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Submissions from entities in the United Nations system, international organizations and other stakeholders on their efforts in 2025 to implement the outcomes of the WSIS

Submission by

United Nations Department of Economic and Social Affairs

This submission was prepared as an input to the report of the UN Secretary-General on "Progress made in the implementation of and follow-up to the outcomes of the World Summit on the Information Society at the regional and international levels" (to the 29th session of the CSTD), in response to the request by the Economic and Social Council, in its resolution 2006/46, to the UN Secretary-General to inform the Commission on Science and Technology for Development on the implementation of the outcomes of the WSIS as part of his annual reporting to the Commission.

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Report on the Implementation of the Outcomes of the World Summit on the Information Society (WSIS)

(January – December 2025)

United Nations Department of Economic and Social Affairs (UNDESA)

I. Summary

In 2025, the United Nations Department of Economic and Social Affairs (UN DESA) intensified its support to Member States and the UN system in advancing the implementation of the World Summit on the Information Society (WSIS) outcomes. As the lead facilitator for Action Lines C1 (public governance and ICTs for development), C7 e-Government, and C11 (international and regional cooperation), a member of the United Nations Group on the Information Society (UNGIS), and the institutional home of the Internet Governance Forum (IGF) Secretariat, UN DESA played a central coordinating, analytical, and convening role throughout the WSIS+20 review cycle. UN DESA worked closely with UN entities, Member States, regional bodies, civil society, the private sector, the technical community, academia, and other partners to support inclusive digital development, strengthen cooperation across the WSIS Action Lines, and provide evidence-based policy analysis grounded in emerging digital governance trends.

II. Analytical Framework

1. **WSIS+20 Overall Review by the General Assembly**

   In 2025, UN DESA served as the Secretariat for the WSIS+20 Overall Review mandated by General Assembly resolution 79/277. Throughout the year, UN DESA supported the Co-Facilitators—Ambassadors Suela Janina (Albania) and Ekitela Lokaale (Kenya)—in preparing and conducting an extensive consultation process. This included organizing open consultations, preparing successive revisions of the draft outcome document, synthesizing contributions from governments and stakeholders, and coordinating with UNGIS entities and WSIS Action Line facilitators. UN DESA ensured transparent, timely documentation processes, maintained the official WSIS+20 website and repository, prepared negotiation matrices, and provided substantive and procedural guidance to Member States. The Secretariat further supported the integration of inputs from various consultations culminating in the WSIS+20 High-Level Meeting of the General Assembly, held on 16–17 December 2025.

2. **Implementation and Follow-Up of WSIS Action Lines C1, C7 (E-Government) and C11**

UN DESA continued to lead the UN system's facilitation of three WSIS Action Lines:

C1 – Public governance authorities and stakeholders in the promotion of ICTs for development: UN DESA supported Member States in strengthening institutional capacities, promoting whole-of-government digital strategies, and advancing people-centered public sector transformation. UN DESA's broader governance work in 2025—such as the approval of new members of the Committee of Experts on Public Administration and the organization of the SDG16 Conference—further contributed to the Action Line C1 agenda by strengthening institutional effectiveness and fostering inclusive, accountable governance systems.

C7 – ICT Applications: E-Government: Activities emphasized the expansion of inclusive digital public services, the ethical use of emerging technologies, digital participation, and data-driven governance. Technical exchanges showcased good practices in service delivery, digital identity, interoperability, and the use of AI in public administration. UN DESA's National E-Government Toolkit and Local E-Government Toolkit served as practical capacity-building instruments, enabling governments to assess their digital maturity, identify institutional gaps, and apply step-by-step guidance for national and municipal digital transformation.

C11 – International and regional cooperation: UN DESA strengthened system-wide collaboration through IGF, UNGIS, the STI Forum, regional exchanges, South-South cooperation, and multistakeholder platforms. In 2025, UN DESA ensured close alignment across UN agencies implementing Action Lines, enhanced synergies with the 2030 Agenda, and supported the updating of workstreams to respond to new governance challenges raised by AI and emerging technologies. UN DESA's support to the 2025 UN Public Service Forum in Samarkand and the release of new foresight products—including the Global Horizon Scanning AI-powered tool and the UNEN Governance Futures Policy Brief—further contributed to cooperative approaches on institutional innovation and digital governance futures.

3. **Global E-Government Development and the 2026 UN E-Government Survey**
    UN DESA's global e-government work in 2025 centered on preparations for the United Nations E-Government Survey 2026, themed "From Digital Government to Agentic Government." This fifteenth edition will introduce new analytical elements reflecting the shift from digital automation to intelligent, adaptive, and anticipatory public institutions. Building on the E-Government Development Index (EGDI), the 2026 Survey will expand sub-indicators including literacy and infrastructure. The 2026 edition will continue to highlight local digital transformation. The Survey's Local Online Services Index (LOSI) will highlight how cities—particularly large urban centers—are incorporating artificial intelligence, data analytics, and emerging technologies into service delivery, urban management, and participatory governance aligned with SDG 11. UN DESA documented cutting-edge municipal use cases, showcasing early forms of "agentic government," where proactive digital systems support personalized services, policy feedback loops, and anticipatory decision-making.

4. **LOSI Pilot Studies**
    As global demand for local digital assessments continues to rise, UN DESA expanded LOSI

through pilot applications in the United Kingdom, Tanzania, Argentina and Greece, conducted in partnership with national institutions and UNU-EGOV. These pilots applied the LOSI methodology to multiple cities in each country, enabling localized benchmarking and targeted capacity-building. The pilots demonstrated strong interest among governments in deploying LOSI as a tool for municipal modernization, peer learning, and evidence-based planning. UN DESA will continue to expand this work in 2026.

5. **Internet Governance Forum (IGF) 2025**
   UN DESA organized the 20th annual Internet Governance Forum together with the Government of Norway, held from 23–27 June 2025 in Lillestrøm, Norway under the theme "Building Digital Governance Together." The IGF Secretariat, housed in UN DESA, coordinated a hybrid global forum with strong participation from governments, civil society, the private sector, the technical community, parliamentarians, youth groups, and UN entities. The programme addressed key issues including: digital trust and resilience; sustainable and responsible innovation, including governance of AI; universal access, human rights online, and digital inclusion; and digital cooperation and the future of multistakeholder governance. The 2025 IGF strengthened intersessional work—Dynamic Coalitions, Best Practice Forums, National and Regional IGFs, and the Parliamentary Track—while also contributing formal inputs to the WSIS+20 review.

III. Future Actions
Following the WSIS+20 High-Level Meeting, UN DESA will support Member States and UN entities in operationalizing the agreed outcomes across the WSIS Action Lines, strengthening the WSIS architecture, and contributing to coherent UN system support aligned with the 2030 Agenda. UN DESA will continue implementing the UN E-Government Survey 2026, expand the LOSI Network, and deepen capacity-building for national and local governments on digital transformation and institutional innovation. As host of the IGF Secretariat, UN DESA will further support preparations for IGF 2026 and enhance intersessional work, including cooperation with parliaments, youth, and UN system partners. UN DESA will continue supporting coherence across UNGIS, facilitating global dialogue on digital governance, and advancing inclusive, people-centred, and sustainable digital development for all.