



## **Session Outcome Document**

### **Public-Private Partnerships for AI-Enabled Transformation of Public Service Delivery**

#### **UNDP Egypt Country Office**

**Monday 7 July 2025 (13:00-13:45)**

<https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/500>

#### **Key Issues Discussed: Looking Beyond 2025**

- UNDP played a convening role in bringing together key stakeholders from the public and private sectors to exchange insights on responsible and inclusive AI deployment. The session emphasized the need for robust and future-ready public-private partnerships (PPPs) to scale AI for inclusive, efficient, and transparent public service delivery.
- GSMA highlighted the critical role of mobile and connectivity infrastructure in enabling AI-driven public services, especially in underserved regions.
- CISCO showcased global best practices where AI integration in government systems enhanced security, service uptime, and data interoperability.
- Egypt's Ministry of Communications and Information Technology (MCIT) presented its national AI strategy, emphasizing the role of capacity building, and ethical AI deployment in public services.
- The Applied Innovation Center (AIC) shared successful use cases of AI-enabled chatbots and decision support systems in healthcare, agriculture, and citizen engagement.
- UNDP emphasized the importance of aligning AI efforts with broader development goals and highlighted its ongoing support to national institutions in shaping ethical and inclusive AI strategies.
- Discussions underscored the persistent digital divide and the need for AI solutions that are inclusive by design, accounting for language, accessibility, and local contexts.
- Data availability, quality, and governance emerged as a central challenge and opportunity in the region, requiring co-creation between governments and the private sector.
- Participants discussed the long-term potential of AI in shifting public services from reactive to anticipatory models, with citizen-centric design at the core.

#### **Tangible Outcomes of the session**

##### **Key Achievements:**

- Consolidation of cross-sector insights from global and local actors on operationalizing AI through PPPs.



- Reinforced the shared understanding that AI's public value will only be realized through strong, inclusive, and well-structured partnerships.
- Agreement on the urgent need to raise awareness in the region around responsible AI and its potential to transform public service delivery.
- **Agreements / Commitments:**
  - UNDP reaffirmed its existing partnership with GSMA and expressed intent to expand this collaboration further in AI-related initiatives.
  - UNDP also committed to facilitating closer cooperation between GSMA and the Ministry of Communications and Information Technology (MCIT) Egypt to support the national AI agenda.
  - Stakeholders collectively reiterated the importance of joining forces on key issues such as regional awareness-raising, responsible AI deployment, and leveraging PPPs to scale innovation in the public sector.

#### **Key Recommendations and Forward-Looking Action Plan for the WSIS+20 Review and Beyond**

- **Mainstream Public-Private Partnerships (PPPs) in AI Policy and Implementation Frameworks:**

Encourage WSIS+20 to formally recognize the critical role of PPPs in advancing AI for public service delivery, and to support countries in developing scalable, inclusive partnership models.
- **Promote Regional AI Awareness Campaigns and Capacity Building:**

Launch coordinated efforts—co-led by governments, private sector, and UN agencies—to raise public awareness on AI, foster digital literacy, and build institutional capacity for ethical and impactful AI adoption in the Global South.
- **Strengthen Responsible AI Governance at National and Regional Levels:**

Recommend the development of adaptable AI governance toolkits that uphold human rights, transparency, and accountability, and are co-created with diverse stakeholders to reflect local contexts.
- **Enhance Data Ecosystems to Power AI-Driven Public Services:**

Advocate for investments in data quality, interoperability, and open data frameworks to ensure public institutions can responsibly and effectively leverage AI technologies.
- **Foster Multistakeholder Platforms for Knowledge Exchange and Co-Creation:**

Encourage the establishment of innovation forums under WSIS where governments, industry leaders, academia, and civil society can collaborate on practical use cases, share lessons learned, and build trust around AI in public systems.