



**WSIS+20**  
HIGH-LEVEL EVENT 2025

7-11 July 2025  
Geneva, Switzerland

# WSIS+20 High-Level Event 2025

## OPEN CONSULTATION PROCESS OUTCOMES

Co-hosts



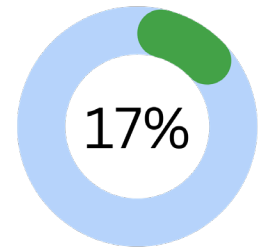
Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

Co-organizers

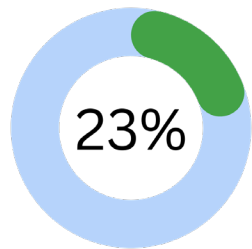


# Stakeholder Type and Regional Distribution

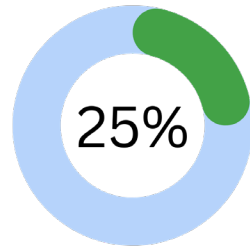
Stakeholder Type Distribution



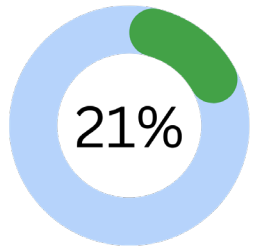
Academia / Technical  
Community



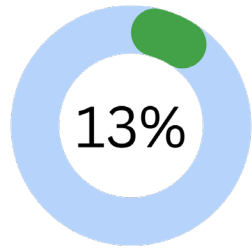
Civil Society



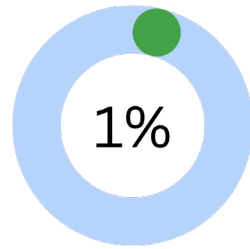
Governments



International  
Organizations

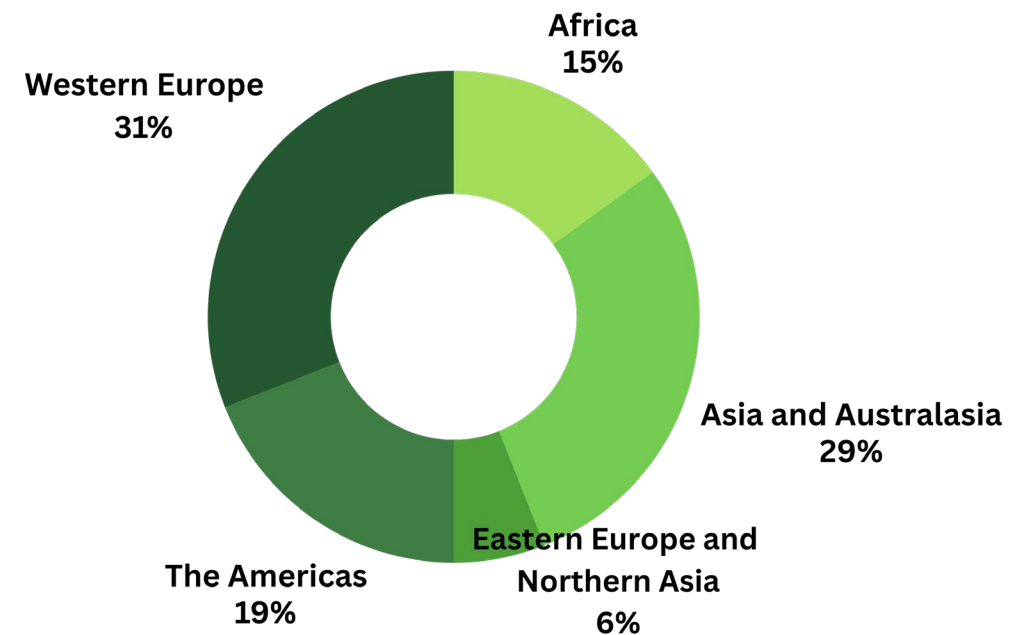


Private Sector



Other

Regional Distribution



*It is important to note that about half of submissions from Western Europe came from the headquarters of Organizations with an international presence.*



# Innovative Formats Suggestions



## MATCHMAKING and NETWORKING SPACE

A dedicated matchmaking platform for countries, businesses, and organizations with similar interests to foster partnerships, collaborate, and pitch ideas.



## ROUNDTABLE SESSIONS

Organize multistakeholder roundtables on key themes for dynamic interactions.



## YOUTH TRACK

Organize a full track led by youth and grassroots digital changemakers.



## LIVE POLLS

Real-time polls to gather instant feedback from participants.



## DIGITAL TOWNHALL

A dynamic space where participants can engage with speakers, ask questions, and join in lively, informal discussions.



## CREATIVE SPACES

Innovation labs for live demonstrations, testimonials and storytelling.



## CASE STUDIES SHOWCASES

Highlight examples of successful digital innovations and solutions.



## HYBRID INCLUSIVE PARTICIPATION

Ensure that both in-person and remote participants can fully engage in discussions and knowledge-sharing.



# Key Topics Suggested for the Forum



# Achievements and Challenges of WSIS Action Lines in the past 20 years



## Action Line C1

### ACHIEVEMENTS

- Collaborative governance with governments, private sector & civil society.
- Expanded digital infrastructure, boosting access.
- E-Gov platforms enhanced transparency & service delivery.

### CHALLENGES

- Persistent digital divides.
- Lack of coordination among sectors.
- Funding and resource constraints.

## Action Line C2

### ACHIEVEMENTS

- Global expansion in mobile networks 2G/3G/4G/5G.
- Broadband deployment & satellite investments closed gaps.
- Advancements in ICT infrastructure.

### CHALLENGES

- Limited infrastructure in developing regions
- Affordability barriers.
- Geographic disparities.

## Action Line C3

### ACHIEVEMENTS

- Growth of open knowledge platforms.
- Enhanced digital inclusion.
- Implementation of open access policies

### CHALLENGES

- Content accessibility and language barriers.
- The rise of misinformation.
- Digital literacy.

## Action Line C4

### ACHIEVEMENTS

- Surge in digital skills & online learning.
- Multistakeholder collaboration through trainings and workshops.
- Growth of ICT mentorship, entrepreneurship, and innovation hubs.

### CHALLENGES

- Adapting capacity-building programs to keep pace with rapid technological advancements
- ICT skills gaps.
- Lack long-term sustainability and scalability.



# Achievements and Challenges of WSIS Action Lines in the past 20 years



## Action Line C5

### ACHIEVEMENTS

- Establishment of cybersecurity institutions.
- Adoption of regulations on cybersecurity and data privacy.
- Increased public awareness on cybersecurity best practices

### CHALLENGES

- Increasing cyberthreats.
- Cybersecurity resilience.
- Data privacy concerns.

## Action Line C6

### ACHIEVEMENTS

- Creation of policy and regulatory frameworks that foster ICT growth.
- Public-Private Partnerships.
- Greater advocacy for affordable internet access and fair digital trade policies

### CHALLENGES

- Slow policy adaptation to digital changes.
- Investment barriers.
- Regulatory and policy gaps.

## Action Line C7: E-government

### ACHIEVEMENTS

- Enhancement of transparency and citizen participation.
- Expansion of digital government and public services.
- Digital identity and authentication.

### CHALLENGES

- Ensuring interoperability and standardization of ICT systems.
- Cybersecurity risks.
- Unequal access to infrastructure.

## Action Line C7: E-business

### ACHIEVEMENTS

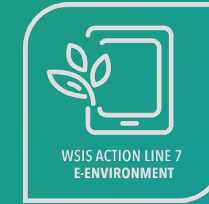
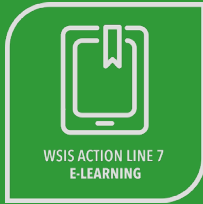
- Digital trade and growth of global e-commerce platforms.
- Advancement of digital payment systems and fintech.
- Accessibility and Inclusion of SMEs and entrepreneurs.

### CHALLENGES

- Disparities in digital infrastructure.
- Digital skills gaps.
- Lack of clear regulatory frameworks for emerging fintech and digital trade.



# Achievements and Challenges of WSIS Action Lines in the past 20 years



## Action Line C7: E-learning

### ACHIEVEMENTS

- Global e-learning platforms and open online courses.
- Expansion of open educational resources (OER) and remote learning tools.
- Transformation of teaching and learning methods.

### CHALLENGES

- Lack of content adapted to local contexts and different national languages.
- Inequalities in access to infrastructure and connectivity.
- Lack of training and digital Skills

## Action Line C7: E-health

### ACHIEVEMENTS

- Telemedicine & eHealth strategies to improve healthcare services scaled up.
- Digital health records and data management.
- Digital health solutions and guidelines.

### CHALLENGES

- Data privacy and security concerns.
- Ensuring ethical AI applications in healthcare.
- Unequal access to digital health services.

## Action Line C7: E-employment

### ACHIEVEMENTS

- Remote work & digital job tools surged.
- Digitization of job postings and recruitment processes.
- Growth of platform work (Gig Economy)

### CHALLENGES

- Labor rights in digital and gig economy jobs remain weak.
- Job instability, work intensification, and declining well-being.
- Automation and AI threatening traditional jobs, with reskilling efforts lagging behind workforce demands.

## Action Line C7: E-environment

### ACHIEVEMENTS

- Environmental monitoring and management using ICTs.
- Promoting circular economy and eco-innovation.
- Climate modelling, disaster management, e-waste, and carbon footprint tracking.

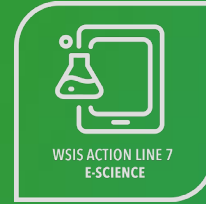
### CHALLENGES

- Limited adoption of green ICTs.
- Gap in international standards for measuring digital environmental sustainability.
- National digital transformation strategies ignore environmental risks and opportunities.





# Achievements and Challenges of WSIS Action Lines in the past 20 years



## Action Line C7: E-agriculture

### ACHIEVEMENTS

- Creation of E-Agriculture Community.
- ICT-driven agricultural development to enhance food security, sustainability, and rural development.
- Precision farming and smart agriculture.

### CHALLENGES

- Climate change.
- Rural access to technology.
- Smallholder farmers face challenges in accessing ICT solutions.

## Action Line C7: E-Science

### ACHIEVEMENTS

- Open science platforms & AI-driven research expanded.
- Supercomputing and Big Data for research.
- ICT enables global collaboration among researchers, accelerating scientific discoveries.

### CHALLENGES

- Ethical considerations around data privacy, intellectual property.
- Operational and infrastructural challenges.
- High-tech costs.

## Action Line C8

### ACHIEVEMENTS

- Digital preservation of languages & heritage.
- Accessibility of local cultural content.
- Protection and promotion of cultural rights and digital identities.

### CHALLENGES

- Dominance of international content on the internet.
- Erosion of cultural identities and standardization of content.
- Local languages and cultural content remain underrepresented.

## Action Line C9

### ACHIEVEMENTS

- Digital transformation of traditional media.
- Journalistic safety frameworks adopted.
- Media literacy & independence strengthened.

### CHALLENGES

- Threats to journalists and press freedom.
- Disinformation proliferation.
- Hate speech on social media.





# Achievements and Challenges of WSIS Action Lines in the past 20 years



## Action Line C10

### ACHIEVEMENTS

- AI ethics & data privacy gained focus.
- Rights of people online.
- Adoption of the UNESCO Recommendation on the Ethics of Artificial Intelligence.

### CHALLENGES

- AI and data ethics concerns.
- Privacy violations.
- Proliferation and misuse of generative AI technologies.



## Action Line C11

### ACHIEVEMENTS

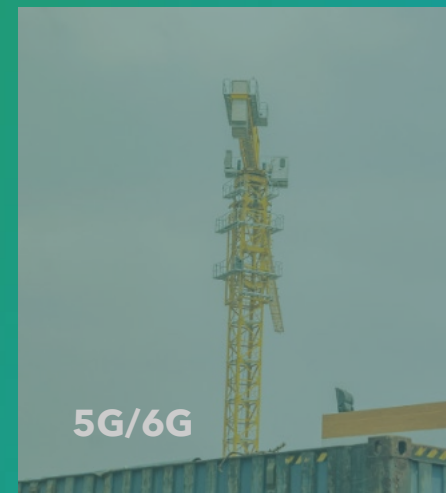
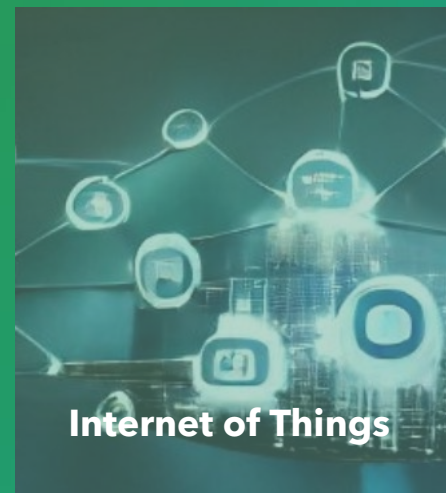
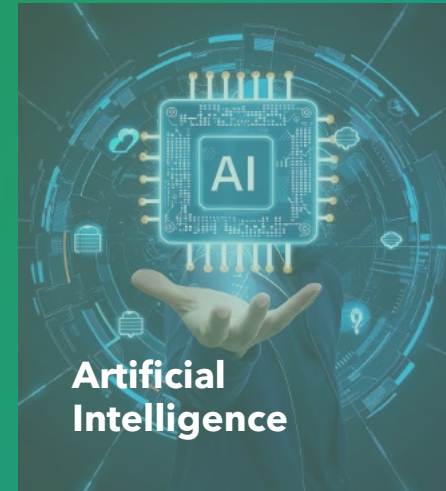
- Strengthened global partnerships.
- Establishment of international cooperation mechanisms promoting ICT development and multi-stakeholder partnerships.
- Multistakeholder engagement and regional initiatives.

### CHALLENGES

- Fragmented cooperation mechanisms.
- Weak resource mobilization.
- Geopolitical complexities.



# Emerging Trends in Digital Development for WSIS+20 Review consideration



## VISION FOR THE FUTURE OF THE WSIS PROCESS

- WSIS as the leading global platform for digital transformation.
- Establish WSIS follow-up as a permanent process.
- Ensure inclusive digital governance with equitable regulations.
- WSIS must continue bridging the digital divide.
- Keep WSIS adaptable to emerging challenges.
- Review WSIS every five years or less.
- Make WSIS more agile, inclusive, and influential.
- WSIS as a central hub for global digital governance.
- Move beyond declarations to concrete action.
- WSIS Forum and IGF continue to provide a multistakeholder platform.
- Strengthen WSIS as a driver of the global digital agenda.
- Strengthen open, multi-stakeholder dialogue.
- Continue collecting and sharing best practices through the WSIS Stocktaking Database, including the WSIS Prizes.
- Enhance data collection and impact measurement.
- WSIS as a reference for responsible digital transformation.
- Establish strong monitoring and accountability for WSIS.
- UNGIS must continue serving as an inter-agency mechanism on digital for development.
- Use WSIS to advance GDC commitments.
- Leverage WSIS Forum to track GDC progress, including AI and data.
- Develop a GDC roadmap with clear roles and accountability.
- Promote inclusive, development-driven global digital cooperation.
- Align WSIS Action Lines with GDC and the evolving digital economy.

