



WSIS+20
HIGH-LEVEL EVENT 2025
7-11 July 2025
Geneva, Switzerland

WSIS+20 High-Level Event 2025

OPEN CONSULTATION PROCESS OUTCOMES

Co-hosts



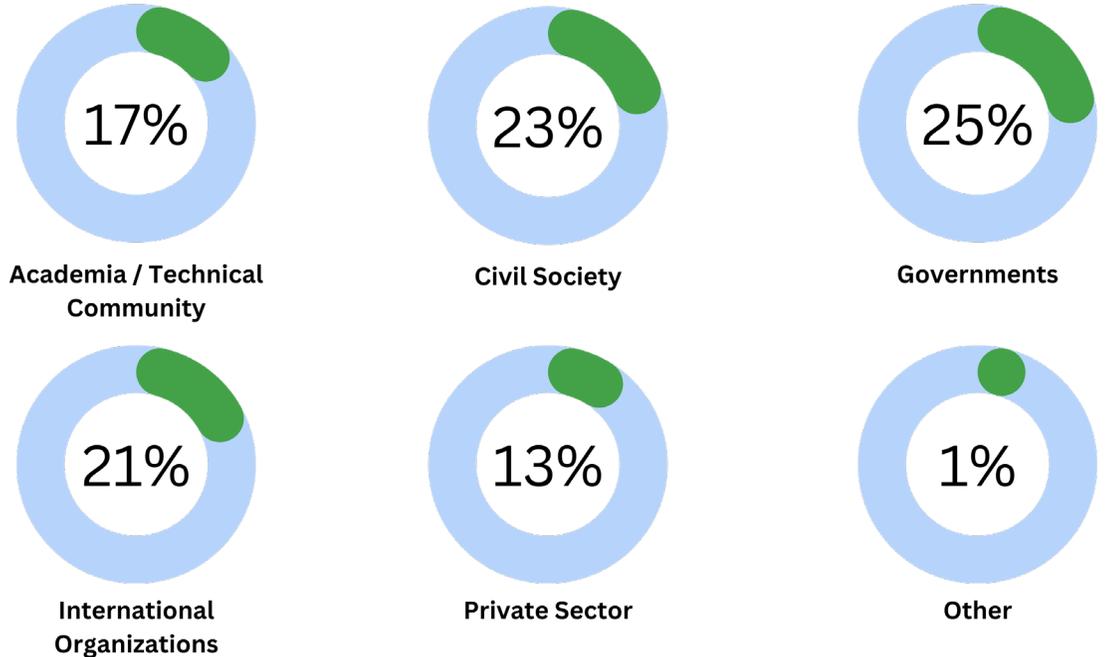
Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Co-organizers

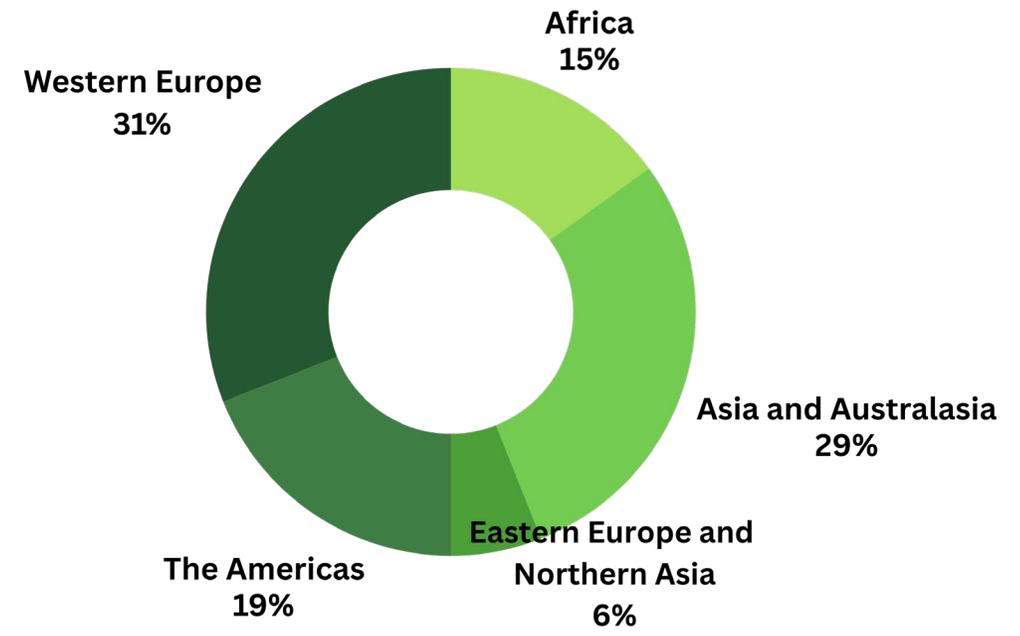


Stakeholder Type and Regional Distribution

Stakeholder Type Distribution



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

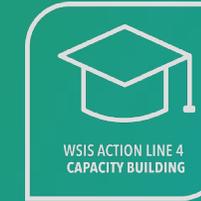
Ensure that both in-person and remote participants can fully engage in discussions and knowledge-sharing.



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

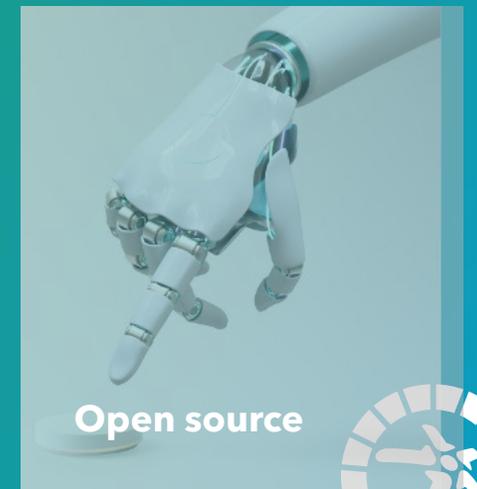
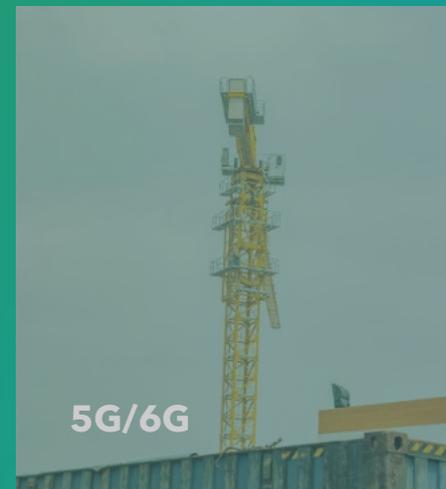
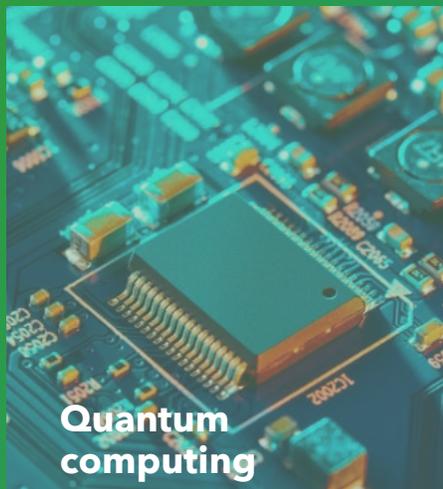
- Strengthened global partnerships .
- Establishment of international cooperation mechanisms promoting ICT development and multi-stakeholder partnerships.
- Multistakeholder engagement and regional initiatives.

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.

