

Session Outcome Document

Digital Tech and the Most Marginalised: What Still Needs to be Done?

**ICT4D Collective and Microsoft (UN International Organisations UNIO)
Supported by Bangladesh NGOs Network for Radio and Communication, ict4d.at and
YouthIGF**

09.00-09.45, Tuesday 8th July 2025

<https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/306>

Key Issues discussed: Looking Beyond 2025 (5–8 bullet points highlighting achievements, emerging trends, challenges in 20 years, figures, success stories and opportunities for WSIS beyond 2025)

- There was unanimous agreement that digital technologies will not deliver the SDGs by 2030 and that we therefore need to develop an entirely new approach to working with the poorest and most marginalised to ensure that they gain positive benefits from its design and use.
- We should start planning now for global digital agendas beyond 2030
- Well planned and organised partnerships developed together with the poorest and most marginalised can help to reduce the inequalities caused by the use of digital technologies.
- The economic growth agenda needs to be balanced by an equity agenda; and the rights agenda balanced by a responsibilities agenda.
- Governments, private sector companies and civil society all have distinct responsibilities that need to be clearly articulated (see mind map below)

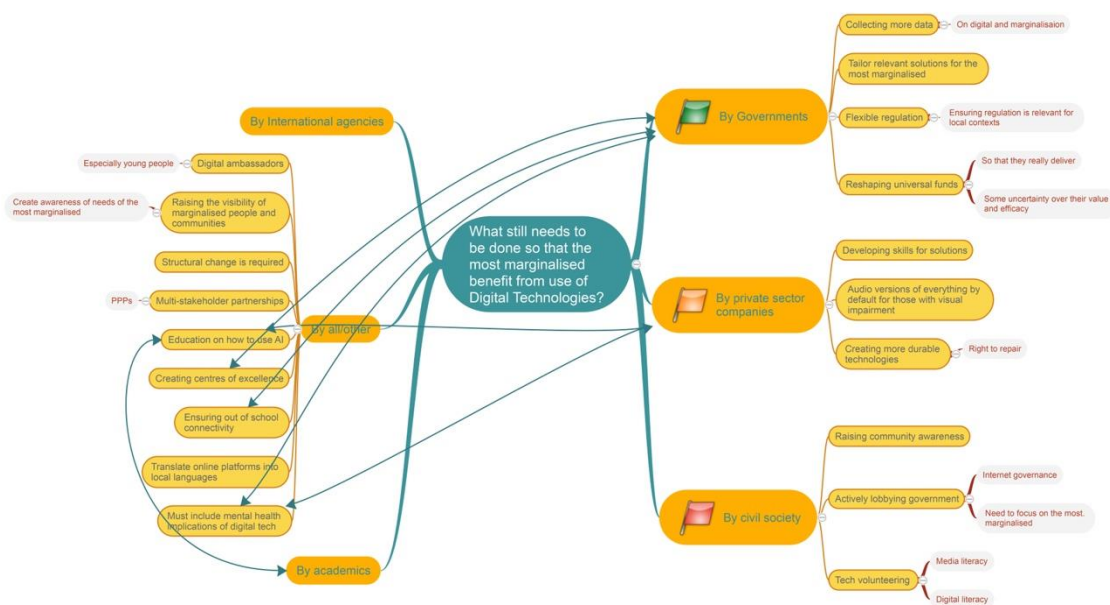


Tangible Outcomes of the session

- Key achievements
 - The session built on a small online survey conducted prior to the WSIS+2020 meeting, which showed that governments, the private sector and civil society each have

specific roles and responsibilities in ensuring that the most marginalised can indeed benefit from the use of digital tech.

- The very diverse workshop participants (online and in-person) co-created a mind map of the most important things that governments, private sector companies and civil society organisations need to do separately and together to ensure that the poorest and most marginalised can indeed benefit from the use of digital tech
- announcements/launch during the session:
 - A more detailed report of the session: <https://ict4d.org.uk/2025/07/08/digital-tech-and-the-most-marginalised-what-still-needs-to-be-done/>
 - Members of the ICT4D Collective and other colleagues have contributed to a book due to be published by Routledge in early 2026 entitled *Digital Inclusion in an Unequal World: An Emancipatory Manifesto*, which provides a much more detailed account of how rigorous multi-sector partnerships can benefit the poorest and most marginalised
- agreements/commitments as an outcome of the session: participants committed to using and sharing the mind map below in policy and practice



Key Recommendations and Forward-Looking Action Plan for the WSIS+20 Review and Beyond (2–5 bullet points presenting concrete actions and guidance to inform the WSIS+20 Review by UNGA and build the multistakeholder vision of WSIS beyond 2025)

- There needs to be an integrated process for the WSIS, IGF, and GDC within the UN Resident Coordinator (RC) system at the country level, focusing on reducing inequalities enhanced through the use of digital tech
- It is the time now to be planning for the post-2030 global digital agenda
- Greater emphasis in future work at the interface between digital and 'development' needs to be placed on equity, sustainability and working with (not on or for) the world's poorest