



Session Outcome Document

Reshaping the world : Mapping opportunity with AI disruption

AI Tools and Digital Innovations for Education, Science, Management and Health: Bridging Tradition and Transformation

Jaipuria Institute of Management noida/Open Health Network/Mykolas Romeris University

Thursday, 10 July 2025, 17:00–17:45 (UTC+02:00)

<https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/190>

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)

- AI tools and digital innovations transforming education by enhancing intercultural communication, preserving traditions, and fostering social change in the digital era.
- Critically examine the evolving role of Artificial Intelligence (AI) in education, highlighting both its transformative potential and its implications for traditional pedagogical practices.
- The open science movement and big data analytics accelerating research collaboration.
- Policies that support multilingual digital environments, content localization, and AI-driven translation technologies as essential to preserving cultural diversity in the digital age.
- Access to reliable, context-specific knowledge as a human-rights imperative in global health.

Tangible Outcomes of the session

- key achievements: AI-powered tools are reshaping how educators engage with students, creating personalized and inclusive learning experiences. By leveraging machine learning, natural language processing, and adaptive learning platforms, these technologies help bridge cultural and linguistic gaps, making education more accessible across diverse communities.



- announcements/launch during the session: One of the major challenges in ensuring equitable access to information is the persistence of language barriers and the dominance of a few major languages in digital content. While open-access initiatives have expanded, many populations still struggle to find relevant and localized content in their native languages. This lack of linguistic diversity in the digital space limits the potential of ICTs in education, governance, and civic engagement.
- agreements/commitments as an outcome of the session: We must emphasize not just access but also the quality, accuracy, and inclusivity of digital information. Strengthening open-access policies, supporting multilingual digital content, and developing AI-driven content verification mechanisms will be essential in addressing these challenges.

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)

- **Digital learning platforms and open educational resources have expanded access to education, but disparities in infrastructure, affordability, and digital literacy hinder universal adoption. Future efforts must emphasize digital pedagogy training, improved connectivity in rural areas, and AI-driven personalized learning.**