly in remote areas. Making effective use of unused wireless capacity, including satellite, is critical for	**Expected Results:** • Consolidation and dissemination of information on the deployment and operation of interoperable international mobile telecommunications (IMT), satellite, and fiber-optic networks, with a focus on providing

countries and in particular in developing countries, to provide access in remote areas, especially in developing countries and countries with economies in transition, and to improve low-cost connectivity in developing countries. Special concern should be given to the Least Developed Countries in their efforts in establishing telecommunication infrastructure		**Regional Initiatives:** •AFR1: Supporting digital transformation for a digital economy in Africa. •AMS1: Deployment of modern, resilient ICT infrastructure. •ARB1: Sustainable digital economy through digital transformation. •ASP2: Harnessing ICTs to support the digital economy and inclusive societies. •CIS1: Developing		improving connectivity and reducing the digital divide. This is especially important for least developed countries and nations with economies in transition, where inadequate infrastructure limits economic growth and social development. ITU has supported these efforts through the Basic National Spectrum Management System, helping countries establish effective spectrum management structures. Completed projects have provided work plans for implementing or updating spectrum management activities, enabling more efficient use of wireless resources to extend connectivity in underserved areas. The Partner2Connect Digital Coalition, launched in 2021, continues to foster global partnerships and	enhanced broadband coverage and connectivity in rural areas at affordable prices for users. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure; SDG 1: No Poverty)* **ITU Activities:** • Workshop on Cross-Border Frequency Coordination to address regulatory challenges and improve cooperation among countries, ensuring efficient spectrum use for broadband services. • Assistance in setting up Basic Spectrum Management Systems for countries in need, supporting effective spectrum allocation and management for better network performance. • The ITU is actively involved in promoting universal connectivity through the "Universal Model for Connectivity 2030." This initiative aims to develop a comprehensive

		infrastructure for new technologies and smart communities. •EUR2: Digital transformation for resilience. •ASP1: Addressing the needs of LDCs and SIDS. •AFR2: Implementation and expansion of broadband infrastructure and connectivity. •AMS3: Supporting scalable, sustainable connectivity projects.		mobilize resources to reach unconnected populations, helping countries leverage unused wireless capacity to expand access. Technical assistance for broadband mapping remains a key tool, upgrading platforms and creating visualization systems to identify coverage gaps, optimize investments, and make better use of existing resources. The Emerging Technology for Connectivity events have showcased innovative solutions and facilitated capacity-building through targeted training courses, equipping stakeholders with the knowledge to implement new technologies effectively. ITU-D Study Groups continue to provide guidance on broadband deployment in rural and remote areas, offering reports and best	framework that emphasizes sustainable, affordable, and resilient telecommunication and ICT infrastructure, particularly targeting underserved and vulnerable communities. The ITU provides guidelines for stakeholders to evaluate current connectivity levels and devise strategies to improve access. The initiative also highlights collaborative efforts with various partners to advance this agenda, reflecting the ITU's dedication to facilitating discussions and sharing best practices to effectively bridge the digital divide • The ITU-D commitment is to foster global partnerships to advance the development of information and communication technologies (ICTs). With various initiatives aimed at enhancing collaboration between governments, the private sector, and civil society. It emphasizes the importance of

		•ASP3: Fostering development of infrastructure to enhance digital connectivity. •CIS5: Development of smart cities and communities. •EUR1: Digital infrastructure development.		practices that support the strategic use of available wireless capacity. Together, these initiatives enhance telecommunications infrastructure, promote the efficient use of existing resources, and strengthen international collaboration, helping to ensure that even the most remote communities have access to essential ICT services.	partnerships in addressing digital divides, improving access to telecommunications, and supporting sustainable development goals. Additionally, the ITU seeks to leverage these partnerships to enhance knowledge sharing, build capacity, and promote innovative solutions for global ICT challenges. • Support for satellite network construction in countries with low population density, aimed at enhancing broadband internet access in remote and underserved regions. • Providing information on broadband infrastructure through ITU tools, such as the ITU Interactive Transmission Maps, which offer insights into existing infrastructure and help estimate the costs of new broadband projects.

					• Business Plan toolkit for network expansion, helping countries and service providers develop viable and sustainable plans for extending broadband networks to unserved areas. • Development of guidelines on last-mile connectivity, offering technical and strategic recommendations to ensure that rural and underserved communities gain access to affordable broadband services. • Development of standards enabling 5G and future networks, ensuring that new technologies are interoperable, scalable, and can be effectively deployed in a wide range of environments, including rural areas. • Provision of tools, guidelines, and best practices on universal service strategies, with a focus on financing mechanisms, such as

					universal service funds and efficient disbursement models. • Collecting best practices from Member States on universal service strategies, financing, and management of universal access funds to facilitate knowledge sharing and help countries improve their digital inclusion efforts. • Provision of tools and guidelines on policy development for UAS 2.0 • Hosting and participating in events.
J: Optimize connectivity among major information networks by encouraging the creation and development of regional ICT	2020-2025	**Kigali Resolution (2022)** **Regional Initiatives:** •AFR2: Implementation	*SDG 8: Decent Work and Economic Growth* *SDG 9: Industry, Innovation, and Infrastructure*	Optimizing connectivity among major information networks remains critical for reducing interconnection costs and expanding network access, particularly in developing countries. Establishing regional ICT	**Expected Results:** • Promoting the establishment of national and regional Internet exchange points (IXPs) to enhance local internet traffic exchange, reduce latency, and lower costs for regional connectivity. *(Aligned with SDG 9:*

backbones and Internet exchange points, to reduce interconnection costs and broaden network access		and expansion of broadband infrastructure and connectivity. •AMS3: Supporting scalable, sustainable connectivity projects. •ASP3: Fostering development of infrastructure to enhance digital connectivity. •CIS5: Development of smart cities and communities. •EUR1: Digital infrastructure development. Goal 1 Goal 4 Buenos Aires		backbones and Internet exchange points (IXPs) continues to play a central role in enhancing broadband connectivity, enabling efficient data transfer, and improving overall network performance. The ITU Interactive Transmission Map remains a key resource for identifying global broadband infrastructure, allowing stakeholders to visualise network links, identify connectivity gaps, and plan investments to strengthen regional backbones and IXPs. Ongoing updates to the Interactive Terrestrial Transmission Maps further enhance understanding of critical ICT infrastructure, guiding the strategic establishment of new IXPs and supporting initiatives that reduce costs and improve service quality for end users.	*Industry, Innovation, and Infrastructure)* • Promoting the development of local content and localized access, encouraging the creation and hosting of regional digital content to improve access and support local economies. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure; SDG 8: Decent Work and Economic)* • Promoting IPv4 to IPv6 migration, ensuring the long-term sustainability of internet growth by expanding address availability and supporting the next generation of internet services. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure)* ITU Activities: • Assistance for the establishment of Internet Exchange Points (IXPs) in regions and countries, providing technical and regulatory support to promote the creation of IXPs,

		Action Plan Objective 2		ITU-D Study Groups continue to provide guidance on broadband deployment strategies and policies, particularly in developing countries, informing national initiatives to expand connectivity in rural and underserved areas and integrate these regions into broader networks. Global partnerships, facilitated through initiatives like the Partner2Connect Digital Coalition, continue to mobilise resources and encourage collaboration across governments, private sector actors, and civil society. These efforts, including leveraging unused spectrum and promoting regional IXPs, support innovative solutions to connectivity challenges. By continuing to promote regional ICT backbones and IXPs, ITU helps strengthen network	fostering regional internet development, and improving network performance. • Support for IPv6 adoption, including capacity building, technical assistance, and regulatory guidance to help countries smoothly transition from IPv4 to IPv6. • The ITU is actively involved in promoting universal connectivity through the "Universal Model for Connectivity 2030." This initiative aims to develop a comprehensive framework that emphasizes sustainable, affordable, and resilient telecommunication and ICT infrastructure, particularly targeting underserved and vulnerable communities. The ITU provides guidelines for stakeholders to evaluate current connectivity levels and devise strategies to improve access. The initiative also highlights collaborative efforts with various

				infrastructure, broaden access to digital services, and foster a more connected and inclusive digital ecosystem.	partners to advance this agenda, reflecting the ITU's dedication to facilitating discussions and sharing best practices to effectively bridge the digital divide • The ITU-D commitment is to foster global partnerships to advance the development of information and communication technologies (ICTs). With various initiatives aimed at enhancing collaboration between governments, the private sector, and civil society. It emphasizes the importance of partnerships in addressing digital divides, improving access to telecommunications, and supporting sustainable development goals. Additionally, the ITU seeks to leverage these partnerships to enhance knowledge sharing, build capacity, and promote innovative solutions for global ICT challenges. • Facilitation of local content development initiatives,

					encouraging countries to foster digital content creation, support local hosting, and promote policies that enable access to regionally relevant content.
K: Develop strategies for increasing affordable global connectivity, thereby facilitating improved access. Commercially negotiated Internet transit and interconnection costs should be oriented towards objective, transparent and nondiscriminatory parameters, taking into account ongoing work on this subject	2020-2025	**Kigali Resolution (2022)** **Regional Initiatives** Goal 1 Buenos Aires Action Plan Objective 2	*SDG 1: No Poverty* *SDG 9: Industry, Innovation, and Infrastructure*	Enhancing global connectivity requires strategies that address high interconnection costs and transit fees, creating a more transparent, objective, and non-discriminatory environment for Internet transit and interconnection, particularly in developing countries. ITU-D Study Groups continue to guide these efforts, with Question 1/1 focusing on broadband deployment strategies in developing countries and Question 5/1 addressing telecommunications and ICTs for rural and remote areas. Insights from these study groups help countries develop	**Expected Results:** • Studies of policies that enable the reduction of prices paid by users for various telecommunication services, promoting affordability and accessibility. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure; SDG 1: No Poverty)* • Reduced cost of access to international fibre-optic networks, particularly for landlocked developing countries (LLDCs) and small island developing states (SIDS), to ensure global digital inclusion. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure)* • The ITU-D commitment is to foster global partnerships to advance the development of information and

				broadband infrastructure that reduces costs and expands access in underserved regions. ITU's report on the implementation of evolving telecommunication and ICT infrastructure outlines essential infrastructures and technologies, emphasising the economic and policy considerations necessary for adopting next-generation networks. Countries have used these findings to inform national policies and attract investment in broadband infrastructure, lowering interconnection costs. The ITU Toolkit provides practical guidance for developing ICT infrastructure, including business planning support, helping stakeholders devise strategies to secure funding and create sustainable, affordable connectivity projects. Training sessions	communication technologies (ICTs). With various initiatives aimed at enhancing collaboration between governments, the private sector, and civil society. It emphasizes the importance of partnerships in addressing digital divides, improving access to telecommunications, and supporting sustainable development goals. Additionally, the ITU seeks to leverage these partnerships to enhance knowledge sharing, build capacity, and promote innovative solutions for global ICT challenges. • Promotion of cooperation and information sharing to foster partnerships and collaboration among stakeholders to address shared challenges in telecommunications. • Implementation of national programs on conformance and interoperability, with regional cooperation agreements to ensure

				based on this toolkit have empowered stakeholders to develop viable business models that drive local participation in the ICT ecosystem and reduce costs. ITU also collaborates with regional initiatives, such as the African Union's Digital Transformation Strategy, to promote affordable and universal Internet access, enabling member states to leverage shared resources and negotiate better terms with service providers. Advocacy for policy reforms encourages transparent and non-discriminatory practices in Internet transit and interconnection, fostering competitive pricing and more accessible services. These combined initiatives, including ITU-D guidance, infrastructure reports, toolkits, and capacity-building activities, provide	compliance with global standards and seamless connectivity. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure)* • Promoting the development of national, subregional, and regional Internet Exchange Points (IXPs) to enhance local internet traffic exchange and reduce costs, subject to national decision-making processes. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure)* • Study of legal and regulatory actions at the regional, subregional, and local levels aimed at reducing the cost of international mobile roaming for users. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure)* **ITU Activities:** • The ITU supports the reduction of telecom service costs by conducting research, providing

				countries with the resources to lower interconnection costs, expand connectivity, and ensure inclusive access to ICT services globally.	policy advice, and sharing best practices aimed at fostering competition and regulatory reforms that encourage lower user prices. • The ITU is actively involved in promoting universal connectivity through the "Universal Model for Connectivity 2030." This initiative aims to develop a comprehensive framework that emphasizes sustainable, affordable, and resilient telecommunication and ICT infrastructure, particularly targeting underserved and vulnerable communities. The ITU provides guidelines for stakeholders to evaluate current connectivity levels and devise strategies to improve access. The initiative also highlights collaborative efforts with various partners to advance this agenda, reflecting the ITU's dedication to facilitating discussions and

					sharing best practices to effectively bridge the digital divide • ITU assists landlocked and small island developing countries in negotiating better access to international fibre-optic networks, as well as improving their submarine cable access, fostering regional cooperation for cost-effective connectivity. • The ITU-D commitment is to foster global partnerships to advance the development of information and communication technologies (ICTs). With various initiatives aimed at enhancing collaboration between governments, the private sector, and civil society. It emphasizes the importance of partnerships in addressing digital divides, improving access to telecommunications, and supporting sustainable development goals. Additionally, the ITU seeks to leverage these partnerships to enhance

					knowledge sharing, build capacity, and promote innovative solutions for global ICT challenges. • ITU helps countries establish and enhance IXPs through technical assistance, workshops, and expert guidance, encouraging efficient traffic management and lower transit costs for local internet users. • ITU helps countries implement national conformance and interoperability programs by offering training, guidelines, and support for creating regional testing labs, ensuring that ICT products and services meet international standards. • The ITU offers guidance on reducing the cost of international mobile roaming, helping countries design legal and regulatory frameworks that promote affordable roaming services across borders, while encouraging

					collaboration between operators and governments to address this issue. • The ITU fosters cooperation by organizing forums, workshops, and exchanges between stakeholders, encouraging sharing of knowledge and experiences to promote affordable connectivity. • Hosting and participating in events.
L: Encourage and promote joint use of traditional media and new technologies	2020-2025	**Kigali Resolution (2022)** Goal 1 Buenos Aires Action Plan Objective 2	*SDG 9: Industry, Innovation, and Infrastructure* *SDG 11: Sustainable Cities and Communities*	As societies increasingly integrate traditional media with new technologies, promoting their combined use is essential for improving communication and information dissemination. ITU has supported this integration through initiatives focused on infrastructure, policy frameworks, and capacity building. Direct assistance in frequency	**Expected Results:** • Formulation of strategic plans and regulatory frameworks for the transition to smart and sustainable development in various sectors, promoting the integration of ICTs for economic, social, and environmental progress. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure; SDG 11: Sustainable Cities and Communities)*

				planning and the transition from analogue to digital terrestrial television broadcasting has helped countries create effective national spectrum management structures, enabling traditional media outlets to transition smoothly to digital formats while leveraging new technologies. ITU guidance on artificial intelligence and big data provides policymakers with strategies to integrate AI with traditional media, enhancing information dissemination in sectors such as agriculture and healthcare. Capacity-building events, including the Emerging Technology for Connectivity program, have trained stakeholders to combine social media and traditional journalism, improving outreach and audience engagement. These	• Convergence of telecommunications, broadcasting, and information technologies, facilitating the introduction of new media and the seamless integration of digital platforms for content delivery and communication. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure)* • Assistance in developing frameworks for new and emerging technologies, such as 5G, IoT, AI, and other innovations, to ensure their responsible and widespread adoption. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure)* **ITU Activities:** • ITU facilitates the development of policies and regulatory frameworks that support the convergence of these sectors, enabling the creation of new media platforms and services,

				initiatives demonstrate the value of integrating traditional and digital media, supporting countries in enhancing access to information, improving communication resilience, and fostering inclusive development.	while driving innovation and accessibility. • The ITU-D commitment is to foster global partnerships to advance the development of information and communication technologies (ICTs). With various initiatives aimed at enhancing collaboration between governments, the private sector, and civil society. It emphasizes the importance of partnerships in addressing digital divides, improving access to telecommunications, and supporting sustainable development goals. Additionally, the ITU seeks to leverage these partnerships to enhance knowledge sharing, build capacity, and promote innovative solutions for global ICT challenges. • The ITU is actively involved in promoting universal connectivity through the "Universal Model for Connectivity 2030." This initiative aims to develop a comprehensive

					framework that emphasizes sustainable, affordable, and resilient telecommunication and ICT infrastructure, particularly targeting underserved and vulnerable communities. • The ITU provides guidelines for stakeholders to evaluate current connectivity levels and devise strategies to improve access. The initiative also highlights collaborative efforts with various partners to advance this agenda, reflecting the ITU's dedication to facilitating discussions and sharing best practices to effectively bridge the digital divide • ITU provides countries with detailed roadmaps and guidelines for the migration from analog to digital broadcasting, ensuring the process is smooth and sustainable, while promoting technological equity and universal access to digital services.

					• ITU offers hands-on support to countries undergoing the transition from analog to digital systems. This includes customized transition roadmaps, pilot system deployments, and network planning to ensure a robust, accessible, and sustainable digital broadcasting infrastructure. • ITU works with governments and industries to create frameworks that enable the responsible adoption of emerging technologies such as artificial intelligence, blockchain, 5G, and IoT. These frameworks ensure that new technologies are used effectively to promote digital inclusion, innovation, and sustainable development. • ITU develop and promotes standards to ensure that audiovisual media is accessible to all, including persons with disabilities. These standards cover

					areas like closed captioning, audio description, and user-friendly interfaces, ensuring that digital content is inclusive and universally available.
a. Develop a well-planned, well-maintained, robust, economic, and efficient Broadband infrastructure to ensure the delivery of high quality services including, affordable access to the Internet, information and technologies for citizens.	2020-2025	**Kigali Resolution (2022)** **Regional Initiatives:** •AFR2: Implementation and expansion of broadband infrastructure and connectivity. •AMS3: Supporting scalable, sustainable connectivity projects. •ASP3: Fostering development of	*SDG 9: Industry, Innovation, and Infrastructure*	Access to high-quality broadband infrastructure is essential for driving economic growth, enhancing social inclusion, and ensuring access to information in today's digital age. ITU has made significant progress in addressing last-mile connectivity challenges, particularly in areas lacking robust network infrastructure. The Last Mile Connectivity Solutions Guide provides a comprehensive framework to help stakeholders identify and implement effective solutions where networks are inadequate or absent. By promoting affordable service delivery, the guide supports	**Expected Results:** • Development or improvement of national broadband plans to guide policy frameworks aimed at increasing access to broadband services, enhancing digital inclusion, and encouraging investment in telecommunications infrastructure. These plans are essential for shaping the future of ICT accessibility and fostering sustainable digital growth. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure)* **ITU Activities:** • ITU is continuously expanding its Interactive Transmission Maps, which provide a global view of broadband connectivity. These cutting-edge maps allow countries

		infrastructure to enhance digital connectivity. •CIS5: Development of smart cities and communities. •EUR1: Digital infrastructure development. Goal 1 Goal 3 Goal 4 Buenos Aires Action Plan Objective 2		the creation of sustainable broadband ecosystems, enabling local governments and service providers to design interventions that consider both technical and economic factors. This approach has facilitated initiatives such as community Wi-Fi hotspots and the deployment of solar-powered mobile network stations in remote areas, ensuring connectivity in hard-to-reach locations. The guide also offers reference materials and resources that enhance capacity building among stakeholders, training local leaders and organizations in effective broadband deployment strategies. Its collaborative approach fosters dialogue among government agencies, non-governmental organizations, and the private sector, supporting the	and stakeholders to visualize their national backbone networks, including optical fiber, microwave links, satellite earth stations, and Internet Exchange Points (IXPs). This platform helps member states identify opportunities for broadband investment and address connectivity gaps. Future updates will also include Mobile Coverage datasets (2G, 3G, 4G,5G) to give a comprehensive overview of national connectivity landscapes. • The ITU-D commitment is to foster global partnerships to advance the development of information and communication technologies (ICTs). With various initiatives aimed at enhancing collaboration between governments, the private sector, and civil society. It emphasizes the importance of partnerships in addressing digital divides, improving access to telecommunications, and

				development of national broadband strategies that prioritise underserved areas. ITU's initiatives, particularly the Last Mile Connectivity Solutions Guide, demonstrate a proactive approach to developing robust and efficient broadband infrastructure. By addressing unique geographic challenges, promoting affordable access, and encouraging multi-stakeholder collaboration, these efforts are helping to bridge the digital divide and expand high-quality broadband access to underserved communities worldwide.	supporting sustainable development goals. Additionally, the ITU seeks to leverage these partnerships to enhance knowledge sharing, build capacity, and promote innovative solutions for global ICT challenges. • ITU has developed a toolkit to assist member states in strategically planning the placement of ICT infrastructure. This toolkit will provide guidance on key variables such as cost estimation, optimal network placement strategies, and examples of business models and financing tools. The toolkit aims to encourage smart investment in broadband infrastructure and facilitate efficient network expansion. • The ITU is actively involved in promoting universal connectivity through the "Universal Model for Connectivity 2030." This initiative aims to develop a comprehensive

					framework that emphasizes sustainable, affordable, and resilient telecommunication and ICT infrastructure, particularly targeting underserved and vulnerable communities. The ITU provides guidelines for stakeholders to evaluate current connectivity levels and devise strategies to improve access. The initiative also highlights collaborative efforts with various partners to advance this agenda, reflecting the ITU's dedication to facilitating discussions and sharing best practices to effectively bridge the digital divide • Toolkit/Guidelines for Last Mile Connectivity, the ITU is also working on a last mile connectivity toolkit to help member states deliver ICT services to rural and remote areas. These guidelines will include best practices and innovative solutions to overcome geographical and infrastructural

					challenges, ensuring that even the most remote communities have access to essential broadband services. This is crucial for promoting digital equity and closing the digital divide. • Hosting and participating in events.
b. Development of affordable network/consumer telecommunications equipment, access and services by economy of scale, development, and conformity and interoperability, by international standards are key elements.	2020-2025	**Kigali Resolution (2022)** Goal 1 Goal 3 Goal 4 Buenos Aires Action Plan Objective 2	*SDG 9: Industry, Innovation, and Infrastructure*	The development of affordable telecommunications equipment, access, and services is essential for expanding connectivity, particularly in developing countries. ITU-D plays a key role in fostering economies of scale, enhancing conformity and interoperability, and promoting international standards to support this goal. ITU has led regional initiatives that strengthen information and communication infrastructure, improve broadband connectivity, and	**Expected Results:** • Improved infrastructure for broadband access to ICT services, ensuring affordable pricing and high-quality connectivity in urban, rural, and remote areas. This infrastructure development is essential for enabling inclusive digital transformation and supporting economic and social development across all regions. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure)* **ITU Activities:**

				promote digital inclusion. These initiatives encourage collaborative approaches that leverage regional strengths to deliver affordable solutions for underserved populations. Efforts to bridge the standardization gap between developing and developed countries include regional workshops and capacity-building programs that raise awareness of international standards, enabling countries to adopt interoperable technologies and reduce equipment costs. ITU develops global standards in critical areas such as broadband access, ultra-high-speed transport, future networks, and 5G, facilitating device compatibility and economies of scale that lower costs for consumers. Innovations like network slicing, software-defined	• ITU Conformity and Interoperability (C&I) Programme: ITU's C&I programme plays a crucial role in enhancing the conformity and interoperability of ICT products across the globe. This program helps ensure that ICT equipment and systems are compatible and interoperable, thereby improving service quality and reducing barriers to network expansion, especially in developing countries. The C&I programme also works to bridge the digital divide and address the Standardization Gap by offering capacity-building support to developing nations, helping them improve both their human resource capabilities and ICT infrastructure. The programme's capacity-building initiatives include training on testing labs, certification processes, and infrastructure deployment for better broadband service delivery.

				networking, and cloud computing help operators optimize networks efficiently, reducing operational costs and making services more affordable. By promoting conformity and interoperability, ITU ensures that equipment from different manufacturers can work seamlessly together, enhancing access and user experience. These combined efforts in standardization, regional projects, and technological innovation have strengthened global connectivity, particularly in developing regions, and continue to contribute to more affordable and widely accessible telecommunications infrastructure, supporting the broader goal of universal connectivity.	More details can be found at ITU C&I Programme. • The ITU-D commitment is to foster global partnerships to advance the development of information and communication technologies (ICTs). With various initiatives aimed at enhancing collaboration between governments, the private sector, and civil society. It emphasizes the importance of partnerships in addressing digital divides, improving access to telecommunications, and supporting sustainable development goals. Additionally, the ITU seeks to leverage these partnerships to enhance knowledge sharing, build capacity, and promote innovative solutions for global ICT challenges. • The ITU is actively involved in promoting universal connectivity through the "Universal Model for Connectivity 2030." This initiative aims to develop a comprehensive

					framework that emphasizes sustainable, affordable, and resilient telecommunication and ICT infrastructure, particularly targeting underserved and vulnerable communities. The ITU provides guidelines for stakeholders to evaluate current connectivity levels and devise strategies to improve access. The initiative also highlights collaborative efforts with various partners to advance this agenda, reflecting the ITU's dedication to facilitating discussions and sharing best practices to effectively bridge the digital divide • Hosting and participating in events.
c. Using policy and financing mechanisms	2020-2025	**Kigali Resolution (2022)** Goal 2 Goal 4 Buenos Aires	*SDG 8: Decent Work and Economic Growth*	effective policy and financing mechanisms, including Universal Service Funds and Public-Private Partnerships, alongside market liberalization	**Expected Results:** • Conformity and Interoperability Training Programme: Comprehensive training covering all aspects related to ICT

such as Universal Service Funds and/or Public-Private Partnership, to connect and cover rural and remote areas with affordable Broadband information and communication infrastructure. To attract private investment, competition and adequate market liberalization policies to develop the infrastructure, financing, and new business models need to be studied and deployed,		Action Plan Objective 2	*SDG 9: Industry, Innovation, and Infrastructure*	to attract private investment. ITU provides guidance on establishing and managing Universal Service Funds to expand connectivity in underserved regions, supporting projects that subsidize mobile towers and broadband infrastructure to increase access in remote areas. The organisation also promotes Public-Private Partnerships, helping governments collaborate with private operators to deploy networks efficiently and at lower costs, demonstrating how combined efforts can enhance connectivity. Capacity-building workshops and training programs equip policymakers and local stakeholders with the knowledge to create enabling environments for investment, implement regulatory reforms, and encourage competition in	products, including C&I regimes, testing, establishment of laboratories, mutual recognition agreements, certification models, and IoT readiness. This initiative enhances the technical capacity of developing countries to ensure that ICT products are interoperable and meet international standards. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure)* • Development or improvement of national broadband plans: Guidance on policies to expand access to broadband services, stimulate investment in network infrastructure, and improve digital inclusion in both urban and rural areas. This helps to bridge the connectivity gap and promote sustainable digital growth. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure)* • Improved access to broadband infrastructure, services, and

taking into account national circumstances.				telecommunications markets. ITU supports research and innovative financing models to identify rural broadband needs and inform tailored strategies, including satellite internet and community networks, to bridge the digital divide. Initiatives inspired by these approaches have enabled governments to deploy public Wi-Fi, foster partnerships with service providers, and use subsidies to expand broadband infrastructure in remote communities, increasing digital literacy and economic opportunities. These coordinated efforts illustrate ITU's role in facilitating affordable, inclusive, and sustainable broadband access for rural and underserved populations.	applications: Focused on urban and rural areas, with particular attention to access for landlocked developing countries. Ensuring that these countries can benefit from affordable and high-quality broadband services is critical to their economic and social development. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure)* • Support for non-profit cooperatives: Assistance to non-profit cooperatives that provide ICT services in underserved rural and suburban areas, fostering local development and increasing connectivity. *(Aligned with SDG 8: Decent Work and Economic Growth; SDG 9: Industry, Innovation, and Infrastructure)* • Guidelines on rural connectivity: Development of guidelines on rural connectivity, covering policy recommendations, appropriate technologies, power supply

					challenges, and best practices. These guidelines will help countries implement effective rural broadband strategies. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure)* • Development of guidelines on ICT/IoT product type approval: Assisting countries in developing ICT and IoT product certification models to ensure that products meet international standards and supporting the creation of products ready for global markets. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure)* **ITU Activities:** • ITU organizes forums focused on promoting universal service and access, as well as broadband deployment in underserved regions. These forums facilitate

					collaboration between governments, service providers, and other stakeholders to develop practical solutions for improving access. • Provision of tools, guidelines, and best practice examples: ITU provides extensive tools and resources, including guidelines on universal service strategies and models for financing universal service, such as the establishment of universal service funds and the management of disbursements to ensure efficient resource allocation. • Collection of best practices from Member States: ITU actively gathers and shares best practices from Member States regarding their universal service strategies, financing mechanisms, and management of universal access funds, helping countries learn from

					successful models and adapt them to local contexts. • Provision of policy development tools and guidelines for Universal Access Service (UAS): ITU offers comprehensive tools and guidelines to assist member states in developing policies that promote universal access to ICT services, ensuring that underserved areas are reached and inclusive growth is prioritized. • The ITU-D commitment is to foster global partnerships to advance the development of information and communication technologies (ICTs). With various initiatives aimed at enhancing collaboration between governments, the private sector, and civil society. It emphasizes the importance of partnerships in addressing digital divides, improving access to telecommunications, and supporting sustainable development goals. Additionally,

					the ITU seeks to leverage these partnerships to enhance knowledge sharing, build capacity, and promote innovative solutions for global ICT challenges. • The ITU is actively involved in promoting universal connectivity through the "Universal Model for Connectivity 2030." This initiative aims to develop a comprehensive framework that emphasizes sustainable, affordable, and resilient telecommunication and ICT infrastructure, particularly targeting underserved and vulnerable communities. The ITU provides guidelines for stakeholders to evaluate current connectivity levels and devise strategies to improve access. The initiative also highlights collaborative efforts with various partners to advance this agenda, reflecting the ITU's dedication to facilitating discussions and

					sharing best practices to effectively bridge the digital divide • Hosting and participating in events.
d. Emergency telecommunication services should be secured. A resilient and robust information and communication infrastructure is an essential step to ensure the continuity of communications in cases of disruptive events such as natural disasters.	2020-2025	**Kigali Resolution (2022)** Goal 3 Buenos Aires Action Plan Objective 2 Buenos Aires Action Plan Objective 4	*SDG 9: Industry, Innovation, and Infrastructure* *SDG 11: Sustainable Cities and Communities*	Securing emergency telecommunication services is essential for maintaining communication during disruptive events, and ITU has been actively supporting the development of resilient communication infrastructures. The organisation conducts events and workshops focused on integrating telecommunication services into disaster prediction and response systems, helping regions vulnerable to natural disasters, including Small Island Developing States and Least Developed Countries, enhance their preparedness	**Expected Results:** • Design of national and subregional emergency communication plans and early-warning systems: Creation of robust emergency communication strategies at the national and subregional levels, with special attention to Small Island Developing States (SIDS) and Least Developed Countries (LDCs). These plans will consider the increasing impact of climate change and prioritize the development of resilient and efficient communication systems. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure;*

				and resilience. ITU has developed standards and guidelines, including the Emergency Telecommunications Framework, to ensure countries can maintain effective communication services during crises, improving coordination among agencies. Capacity-building programs train national and local authorities in disaster preparedness, response, and recovery, equipping them with strategies to integrate telecommunications into emergency management plans. ITU also collaborates with international organisations to enhance data sharing and resource allocation during emergencies, ensuring timely assistance for affected communities. Practical initiatives have demonstrated	*SDG 11: Sustainable Cities and Communities)* • Identification of suitable technologies for emergency communications: Focus on identifying and deploying reliable technologies that can be effectively used for emergency communications in vulnerable areas. These technologies will ensure rapid response, disaster preparedness, and enhanced early warning systems, minimizing the risk and damage during natural or human-made disasters. *(Aligned with SDG 9: Industry, Innovation, and Infrastructure; SDG 11: Sustainable Cities and Communities)* **ITU Activities:** • ITU Recommendations for disaster management and emergency telecommunication services: ITU members have approved several

				the impact of these efforts, with projects supporting local radio networks, deploying mobile satellite units, and establishing community communication systems that enable rapid information dissemination and strengthen community resilience during disasters. These coordinated actions highlight ITU's role in building robust emergency telecommunications systems that protect vulnerable populations and improve disaster response capabilities.	Recommendations that establish best practices and guidelines for the deployment and use of emergency telecommunications services during disasters. These Recommendations support the development of national policies and protocols that ensure preparedness and quick response. • The ITU is actively involved in promoting universal connectivity through the "Universal Model for Connectivity 2030." This initiative aims to develop a comprehensive framework that emphasizes sustainable, affordable, and resilient telecommunication and ICT infrastructure, particularly targeting underserved and vulnerable communities. The ITU provides guidelines for stakeholders to evaluate current connectivity levels and devise strategies to improve access. The initiative also highlights collaborative efforts with various

					partners to advance this agenda, reflecting the ITU's dedication to facilitating discussions and sharing best practices to effectively bridge the digital divide • Integration of emergency telecommunications into ICT projects: ITU integrates emergency telecommunications into its broader projects, including those that focus on disaster prediction, detection, and alerting systems. These initiatives enhance the use of telecommunication/ICT technologies to predict and monitor potential disasters, ensuring that early warnings reach populations at risk, especially in SIDS and LDCs. • Hosting and participating in events.

Roadmap for WSIS Action Line C4: Capacity Building

WSIS Outcomes (WSIS AL C4)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	ITU Evidence-based analysis of the current situation	ITU Expected and Achieved results and targets to be achieved
Geneva Plan of Action and Tunis Agenda for the Information Society					
A. Develop domestic policies to ensure that ICTs are fully integrated in education and training at all levels, including in curriculum development, teacher training, institutional	Continuous			ITU Digital Skills Toolkit 2024 offers a comprehensive, step-by-step guide to support the ITU membership to create effective national digital	Development of an online self-paced course, hosted on the ITU Academy platform, based on the toolkit, is planned for the first trimester of 2026.

administration and management, and in support of the concept of lifelong learning.				skills strategies and policies.	
B. Develop and promote programmes to eradicate illiteracy using ICTs at national, regional and international levels.	Continuous	Several WTDC resolutions refer to the critical role of strengthening the digital skills and capacities of citizens to bridge the digital divide (Res. 37, Res. 40, Res. 55, Res. 58, Res. 64, Res.73, Res. 76, Res. 82, Res. 87, Res. 89)	**SDG 4** (Quality Education) **SDG 5** (Gender Equality) **SDG 8** (Decent Work and Economic Growth) **SDG 10** (Reduced Inequalities) **SDG 17** (Partnerships for the Goals)	The Digital Transformation Centres (DTC) Initiative was launched in September 2019 by ITU in partnership with Cisco, with the objective of supporting countries to strengthen the digital capacities of citizens, particularly those in rural and the underserved communities.	Since its inception, the Digital Transformation Centres (DTC) Initiative has provided over 619,000 course participants with basic and intermediate digital skills training, with a female participation ratio of 53 per cent.
C. In the context of national educational policies, and taking into account the need to eradicate adult illiteracy, ensure that young people are equipped with knowledge and skills to use ICTs, including the capacity to analyse and treat information in creative and innovative ways, share their	2017 to 2030	Several WTDC resolutions refer to the importance of strengthening digital skills and literacy development (Res. 37, Res. 40, Res. 55, Res. 58,	SDG 8 calls for sustainable economic growth, full and productive employment, and decent work for all. This includes policies and programmes to	The ITU-ILO led Digital Skills Campaign addresses the skills gap by encouraging partners to make commitments to invest in digital skills development for young people. The Campaign's objective is to increase young people's	As of 2025, the Campaign commitments have reached more than 22 million young people.

expertise and participate fully in the Information Society.		Res. 64, Res. 67, Res. 76, Res. 77, Res. 82, Res. 87)	support job creation and entrepreneurship, the promotion of youth employment, with the aim to achieve decent work for all women and men, young people and persons with disabilities. ITU directly contributes to SDG8 by equipping beneficiaries with job-ready digital skills which will help them find gainful employment or improve the productivity of their entrepreneurial activities.	employability and innovation capabilities, contributing to other sectors of the digital economy.	

E. Governments, in cooperation with other stakeholders, should create programmes for capacity building with an emphasis on creating a critical mass of qualified and skilled ICT professionals and experts.	Continuous	WTDC Resolutions 8, 9, 10, 11, 15, 17, 23, 30, 34, 37, 40, 43, 45, 46, 47, 48, 55, 58, 60, 63, 64, 66, 67, 69, 73, 76, 77, 78, 82, 85, 87, 89.	SDG17 (Partnership)	The ITU Academy portal continues to be the main gateway to ITU capacity development and training activities. Its comprehensive training catalogue covers a large array of topics relevant to the ITU membership, such as cybersecurity, digital inclusion, artificial intelligence, spectrum management, policy and regulation, and network infrastructure Courses are conducted in collaboration with different partners, such as the ITU Academy Training Centres (ATCs), Academia, the private sector, and other United Nations Agencies.	Between 2023 and 2025, the ITU Academy nearly doubled its community, expanding from 35,000 to 75,000 registered users. Today, over 80% of participants come from developing countries, and the share of women among new users has risen to 40%, almost twice the level recorded in 2019. Over this period, over 400 courses were delivered, 70% online – enabling scaling and accessibility - and the remainder face-to-face – enabling intensive exchange among participants.
F. Develop pilot projects to demonstrate the impact of ICT-based alternative educational delivery systems, notably for achieving Education for All targets, including basic literacy targets.					

G. Work on removing the gender barriers to ICT education and training and promoting equal training opportunities in ICT-related fields for women and girls. Early intervention programmes in science and technology should target young girls with the aim of increasing the number of women in ICT careers. Promote the exchange of best practices on the integration of gender perspectives in ICT education.	2016-2030	Res 76 on the promotion of ICT among young women and men for social and economic empowerment	SDG 5 (gender equality); SDG 10 (reducing inequalities)	The EQUALS partnership, founded by ITU, UNU, UN Women and ITC in 2016, brings together more than 100 global public and private sector actors to ensure women and girls around the world have the access, skills and leadership and research roles to take part in, and help shape, the digital economy.	International Girls in ICT Day is an ITU-led flagship global effort to raise awareness, empower and encourage girls and young women to consider studies and careers in STEM. The Her CyberTracks Project is an initiative incorporating online and on-site technical trainings in cybersecurity policy and diplomacy, soft skills trainings, guided monthly mentorship circles, inspirational keynotes, as well as regional networking events.
H. Design and implement regional and international cooperation activities to enhance the capacity, notably, of leaders and operational staff in developing countries and LDCs, to apply ICTs effectively in the whole range of educational activities. This should include delivery of education outside the		ITU Academy Training Centres (ATCs) programme, WTDC Resolution 73.		The ITU Academy Training Centres programme takes ITU's capacity development work forward into the future. It directly contributes to building knowledge and skills among professionals in the ICT field, thus enabling them to contribute to, and	Since the launch of the programme in January 2023 until the beginning of October 2025, 146 courses were implemented by the 14 ATCs, with 3,500 participants receiving course certificates.

educational structure, such as the workplace and at home.				fully participate, in the digital transformation.	
I. Design specific training programmes in the use of ICTs in order to meet the educational needs of information professionals, such as archivists, librarians, museum professionals, scientists, teachers, journalists, postal workers and other relevant professional groups. Training of information professionals should focus not only on new methods and techniques for the development and provision of information and communication services, but also on relevant management skills to ensure the best use of technologies. Training of teachers should focus on the technical aspects of ICTs, on development of content, and on the potential possibilities and challenges of ICTs.		ITU Academy Training Centres (ATCs) programme, WTDC Resolution 73.		The ITU Academy Training Centres programme takes ITU's capacity development work forward into the future. It directly contributes to building knowledge and skills among professionals in the ICT field thus enabling them to contribute to, and fully participate, in the digital transformation.	Since the launch of the programme in January 2023 until the beginning of October 2025, 146 courses were implemented by the 14 ATCs, with 3,500 participants receiving course certificates.
J. Promote international and regional cooperation in the field of capacity building, including country programmes			SDG 17 (Partnerships for the Goals)	During the WSIS+20 High-Level Event 2025, several sessions focusing on the	

developed by the United Nations and its Specialized Agencies.				topic of digital skills were organized. On 9 July 2025, ITU and ILO organized a High-Level Dialogue on *Bridging the Digital Skills Gap: Strategies for reskilling and upskilling in a changing world*, which brought together global leaders, policymakers, and digital development stakeholders to address the urgent and evolving need to reskill and upskill populations for a digital future. The session highlighted critical gaps, shared country and institutional strategies, and proposed a forward-looking agenda. ITU and ILO also organised the joint WSIS Action Line C4 and C7 meeting on *Emerging technologies in the world of work: Addressing challenges through digital skills.* The session focused on emerging technologies in the world of work, particularly addressing	

				challenges linked to the digital skills gap. It also emphasized the importance of digital skills for inclusive and equitable digital transformation. Finally, ITU organized a session on *Blueprints for building digital skills,* with the aim to present success cases and stories from some of its flagship initiatives and programmes such as the ITU Academy and the ITU Academy Training Centres, the ITU Digital Transformation Centres Initiative, and ST Foundation Digital Unify Programme, and share information and perspectives from practitioners/experts involved in developing tailored programmes and deploying capacity development interventions for underserved groups (including persons with visual impairment, etc).	

				The Global DTC Workshop 2025 took place from 10 to 12 June 2025 in in Santo Domingo, the Dominican Republic. It was organised by ITU and Cisco and hosted by the Centros Tecnologicos Comunitarios (CTC), the DTC in the Dominican Republic, in partnership with Indotel. The workshop convened the DTC Initiative community and provided a platform for ITU, Cisco, the DTCs and DTCI partners to resume discussions on the implementation of the Initiative and explore ideas on how to continue moving forward together and moving forward better. The workshop was held in conjunction with the annual meeting of the ITU Academy Training Centres (ATCs) with the objective of encouraging collaborations within the DTC-ATC network, sharing best practices to ensure a	

				continued quality of training offer, and supporting the work of these capacity development programmes.	
M. Launch pilot projects to design new forms of ICT-based networking, linking education, training and research institutions between and among developed and developing countries and countries with economies in transition.	2012 to date	WTDC Res. 73	SDG 9 (Industry, Innovation, and Infrastructure)	ITU Academy offers ICT professionals and policy makers access to capacity development opportunities using various methodologies and tailored to different learning styles, such as online, self-paced or instructor-led courses, ranging from intermediate to advanced levels	Between 2023 and 2025, 390 courses were delivered, 73% online for scale and accessibility, and the remainder face-to-face to enable intensive exchange among participants. Funded by the European Union, the Capacity Development for Digital Transformation project has delivered 57 training courses, 26 in person and 31 online, reaching over 3100 government officials and policymakers—82 per cent from developing countries. The project "Capacity development to accelerate school connectivity in

					collaboration with the Giga initiative" was launched in 2024 to support capacity development on school connectivity. Three in-person trainings were organized in Geneva in 2025: "Infrastructure mapping for school connectivity" in February, "Applied geospatial tools for school connectivity" in May, and "Sustainable public procurement for school connectivity" in December. In addition, online courses on topics such as ICT business planning and financing for school connectivity were delivered, with many additional courses currently under development.
O. Design programmes to train users to develop self-learning and self-development capacities.	2012 to date	WTDC Res. 73	SDG 9 (Industry, Innovation, and Infrastructure)	ITU Academy offers ICT professionals and policy makers access to capacity development opportunities using various	Between 2023 and 2025, 390 courses were delivered, 73% online for scale and accessibility, and the remainder face-

				methodologies and tailored to different learning styles, such as online, self-paced or instructor-led courses, ranging from intermediate to advanced levels	to-face to enable intensive exchange among participants.
a. Develop a wide range of general and specialized training programmes for all stakeholders such as (creators, maintainers and operators) and beneficiaries of the ICT sector (especially in developing countries) in all aspects of telecommunications/ICT.	Continuous			The ITU Academy's catalogue is quickly adapting to the evolving technology landscape, with new courses added on artificial intelligence, quantum technologies, data governance, and other emerging fields. Learner satisfaction remains consistently high, with 98% of participants rating their courses positively.	
b. Consider that capacity building at national level in leadership and other skills should include knowledge of the key ICT drivers.		WTDC resolution 55	SDG 5 (gender equality)	ITU Academy offers training for women leaders in ITU-D.	The course on Super Women Series: Enhance your presence, influence, and impact was delivered between October 2-November 2025.
c. Collaborate efforts on local, national, regional and international levels within all sectors in order to maintain				Same as above	

and ensure access to ICT and ICT enhanced education for skills development and lifelong learning beyond the classroom.					
d. Develop and promote programmes, using ICTs at local, national, regional and international levels, to combat illiteracy, foster distance and self-learning and support e-literacy and research and development (R&D).				Same as above	

Roadmap for WSIS Action Line C5: Building confidence and security in the use of ICTs

WSIS Outcomes (WSIS AL C5)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved
Geneva Plan of Action and Tunis Agenda for the Information Society					
A1: Promote cooperation among the governments at the United Nations and with all stakeholders at other	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179	1.4, 4.1, 4.3, 4.5, 5.b, 7.1, 7.a, 7.b, 9.1,	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18,	Continue to act as a platform that fosters close international cooperation to increase awareness on the security of cyberspace

appropriate fora to enhance user confidence, build trust, protect both data and network integrity, and consider existing and potential threats to ICTS		(Rev. Bucharest, 2022) of the Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 *(Rev. Baku, 2025)* ITU-D priorities (Kigali Action Plan) WTSA Resolutions 50 (Rev. New Delhi, 2024), 52 (Rev. New Delhi, 2024),	9.c, 11.3, 11.b, 16.2, 17.8	C21/18, C22/18, C23/38, C24/18, C25/18 Guidelines for utilization of the GCA	and share experiences and best practices for further action at a global level.

		75 (Rev. New Delhi, 2024), 58 (Rev. New Delhi, 2024)			
A2: Address other information security and network security issues	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 (Rev. Baku, 2025)	7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 17.8	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18, C23/38, C24/18, C25/18 Guidelines for utilization of the GCA	Continue to facilitate global cooperation among Member States, including helping set up global incidence warning and response systems, protocols and procedures. Continue providing a framework for defining security protocols and standards for networks and systems.

		ITU-D priorities (Kigali Action Plan) WTSA Resolutions 50 (Rev. New Delhi, 2024), 52 (Rev. New Delhi, 2024), 75 (Rev. New Delhi, 2024), 58 (Rev. New Delhi, 2024)			
B1: Governments, in cooperation with the private sector, should prevent, detect and respond to cyber-crime and misuse of ICTs by: Developing guidelines that take into account ongoing efforts in these areas	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference	1.4, 4.1, 4.3, 4.5, 5.b, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 16.2, 17.8.	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18, C23/38, C24/18, C25/18 Guidelines for utilization of the GCA	Continue to facilitate access for Member States to toolkits, guidelines and reports for a more coordinated response to cyber-threats.

		ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 (Rev. Baku, 2025) ITU-D priorities (Kigali Action Plan) WTSA Resolutions 50 (Rev. New Delhi, 2024), 52 (Rev. New Delhi, 2024), 75 (Rev. New Delhi, 2024), 58 (Rev. New Delhi, 2024)			
B2: Governments, in cooperation with the private sector, should prevent, detect and respond to cyber-crime and misuse of ICTs by: Considering legislation that allows for effective	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the	7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 16.2, 17.8	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18, C23/38, C24/18, C25/18 Guidelines for utilization of the GCA	Continue to facilitate Member States' access to resources developed by other relevant international organizations when developing national

investigation and prosecution of misuse		Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 (Rev. Baku, 2025) ITU-D priorities (Kigali Action Plan) WTSA Resolutions 50 (Rev. New Delhi, 2024), 52 (Rev. New Delhi, 2024), 75 (Rev. New Delhi, 2024), 58			legislation to combat cybercrime.

		(Rev. New Delhi, 2024)			
B3: Governments, in cooperation with the private sector, should prevent, detect and respond to cyber-crime and misuse of ICTs by: Promoting effective mutual assistance efforts	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 (Rev. Baku, 2025)	1.4, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 16.2, 17.8	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18, C23/38, C24/18, C25/18 Guidelines for utilization of the GCA	Continue to facilitate access for Member States to toolkits, guidelines and reports for a more coordinated response to cyber-threats.

		ITU-D priorities (Kigali Action Plan) WTSA Resolutions 50 (Rev. New Delhi, 2024), 52 (Rev. New Delhi, 2024), 75 (Rev. New Delhi, 2024), 58 (Rev. New Delhi, 2024)			
B4: Governments, in cooperation with the private sector, should prevent, detect and respond to cyber-crime and misuse of ICTs by: Strengthening institutional support at the international level for preventing, detecting and recovering from such incidents	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference	1.4, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 17.8	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18, C23/38, C24/18, C25/18 Guidelines for utilization of the GCA	Facilitating, promoting and helping expand a global network of incident response teams and regional cybersecurity hubs for the prevention, detection and recovery from cyber-incidents by Member States.

		ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 (Rev. Baku, 2025) ITU-D priorities (Kigali Action Plan) WTSA Resolutions 50 (Rev. New Delhi, 2024), 52 (Rev. New Delhi, 2024), 75 (Rev. New Delhi, 2024), 58 (Rev. New Delhi, 2024)			
B5: Governments, in cooperation with the private sector, should prevent, detect and respond to cyber-crime and misuse of ICTs by: Encouraging education and raising awareness	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the	1.4, 4.1, 4.3, 4.5, 5.b, 9.1, 9.c, 16.2, 17.8	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18, C23/38, C24/18, C25/18 Guidelines for utilization of the GCA	Workshops and training programmes organized with/for Member States at a global, regional and national level.

		Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 (Rev. Baku, 2025) ITU-D priorities (Kigali Action Plan) WTSA Resolutions 50 (Rev. New Delhi, 2024), 52 (Rev. New Delhi, 2024), 75 (Rev. New Delhi, 2024), 58			

		(Rev. New Delhi, 2024)			
C: Governments, and other stakeholders, should actively promote user education and awareness about online privacy and the means of protecting privacy	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 (Rev. Baku, 2025)	1.4, 4.1, 4.3, 4.5, 5.b, 9.1, 9.c, 16.2, 17.8	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18, C23/38, C24/18, C25/18 Guidelines for utilization of the GCA	Workshops and training programmes comprise all relevant aspects of Cybersecurity, including in areas of new and emerging technologies such as AI, Quantum, Metaverse and others.

		ITU-D priorities (Kigali Action Plan) WTSA Resolutions 50 (Rev. New Delhi, 2024), 52 (Rev. New Delhi, 2024), 75 (Rev. New Delhi, 2024), 58 (Rev. New Delhi, 2024)			
D: Take appropriate action on spam at national and international levels	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference	9.1, 9.c	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18, C23/38, C24/18, C25/18 Guidelines for utilization of the GCA	Collaboration with relevant entities for further study of spam and its mitigation. Development of necessary technical standards.

		ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 (Rev. Baku, 2025) ITU-D priorities (Kigali Action Plan) WTSA Resolutions 50 (Rev. New Delhi, 2024), 52 (Rev. New Delhi, 2024), 75 (Rev. New Delhi, 2024), 58 (Rev. New Delhi, 2024)			
E: Encourage the domestic assessment of national law with a view to overcoming any obstacles to the effective use of electronic documents and transactions including	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the	1.4, 9.1, 9.c	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18, C23/38, C24/18, C25/18 Guidelines for utilization of the GCA	Continue to facilitate Member State access to guidelines on different aspects of Cybersecurity.

electronic means of authentication		Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 (Rev. Baku, 2025) ITU-D priorities (Kigali Action Plan) WTSA Resolutions 50 (Rev. New Delhi, 2024), 52 (Rev. New Delhi, 2024), 75 (Rev. New Delhi, 2024), 58			

		(Rev. New Delhi, 2024)			
F: Further strengthen the trust and security framework with complementary and mutually reinforcing initiatives in the fields of security in the use of ICTs, with initiatives or guidelines with respect to rights to privacy, data and consumer protection.	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 (Rev. Baku, 2025)	9.1, 9.c	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18, C23/38, C24/18, C25/18 Guidelines for utilization of the GCA	Facilitate the provision to Member States of relevant resources developed by relevant institutions on data privacy, data and consumer protection.

		ITU-D priorities (Kigali Action Plan) WTSA Resolutions 50 (Rev. New Delhi, 2024), 52 (Rev. New Delhi, 2024), 75 (Rev. New Delhi, 2024), 58 (Rev. New Delhi, 2024)			
G: Share good practices in the field of information security and network security and encourage their use by all parties concerned	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference	1.4, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 17.8	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18, C23/38, C24/18, C25/18 Guidelines for utilization of the GCA	Continue to facilitate access for Member States to toolkits, guidelines and reports for information security and network security as well as continue to develop and implement security standards

		ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 (Rev. Baku, 2025) ITU-D priorities (Kigali Action Plan) WTSA Resolutions 50 (Rev. New Delhi, 2024), 52 (Rev. New Delhi, 2024), 75 (Rev. New Delhi, 2024), 58 (Rev. New Delhi, 2024)			
H: Invite interested countries to set up focal points for real-time incident handling and response, and develop a cooperative network between these focal points for sharing information	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the	1.4, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 17.8	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18, C23/38, C24/18, C25/18 Guidelines for utilization of the GCA	Facilitating, promoting and helping expand a global network of incident response teams cybersecurity centres for the prevention, detection and recovery from cyber-incidents by Member

and technologies on incident response		Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 (Rev. Baku, 2025) ITU-D priorities (Kigali Action Plan) WTSA Resolutions 50 (Rev. New Delhi, 2024), 52 (Rev. New Delhi, 2024), 75 (Rev. New Delhi, 2024), 58			States. Promoting international cooperation, collaboration and information sharing.

		(Rev. New Delhi, 2024)			
I: Encourage further development of secure and reliable applications to facilitate online transactions	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 (Rev. Baku, 2025)	1.4, 9.1, 9.c	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18, C23/38, C24/18, C25/18 Guidelines for utilization of the GCA	Continue providing a global platform for Member States, industry, universities etc. to collaborate on the development of relevant security standards.

		ITU-D priorities (Kigali Action Plan) WTSA Resolutions 50 (Rev. New Delhi, 2024), 52 (Rev. New Delhi, 2024), 75 (Rev. New Delhi, 2024), 58 (Rev. New Delhi, 2024)			
J: Encourage interested countries to contribute actively to the ongoing United Nations activities to build confidence and security in the use of ICTs	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference	1.4, 4.1, 4.3, 4.5, 5.b, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 16.2, 17.8	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18, C23/38, C24/18, C25/18 Guidelines for utilization of the GCA	Continue to act as a platform that fosters close international cooperation to increase awareness on the security of cyberspace and share experiences and best practices for further action at a global level, including in areas of new and emerging technologies such as AI, Quantum, Metaverse and others.

		ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 (Rev. Baku, 2025) ITU-D priorities (Kigali Action Plan) WTSA Resolutions 50 (Rev. New Delhi, 2024), 52 (Rev. New Delhi, 2024), 75 (Rev. New Delhi, 2024), 58 (Rev. New Delhi, 2024)			
WSIS+10 Outcome Documents (WSIS+10 Statement on the Implementation of WSIS Outcomes and WSIS +10 Vision for WSIS Beyond 2015					
a. Encourage further strengthening of the trust, and security framework with complementary and mutually reinforcing initiatives in the	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179	9.1, 9.c	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18,	Continue to facilitate access for Member States to relevant resources on the rights to privacy, data and consumer protection,

fields of security in the use of ICTs, with initiatives or guidelines with respect to rights to privacy, data and consumer protection.		(Rev. Bucharest, 2022) of the Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 (Rev. Baku, 2025) ITU-D priorities (Kigali Action Plan) WTSA Resolutions 50 (Rev. New Delhi, 2024), 52 (Rev. New Delhi, 2024),		C21/18, C22/18, C23/38, C24/18, C25/18 Guidelines for utilization of the GCA	as specific aspects of Cybersecurity, including in areas of new and emerging technologies such as AI, and others.

		75 (Rev. New Delhi, 2024), 58 (Rev. New Delhi, 2024)			
b. Support greater development, and encourage implementation to international standards for security, in particular open standards. Continue to assist developing and least developed countries to participate in global standards development and related processes.	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 (Rev. Baku, 2025)	9.1, 9.c	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18, C23/38, C24/18, C25/18 Guidelines for utilization of the GCA	Continue providing a global forum for Member States, industry, universities etc. to collaborate on the development of relevant security standards, including in areas of new and emerging technologies such as AI, Quantum, Metaverse and others.

		ITU-D priorities (Kigali Action Plan) WTSA Resolutions 50 (Rev. New Delhi, 2024), 52 (Rev. New Delhi, 2024), 75 (Rev. New Delhi, 2024), 58 (Rev. New Delhi, 2024)			
c. Ensure special emphasis for protection and empowerment of children online. In this regard, governments and other stakeholders should work together to help all enjoy the benefits of ICTs in a safe and secure environment.	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference	4.1, 4.5, 16.2	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18, C23/38, C24/18, C25/18 Guidelines for utilization of the GCA	Providing an international partnership framework for increasing awareness on the risks of the children online and promoting global collaboration for their mitigation, Iincluding project implementations and delivery of technical assistance supporting cybersecurity inclusion for all vulnerable groups.

		ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 (Rev. Baku, 2025) ITU-D priorities (Kigali Action Plan) WTSA Resolutions 50 (Rev. New Delhi, 2024), 52 (Rev. New Delhi, 2024), 75 (Rev. New Delhi, 2024), 58 (Rev. New Delhi, 2024)			
d. Strengthen support for the establishment of national Computer Incident Response Teams (CIRTs) including CIRTs responsible for government-to-government cooperation for incident management, where needed, and regional and	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the	1.4, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 17.8	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18, C23/38, C24/18, C25/18 Guidelines for utilization of the GCA	Facilitating, promoting and helping expand a global network of incident response teams and regional cybersecurity centres for the prevention, detection and recovery from cyber-incidents by

international coordination among them, for real-time handling and response of incidents, especially for national critical infrastructures, including information infrastructure, taking into account national legislations.		Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 (Rev. Baku, 2025) ITU-D priorities (Kigali Action Plan) WTSA Resolutions 50 (Rev. New Delhi, 2024), 52 (Rev. New Delhi, 2024), 75 (Rev. New Delhi, 2024), 58			Member States, including technical assistance in implementing national CSIRTs/CIRTs and regular implementation of Cyberdrill Exercises. Promoting the creation of a cyber defence centre as cyber resilience strategy in any digitalized private/public organizations using ITU-T Recommendation X.1060.

		(Rev. New Delhi, 2024)			
e. Continue to promote the development of assessment frameworks to measure readiness of countries on various aspects of confidence and security in the use of ICTs.	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 (Rev. Baku, 2025)	1.4, 7.1, 7.a, 7.b, 9.1, 9.c, 11.3, 11.b, 17.8	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18, C23/38, C24/18, C25/18 Guidelines for utilization of the GCA	Regular update of the Global Cybersecurity Index (GCI) for measuring the cybersecurity national commitment of Member States.

		ITU-D priorities (Kigali Action Plan) WTSA Resolutions 50 (Rev. New Delhi, 2024), 52 (Rev. New Delhi, 2024), 75 (Rev. New Delhi, 2024), 58 (Rev. New Delhi, 2024)			
f. Promote research and cooperation enabling effective use of data and software in particular electronic documents and transactions including electronic means of authentication and improve security methods.	2023-2025	ITU Strategic Goal 1 (Target 1.6) Resolutions 71, 130, 140, 179 (Rev. Bucharest, 2022) of the Plenipotentiary Conference Resolution 174 (Rev. Dubai, 2018), 181 (Guadalajara, 2010) of the Plenipotentiary Conference	1.4, 9.1, 9.c	Council Documents C15/18 ,C16/18, C17/18, C18/18 , C19/18, C20/18, C21/18, C22/18, C23/38, C24/18, C25/18 Guidelines for utilization of the GCA	Continue providing a global platform for Member States, industry, universities etc. to collaborate on the development of relevant security standards, using technologies including Public Key Instructure (PKI), blockchain, quantum key distribution, identity management etc.

		ITRs (Rev. Dubai, 2012) Council Resolution 1306 WTDC Resolutions 45, 2, 67, 69 (Rev. Baku, 2025) ITU-D priorities (Kigali Action Plan) WTSA Resolutions 50 (Rev. New Delhi, 2024), 52 (Rev. New Delhi, 2024), 75 (Rev. New Delhi, 2024), 58 (Rev. New Delhi, 2024)			

Roadmap for WSIS Action Line C6: Enabling Environment

WSIS Outcomes (**WSIS AL C6**)	Proposed Timing	ITU Strategic Goals and Relevant Resolutions	Linkages with SDGs	Evidence-based analysis of the current situation	Expected and Achieved results and targets to be achieved	COVID-19 Response
Geneva Plan of Action and Tunis Agenda for the Information Society						

a. Governments should foster a supportive, transparent, procompetitive and predictable policy, legal and regulatory framework, which provides the appropriate incentives to investment and community development in the Information Society.	2024-2025			One of the core focus areas is the work of policy makers and Telecom/ICT regulators to design and adopt flexible, forward-looking and light-handed regulatory frameworks for digital development getting off the ground.	To assist membership in designing enabling regulatory frameworks, ITU-D: **- Convenes global forums to discuss global trends in regulation for Sector Members and other national and international stakeholders.** These include the Global Symposium for Regulators (GSR) as well as strategic dialogues on policy, legal, regulatory, and economic and financial issues and market developments. The 23rd edition of the Global Symposium for Regulators (GSR-25) was held in Riyadh, Saudi Arabia, from 31 August to 3 September 2025 under the theme “Regulation for sustainable digital development”. GSR-25 featured thematic sessions bringing together regulators, policy makers and digital stakeholders from around the world and providing a global platform for knowledge exchange around the topic “Regulation for sustainable digital development”. A main outcome from GSR-25 is the Best Practices Guidelines, this year Regulators from around the world identified and endorsed the GSR-25 Best Practice Guidelines on "what does it take for regulators to become digital ecosystem builders?”. The Guidelines can help ICT regulators assume the role of digital	

					ecosystem builders and deliver practical, forward-looking regulatory leadership for a digital future that leaves no one behind. They can be found on the GSR-25 website at: GSR-25 A series of special events took place on 31 August and 1 September including the Executive Masterclass on Strategic Foresight for AI Collaborative Frameworks, the Regional Regulatory Associations (RA) and Digital Regulation Network (DRN) meeting and the Heads of Regulators' Executive Roundtable. The Industry Advisory Group on Development Issues and Private Sector Chief Regulatory Officers (IAGDI-CRO) convened on 1 September. A session of Network of Women (NoW) in ITU's Telecommunication Development Sector on 2 September explored mechanisms for greater participation of women in ICT-related fields and addressed the leadership gender gap in the ICT sector. An information session on connecting humanity was held on 1 September and a lightning session on RegTech on 3 September. A technology exhibition was held from 1-3 September showcasing the latest digital innovative technologies and applications from international and local ICT companies. Throughout the GSR programme, discussions focused on	

					collaborate, connect, trust, protect, include, empower, sustain, and innovate. **- Convenes the Regional Economic Dialogue (RED) on Telecommunication/ICT specific topics,** which provides a platform at which regulatory, economic and financial issues affecting the sector in different countries are discussed, and possible solutions considered. · ITU Policy and Economics Colloquium (IPEC-25) for the Americas took place physically in Montevideo, Uruguay, from 6 to 10 October 2025. The event was organized by the Telecommunication Development Bureau (BDT) of the International Telecommunication Union (ITU) in partnership with the Dirección Nacional de Telecomunicaciones (Dinatel) of Uruguay. This year, the ITU IPEC-25 for the Americas included: ITU-D Regional Economic Dialogue (including a session on ITU-D Study Group 1 Question 4/1: Economic aspects of national telecommunications/ICT) held on 6 and 7 October, including the ITU Digital Regulation Network (DRN) session on Building an innovative ecosystem to address regional and global challenges;	

					BDT Workshop on emerging technologies for innovative connectivity solutions: policy, economic and technical aspects, with the support of the Ministry of Science and ICT (MSIT), Republic of Korea, 8 October (morning); Meeting of ITU-T Study Group 3 Regional Group for Latin America and the Caribbean (SG3RG-LAC) 8 (afternoon) and 9 October; Meeting of the ITU-T Study Group 2 Regional Group for the Americas (SG2RG-AMR) held on 10 October. **- Raises awareness and builds capacity through various trainings and workshops focused on policy and regulatory collaboration**, ICT development, broadband infrastructure, applications and services, emerging technologies, AI, satellite regulation, etc. **- Publishes discussion papers, reports and studies and training.** The ITU/World Bank Digital regulation platform provides practical guidance and best practice for policymakers and regulators across the globe concerned with harnessing the benefits of the digital economy and society for their citizens and firms. Themes include:	

					- Policy & regulatory governance, - Competition and economics, - Spectrum management, - Consumer affairs, - Emergency communications, - Trust and safety, - Transformative technologies, technical regulation New articles are posted on the platform on a regular basis. The latest updates include: Guide towards AI collaborative frameworks : This Guide serves as a practical, globally informed resource for policymakers, regulators, and public sector leaders aiming to establish responsible, inclusive, and agile national AI governance frameworks. It begins with understanding the foundational principles, moving through key risks and ethical considerations, and advancing toward practical tools for governance, supporting decision-making across the globe in every stage of the AI lifecycle. Guide to meaningful public consultations (developed in collaboration with Ofcom, United Kingdom): The Guide is a new tool to support evidence-based decision-making. It provides practical guidance and a blueprint for effectively engaging and conducting regulatory consultations with stakeholders from	

					government, private sector, and civil society and enhancing the outcomes of stakeholder involvement in policy and decision-making processes. Monitoring sustainability: Incorporating ESG into ICT policy making and regulation: This article provides guidance to ICT regulators in developing an ESG framework and the integration of ESG into policy and regulation. Collaborative governance: The article explores four core pillars – intragovernmental collaboration, cross-border and international cooperation, stakeholder engagement and their practical implementation. It offers a comprehensive guide for regulators seeking to transition to collaborative governance, equipping them with the principles, tools and best practices needed to build a sustainable and inclusive digital future. Evidence-based policy making: This article addresses the importance of evidence-based decision-making and identifies the fundamental principles, frameworks, and tools that policymakers and regulators can incorporate in their work to facilitate faster, more impactful digital transformation.	

					updated and new articles in the section: *Access for all* This content is also being used for global and regional trainings on digital regulation on the ITU Academy platform. ITU has also led the research and analysis on collaborative regulation while at the same time building a global community around it – it is a community-owned programme of work. The library of country reviews articulates the benefits of Fifth-generation collaborative digital regulation, G5, at country level, and anchor these benefits in experience and evidence. Each of the collaborative regulation country reviews offers a high-value, authoritative analysis of the country regulatory landscape and a clear-eyed view of the path ahead towards G5 regulation. The G5 Benchmark offers regulators a powerful, straightforward readout on where the country is on the collaborative Digital regulation pathway. Based on 70 indicators, the G5 Benchmark is structured around four pillars: Pillar I: National collaborative governance Pillar II: Policy design principles Pillar III: Digital development toolbox	

					Pillar IV: Digital economic policy agenda. Each of 194 countries is associated with one of four levels of national policy and regulatory framework maturity – these are Leading, Advanced, Transitioning, and Limited. The Unified Framework provides a blueprint for policy, regulation and governance enabling the digital transformation and a global assessment of the level of national capacities and readiness for the digital transformation. It features nine thematic benchmarks based on a total of 119 indicators (see full list) • Benchmark 1: National digital policy agenda • Benchmark 2: Regulatory capacity • Benchmark 3: Good governance • Benchmark 4: Collaborative governance • Benchmark 5: Stakeholder engagement • Benchmark 6: Legal instruments for ICT/telecom markets • Benchmark 7: Legal instruments for digital markets • Benchmark 8: Market rules • Benchmark 9: Regional and international collaboration. The following publications were also released this year:	

					Overview of 6G (IMT-2030): this article discusses the benefits, capabilities, and use cases of the terrestrial component of 6G, comparing the emerging technology with current connectivity solutions, especially 5G, and provides description of the ongoing research and regulatory developments. It further provides information related to next steps and issues for consideration. Satellite direct-to-device services: This article examines the current landscape of D2D services, explores relevant technological and regulatory considerations, and discusses emerging policy responses worldwide. Updated articles in the *Spectrum management* section Recent publications: **The impact of digital transformation on the economy – Econometric Modelling, 2025** Using econometric models, the study reveals the impact of ICT on innovation, productivity, and digital inclusion. Although growth has slowed, the ICT sector remains a key driver of economic transformation, with ongoing	

					advancements in connectivity expected to sustain its long-term influence. **An Overview of digital service taxation, 2025** This report seeks to demystify the complex world of digital service taxation, offering a comprehensive comparative analysis across countries and regions. The study examines taxes imposed on operators in the digital economy, as well as those affecting the consumption of digital services by enterprises and consumers. The ITU DataHub is recognized around the globe as the leading provider of timely and comprehensive telecommunication/ICT indicators as well as regulatory and tariff policies statistics, profiles and trends, featuring hundreds of indicators on connectivity, markets, affordability, trust governance, and sustainability. The ITU data, research and analysis and tools support stakeholders in defining, elaborating, implementing and reviewing transparent, coherent and forward-looking strategies, policy, and regulatory frameworks as well as in moving towards evidence-based decision-making. **- Carries out projects and policy support to foster universal and affordable access**	

					to the digital world by providing stakeholders with a platform to identify the appropriate policy, regulatory, technical and commercial measures to achieve affordable access to international bandwidth, bringing together fiber-optic and satellite communication stakeholders, as well as policy makers and regulators. The **Digital Regulation Network (DRN)** is the initiative, launched by Dr Cosmas Zavazava, BDT Director, continues working with Regulatory Associations (RAs) and their members at the regional and global level by leveraging South-South, North-South and triangular cooperation. The work of the DRN focus on three main building blocks: thought leadership, capacity development, and regulatory experimentation and innovation. The aim of the Network is to accelerate sustainable digital transformation through common approaches to collaborative digital policy, regulation and governance across economic sectors and across borders. **- ITU provides direct assistance to many countries** in the fields of developing policy and regulatory frameworks, establishment of an independent regulatory authority, training of broadband strategies, market analysis,	

					consumer protection framework for ICT sector, etc. - **ITU-D Study Groups provide an opportunity for all Member States and Sector Members to share experiences, present ideas, exchange views, and achieve consensus on appropriate strategies to address ICT priorities**. ITU-D Study Groups develop reports, guidelines, and recommendations based on input received from the membership.	
b. We ask the Secretary General of the United Nations to set up a working group on Internet governance, in an open and inclusive process that ensures a mechanism for the full and active participation of governments, the private sector and civil society from both developing and developed countries, involving relevant intergovernmental and international organizations and forums, to investigate and make proposals for action, as appropriate, on the				Activities related to Item b. have been undertaken since 2004. However, some elements mentioned in Item b., specifically items ii and iii, are considered an ongoing activity, due to the dynamic	Results of activities in this area include: - Extended international cooperation among all Member States and with relevant regional regulatory associations and organizations for building capacity on issues pertaining to Internet governance. - Increased awareness and capacity of relevant stakeholders (policy-makers, regulators, etc.) with regards to Internet governance issues. - Assistance extended to Member States to ensure that they can participate in and contribute to regional and global discussions on topics related to Internet governance. - Extended ways in which developing Member States can better engage in the discussions (organization of training, events, dynamic coalitions, the	

governance of Internet by 2005. The group should, inter alia: i. Develop a working definition of Internet governance; ii. Identify the public policy issues that are relevant to Internet governance; develop a common understanding of the respective roles and responsibilities of governments, existing intergovernmental and international organizations and other forums as well as the private sector and civil society from both developing and developed countries; iv. [Prepare a report on the results of this activity to be presented for consideration and appropriate action for the second phase of WSIS in Tunis in 2005.]				nature of the Internet. It is recommended therefore, to periodically assess the outcomes of the Working Group on Internet Governance (WGIG), to ensure that public policy issues on Internet governance that are currently raised are properly addressed. It is also recommended to build capacity in ITU Member States, on the current arrangements on Internet	establishment of regional/sub-regional forums, etc.). - Increased capacity in Member States through the development of guidelines, research resources and material. - Increased involvement by Member States in issues related to Internet through facilitating their participation in regional and global events.	

				governance in order to have a better understanding of the technical and policy requirements the Membership may have.		
c. Governments are invited to: i. facilitate the establishment of national and regional Internet Exchange Centres; ii. manage or supervise, as appropriate, their respective country code top-level domain name (ccTLD); iii. promote awareness of the Internet.					• Increased capacity in Member States through the provision of tools and guidelines for training policy-makers, regulators and other stakeholders on the benefits of socio-economic development that the Internet, related applications and services can bring to a country. This includes awareness of the related cybersecurity threats.	
d. In cooperation with the relevant stakeholders, promote regional root servers and the use of internationalized domain names in order to						

overcome barriers to access.						
e. Governments should continue to update their domestic consumer protection laws to respond to the new requirements of the Information Society.					Consumers are confronted with new issues brought about by the wider availability of new Information and Communication Technologies (ICTs) 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 GSR and ITU's knowledge exchange and data, research and analysis work, tools are created for effective regulation and assistance provided to members to update their national consumer protection laws to respond to the new requirements of the Information Society. BDT also develops guidelines, resources and material to increase awareness of the threats to ICT stakeholders and increase discriminatory laws and policies for sustainable development understanding of the possible roles of the different stakeholder groups in protecting consumers.	

					ITU-D Study Group 1 Question 6/1 on Consumer information, protection and rights is working on consumer information, protection and rights for telecommunication/ICT services, especially for vulnerable groups. The new period report on **Question 6/1: Consumer information, protection and rights** explores consumer protection in the digital age, focusing on frameworks to empower and safeguard consumers in the rapidly evolving ICT sector. It examines regulatory tools, digital literacy, transparency, and the protection of vulnerable groups, emphasizing the need for coordinated action and adaptability to emerging technologies.	
f. Promote effective participation by developing countries and countries with economies in transition in international ICT forums and create opportunities for exchange of experience.					ITU organizes the annual GSR and all the various GSR materials and best practice guidelines are posted on the BDT website. ITU aims at improving the exchange of information between Member States and all relevant organizations through the organization of national, regional and global events, workshops, establishment of online forums and platforms, etc. ITU-D Study Groups provide an opportunity for all Member States and Sector Members to share experiences,	

					present ideas, exchange views, and achieve consensus on appropriate strategies to address ICT priorities. ITU-D Study Groups develop reports, guidelines, and recommendations based on input received from the membership.	
g. Governments need to formulate national strategies, which include e-government strategies, to make public administration more transparent, efficient and democratic.					Results of activities in this area include: • Assistance to Member States in building capacity for the establishment of national ICT strategies, including e-government strategies through the provision of relevant guidelines, toolkits, and training programmes. • Assistance to Member States in formulating and implementing national ICT strategies and sectoral e-strategies and master plans.	
h. Develop a framework for the secure storage and archival of documents and other electronic records of information.						
i. Governments and stakeholders should actively promote user education and awareness about online privacy and						

the means of protecting privacy.						
j. Invite stakeholders to ensure that practices designed to facilitate electronic commerce also permit consumers to have a choice as to whether or not to use electronic communication.						
k. Encourage the ongoing work in the area of effective dispute settlement systems, notably alternative dispute resolution (ADR), which can promote settlement of disputes.					ITU organizes the annual Global Symposium for Regulators (GSR) and all the various GSR materials and best practice guidelines, as well as the regional economic dialogue (RED) and multiple thematic workshops around the world. The ICT Digital Regulation Platform assists policy-makers and regulators in the design of effective and enabling regulatory frameworks by sharing information on key regulatory issues and best practices.	
l. Governments, in collaboration with stakeholders, are encouraged to formulate conducive ICT policies that foster entrepreneurship,					Results of activities in this area include: Improved exchange of information between Member States and relevant organizations on best practices for sustainable and forward-looking national	

innovation and investment, and with particular reference to the promotion of participation by women					ICT strategies fostering entrepreneurship and innovation. The ITU-BDT Innovation and Entrepreneurship Alliance for Digital Development builds critical local enablers to lead in the changing digital environment. BDT develops new organizational and human excellence capabilities, delivers new products and services for ITU Membership and strengthens the engagement of the private sector and academia in the critical work of BDT.	
m. Recognising the economic potential of ICTs for Small and Medium-Sized Enterprises (SMEs), they should be assisted in increasing their competitiveness by streamlining administrative procedures, facilitating their access to capital and enhancing their capacity to participate in ICT-related projects.					Results of activities in this area include: • BDT has produced a number of studies and publications, such as, the report on the economic contribution of broadband, digitization and ICT regulation, focusing on the regional econometric modelling reports. The outcomes of these regional reports are a key reference material to illustrate the impact of fixed and mobile broadband on the economy, where the regions stand in terms of digitization and the impact of digitization on GDP.	
n. Governments should act as model users and early adopters of e-						

commerce in accordance with their level of socio-economic development.						
o. Governments, in cooperation with other stakeholders, should raise awareness of the importance of international interoperability standards for global e-commerce.						
p. Governments, in cooperation with other stakeholders, should promote the development and use of open, interoperable, non-discriminatory and demand-driven standards.						
q. ITU, pursuant to its treaty capacity, coordinates and allocates frequencies with the goal of facilitating ubiquitous and affordable access.						
r. Additional steps should be taken in ITU and other regional organisations to ensure rational, efficient and economical use of,						

and equitable access to, the radio-frequency spectrum by all countries, based on relevant international agreements.						
WSIS+10 Outcome Documents (WSIS+10 Statement on the Implementation of WSIS Outcomes and WSIS+10 Vision for WSIS Beyond 2015						
a. promote digital inclusion and social and economic empowerment, in particular for youth, women, persons with disabilities and indigenous peoples;						
b. foster broadband development and deployment;					BDT released the Connectivity Planning Platform (CPP), this is a data-driven tool that supports governments, regulators, operators, and partners with evidence-based decisions through integrated data, dynamic modelling, and actionable insights for broadband and last-mile planning. The platform evaluates technology options like fibre, cellular networks, microwave, and satellite to identify the best ways to connect unserved areas. The Capacity Building workstream equips countries and partners with the practical skills needed to use the Connectivity Planning Platform (CPP) effectively. Through a blend of in-person training, online modules, and hands-on scenarios,	

					it builds national and regional expertise in data-driven network planning, policy development, and investment decision-making. By transforming technical CPP capabilities into accessible learning pathways, the workstream ensures that stakeholders can confidently translate platform insights into impactful connectivity strategies and sustainable deployment plans.	
c. nurture innovation and entrepreneurship by stimulating investment by ensuring effective and fair competition;						
d. recognize the economic potential of ICTs for Small and Medium-Sized Enterprises (SMEs), contribute to increasing their competitiveness by streamlining administrative procedures, facilitating their access to capital, reducing the cost of doing business and enhancing their capacity to participate in ICT-related projects;						

e. ensure confidence and security in the development and the use of ICTs;						
f. foster an intellectual property rights framework that balances the interests of creators, implementers and users.						