Session Outcome Document

Digital identity solutions: opportunities and challenges in the pursuit of inclusiveness

United Nations Joint Staff Pension Fund (UNJSPF) and United Nations International Computing Centre (UNICC)

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https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/235

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)

- The United Nations is walking the talk, actively using emerging technologies to resolve real issues.

- The Digital Certificate of Entitlement (DCE) and UN Digital ID were presented as two concrete examples of digitalization, process automation, and UN partnerships in action.

- As the UN strives to achieve Sustainable Development Goal 16.9, which emphasizes legal identity for all by 2030, digital identity solutions like the DCE and UN Digital ID serve as crucial tool in promoting inclusiveness and ensuring that every UN staff member and retiree can effectively navigate the digital landscape.

- Multi-stakeholder collaboration and approaches help ensure exchange of good practices and policies at a time when technology evolves very rapidly.

- Blockchain technology is secure: it creates and manages immutable, traceable, and independently auditable records. It is permissioned, stores only credential definitions, schemas and verification data, and no user data is stored in the blockchain.

- Digital identity, done right, does not just unlock access — it builds trust, continuity, and dignity across various sectors, from pension matters to digital wallets, to healthcare and education.

Tangible Outcomes of the session

- The Digital Certificate of Entitlement, the UNJSPF digital identity solution, was developed in 2021 as a concrete solution to the ongoing problem for UNJSPF beneficiaries to provide their proof of live annually, traditionally a paper-based process. As of July 2025, the solution

utilizing blockchain, artificial intelligence, biometrics and geolocalization is used by over 40,000 retirees based in 190 countries.

- By leveraging advanced technologies such as blockchain and biometrics, the UN Digital ID system addresses data fragmentation and simplifies processes from onboarding to retirement. This inclusive approach not only facilitates seamless access to resources for UN personnel but also fosters a secure environment for managing sensitive information.

- The UN Digital ID is currently being used for the use case of pensions and is being expanded to BSAFE mandatory training and inter-agency movements. Six UN entities are being joined by more entities with additional use cases in the coming months.

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)

- Ensure that UN entities and other stakeholders have opportunities to introduce and promote their digital solutions, thus creating synergies and inspiring others.

- Multi-stakeholder partnerships for good are essential to direct the future of the information society in a positive manner.

- Leverage on existing mechanisms such as the WSIS Forum, AI for Good, UNGIS and Virtual Worlds, avoiding dispersing knowledge and valuing existing partnerships.