Session Outcome Document

Towards a Resilient Information Ecosystem: Balancing Platform Governance and Technology
Action Line C9. Media

UNESCO

July 8, 9:00-9:45

https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/386

Key   Issues   discussed: Looking   Beyond   2025

- **System-based yet flexible governance frameworks, promoting platform transparency, accountability, and user empowerment** in digital spaces, are key to ensuring that technology enables informed and inclusive societies rather than facilitates threats, such as risks to information integrity, freedom of expression and access to information, safety and privacy, copyright, and others.
- **The whole-of-society, multistakeholder approach** is important to ensure a trustworthy information ecosystem; communication channels among various stakeholders – regulators, industry, civil society, media, academia, and other relevant actors – begin to take ground (the WSIS process and Internet Governance Forum, the Global Forum of Networks, among others) however, inter-sectoral communication still face barriers, and access to platform data and enforcement remain uneven.
- **Communication ecosystems** should be considered in all their complexity. This encompasses a wide range of stakeholders with varying interests, as well as multiple infrastructure layers, including cloud services, satellite internet, AI, and social platforms.
- **User empowerment with media and information literacy (MIL)** is crucial to ensure users can critically navigate the information environment, recognise the trustworthiness of information, and ensure their safety in the digital environment.
- To ensure **information is treated as a public good** in a market-driven ecosystem, **supporting public interest media and independent journalism** is of paramount importance. To guide these efforts, there is a need to differentiation between traditional media and public interest media, content producers and other actors of the information ecosystem.
- **Civil society flourishes when empowered with knowledge and innovative tools to harness technology** in ways that help enhance advocacy and other civil society initiatives, give a voice to marginalised and vulnerable groups, protect the privacy and safety of journalists and other critical voices, particularly in a context of scarce funding.
- In a world inundated with crises that are set to multiply in future, a comprehensive understanding of **crisis communication ecosystems is key.** Most digital regulations are drafted for peacetime, highlighting the importance of crisis planning. A new

regulatory gap is emerging as tech monopolies dominate global communication infrastructures that are often beyond the remit of national legislation.

Tangible Outcomes of the session

- The session advanced cross-sectoral (industry, regulators, civil society, academia and media) consensus on the need for holistic, multistakeholder, and flexible governance of communication ecosystems to ensure the power of technology enables a trustworthy informational environment, freedom of expression for all, strong public interest media, and users empowered with critical thinking and MIL.
- Participants emphasized continued engagement of principles of platform transparency, accountability, user empowerment, and a multistakeholder approach, as promoted by UNESCO's Guidelines for the Governance of Digital Platforms, the Global Forum of Networks of Regulators, and the i4T Knowledge Community, especially for inclusive responses to AI and crisis communication challenges.
- **A shared understanding emerged around the need to embrace technology and AI,** empowering users with the MIL and tools to critically navigate the information environment, as well as helping civil society to leverage technology for public good.

Key Recommendations and Forward-Looking Action Plan for the WSIS+20 Review and Beyond _to all actors in the communication ecosystem, bearing a shared responsibility to:_

1. **Promote multistakeholder governance ecosystems** across sectors and borders by engaging with relevant communication forums, identifying shared interests and incentives to enhance collaboration and ensure equal access to data for all stakeholders.
2. **Support public interest media and ensure the protection of journalists and other media professionals,** including by supporting their viability, protecting their safety, digital presence, and privacy, to ensure information is treated as a public good.
3. **Scale up Media and Information Literacy programs and user-friendly and multilingual tools and technologies** to help users recognize the trustworthiness of information, identify content provenance and assess its context.
4. **Support innovation in civil society,** especially in the Global South, by providing **funding, capacity building and partnerships** that ensure technology and AI are applied to enhance public interest campaigning, ethically and in line with human rights.
5. **Recognise that crisis communication is a distinct and pressing regulatory domain**, requiring the evolution of international frameworks that address infrastructure control, data access and user protection.
6. **Finally, Member States should provide** continued support and investment to achieve progress on the key objectives of the WSIS+20 review and the Global Digital Compass.