



Session Outcome Document

(2 pages max)

Summary of Session: Incentivising Tech Companies for Actions in Narrowing Digital Divide: Learnings and Opportunities forward

World Benchmarking Alliance

10 May 2023, 12:00 -13:00 CET

<https://www.itu.int/net4/wsis/forum/2023/Agenda/Session/501>

Key Issues discussed (5- 8 bullet points)

- The COVID-19 pandemic could be seen as a blessing in disguise for digital transformation worldwide as it allows key actors to push forward digital inclusion due to the urgency.
- However, we see that digital transformation is not without challenges, eSafety pointed out unintended consequences for digitalization: cyberbullying, online child safety risk, data privacy breach, terrorism, and pornography were among the complaints they received.
- There is no one size fits all to address these unintended consequences, every actor should play their part to build an enabling environment that allows digital inclusion acceleration.
- ICT Watch pointed out the importance of digital transformation should go beyond infrastructure work but also digital literacy, realizing from a large country like Indonesia with 17.000 islands, 300+ ethnicities, 700& local languages.
- Kabel pointed out the importance of democratizing access to employment through skills development for new job roles that emerge during the pandemic.

Towards WSIS+20 and WSIS beyond 2025, please share your views on the emerging trends, challenges, achievements, and opportunities in the implementation of the WSIS Action Lines to date (5-8 bullets)

- Key actors are still working in silo when approaching digital transformation agenda.
- Commitment to digital inclusion needed from national governments to incentivize tech companies for action.



- Less funding opportunities to build a trustworthy digital ecosystem from the netizen perspective.
- Skills mismatch between existing young talents to perform in tech roles.
- There is need to increase commitment from tech companies to provide skilling opportunities for young underserved groups.

Tangible outcomes (such as key achievements, announcements, launches, agreements, and commitments (3-5 bullet points))

- WBA to continue working with various digital sector stakeholders to push for corporate accountability on digital inclusion
- WBA encourages stakeholders to use the published Digital Inclusion Benchmark data in advocacy activities to influence positive digital transformation
- WBA invites digital sector stakeholders to support the joint draft submission to the UN Global Digital compact on four topics: Connect all people to the internet; Apply human rights online; Regulation of Artificial Intelligence; protection of data

Actionable plan (2-5 points)

- WBA to continue working with stakeholders through the Collective Impact coalition for Digital Inclusion to ensure corporate responsibility and drive digital transformation
- WBA to continue engaging with digital sector players in raising awareness on digital inclusion issues highlighted by the Digital Inclusion Benchmark

Suggestions for thematic aspects that might be included in the WSIS Forum 2024 (WSIS+20 Forum High-Level Event) (one paragraph)

- Corporate responsibility on digital inclusion
- Regulation of Artificial Intelligence