

Session Outcome Document

Leaving No One Behind in the Citiverse

Co-Organizers: International Telecommunication Union (ITU) and Universitat Autònoma de Barcelona (UAB)

Date and Time: 8 July 2025, 16:00–16:45 CEST

Session Page: <https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/284>

Key Issues discussed: Looking Beyond 2025

- The Citiverse, representing the next frontier in urban development, is not merely a technological evolution but a profound opportunity to reshape our cities with a deeply human-centric approach. An inclusive Citiverse can provide equitable access to public services, enhance citizen participation in governance, and offer immersive cultural experiences, ensuring that the benefits of this digital transformation are universally accessible and contribute to more livable, sustainable, and equitable cities for all.
- Achieving accessibility and inclusion in the Citiverse requires both applying existing standards and creating new frameworks tailored to the complexity and convergence of emerging digital technologies.
- Several speakers emphasized the importance of universal design, participatory development, and digital equity, particularly for vulnerable populations including the elderly, persons with disabilities, and underserved communities.
- The Citiverse's potential lies not only in innovation but in shaping equitable economies, resilient governance systems, and inclusive urban transformation.
- Collaboration among governments, academia, industry, and civil society is essential to move from vision to action and ensure the Citiverse becomes a truly global and shared reality.
- The [Global Initiative on Virtual Worlds and AI – *Discovering the Citiverse*](#), launched by ITU, UNICC, and Digital Dubai together with 40+ partners, was highlighted as a pivotal multistakeholder platform promoting interoperable, inclusive, and human-centric AI-powered virtual worlds, addressing global challenges and driving sustainable development.
- Discussions reinforced that AI-powered virtual worlds and the Citiverse must be guided by human-centric values and aligned with the WSIS Action Lines and the UN Sustainable



Development Goals (SDGs), contributing to equitable growth, civic engagement, and inclusive public services.

Tangible Outcomes of the session

- Key achievements
 - Deepened awareness of the Citiverse's role in bridging the digital divide and promoting inclusive smart cities.
 - Shared concrete use cases (e.g., TalentVerse, Tampere's people-first citiverse) highlighting real-world applications of Citiverse concepts.
- Announcements/launch during the session
 - Promoted the [Global Initiative on Virtual Worlds and AI](#), supported by over 40 partners, as the global platform to coordinate inclusive, accessible, and scalable Citiverse development.
 - Announced that the [3rd UN Virtual Worlds Day](#) will be held on 11–12 May 2026 in Geneva, Switzerland.
- Agreements/commitments as an outcome of the session
 - A shared understanding among speakers that accessibility and inclusion must remain central pillars in the design and deployment of Citiverse solutions.
 - Emphasized the critical role of [ITU-T Study Group 20](#) in shaping standards for smart cities, digital twins, and inclusive, human-centric services.
 - Reaffirmed the importance of sustained cross-sector collaboration to support the continued work of the [Global Initiative on Virtual Worlds and AI](#).

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

- Encourage WSIS stakeholders to promote and implement international standards tailored specifically to citiverse, such as those developed by [ITU-T Study Group 20](#).
- Expand multistakeholder engagement—including voices from vulnerable communities—in shaping digital urban futures that prioritize equity, interoperability and accessibility.
- Support open innovation and global collaboration through initiatives like the [Global Initiative on Virtual Worlds and AI](#) and [UN Virtual Worlds Day](#) to foster open innovation, knowledge-sharing, and policy coherence.



- Integrate the Citiverse concept into national and municipal digital transformation strategies to ensure future cities effectively utilize immersive technologies for the benefit of all inhabitants.