Session Outcome Document

(*2 pages max*)
Leading in the Digital Era: How can the Public Sector prepare for the AI age?
UNESCO
Tuesday, 28 May 2024, 10:00 – 11:00 (UTC+02:00)
https://www.itu.int/net4/wsis/forum/2024/en/Agenda/Session/460

Key Issues discussed (5- 8 bullet points) *with representatives from Cambodia, Slovenia, Barbados and India*

- For successful digital transformation, we need everyone on board, not just ICT Ministries. Everyone must have the essential digital skills and competencies.

- Digital Transformation is beyond just digitization and digitalization. It is about transforming the relationship between governments and citizens.

- It is important to build trust for every stakeholder, giving them a favourable environment to contribute.

- Regular evaluation and feedback is crucial to ensuring that public services developed are useful to citizens.

- The goal of true digital transformation for governments is to enable citizens to avail government services seamlessly.

- Leaders need to have an acute awareness of the impact of digital technologies.

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)

- **C1: The role of governments and all stakeholders in the promotion of ICTs for development:** Governments have been successful in adopting AI in various government projects such as digital IDs. However, it is important to ensure that stakeholders, especially leaders remain cognizant about the impact of these digital technologies. Towards WSIS +20 and WSIS beyond 2025, AI and digital technologies will enable the realization of seamless delivery of citizen services without the need for in-person interactions with the government.

- **C4: Capacity building:** Governments are partnering with private sector and/or international organisations to provide IT trainings and run skill development programs. As the rate of change of technology will only continue to increase, these trainings should be geared towards building long-term capacity and flexibility to use new technologies while protecting citizens.

- **C6: Enabling environment:** Governments should take an active role to facilitate investments in building up digital infrastructure. Moving forward, it is important to consider how to strategically develop incentives and gather investments to this cause.

- **C7: ICT applications: benefits in all aspects of life – E-government:** While moving towards e-government services, governments should aim for time and cost savings as well as increased transparency, accountability and service quality. Towards WSIS +20 and WSIS beyond 2025, there can be an increased focus on human-centric public service design.

- **C11: International and regional cooperation:** Countries cannot move alone. They must move together and learn from other countries and international organisations. Towards WSIS +20 and WSIS beyond 2025, more partnerships and opportunities for countries to come together to share their expertise should be established.

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

- UNESCO is currently supporting countries to build capacity for public administrations based on UNESCO's Artificial Intelligence and Digital Transformation Competencies for Civil Servants. To secure the commitment of Member States, UNESCO is launching a Pledges Initiative where countries pledge to build civil servants capabilities to succeed in digital transformation.

- On 18-20 February 2025, UNESCO will be holding a conference in Paris targeted at empowering civil servants for inclusive and sustainable governance.

- Since 2021, all Member States have approved the UNESCO Recommendation on the Ethics of AI as a standard setting instrument on the ethics of artificial intelligence.

Actionable plan and key recommendations (2-5 points)

- Build digitally enabled government services with trust as a top consideration. Without facts, there is no truth. Without truth, there is no trust. Without trust, there is no shared reality.

- Human capital development is very important. We cannot move or develop any economy without human capital. Governments need to take a strong stand to build capacity.

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

- Aligned with UNESCO's February 2025 Conference, aspects that could be included in WSIS 2025 include fostering digital capacity building for inclusive and sustainable governance, creating platforms for sharing experiences and best practices and enhancing global digital cooperation.