

Template – Session Outcome Document

(2 pages max)

Summary of Session: High-Level Dialogue: Digital Governance and Capacity Building

UNESCO

15 March 2023, 11:00-12:00

<https://www.itu.int/net4/wsis/forum/2023/Agenda/Session/396>

Key Issues discussed (5- 8 bullet points)

- Importance of digital competencies (technical and soft): This includes the competencies mentioned in the AI and Digital Transformation Competencies for Civil Servants framework published by UNESCO, such as strategic foresight, data-driven decision making and the awareness and development of legal, regulatory and ethical frameworks. This also includes the attitudes mentioned in the framework, such as trust, adaptability, curiosity, creativity, experimentation, that support the development of the more technical competencies.
- Needs of capacity building at all levels, including at the municipal level where officials implement digital programmes. Having civil servants equipped with digital competencies at all levels ensures that the whole workflow is informed by a digitally-aware and holistic perspective.
- Addressing digital divides, including gender and North-South disparities. As a mitigation measure one of the speakers suggested to run policy hackathons that brings minds together to improve capacities, policies while addressing the digital divide.
- The crucial role of leaders in promoting digital culture and mindset and investing in the capacity building of their staff, particularly in the public sector. This leads to compounding effects where digital competencies and attitudes that support the development of digital competencies are reinforced, over time and with practice.
- Emphasizing the importance of a multistakeholder approach. Within government, a multistakeholder approach enables regulators, policymakers and implementers to collaborate effectively. On a regional or international level, it can allow the pooling of resources across borders to address cost and capacity issues.

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)

- The emerging trends include:
 - A focus on digital capacity building at all levels of policymakers
 - A renewed focus by the leadership in organisations to develop digital competencies for themselves and for their teams
 - A reliance on multistakeholder approaches to leverage on the competencies, skills and knowledge of multiple stakeholder groups for the common good



- Given the emerging trends, the WSIS+20 review can serve as a framework to close digital divides, build digital capacities, reinforce multistakeholderism and further harness digital transformation for the implementation of the 2030 Agenda for Sustainable Development.
- By gathering the global community to tackle challenges of digital transformation in line with the UN General Assembly's Overall Review and 2030 Agenda for Sustainable Development, the WSIS+20 review is an opportunity for experts of ICTs for sustainable development to access tools to strengthen their alignment with the UN SG's roadmap of digital cooperation and Global Digital Compact for the completion of the SDGs.
- Thus, UNESCO aims to continue building synergies with the WSIS community to deepen digital collaboration and sustainable development through the ROAM principles and WSIS+20 review.

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

- More than 100 participants attended the meeting at WSIS and an additional 74 participants attended the session in a hybrid format to learn about digital capacity building.
- Launch of the Dynamic Coalition for Digital Capacity Building – an informal network of leaders and experts from around the world to share good practices on digital capacity building. With interest to join from representatives from Slovenia, Estonia and Law Tech Africa, we continue to enrich the conversations on digital capacity building and addressing of digital governance challenges.
- Speakers agreed that digital capacity building is of prime importance, additionally, it goes beyond the development of technical skills to include the competencies and attitudes that promote digital transformation at a team-, organizational-, and country-level.
- There is a need for more collaboration across different stakeholder groups to promote the holistic, smooth and sustainable digital transformation of any organization. There is also a need for more transnational and trans-organizational collaboration to leverage on each group's unique strengths and capacities for the good of all.
- In response to the strong demand expressed at this session, UNESCO commits to continue advocating for the digital capacity building of its stakeholders in more countries, particularly in the Global South, to contribute to formulating responses for the WSIS Actions Line 3 on Access, Line 9 on media, Line 10 on Ethics and Line 11 on international cooperation.

Actionable plan (2-5 points)

- UNESCO continues to intervene at the national, regional and international level, in the area of digital capacity building for policymakers and judicial operators, with a focus on Africa.
- UNESCO plans to facilitate three digital capacity regional trainings – one with partners in the Africa-Asia Policymaker Network in March 2023, one with judicial operators based in Africa with Smart Africa in mid-2023, and other Kenyan AI Forum in June 2023.
- UNESCO is organizing an international digital capacity building training with the AI for Good Alliance in May 2023.

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



- Digital capacity building for policymakers and judicial operators and interventions on the opportunities, challenges and solutions on the use of AI on the Rule of Law. These should also include interventions on priorities such as closing the digital divide between the global North and the global South and between men, women and gender minorities.