



UNGIS Working Level Meeting

10 July 2026 09:00-10:30 (CEST)

Room Alpha, Palexpo Conference Center, Geneva

Summary

Session page: <https://www.itu.int/net4/wsis/forum/2026/Agenda/Session/455>

Opening remarks by the UNGIS Chair (ITU)

Representing ITU as Chair of UNGIS (2026-2027), Ms Gitanjali Sah, Head of WSIS and Stakeholder Engagement Division, welcomed participants and expressed appreciation for the strong engagement of UNGIS members, the UNGIS Secretariat (ITU), and UNCTAD, as the outgoing UNGIS Chair (2025-2026). She highlighted that the participation of UN entities heads, deputies, and senior officials in the UNGIS High-Level Meeting, together with the strong representation at the working level, demonstrated growing institutional commitment to UNGIS. She highlighted that the WSIS+20 Outcome Document, adopted by the UN General Assembly in December 2025, had significantly strengthened the profile and mandate of UNGIS, entrusting it with enhanced responsibilities under the resolution. She commended the collective efforts of the working-level members in securing this outcome, describing it as a significant milestone for UNGIS as the UN system's inter-agency coordination mechanism on digital matters. She highlighted the work done by the group since the adoption of the WSIS+20 Resolution, including the creation of [UNGIS Task Force on Strengthening Financial Mechanisms for Digital Development](#), the launch of the [Multistakeholder Consultation Group](#), the submission of the [Joint Implementation Road Map for WSIS–GDC Coherence](#) to the 29th CSTD, and others. Acknowledging the presence of many new participants, she noted that a brief introduction to UNGIS would be provided to familiarise newcomers, including the new UN entities in accordance to para 121 (UNICRI, UNODA, UNSSC, and UNOHRLLS) with its mandate, structure, and ongoing work. She thanked UN ESCWA and welcomed UN ECE as the incoming vice-chair representing the UNGIS regional commissions.

Remarks by the Vice Chairs (UNDP, UNESCO, UNDP, UN ECE)

Representing UNCTAD as the outgoing Chair of UNGIS, Mr Thomas Van Giffen, Chief of Digital Economy Policy Research Section, echoed the remarks made by ITU and noted the significant revival of UNGIS over the past year, driven by the WSIS+20 review, which brought renewed attention and strengthened its mandate. He highlighted that the review provided clear expectations for UNGIS, including advancing the roadmap developed collectively by members, further strengthening the finance mechanism, enhancing efficiency, and broadening its membership. He also noted the establishment of new initiatives, including the Task Group on Digital Finance and the Multistakeholder Consultation Group, emphasizing that these efforts marked the beginning of a new phase of work for UNGIS. He underscored the importance of leveraging the renewed mandate to further strengthen UNGIS as an inter-agency coordination mechanism on digital issues. He congratulated ITU on assuming the Chair and thanked the vice-chairs, the UNGIS Secretariat, and all UNGIS members for their continued cooperation and contributions, while welcoming ECE as the incoming Vice-Chair representing UN Regional Commissions, and expressing commitment to continued collaboration in

the year ahead.

Representing UNESCO as the Vice-Chair of UNGIS, Mr Davide Storti, Programme Specialist, acknowledged the expanded scope of work ahead for UNGIS and emphasized that its activities are increasingly interconnected with the WSIS process and other related mechanisms. He highlighted that one of the key challenges would be ensuring effective coordination across the different dimensions of the WSIS framework, including its multi-stakeholder aspects, while taking into account the broader constraints facing the UN system. He stressed the need for a more comprehensive and collaborative approach, encouraging all members to actively contribute to addressing the tasks entrusted to UNGIS and to support the continued strengthening of the mechanism.

Representing UNDP as the Vice-Chair of UNGIS, Ms Yu Ping Chan, Head, Partnerships and Engagement, highlighted UNDP's continued engagement in the UNGIS leadership structure and expressed readiness to collaborate with members in advancing the mechanism's work. She emphasized the renewed interest among Member States in strengthening UN system-wide collaboration on digital and AI issues, reflected in a recent resolution and the expanded mandates linked to WSIS and UNGIS. She noted that UNGIS's strength lies in bringing together a broad range of entities beyond the traditional UN system, enabling a more effective multilateral response. She encouraged UNGIS members, particularly those based in New York, to work together to strengthen UNGIS's presence and visibility and to build on the confidence placed in the mechanism by Member States.

Representing the regional commissions, Mr Felix Guimard, Information Systems Officer, of ECE, the incoming Vice-Chair of UNGIS, expressed appreciation for the opportunity for ECE to contribute to UNGIS leadership during this pivotal year and reaffirmed its commitment to supporting the group's work. He emphasized the importance of focusing on the most critical priorities and advancing UNGIS's current objectives and goals, particularly in anticipation of changes and resource constraints within the UN system. He encouraged members to identify areas that are essential to maintain while remaining adaptable to shifting priorities and circumstances. He further highlighted the importance of bringing regional perspectives into UNGIS discussions and noted ECE's strong focus on digital transformation and the information society within its sustainable development agenda, reaffirming its commitment to contributing to the work and objectives of UNGIS.

Tour de table

A tour de table was undertaken for introductions and interventions, covering UNGIS members and observers: UN DESA, ECA, ECLAC, UNJSPF, WIPO, UNICEF, World Bank, OECD, FAO, OHCHR, UN Women, UNOG, UN Habitat, WMO, UNU, ILO, IFAD, UNSSC, UNITAR, UNFCCC, WHO, ITC, UNIDO, UPU, ESCWA, UNICC.

Work plan for 2026-2027

UNGIS

Work Plan 2026-2027

(Draft)

The draft working plan reflects discussions held during the UNGIS working-level meeting, held on 10 July 2026 at 09:00-10:30 CEST during the WSIS Forum 2026, and incorporates inputs from UNGIS members and observers.

Pillar	Key Activities	Timeline
1. Communications	Joint messaging and outreach 1. Develop clear key messages on UNGIS mandate, role, membership, priorities, and collective impact. 2. Strengthen internal and external communications through websites, social media, newsletters, and other outreach channels. 3. Develop communication materials through Trello board, including templates, infographics, social media kits, and event-related content that can be adapted and amplified by UNGIS members. 4. Establish coordination with communication focal points across UNGIS entities to support consistent messaging and outreach. 5. Promote impact-focused communications that highlight concrete results, beneficiaries, and examples of inter-agency collaboration. 6. Explore opportunities to engage the wider UN Communications Group and existing inter-agency platforms to amplify UNGIS messages. 7. Strengthen visibility of UNGIS initiatives, including the Multistakeholder Consultation Group, Task Force outputs, WSIS Action Lines, and joint achievements.	Ongoing

	8. Explore developing the UNGIS annual reporting process into a more outward-facing publication highlighting collective impact, initiatives, and contributions.	
2. Process Linkages	Monitoring, coordination, and engagement across UN processes 1. Strengthen UNGIS engagement and visibility across relevant UN processes and forums through coordinated participation, joint sessions, side events, speaking opportunities, and collective contributions. 2. Encourage UNGIS entities to share information on upcoming events and initiatives where a coordinated UNGIS contribution could add value. 3. Establish stronger linkages with other inter-agency mechanisms working on digital and AI issues to enhance coherence and avoid duplication. 4. Identify strategic engagement opportunities for UNGIS contributions to UN processes and key platforms, including CSW, HLPF, IGF, GDC-related processes, AI discussions, ECOSOC, UNGA, and other relevant forums. 5. Promote UNGIS visibility among Member States and stakeholders through targeted briefings, coordinated outreach, and high-level engagement opportunities.	Ongoing
3. Joint Programmes	Webinars, capacity-building, and collective initiatives 1. Identify opportunities for joint UNGIS activities, including webinars, workshops, briefings, and knowledge-sharing sessions. 2. Leverage the expertise of UNGIS entities, particularly capacity-building institutions, to support joint learning activities. 3. Develop joint capacity-building initiatives to strengthen understanding of UNGIS, WSIS processes, digital cooperation, and emerging digital issues. 4. Explore opportunities for joint statements and collective positions on issues aligned with UNGIS priorities, including digital inclusion, gender equality, human rights, capacity building, and digital transformation. 5. Include potential joint programmes, statements, and outreach activities in the UNGIS annual work plan.	Quarterly / Ongoing
4. WSIS+20	Para 67 Financing mechanisms: establish an internal task force (report to CSTD in 2027)	Ongoing

“We invite the International Telecommunication Union, as the secretariat of the United Nations Group on the Information Society, working with the World Summit action line facilitators and other members of the Group, within existing resources, to establish an internal task force to conduct an assessment of gaps and challenges and to submit concrete recommendations on strengthening financial mechanisms for digital development for developing countries, building on and complementing existing best practices, including those of multilateral financial institutions, development partners and other relevant stakeholders, such as the private sector. We further request that the work be completed and the outcomes of the work be reported to the Commission on Science and Technology for Development at its thirtieth session, in 2027, ... We also invite the internal task force to monitor financial commitments for the implementation of these outcomes.”

1. Establish and operationalize the [UNGIS Task Force on Strengthening Financial Mechanisms for Digital Development](#), with a mandate to identify gaps and challenges in digital finance for developing countries and report findings to the CSTD.
2. Coordinate the development of the Task Force Terms of Reference by ITU, UNESCO, UNDP, UN ECE, and the UNGIS Secretariat.
3. Leverage existing research, expertise, and contributions from UNGIS entities to develop a consolidated document reflecting collective knowledge and recommendations.

Para 113

Action Line roadmaps: coordinate with UNGIS

“We request the action line facilitators, in coordination with the United Nations Group on the Information Society, to develop targeted and result-oriented implementation road maps for their respective action lines and the outcomes of the present resolution, linking the World Summit action lines with relevant Sustainable Development Goal targets and Global Digital Compact commitments, including potential targets, indicators and metrics to facilitate monitoring and measurement, and to report on the outcomes of this work to the Commission on Science and Technology for Development at its thirtieth session, in 2027.”

1. Support coordination with [Action Line facilitators](#) to develop targeted, results-oriented implementation road maps linking WSIS Action Lines with SDG targets and Global Digital Compact commitments.

	Para 121 Strengthen UNGIS; expand membership; foster multi-stakeholder dialogue <i>“We call for the continuation and strengthening of the work of the United Nations Group on the Information Society, with a Chair rotating on an annual basis and a secretariat provided by the International Telecommunication Union, as the United Nations system inter-agency mechanism for advancing policy coherence and programme coordination on digital matters. We invite the Group to enhance its agility, efficiency and effectiveness and expand its membership to further United Nations entities, with a view to fostering multi-stakeholder dialogue, partnership-building and a review of progress on digital cooperation.”</i> 1. Strengthen engagement with additional UN entities as UNGIS observers, and establish the Multistakeholder Consultation Group (MCG) in line with the WSIS+20 mandate. 2. Ensure that the MCG functions as an advisory and consultative mechanism, without a role in UNGIS internal coordination or decision-making processes. 3. Finalize the composition and modalities of engagement for the MCG, following the submission of more than 100 stakeholder nominations from diverse regions and sectors. 4. Facilitate MCG engagement through virtual consultations, in-person participation at the WSIS Forum, public discussions, and written inputs on specific topics as requested by UNGIS. 5. Maintain clarity on the MCG’s role within the UNGIS mandate while benefiting from broader stakeholder perspectives and expertise. Para 122 Joint implementation road map: request to UNGIS (deliver to CSTD in 2026) <i>“Building on this work and consistent with the recommendations of the Economic and Social Council, we request the United Nations Group on the Information Society, within existing mandates and resources, to prepare a joint implementation road map, to be presented for the consideration of the Commission on Science and Technology for Development at its twenty-ninth session, in 2026. The road map should aim to strengthen coherence between the World Summit and the Global Digital Compact, ensuring a unified, resource-efficient approach to digital cooperation that avoids duplication and maximizes synergies across the United Nations system.”</i>	
--	---	--

	1. Prepared and finalized the Joint Implementation Road Map on WSIS–Global Digital Compact coherence, reflecting the collective inputs of UNGIS members and observers, and presented it at the 29th session of the CSTD held on 21 April 2026. 2. Continue refinement of the Joint Implementation Road Map on WSIS–Global Digital Compact coherence, incorporating feedback from Member States and stakeholders.	
5. Help Desk / First responders on Digital	1. Explore the establishment of a UNGIS help desk and first responder mechanism to support digital-related requests by connecting stakeholders with relevant UN expertise and resources. 2. Build on existing approaches, including the UN AI Resource Hub and expertise-on-demand initiatives, to identify practical solutions for leveraging capacities across the UN system. 3. Develop a mechanism to map available expertise, facilitate referrals among UN entities, and promote efficient use of existing resources while avoiding duplication. 4. Consider how UNGIS can strengthen its visibility and demonstrate collective contributions on digital and AI issues through strategic engagement, including at the CEB level. 5. Leverage key milestones, including WSIS+20 follow-up, AI-related processes, and the Global Digital Compact review, to showcase coordinated UN system efforts.	Ongoing

This structure would allow the working-level group to focus on practical cooperation while maintaining strong support for the WSIS+20 process and ensuring that UNGIS remains a visible coordination mechanism across the UN system.

A draft UNGIS work plan for the 2026–2027 period was presented, outlining five priority areas of work: (i) communications, including joint messaging and outreach; (ii) process linkages, focusing on monitoring and coordination; (iii) joint programmes, including webinars and capacity-building activities; (iv) WSIS+20 follow-up, including the implementation of UNGIS mandates arising from the WSIS+20 Outcome Document ([A/RES/80/173](#)), particularly paragraphs 67, 113, 121, and 122; and (v) the establishment of a Help Desk/First Responders mechanism on digital issues.

(i) Communications

UNJSPF:

- The importance of strengthening both internal and external communications for UNGIS.
- The need to develop clear key messages outlining UNGIS’s mandate, role, membership, and priorities, to inform communications across websites, social media, and other platforms.

- The importance of demystifying UNGIS and raising awareness among stakeholders and UN leadership about its work and value.
- The development of communication materials, including social media content, to support outreach and visibility efforts.
- The engagement of communication focal points from UNGIS entities to coordinate messaging and enhance outreach.
- The proposal to bring UNGIS communication efforts to the wider UN communications group to ensure broader visibility, alignment, and system-wide support.

WHO:

- The value of developing communication tools and templates for UNGIS activities, noting that materials prepared for the WSIS Action Line sessions, including social media-friendly infographics, had been useful for internal communications and could be further shared and adapted by UNGIS members.
- The importance of amplifying each other's communications efforts by sharing and promoting relevant content across UNGIS entities.
- The benefit of strengthening inter-agency engagement through participation in each other's agency-specific events and governing body meetings. WHO noted that inviting relevant UNGIS entities to events such as the World Health Assembly and other digital health forums could create opportunities for greater collaboration and visibility.
- The potential to expand the existing UNGIS annual reporting process into a more outward-facing publication that highlights collective achievements, showcases initiatives such as WSIS Prize winners, and increases awareness of UNGIS's impact.
- The importance of ensuring that the visibility of WSIS-related initiatives continues beyond individual events by creating platforms to promote achievements and recognize contributors across the UN system.

UNSSC:

- Its role in supporting and amplifying UNGIS communications efforts through existing inter-agency platforms, such as the Blue Line platform.
- The potential to collaborate with UNGIS communication focal points, once a communication strategy or plan is established, to use targeted outreach approaches and amplify UNGIS messages across the UN system.
- The possibility of leveraging the Blue Line platform to support visibility of UNGIS activities, including webinars, initiatives, and knowledge-sharing efforts.
- The value of using existing communities of practice and inter-agency networks to disseminate UNGIS outputs and strengthen engagement among UN entities.

OHCHR:

- Supported the development of communication templates and social media kits to enhance UNGIS outreach and visibility.
- Highlighted the Multistakeholder Consultation Group as a good example of an initiative that could benefit from greater communication and visibility, including sharing information on its purpose, membership, and expected outcomes.
- Emphasized the importance of proactively communicating the work and outputs of key UNGIS initiatives, including upcoming task force deliverables, given the expected interest from stakeholders.
- Suggested exploring additional communication channels, such as a periodic internal newsletter, to share updates, gather information, and strengthen awareness of UNGIS activities across participating entities.

UNITAR:

- Supported the idea of leveraging the expertise of capacity-building institutions within UNGIS to strengthen joint learning and outreach activities.
- Recalled previous collaborative efforts, including a workshop on demystifying the WSIS process, as a successful example of joint capacity-building initiatives.
- Suggested organizing joint webinars and online workshops on UNGIS, its work, and related processes, including potential pre-summit briefings and knowledge-sharing sessions.
- Encouraged collaboration among UNGIS members to develop collective capacity-building activities, noting that participating entities have the expertise and resources to support such initiatives.

UN Women:

- Supported the communication initiatives proposed, including the development of joint messages and social media packages by the UNGIS Secretariat.
- Emphasized the importance of shifting communications from focusing primarily on processes and coordination to highlighting impact and outcomes of UNGIS collaboration.
- Noted that stakeholders are more interested in understanding how joint initiatives and partnerships translate into tangible benefits and improvements for communities.
- Highlighted the value of showcasing concrete examples and results from inter-agency collaboration, including initiatives implemented through the WSIS Action Lines and other joint efforts.

- Shared lessons from UN Women’s communication experience, noting that impact-focused content generates significantly higher engagement than process-oriented updates.
- Encouraged UNGIS to develop joint messaging that demonstrates the value and impact of collaborative work, thereby increasing visibility among stakeholders, Member States, and UN leadership.

UN ECA:

- Noted that the WSIS+20 Outcome Document has expanded UNGIS’s role beyond inter-agency coordination towards promoting greater policy coherence across digital-related processes.
- Suggested strengthening linkages between UNGIS and the Internet Governance Forum (IGF) by establishing a more formal liaison mechanism or representation to ensure UNGIS perspectives and outcomes are reflected in IGF discussions.

UNDP:

- Emphasized the need to strengthen UNGIS engagement across key UN processes related to digital and AI, including the AI Dialogue, the Global Digital Compact (GDC) review, and other emerging discussions.
- Encouraged closer collaboration between UNGIS and other inter-agency mechanisms working on digital issues to enhance coherence, avoid duplication, and maximize collective impact.
- Suggested strengthening linkages between UNGIS and the Inter-agency Working Group on AI, particularly in preparation for upcoming AI-related discussions in New York.
- Highlighted the opportunity for UNGIS to engage with the Working Group on Digital Technologies in the context of the GDC review, ensuring alignment with existing frameworks and initiatives, including the UNGIS roadmap.
- Supported greater coordination among UN entities based in New York to strengthen UNGIS’s visibility and engagement in relevant policy processes.
- Highlighted the “expertise on demand” approach under the UN Digital and AI-related work as an opportunity to leverage existing capacities and comparative advantages across the UN system, reduce duplication, and promote more efficient collaboration.
- Encouraged digital and AI focal points across UN entities to connect with relevant internal counterparts to explore opportunities for sharing expertise and resources.

ESCWA:

- Emphasized the need to increase awareness of WSIS and the information society agenda among newly appointed ministers, senior officials, and UN leadership, noting that some high-level stakeholders remain unfamiliar with the concepts and processes.
- Suggested organizing targeted briefings or small high-level meetings to explain the relevance of WSIS, UNGIS, and the broader digital cooperation agenda to decision-makers.
- Supported the need to “demystify” WSIS and UNGIS by communicating their purpose, relevance, and impact beyond those directly engaged in digital policy work.
- Highlighted the importance of maintaining the strategic vision and inter-agency coordination role of UNGIS while continuing efforts to translate this vision into practical action.
- Suggested exploring CEB-style 1+1 meetings as a potential avenue to strengthen engagement and coordination with senior UN stakeholders.
- Reaffirmed the commitment of the regional commissions to continue contributing to UNGIS’s work.

(ii) Process linkages

- The UNGIS Secretariat highlighted the importance of strengthening UNGIS engagement and visibility across relevant UN processes and forums.
- Noted ongoing efforts to secure joint sessions, side events, and speaking opportunities for UNGIS in various processes, including CSW, the Youth Summit, the GDC, Civil Society meeting, and other relevant platforms.
- Encouraged UNGIS members to share information on upcoming events and initiatives where a collective UNGIS contribution could add value, enabling the UNGIS Secretariat to coordinate participation.
- Highlighted opportunities to engage in broader processes such as UNFCCC, HLPF, IGF, the Interagency Working Group on AI, ECOSOC, and UNGA, where digital issues intersect with the work of UNGIS members.
- Proposed organizing a UNGIS engagement during the upcoming UN General Assembly, potentially in collaboration with Member State missions, to raise awareness of UNGIS’s work and strengthen interaction with Member States.
- Encouraged members to explore opportunities for more strategic engagement beyond side events, including stronger participation in major platforms such as CSW, the Beijing Platform for Action, and other thematic forums where digital transformation is increasingly relevant.

(iii) Joint programmes

- The UNGIS Secretariat encouraged UNGIS members to share information on relevant processes and programmes where UNGIS could contribute through side events, joint statements, or other collective engagements.

- Highlighted the value of UNGIS joint statements as a powerful tool, reflecting the collective support of UN entities and amplifying shared positions on key digital-related issues.
- Encouraged members to identify opportunities for joint statements on thematic areas aligned with UNGIS priorities, including gender equality, human rights, capacity building, and other areas of common interest.
- Suggested incorporating potential side events and joint statements into the UNGIS work plan and invited members to share proposals with the UNGIS Secretariat for coordination.

(iv) WSIS+20

UNGIS Task Force on Strengthening Financial Mechanisms for Digital Development (para 67)

- The UNGIS Secretariat thanked UNGIS members for nominating experts to the UNGIS Task Force on Strengthening Financial Mechanisms for Digital Development and noted that the group has a clear mandate to identify gaps in digital finance in developing countries and report its findings to CSTD.
- The Task Force is expected to begin its work following the WSIS Forum, with the Terms of Reference to be coordinated by ITU, UNESCO, UNDP, UN ECE, and the UNGIS Secretariat.
- The UNGIS Secretariat noted that the Task Force would build on existing research and expertise across UN entities, consolidating contributions into a comprehensive document reflecting the collective knowledge and experience of participating organizations.
- Members were encouraged to complete any outstanding nominations and support the timely launch of the Task Force's work.

Multistakeholder Consultation Group (MCG) (para 121)

- The UNGIS Secretariat provided an update on efforts to strengthen engagement with additional UN entities as UNGIS observers, and establish the MCG in response to the WSIS+20 mandate.
- It clarified that the MCG would serve as an advisory and consultative body and would not have a role in UNGIS internal coordination or decision-making processes.
- It was informed that more than 100 nominations had been received from stakeholders across regions and sectors, and that further work would be undertaken to determine the composition and modalities of engagement.
- The MCG is expected to participate through virtual consultations, in-person engagement at the WSIS Forum, public discussions, and written inputs on specific topics when requested by UNGIS.
- Members emphasized the importance of ensuring that the role of the MCG remains clearly defined within UNGIS's mandate while benefiting

from broader stakeholder perspectives.

Action Line Road Maps and Joint Implementation Road Map (para 113 and para 122)

- The UNGIS Secretariat noted that work on the Action Line Road Maps and the Joint Implementation Road Map for WSIS–GDC Coherence remains ongoing, following positive feedback and additional inputs from Member States.
- The meeting highlighted that the Joint Implementation Road Map for WSIS–GDC Coherence may require further refinement, with some Member States expressing interest in a strengthened version.

(v) Help Desk / First responders on Digital

- The UNGIS Secretariat highlighted the expectation from UNGIS High-Level meeting that UNGIS could serve as a help desk and first responder for digital-related requests and support.
- It recalled previous efforts to establish a digital transformation repository and noted the need to explore a more effective approach for connecting requests with relevant UN expertise and capacities.
- Members discussed leveraging existing initiatives, including the UN AI Resource Hub and expertise-on-demand approaches, to create a more practical mechanism for identifying and accessing relevant expertise across the UN system.
- The aim would be to enable UNGIS to better respond to external requests by directing stakeholders to appropriate UN entities and resources.
- Members suggested increasing UNGIS visibility at the CEB level, potentially through a future presentation highlighting collective achievements and contributions on digital and AI issues.
- It was noted that milestones, including the WSIS+20 outcomes, AI-related processes, and the GDC review, provide an opportunity to showcase the UN system’s coordinated work through UNGIS.

Closing by the Chair (ITU)

The Chair thanked participants for their active engagement and valuable contributions, expressing appreciation for their presence and continued commitment to UNGIS. It was noted that follow-up discussions and coordination would continue through online meetings and activities.

List of Participants

UNGIS Chair: ITU

1. Gitanjali Sah
2. Ruth Sidabutar
3. Mariia Shakura

UNGIS Vice-Chairs: UNCTAD

- 1.

UNCTAD:

ITU

UNGIS Secretariat