

## Session Outcome Document

### Empowering Tomorrow: Digital Inclusion Strategies for Sustainable Development

Shanghai Green Light-Year

30/05/2024 11:00 - 11:45

<https://www.itu.int/net4/wsis/forum/2024/Agenda/Session/181>

#### Key Issues discussed (5- 8 bullet points)

- Directions for Chinese most influential ICT companies to improve their digital inclusion performance and digital social impact: Access, Skill, Use, Innovation, and Core Social Indicators.
- Can ICT accelereate ESD work within globe?: In the process of promoting Education for Sustainable Development, what are roles of ICT productions? Toolists? Teaching materials? OR A plateform of showcases?
- Ageing in a digital world – from vulnerable to valuable: the approaches for Top 500 companies to use ICT productions empower the elder group and reduce the digital divide and enhace companies' digital inclusion performance.

#### 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)

- Emerging - Review and promotion of WSIS Action Line: digital management system makes all actions under WSIS Action Line be calculated and analyzed effectively. And providing the fit suggestions for all actors and ITU.
- Challenge - Misuse AI caused by digital divide: Digial divide still make public has different capacity to access and use internet. It is difficult to ensure ethical and responsible use of emerging technologies to prevent misuse and safeguard privacy and human rights.



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

- **Key Findings:** Youth Research Report on 35 most influential Chinese ICT Companies' Digital Inclusion Performance 2023 -- Based on World Benchmarking Alliance's Digital Inclusion Benchmark Methodology 2021
- **Success Story - FutureCare Project:** Project FutureCare stimulates our aging loved ones' cognitive health, fosters joy, and enhances social connections, all while preventing dementia. With our MVP phase showing promising results, it's inspiring to see seniors embrace AI technology with enthusiasm and actively engaging their brains. Witnessing their smiles fills me with a sense of fulfillment. I aspire to continue leveraging AI to benefit more senior beneficiaries for proactive brain health and active aging.

**Actionable plan and key recommendations (2-5 points)**

- Review WSIS Action Lines
- Enhance the collaboration between IGO and local NGOs to expand the actions on digital inclusion.

**Suggestions for thematic aspects that might be included in the WSIS Forum 2025 (one paragraph)**

- First, there should be an emphasis on enhancing the professionalism and training of the organizational team to ensure that staff demonstrate positive attitudes and provide high-quality services to all attendees. It's crucial to allocate time for collaborative testing with venue partners to prevent technical issues that could disrupt in-person speeches by high-level officials and hinder online audience access. Additionally, the official reports of daily activities should be promptly updated to expand the influence of WSIS. Lastly, there should be a clear emphasis on the importance of WSIS events for ICT and digital SDGs work. These thematic aspects would contribute to the overall success and impact of the WSIS Forum 2025.