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

C4 Capacity Building

The Evolution of Context

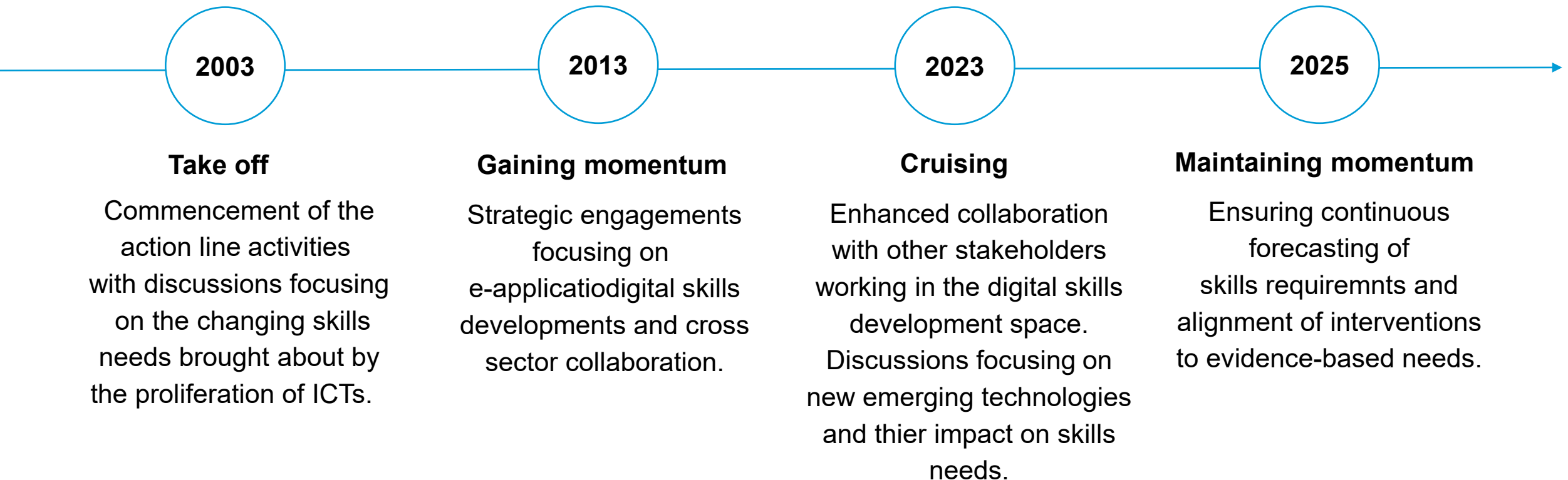**Evolution of technology over 20 years**

- Artificial Intelligence (AI) and Machine Learning (ML) led to the development of applications such as Natural Language Processing (NLP), image recognition and autonomous systems.

- New digital learning and collaboration solutions enabled by Augmented Reality (AR) and Virtual Reality (VR) contribute to the expansion of the outreach and impact of learning programmes.

- Continued growth of online learning and use of technology in learning and skills development.

The Evolution of Context

Evolution of the engagement of stakeholders: Need for a multistakeholder collaboration which promotes an inclusive approach and fosters partnerships between all stakeholders involved

- **Governments** contribute to creating an enabling environment through policy frameworks that support capacity building Initiatives, and regulatory support.

- **Academic Institutions** leverage expertise to develop curricula and work with the technical community to incorporate the latest technological advancements into capacity building programs.

- The **private sector** has been engaging in partnerships to contribute to capacity building initiatives as part of CSR activities. This guarantees an alignment of those programmes with industry needs.

- **Civil society and community-led initiatives** ensure that capacity development programmes are tailored to the needs of local communities and promote a bottom-up approach that gradually empowers citizens.

- **International Organizations** leverage global expertise and resources for capacity building, while disseminating knowledge and facilitating the exchange of best practices among countries.

Key Milestones: 20 years of Achievements

2003 — **2013** — **2023** — **2025**

Take off

Commencement of the action line activities with discussions focusing on the changing skills needs brought about by the proliferation of ICTs.

Gaining momentum

Strategic engagements focusing on e-applicatiodigital skills developments and cross sector collaboration.

Cruising

Enhanced collaboration with other stakeholders working in the digital skills development space. Discussions focusing on new emerging technologies and thier impact on skills needs.

Maintaining momentum

Ensuring continuous forecasting of skills requiremnts and alignment of interventions to evidence-based needs.

Challenges in implementing the Action Line

- **Limited resources:** Insufficient ICT infrastructure (access to connectivity, devices) can impede effective capacity development Initiatives. Lack of sufficient funds to carry out comprehensive capacity building programmes is a challenge to ensuring sustainability and scalability of such initiatives.

- **Persisting digital divide and digital skills gap:** Unequal access to digital technologies, especially in areas which are difficult to reach, exacerbates the digital skills gap within underserved communities, which are at risk of being left further behind.

- **Policy and regulation:** The lack of coordination and alignment of policies at national level could lead to inconsistencies in implementing global capacity development programmes.

Challenges in implementing the Action Line

- **Adaptability to a fast-paced technological landscape:** The rapid evolution of technology can render capacity development efforts obsolete if they do not keep pace with the latest technological developments. Therefore, it is crucial to continually adapt to emerging technologies and the changing needs.

- **Monitoring and Evaluation:** Lack of standardized M&E systems to accurately measure the impact of capacity building programmes, particularly the long-term benefits of capacity building interventions in enabling socio-economic development and citizen empowerment.

Trends and Opportunities Beyond 2025

Trends

- By 2030, it is expected that 40 per cent of existing jobs will be lost to automation, while 24 million new jobs will be created worldwide.

- Emerging technologies bring opportunities to accelerate the achievement of the SDGs. However, they are also likely to generate more inequalities.

- Continuous need for upskilling and reskilling.

- Development of inclusive capacity development programmes which are tailored to the needs of all beneficiary groups (women, youth, persons with disabilities, older persons, underserved communities).

- Global collaboration and knowledge sharing.

Trends and Opportunities Beyond 2025

Opportunities for ITU beyond 2025

- Continue to support member States in designing, developing, and deploying ICT-enabled systems in a safe, trustworthy, and inclusive manner that respects human rights.

- In line with its new resolution on AI, ITU will continue its research, information sharing, and capacity development activities on AI to foster an enabling ecosystem for the development of AI technologies for development.

- Move towards a co-creative programmatic approach to inform contextualized practices, strengthen learner-instructor relations, and improve instructional design.

- Invest in multi-stakeholder partnerships and cooperation frameworks where the private sector provides the technologies while the public sector ensures political buy-in and users' readiness.