

WSIS+20 Stakeholder Consultations

MICROSOFT's Input to Revision 1 of the WSIS Outcome document

Introduction

Original text	Text proposals	Comments
Introduction		
14. We also recognise that building confidence and security in ICTs is critical to ensuring the implementation of WSIS goals, and that advancing digital inclusion requires a predictable and transparent enabling environment that encompasses policy, legal and regulatory frameworks that support innovation, protect consumer rights, nurture digital talent and skills, promote fair competition and digital entrepreneurship, and enhance consumer confidence and trust in the digital economy.	14. We also recognise that building confidence and security in ICTs is critical to ensuring the implementation of WSIS goals, and that advancing digital inclusion requires a predictable and transparent enabling environment that encompasses policy, legal and regulatory frameworks that support innovation and digital rights , protect consumer rights, nurture digital talent and skills, promote fair competition and digital entrepreneurship, and enhance consumer confidence and trust in the digital economy.	In the context of policy, legal, and regulatory frameworks, the absence of mention of digital rights is a notable omission.
Information and communications technologies for development		
16. We are deeply concerned, however, that this development potential remains constrained by persistent inequalities between and within countries, regions and communities. A third of the world's population still does not access the Internet, while many who have access face problems of affordability, limited content including content in locally relevant languages, low digital literacy and skills. We reaffirm the central importance of closing these digital divides as a core priority of the WSIS+20 process. Strengthened international cooperation and enabling policy environments are required to address gaps in these challenges to participation in the Information Society.	16. We are deeply concerned, however, that this development potential remains constrained by persistent inequalities between and within countries, regions and communities. A third of the world's population still does not access the Internet, while many who have access face problems of affordability, limited content including content in locally relevant languages, lack of basic infrastructure , low digital literacy and skills. We reaffirm the central importance of closing these digital divides as a core priority of the WSIS+20 process. Strengthened international cooperation and enabling policy environments are required to address gaps in these challenges to participation in the Information Society.	We recommend including a reference to the lack of basic infrastructure as a key factor in fully characterizing existing challenges to participation in the Information Society.

17. We acknowledge that developing digital public goods and digital public infrastructure are critical drivers of inclusive digital transformation and innovation and recognize the need to increase investment in their successful development with the participation of all stakeholders. Digital public goods include open-source software, open data, open artificial intelligence models, open standards and open content that adhere to privacy and other applicable international laws, standards and best practices and do no harm, empower societies and individuals to direct digital technologies to their development needs and can facilitate digital cooperation and investment. Resilient, safe, inclusive and interoperable digital public infrastructure has the potential to deliver services at scale and increase social and economic opportunities for all. We recognize that there are multiple models of digital public infrastructure, and we recognize that each society will develop and use shared digital systems according to its particular priorities and needs.	17. We acknowledge that developing digital public goods and digital public infrastructure are critical drivers of inclusive digital transformation and innovation and recognize the need to increase investment in their successful development with the participation of all stakeholders. Digital public goods include open-source software, open data, open artificial intelligence models, open standards and open content that adhere to privacy and other applicable international laws, standards and best practices and do no harm, empower societies and individuals to direct digital technologies to their development needs and can facilitate digital cooperation and investment. Resilient, safe, rights-respecting, inclusive and interoperable digital public infrastructure has the potential to deliver services at scale and increase social and economic opportunities for all. We recognize that there are multiple models of digital public infrastructure, and we recognize that each society will develop and use shared digital systems according to its particular priorities and needs.	We suggest including a reference to rights-respecting digital infrastructure to fully characterize digital public infrastructure.
The digital economy		
33. We note that digital technologies have had significant impacts on employment, including changes in workplace environments and training requirements, opportunities for more flexible working and the emergence of digital labour platforms. We note that emerging technologies	33. We note that digital technologies have had significant impacts on employment, including changes in workplace environments and training requirements, opportunities for more flexible working and the emergence of digital labour platforms. We note that emerging technologies	We suggest the removal of this clause as unclear and unnecessary.

such as automation, robotics and artificial intelligence are expected to further reshape the labour market, potentially displacing some professional, clerical and manual roles, while also creating new employment opportunities and skill demands. We are concerned to ensure that these developments serve to complement and augment human labour, safeguarding employment rights and welfare.	such as automation, robotics and artificial intelligence are expected to further reshape the labour market, potentially displacing some professional, clerical and manual roles, while also creating new employment opportunities and skill demands. We are concerned to ensure that these developments serve to complement and augment human labour, safeguarding employment rights and welfare.	
Environmental impacts		
42. We are concerned, however, about growing levels of energy demand and consumption arising from digitalisation and the need to address both energy security, access and affordability and impacts on climate change arising from growth in the manufacture and use of digital devices, the volume of data traffic, the number and impact of data centres, growing use of the Internet of Things and rapid growth in the energy demand from artificial intelligence.	42. We note the concerns that have been raised are concerned, however, about growing levels of energy demand and consumption arising from digitalisation and the need to address both energy security, access and affordability and impacts on climate change arising from growth in the manufacture and use of digital devices, the volume of data traffic, the number and impact of data centres, growing use of the Internet of Things and rapid growth in the energy demand from artificial intelligence.	We recommend that this paragraph is neutral in tone and notes the expressed concerns.
44. We recognise the need to promote sustainable consumption and production patterns, including sustainable lifestyles, and circular economy approaches. We urge all stakeholders, and particularly governments and the private sector, to develop international standards for the design of sustainable digital products as well as for reuse, repair and recycling.	44. We recognise the need to promote sustainable consumption and production patterns, including sustainable lifestyles, and circular economy approaches. We urge all stakeholders, and particular governments and the private sector, to develop international standards for the design of sustainable digital products as well as for reuse, repair and recycling, and welcome the work undertaken by the GRI and the International Sustainability Standards Board (ISSB) Reporting in driving alignment between their regimes. Such an approach is worth exploring further in the development of standards to support a circular	The paragraph proposes the development of international standards, which may introduce new obligations for the private sector, therefore we suggest an alternative text that supports the work undertaken by GRI and ISSB.

	economy and in line with obligations introduced by regimes such as the EU's CSRD.	
Building confidence and security in the use of ICTs		
55. We recognize the challenges that States, in particular developing countries, face in building confidence and security in the use of information and communications technologies. We reiterate the call made by the General Assembly in its resolution 70/125 of 16 December 2015 for renewed focus on capacity-building, education, knowledge-sharing and regulatory practice, as well as promoting multistakeholder cooperation at all levels and raising awareness among users of information and communications technologies, particularly among the poorest and most vulnerable.	55. We recognize the challenges that States, in particular developing countries, face in building confidence and security in the use of information and communications technologies. We reiterate the call made by the General Assembly in its resolution 70/125 of 16 December 2015 for renewed focus on capacity-building, education, knowledge-sharing and regulatory practice, as well as promoting multistakeholder cooperation at all levels and raising awareness among users of information and communications technologies, particularly among the poorest and most vulnerable. Targeted support for capacity building is needed to enable all countries, particularly developing countries, to improve cybersecurity governance, align regulatory frameworks with international norms and ensure effective cooperation between Computer Emergency and Computer Security Incident Response Teams (CERTs/CSIRTs).	We recommend reintroducing the key references to CERTs/CSIRTs that were included in this paragraph in the Zero Draft.
Human rights and ethical dimensions of the Information Society		
67. We reaffirm our commitment, set out in General Assembly resolution 69/166 of 18 December 2014, that the same rights that people have offline must also be protected online. We recall the adoption by the General Assembly of resolution 78/213 on 22 December 2023, which set out principles and actions concerning the promotion and protection of human rights in the context of digital technologies. We will uphold international human rights law	67. We reaffirm our commitment, set out in General Assembly resolution 69/166 of 18 December 2014, that the same rights that people have offline must also be protected online. We recall the adoption by the General Assembly of resolution 78/213 on 22 December 2023, which set out principles and actions concerning the promotion and protection of human rights in the context of digital technologies. We will uphold international human rights law	We suggest improving the text of paragraph 67 to more accurately describe ways to address any adverse impact on human rights arising from the use of digital and emerging technologies.

throughout the life cycle of digital and emerging technologies, so that users can safely benefit from digital technologies and are protected from violations, abuses and all forms of discrimination. We commit to establish appropriate safeguards to prevent and address any adverse impact on human rights arising from the use of digital and emerging technologies and protect individuals against violations and abuses of their human rights in the digital space, including through human rights due diligence and establishing effective oversight and remedy mechanisms.	throughout the life cycle of digital and emerging technologies, so that users can safely benefit from digital technologies and are protected from violations, abuses and all forms of discrimination exercise their rights in the digital space. We commit to establish appropriate safeguards to prevent mitigate and address any adverse impact on human rights arising from the use of digital and emerging technologies and protect to provide individuals against with rights to remedy for violations and abuses of their human rights in the digital space, including through human rights due diligence and establishing effective oversight and remedy mechanisms.	
68. We recognise the responsibilities of all stakeholders in this endeavour. We call on the private sector and all relevant stakeholders to ensure that respect for human rights is incorporated into the conception, design, development, deployment, operation, use, evaluation and regulation of all new and emerging digital technologies and to provide for redress and effective remedy for the human rights abuses that they may cause, contribute to, or to which they may be directly linked. We also call on the private sector to apply the United Nations Guiding Principles on Business and Human Rights.	68. We recognise the responsibilities of all stakeholders in this endeavour. We call on the private sector and all relevant stakeholders to ensure that incorporate respect for human rights is incorporated into the conception, design, development, deployment, operation, use, evaluation and regulation of all new and emerging digital technologies and to provide for redress and effective remedy for the human rights abuses that they may cause, contribute to, or to which they may be directly linked. We also call on the private sector to apply the United Nations Guiding Principles on Business and Human Rights.	In relation to paragraph 68 we propose clarifying the obligations of the private sector to respect human rights.
Monitoring and measurement		
116. We recognize the need for further funding and capacity-building of national statistical systems and methodologies to enable all countries to meet the		This paragraph would benefit from clarification and refinement, particularly concerning the request for the private sector to share data

demand for improved data and statistics, and call on development partners to provide additional resources, share best practices, and support capacity development particularly in developing countries. We urge the private sector to contribute by making appropriate data available to support the gathering and analysis of statistical evidence on the development of the Information Society, thereby strengthening research, policy development, and the work of governments, civil society, academia and other stakeholders.		relevant to the development of the Information Society.
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