



WSIS+20 Review Action Lines Milestones, Challenges and Emerging Trends beyond 2025

C3 Access to Information and Knowledge

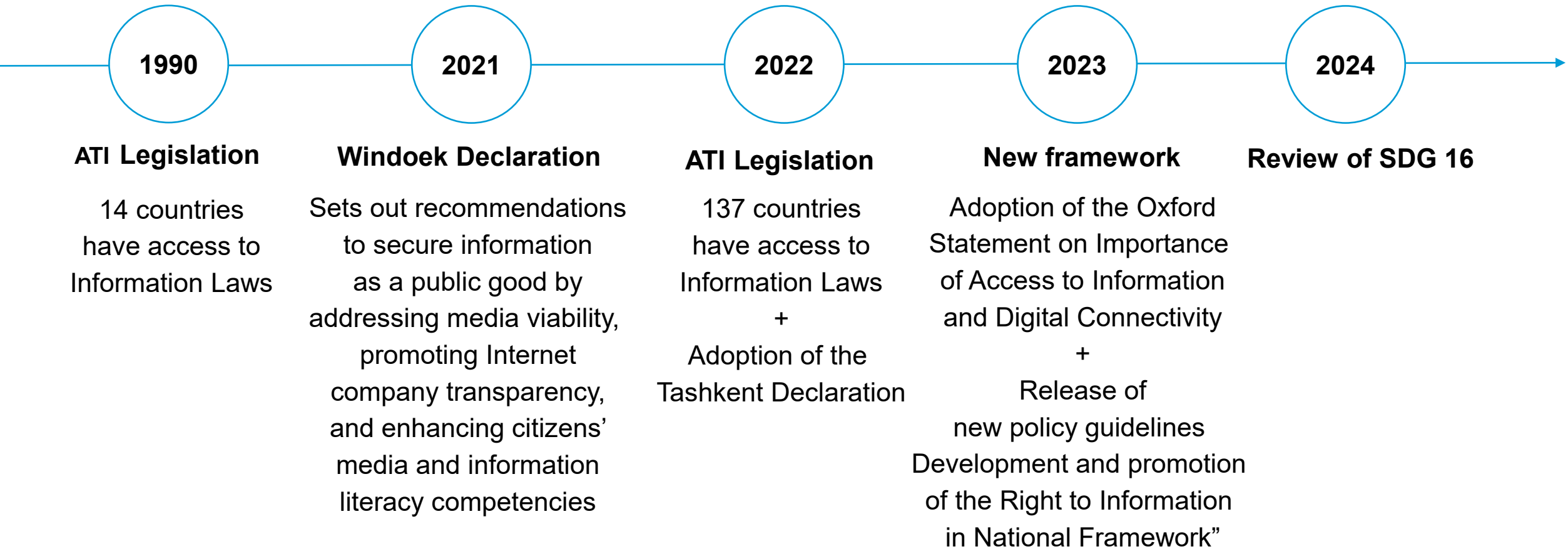
The Evolution of Context

- The informational space has drastically changed and the ways to access information too. Given the rapid rise of the internet age and social media, there has been an increasing access to news and information on which media professionals can report, empower and inform the public and, where possible, use in decision-making.
- Libraries, museums, archives and other cultural institutions hold information **and data**, that can be classified. These institutions are also increasingly considering the potential brought by the involvement of volunteers (or crowdsourcing) in digitization projects, and particularly their contribution in collections' cataloguing and providing additional support in interpreting documents.

The Evolution of Context

- In addition to traditional information systems in analog or digital forms, public agencies increasingly use the newest digital technologies, namely Artificial Intelligence (AI), mobile, Big data, analytics and cloud to boost operational efficiency and to enhance their response to citizens, enterprises, partners' needs.
- There is a disproportionate increase in incomplete, false, and misleading information as well as the overload of unverifiable information, presented in culturally and linguistically inappropriate manner, there does not appear to be a commensurate increase in the availability, visibility, prominence, and engagement with verified information itself. The multiplication of sources of information (noise), as well as the emergence of new technologies powered by artificial intelligence, have intensified the consequences of disinformation. In an algorithmic system based on mass opinions, the use of bots distorts human perception of values, historical realities, products, or even governments and institutions.

Key Milestones: 20 years of Achievements



Challenges in Implementing the Action Line

- **Challenge 1** : Ubiquitous connectivity, strong mobility, intuitive and user-friendly interfaces and new transactions channels, look beyond the classical governmental services available online and/ or through mobile devices. These technologies raise bigger challenges of an open and equitable access for all citizens to the knowledge and benefits to be derived from the resulting important expansions of Public Sector Information and Data.
- **Challenge 2** : An unprecedented open release of public information is nowadays coupled to a high-volume exchange of extremely sensitive and/or personal data across government agencies and citizens.
- **Challenge 3** : Digital phenomena such as cloud computing, mobility, social media, big data, and artificial intelligence give rise to several complex security challenges as well as countless concerns for citizen privacy, with potential threats ranging from hacking or misinformation and disinformation to cyber-terrorism.

Trends and Opportunities Beyond 2025

Trends

- Access to Information and Access to Data are both rights that are enshrined in legislation;
- An increasing numbers of countries adopted access to information legislation (137 countries in 2024)
- Access to information, including through the Internet, is widely recognized as an enabler of a broad range of human rights, and that access to information includes accessibility for persons with disabilities.

Trends and Opportunities Beyond 2025

Opportunities

- Proactively address citizen-consumer complaints through independent regulatory authorities.
- Foster interdisciplinary research collaborations to effectively tackle societal challenges, improve research quality, and facilitate the education of new researchers.
- Establish a universal framework guiding AI legislation, prioritizing human rights, dignity, equality, and equitable access to AI developments.