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| **Telecommunication Development Advisory Group (TDAG)****23rd Meeting, Geneva, 9-11 April 2018** | P:\SUP\Logos\Post-150th Anniv\ITU-logo-UNblue.jpg |
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|  | **Document** **TDAG-18****/2-E** |
|  | **31 January 2018** |
|  | **Original:** **English** |
| **Director, Telecommunication Development Bureau** |
| performance report 2017 |
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| **Summary:**The 2017 Performance Report provides the status of implementation of the objectives, outcomes and outputs defined in the ITU-D Operational Plan. It puts emphasis on the results achieved during the implementation of the objectives, outcomes and outputs of the Sector as well as on the performance indicators.The full report is available at <https://www.itu.int/en/ITU-D/TIES_Protected/PerfReport2017.pdf>**Action required:**TDAG is invited to note this report and to provide guidance as deemed appropriate.**References:**No. 215EA of the ITU Convention |

**Outline of the Performance Report 2017**

The 2017 Performance Report provides a comparison between outcomes and achievements as well as between expected and achieved results, together with the respective performance indicators. It also provides the threat and risk assessment for 2017. These are specified for each objective and relevant outputs. The full report is available at <https://www.itu.int/en/ITU-D/TIES_Protected/PerfReport2017.pdf>

The main results achieved by BDT under its objectives during 2017 are outlined below:

**1 Objective 1:** *“Foster international cooperation on telecommunication/ICT development issues”*

1.1 World Telecommunication Development Conference (WTDC)

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| The seventh WTDC (WTDC-17) of ITU was held from 9 to 20 October 2017 in Buenos Aires, Argentina, under the theme of "ICT for Sustainable Development Goals”. It attracted 1 368 participants from 134 Member States, 62 ITU-D Sector Members, 10 Academia, observers and the United Nations and its Specialized Agencies. The conference opened with a welcoming video message by Mr António Guterres, United Nations Secretary-General. During the first three days of WTDC-17, four plenary sessions were dedicated to the High-Level Segment during which 53 speakers addressed the conference, including the key note statement from Dr Tedros, Director General of WHO, provided by a WHO representative in Buenos Aires. Side events on 10 most relevant topics were held during the WTDC-17. In addition, two Ministerial Roundtables and a gala event were organized to celebrate the 25th Anniversary of ITU-D. All former Directors of the Telecommunication Development Bureau (BDT) were present in the celebrations. WTDC-17 prepared the way forward for ITU-D and BDT for the upcoming period.The main outcomes of the conference were:* Adopted the Buenos Aires Declaration, highlighting the main conclusions and priorities established by the conference, and reinforcing the political support towards ITU’s development mission and strategic objectives;
* Agreed on the ITU-D contribution to the strategic plan of ITU for 2020-2023, to be considered at the next plenipotentiary conference to be held in in Dubai, UAE in 2018;
* Adopted the Buenos Aires Action Plan (BaAP) that aligns the work of the ITU-D with the strategic objectives of ITU so as to assist countries in harnessing the full benefits of ICTs.

Moreover, WTDC-17 adopted five regional initiatives in each of the six development regions. It also adopted the composition of the TDAG Bureau and appointed the TDAG Chairman and vice-chairmen. The Conference approved 42 revised and four new Resolutions, and abrogated six Resolutions, five of which were merged with existing ones. WTDC-17 adopted seven Questions each for Study Groups 1 and 2. Finally, the Conference noted the report of the Committee 2 on Budget control, which includes the financial implications of the implementation of the regional initiatives for the year 2018-2021. |
| *WTDC*  | Resolutions 1, 2, 5, 30, 33, 37, 50, 53, 59, 81, 82 |
| *Plenipotentiary* | Decisions 5, 13Resolutions 25, 71, 72, 77, 111, 131, 133, 135, 139, 140, 151, 154, 165, 167 |
| *Council* | Resolution 1372 |
| *WSIS Action Line* | WSIS Action Lines C1 and C11 |
| *Contributing to SDG Targets* | SDGs: 1, 3, (target 3.d), 5, 10, 16 (targets 16.5, 16.6, 16.8), 17 (targets 17.9, 17.16, 17.17, 17.18, 17.19) |

1.2 Regional Preparatory meetings (RPMs)

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| In line with WTDC Resolution 31 (Rev. Dubai, 2014), BDT organized one regional preparatory meeting (RPM) per region for WTDC-17, each preceded by a one-day meeting of the regional development forum (RDF). In 2016, the RPMs were organized in the Kyrgyz Republic, for the Commonwealth of Independent States (CIS) and in Rwanda, for Africa. In 2017, the remaining RPMs were organized in Sudan, for the Arab States, in Paraguay, for the Americas, in Indonesia, for Asia and the Pacific, and in Lithuania, for Europe.All six RPMs were held with the objective of identifying priorities at the regional level for the development of telecommunications and information and communication technologies (ICTs). They gave careful consideration to the results of the implementation of the Dubai Action Plan since 2014 and mainly focused their discussions on the priority issues, topics, Questions, and regional initiatives included in the Buenos Aires Action Plan (BaAP). All RPMs recognized that ITU-D regional initiatives constituted an effective mechanism for fostering implementation of the WSIS outcomes and 2030 Agenda for Sustainable Development, including the achievement of the Sustainable Development Goals. In addition, all RPMs arrived at a set of proposals on priority issues for their respective regions that served as a basis for the formulation of contributions to WTDC-17.The following key documents were submitted to and reviewed by all six RPMs: * Preliminary Draft ITU-D Contribution to the ITU Strategic Plan for 2020-2023;
* Preliminary Draft ITU-D Action Plan;
* Preliminary Draft WTDC-17 Declaration;
* Rules of Procedure of ITU-D (WTDC Resolution 1);
* Report on streamlining WTDC Resolutions.

After TDAG-17, WTDC-17 preparatory meetings were organized by the following regional groups: African Telecommunications Union (ATU), Inter-American Telecommunication Commission (CITEL), League of Arab States (LAS), Asia-Pacific Telecommunity (APT), Regional Commonwealth in the Field of Communications (RCC), and European Conference of Postal and Telecommunications Administrations (CEPT). |
| *WTDC*  | Resolutions 1, 5, 17, 25, 30, 31, 33, 37, 48, 50, 59, 61, 81 |
| *Plenipotentiary* | PP Decisions 5, 13 PP Resolutions 25, 71, 111, 135, 140, 165, 167 |
| *WSIS Action Line* | WSIS Action Lines C1 and C11 |
| *Contributing to SDG Targets* | SDGs: 1, 3, (target 3.d), 5, 10, 16 (targets 16.5, 16.6, 16.8), 17 (targets 17.9, 17.16, 17.17, 17.18, 17.19) |

1.3 Telecommunication Development Advisory Group (TDAG)

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| The 22nd meeting of TDAG took place from 9 to 12 May 2017 at ITU headquarters in Geneva. It was the last meeting before WTDC-17. The meeting of TDAG addressed the following broad range of subjects:* Preparations for WTDC-17, including (i) an update on the preparations for the Conference, (ii) the report of the Regional Preparatory Meetings Coordination Meeting, (iii) the structure of WTDC-17, (iv) the ITU-D Contribution to the Draft ITU Strategic Plan, (v) the Draft ITU-D Action Plan, and (vi) the Draft WTDC-17 Declaration;
* Outcomes of WTSA-16 related to the work of ITU-D;
* Implementation of the ITU-D Strategic Plan and Operational Plan 2016, including regional initiatives;
* ITU-D four-year rolling Operational Plan 2018-2021, including a progress report by the TDAG Correspondence Group on the Strategic Plan, Operational Plan and Declaration (CG-SPOPD);
* ITU-D contribution to the implementation of the WSIS Plan of Action, including the United Nations General Assembly Overall Review and the Sustainable Development Goals;
* Working methods and Rules of Procedure of ITU-D (WTDC Resolution 1), including a report by the TDAG Correspondence on Rules of Procedure of ITU-D (CG-Res1);
* Streamlining WTDC Resolutions;
* ITU-D 25th Anniversary celebrations;
* Collaboration with the other Sectors, including a progress report on the work of the Inter-Sector Coordination Team on Issues of Mutual Interest;
* ITU-D Study Group-related matters;
* Membership, partnership, and innovation-related matters.

The following additional meetings took place during the TDAG week:* Correspondence Group on Rules of Procedure of the ITU Telecommunication Development Sector (ITU-D) (WTDC Resolution 1) (CG-Res1);
* Correspondence Group on the Strategic Plan, Operational Plan, and Declaration (CG-SPOPD);
* Correspondence Group on Streamlining WTDC Resolutions (CG-SR);
* Inter-Sector Coordination Team on Issues of Mutual Interest.

Some of the main outcomes of TDAG were as follows:* In relation to the ITU-D Contribution to the Draft ITU Strategic Plan, TDAG drew attention to documents TDAG17-22/7, TDAG17-22/8, and TDAG17-22/9, which contained the compilation of outcomes by RPMs and contributions to TDAG-17, and invited members to use these documents in their preparation for WTDC-17.
* In relation to the Working methods and Rules of Procedure of ITU-D (WTDC Resolution 1), TDAG advised members to use the compilation document TDAG17-22/10 in the preparation for WTDC.
* In relation to streamlining WTDC Resolutions, TDAG supported the report of CG-SR and appreciated the proposal to reduce the number of study Questions and efforts to avoid duplications.
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| *WTDC*  | Resolutions 1, 5, 17, 24, 30, 33, 37, 50, 59, 61, 81 |
| *Plenipotentiary* | PP Decisions 5, 13 PP Resolutions 25, 71, 111, 135, 140, 151, 154, 165, 166, 167 |
| *Council* | Resolution 1372 |
| *WSIS Action Line* | WSIS Action Lines C1 and C11 |
| *Contributing to SDG Targets* | SDGs: 1, 3, (target 3.d), 5, 10, 16 (targets 16.5, 16.6, 16.8), 17 (targets 17.9, 17.16, 17.17, 17.18, 17.19)  |

1.4 Study Groups

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| The ITU-D Study Groups held their third set of Rapporteur Group meetings for the 2014-2017 study period in January 2017. The SG1 Rapporteur Groups, including the Joint ITU-D/ITU-R Group for WTDC Resolution 9, met in Geneva from 9 to 18 January 2017, followed by the SG2 Rapporteur Group meetings from 18 to 27 January 2017. The Rapporteur Group meetings were an important milestone towards the completion of the expected deliverables for all study Questions for the study period. Significant progress was made on the expected deliverables, and the groups also brainstormed on possible future directions and related activities of their specific study Questions. These exchanges on the possible future of the study Questions were useful as members debated and formulated proposals on the same matters at RPMs and at WTDC-17.* In conjunction with the Rapporteur Group meeting for Question 3/2 (cybersecurity), an open workshop was held on the topic of “Cybersecurity and risk assessments in practice” on 26 January 2017. Experts gathered to share their knowledge and experience on the practical assessment of cyber risks at the national level, in large organizations, and in critical infrastructure sectors. Supply chain risks and the role of standards for managing cyber risks in organizations were also debated.
* The final ITU-D Study Group 1 and 2 meetings for the study cycle took place in Geneva from 27 to 31 March 2017 and from 3 to 7 April 2017, respectively. The SG1 and SG2 meetings agreed on the Final Reports containing the deliverables called for by WTDC-14 for all SG1 and SG2 Questions. The groups also continued discussing the future of the existing study Questions, which in turn served to inform Member States as they prepared for WTDC-17.
* The SG1 and SG2 meeting dates for the next study period (2018-2021) were also considered.
* Sponsorship opportunities were made available for activities, such as exhibits, side and social events, around all ITU-D SG1 and SG2 meetings, including Rapporteur Group meetings in 2017.
* The call to Member States to nominate candidates for the positions of chairmen and vice-chairmen of ITU-D study groups for the next study period (2018-2021) was launched in May 2017.
* A total of 18 publications, available in the six languages, were finalized for WTDC-17 to display the outputs gathering the results of the studies and surveys conducted and reflecting the inputs received during the 2014-2017 study period.
* WTDC-17 reinforced the role of the ITU-D study groups to provide membership with a platform to share experiences, present ideas, exchange views, and achieve consensus on strategies to address telecommunication/ICT priorities. The Conference also appointed the new management team made up of two Chairmen and 23 Vice-Chairmen from the six regions. As to the scope of the ITU-D study groups for the new cycle 2018-2021, through its 14 new study Questions, ITU-D SG1 will continue to focus on the “Enabling environment for the development of telecommunications/ICTs” and SG2 will concentrate on “ICT services and applications for the promotion of sustainable development”.
* The call to Member States, Sector Members, Associates and Academia to nominate candidates for the positions of rapporteurs and vice-rapporteurs for the 14 new study Questions was launched in November 2017.
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| *WTDC*  | Resolutions 1, 2, 5, 9, 17, 21, 30, 33, 50, 59, 61, 80, 81 |
| *ITU-D*  | Recommendations 15, 16, 17, 19, 20, 21, 22 |
| *Plenipotentiary* | PP Decisions 5, 13PP Resolutions 25, 71, 133, 135, 140, 154, 165, 166, 167 |
| *Council* | 1372 |
| *WSIS Action Line* | WSIS Action Lines C1 and C11 |
| *Contributing to SDG Targets* | SDGs: 1 (target 1.b), 3 (target 3.d), 5, 10, 16 (targets 16.5, 16.6, 16.10), 17 (targets 17.9, 17.16, 17.17, 17.18) |

**2 Objective 2:** *“Foster an enabling environment for ICT development and foster the development of Telecommunication / ICT networks as well as relevant applications and services, including bridging the standardization gap”*

2.1 Policy and regulatory frameworks

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| ITU-D continued to convene global and regional forums to discuss global trends in regulation for Sector Members and other national and international stakeholders, through organizing the Global Symposium for Regulators (GSR) as well as strategic dialogues on topical policy, legal, regulatory, and economic and financial issues and market developments. GSR is the global annual venue for regulators to share their views and experiences, culminating in the adoption of Best Practice Guidelines. The 17th edition of the Global Symposium for Regulators (GSR) and its pre-events (the Global Dialogue on Digital Financial Inclusion and the Regulatory Associations meeting and Private sector Chief Regulatory Officers meeting) were held from 11 to 14 July in Nassau, the Bahamas.ITU-D provided data, research and analysis, and tools (Trends reports, GSR discussion papers, publications, portals, databases) to support its members in defining, elaborating, implementing, and reviewing transparent, coherent, and forward-looking strategies; policy, legal and regulatory frameworks as well as in moving towards evidence-based decision-making. The 2017 Global Regulatory Outlook was launched in Q1 2017 (executive summary available at <http://www.itu.int/en/ITU-D/Regulatory-Market/Pages/Outlook/2017.aspx>) - a first report in a new annual series tracking market and regulatory trends in the ICT sector and their implications across the economy. ITU-D also provided knowledge exchange tools and platforms (ICTEye, ICT Regulation Toolkit, the ICT regulatory knowledge centre) to enable inclusive dialogue and enhanced cooperation to help countries achieve a more inclusive information society and to raise national and regional awareness about the importance of an enabling environment. Access to the ICT Regulatory Tracker has been facilitated through its release on a new online micro-site, available here: (<https://www.itu.int/net4/itu-d/irt/#/tracker-by-country/regulatory-tracker/2015)>.ITU-D continued to raise awareness and build capacity through various trainings, workshops, seminars, forums, and conferences focused on ICT development, broadband infrastructure, applications and services, 5G, International Mobile Roaming (IMR), cost modelling, infrastructure development, spectrum management and related issues, satellite coordination, smart grids, ICT startups, Internet access, conformity and interoperability, pricing, policy and regulatory collaboration in the area of digital financial services and digital financial inclusion, and digital economy. Several regional forums were organized on Economics and Finance in ICTs/Telecommunication, which provided a platform at which economical and financial issues affecting the sector in different countries were discussed, and possible solutions were considered.ITU-D provided direct assistance to many countries in the fields of developing policy and regulatory frameworks, establishment an independent regulatory authority, broadband strategies, capacity building in spectrum monitoring; consumer protection framework for ICT sector; etc. |
| *WTDC*  | Resolutions 1, 9, 17, 21, 23, 30, 32, 43, 48, 62 |
| *Plenipotentiary* | PP Decisions 5, 13, PP Resolutions 25, 71, 102, 135, 138, 154, 165 |
| *WCIT* | Resolution 3 |
| *WSIS Action Line* | WSIS Action Line C6 of the Geneva Plan of Action and §§ 112-119 of the Tunis Agenda for the Information Society |
| *Contributing to SDG Targets* | SDGs: 1 (targets 1.1, 1.2, 1.3, 1.4, 1.5, 1.a, 1.b), 2 (targets 2.3, 2.4, 2.c), 3 (targets 3.8, 3.d), 4 (targets 4.3, 4.4, 4.5, 4.7, 4.c), 5 (targets 5.1, 5.b), 7 (targets 7.a, 7.b), 8 (targets 8.2, 8.3, 8.9, 8.10), 9 (targets 9.1, 9.3, 9.5, 9.a, 9.c), 10 (targets 10.3, 10.c), 11 (target 11.1), 12 (targets 12.8, 12.b), 13 (target 13.3), 16 (targets 16.6, 16.7, 16.8, 16.10, 16.b), 17 (targets 17.6, 17.8, 17.9, 17.14, 17.16, 17.17) |

2.2 Telecommunication/ICT networks, including conformance and interoperability and bridging the standardization gap

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| ITU-D continued to implement and update the ITU Interactive Terrestrial Transmission Maps (<http://itu.int/go/Maps>). The ITU Maps present critical ICT infrastructure on broadband backbone optical fiber, microwave links, satellite earth stations, and submarine cables. The Map interface was renewed to allow new data visualizations and data analytics. The following have been provided: graphical improvements proposals, wireframes for smartphone and tablet applications, and dashboard and statistics. Video and demonstrations for events are under development. At the time of this reporting, the Map presented information from 406 operator networks and 19 170 nodes worldwide. The research on the transmission links has reached 13 010 406 km of routes, of which 3 101 414 km have been imported to the Map. A new webpage, additional layers (IXPs in collaboration with Telegeography) and dashboards have been added; submarine cables and information on satellite earth stations have been updated. A revision of the report “Implementation of Evolving Telecommunication/ICT Infrastructure for Developing Countries: Technical, Economic and Policy Aspects” was developed and shared with all participants of the ITU-D Study Groups. This revision added to essential telecommunication/ICT infrastructure and their technologies information on IoT standardization process and concepts, spectrum, and broadcasting. The report makes reference to more than 200 ITU publications (e.g. ITU-D Study Group Reports, ITU Guidelines, and ITU Recommendations from all Sectors).In accordance with WTDC Resolution 47 (Rev. Dubai, 2014), regional forums and training courses on C&I were conducted. A C&I Assessment Study has been developed for the South American region, and 9 out of the 10 South American countries took part on it. Regional training events have been organized together with testing laboratory partners for Americas, Asia-Pacific and Africa regions.Capacity of ITU members was built on a range of telecommunication/ICT network issues, including conformance & interoperability, digital terrestrial television, IPv6, SMS4DC, spectrum management, frequency planning and coordination, etc. Direct assistance was provided regarding frequency planning, spectrum management master plans, the transition from analogue to digital terrestrial television broadcasting, future Internet exchange & IPv6-based broadband, implementation of broadband wireless networks, radio broadcasting, national and regional Internet Exchange Points (IXP), etc.  |
| *WTDC*  | Resolutions 1, 9, 10, 11, 13, 17, 18, 20, 21, 22, 23, 25, 30, 32, 35, 37, 39, 43, 47, 48, 50, 51, 52, 57, 62, 63, 77Recommendations 17, 19, 22 |
| *Plenipotentiary* | PP Decisions 5, 13PP Resolutions 25, 71, 101, 123, 176, 177, 178, 203 |
| *WRC* | Resolutions 12, 55, 212, 223, 224, 238, 908Recommendation 207 |
| *WTSA* | Resolutions 17, 20, 29, 44, 64, 72 |
| *WCIT* | Resolution 5 |
| *WSIS Action Line* | WSIS Action Lines C2, C3, C7 and C9 of the Geneva Plan of Action and the section "Financial mechanism for meeting the challenges of ICT for development" of the Tunis Agenda for the Information Society. |
| *Contributing to SDG Targets* | SDGs: 1 (targets 1.a, 1.4), 4 (targets 4.4, 4.6, 4.a, 4.c), 6 (targets 6.5, 6.a, 6.b), 7 (targets 7.1, 7.b), 8 (targets 8.2, 8.5), 9 (targets 9.1, 9.4, 9.5, 9.a, 9.b, 9.c), 11 (targets 11.1, 11.5, 11.a, 11.b), 17 (targets 17.3, 17.5) |

2.3 Innovation and partnership

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| **Partnership in the ICT ecosystem:** Partnership and resource mobilization were enhanced through direct contacts, networking, and meetings. In 2017, 58 new partnership agreements were signed with various stakeholders: multi-thematic (20), on ICT Applications (12), on human capacity building (6), on infrastructure (5), on emergency telecommunication (4), on digital inclusion (3), on cybersecurity (3), on e-waste (2), on regulatory and market environment (2), and on innovation (1). The beneficiary regions of these newly-signed agreements were: Global (33), the Americas (7), Asia-Pacific (8), Africa (4), Arab States (3), Europe (2), and CIS (1). The BDT internal database on partnership agreements has been enhanced to support BDT resource mobilization efforts and to facilitate identification of potential partners. BDT pays particular attention at nurturing relationship with existing partners and engaging with them in lasting relationships. In addition, BDT also recognizes the importance of widening and diversifying its partners’ base through outreaching activities towards non-traditional partners. Therefore, in a convergent ICT ecosystem, entities from other sectors are becoming new BDT partners, such as Pierre Fabre Foundation for projects in m-health or International Solid Waste Association for projects related to e-waste.ITU worked closely with PAHO during 2017 on updating a study on successful experiences on e-health in the Americas and in replicating successful e-health initiatives. As a result of their joint collaboration during 2017, ITU AMS and PAHO agreed to work on an MoU to facilitate further collaboration in the future. Negotiations for the signature of an MoU are under way.**Sponsorship Opportunities:** In 2017, a new interactive sponsorship platform, available in the six ITU official languages, was launched for social and side-events and activities taking place at the occasion of BDT-organized events. Opportunities were opened for Study Group meetings, GSR-17 side events, WTDC-17 side-events and the ITU-D 25th Anniversary. This website/portal proposes opportunities to entities to enhance their visibility, promote brands, and showcase ICT products and solutions.**Innovation:** Consultations and workshops were successfully conducted in several countries and regions (eg, Rwanda, Kenya, Argentina, Moldova, Sri Lanka, etc.) on ICT-centric innovation ecosystems, innovation and entrepreneurship, and innovation policies. The innovation track was successfully delivered for the WSIS Forum 2017 where startups and government policy-makers met in order to strengthen digital industries and innovation capacity, and leverage investment to bridge the innovation divide. The Innovation toolkit on Bridging the Digital Innovation Divide for strengthening ICT-centric ecosystems was launched during a session in the WSIS 2017 innovation track. This toolkit has been developed to help countries develop a Digital Innovation Framework, a set of policies and projects that foster national innovation.A multi-stakeholder global workshop on bridging the digital innovation divide was organized on the sideline of ITU telecom in Busan, 26-28 September, with representatives from 8 countries who were equipped with skills to champion and lead national reviews on the ICT-centric innovation ecosystems and develop coherent approaches to move their respective countries towards an innovation driven economy. ITU, together with Busan Metropolitan City, organized the 4th Young ICT Leaders’ Forum in conjunction with the Telecom World 2017 in Busan, Republic of Korea, on 27-29 September 2017. Over 200 participants from more than 30 countries worldwide participated in the Forum. The Forum also hosted Busan Global Smart Cities Challenges which presented 5 awards to winners.  |
| *WTDC* | Resolutions 1, 5, 30, 33, 50, 59, 71, 157 |
| *Plenipotentiary* | PP Decisions 5, 13PP Resolutions 25, 71, 72 |
| *WSIS Action Line* | WSIS Action Lines 3, 4, 5, 6, and 7 of the Geneva Plan of Action and the section "Financial mechanism for meeting the challenges of ICT for development" of the Tunis Agenda for the Information Society. |
| *Contributing to SDG Targets* | SDGs: 1 (targets 1.a; 1.b), 2 (targets 2.a, 2.c), 3, 4 (targets 4.a, 4.b, 4.3, 4.7), 5 (targets 5.b, 5.6), 8 (target 8.2, 8.3, 8.6, 8.10, 8.b), 9 (targets 9.5, 9.b, 9.c), 10, 11 (targets 11.1, 11.4), 12, 13 (target 13.3), 16, 17 (targets 17.1, 17.3, 17.9, 17.14, 17.16, 17.17) |

**3 Objective 3:** *“Enhance confidence and security in the use of telecommunications/ICTs, and roll-out of relevant applications and services”*

3.1 Building confidence and security in the use of ICTs

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| In 2017, BDT continued to provide support to ITU membership, in particular to developing countries, in building trust and confidence in the use of ICTs. BDT’s activities covered *inter alia* capacity-building and outreach initiatives, activities related to legal and technical improvements, and international cooperation. The 2nd edition of the Global Cybersecurity Index was launched. The index aims at measuring the level of commitment of Member States to cybersecurity. Several initiatives and activities were implemented in the area of child online protection, including developing guidelines and strategies (e.g., in Egypt, the Caribbean, Sudan, etc.). BDT assisted in establishing and strengthening national CIRTs (e.g., in Mali, Arab region, Namibia, Mauritania, Zimbabwe, etc.). For instance, a Cybersecurity project was signed in September with the Government of Australia to assist 4 countries in the Pacific Islands on establishing National CIRTs. Cyberdrills were organized in several countries and regions (e.g., the Caribbean, the Arab region, Uruguay, etc.). As an example, the Regional ALERT (Applied Learning for Emergency Response Teams) Cyber Drill was organized in Doha, Qatar, in cooperation with the Arab Regional Cybersecurity Centre (ARCC). 100 participants from 11 countries attended the drill. Workshops and symposiums on cybersecurity were successfully conducted in several countries and regions (the Americas, Swaziland, Djibouti, etc.).The ITU Regional Workshop on Cybersecurity for CIS provided a platform to exchange experiences, including on the recent cyber-attacks in the region, and ideas on ways to combat them. The workshop attracted 56 participants from 8 countries. |
| *WTDC* | Resolutions 1, 5, 9, 15, 30, 33, 37, 45, 50, 59, 64, 67, 69, 78, 79 |
| *Plenipotentiary* | PP Decisions 5, 13PP Resolutions 25, 71, 72, 130, 179, 181 |
| *WTSA* | Resolutions 50, 52, 58  |
| *WSIS Action Line* | WSIS Action Line C5 |
| *Contributing to SDG Targets* | SDGs: 1, 3 (target 3.5), 4 (target 4.a), 5 (targets 5.2, 5.3, 5.b), 7, 8, 9, 10 (target 10.2), 11, 16, 17 |

3.2 ICT applications and services

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| The capacities of ITU Member States to develop national e-strategies to foster an enabling environment for upscaling ICT applications was continued to be built through numerous activities, including *inter alia* the following:For e-Health:* A major agreement was signed with the European Commission and WHO to set up an mHealth Innovation and Knowledge Hub in Europe. The Hub will be collecting and disseminating research and experiences in large-scale mHealth programs and supporting Member States in setting up such programs.
* A “Toolkit and Implementation Guidelines for a Digital Health Platform” was developed to guide decision makers and health planners in designing and implementing a national "digital health platform".
* A new joint effort was launched with WHO African Region during the First WHO Africa Health Forum that took place in Kigali, Rwanda, to scale up Digital Health services in Africa.
* Assistance was provided to Senegal to develop its national eHealth Action Plan.

For e-Agriculture:* A Cooperation Agreement with FAO was signed to reinforce the working relationship on e-Agriculture issues and expand the scope and depth of activities.
* In partnership with FAO, the national e-agriculture strategy for Papua New Guinea was further refined and some of the priority solutions were identified. The engagement with stakeholders towards its implementation was further strengthened.

For e-Learning:* A model partnership agreement between different sectors (Health, Agriculture, Education, etc.) with ICT sector is under development to facilitate the creation of national and institutional agreements that can foster the scaling up of ICT for Development services leveraging public-private partnership.
* A joint UNESCO-ITU “Policy Forum on Mobile Learning” was successfully organized attracting over 300 participants. The forum stressed the importance of cross-sectoral collaborations in developing the necessary E-skills.

Other programs included *inter alia* the following:* A first draft of a Common ICT for SDG Platform was developed to provide an overall architecture of a common digital infrastructure that can deliver a set of integrated and cross-cutting services based on common standards and Enterprise Principles.
* Increased regional collaboration on smart cities and improved understanding of the underlying technologies and related challenges at ITU Regional Workshop held in Uzbekistan.

Activities were successfully organized in Philippines (National E-agriculture Strategy), Russia (the Internet of Things and Future Networks technologies), Kazakhstan (Digital Financial Services Development), Burkina Faso (m-Cervical Cancer programme), Zambia (implementation of mHealth), Zimbabwe (telemedicine services), etc.  |
| *WTDC* | Resolutions 1, 5, 30, 54 |
| *Plenipotentiary* | PP Decisions 5, 13PP Resolutions 25, 71, 72, 139, 140, 183, 202 |
| *WSIS Action Line* | WSIS Action Line C7 of the Geneva Plan of Action |
| *Contributing to SDG Targets* | SDGs: 2, 3, 4 (targets 4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7), 6, 7, 8 (targets 8.1, 8.3, 8.8), 9 (targets 9.1, 9.b), 11 |

**4 Objective 4:** *“Build human and institutional capacity, provide data and statistics, promote digital inclusion and provide concentrated assistance to countries in special need”*

4.1 Capacity building

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| In 2017, BDT continued to develop capacity-building policies, strategies and guidelines, and to deliver them to ITU membership in order to assist them in enhancing and strengthening their human and institutional capacity and in setting up national programmes. The following activities, *inter alia*, were successfully undertaken and the planned outcomes achieved:* Under the framework of the ITU Academy’s Centers of Excellence network, a total of 64 training courses were delivered between January-December 2017, with a total of 1 551 participants from all over the world.
* The online publication “Capacity Building in a Changing ICT Environment” was released.
* The Report on Capacity Development in Internet Governance (IG) was finalized.
* Development of training materials for the ICT and Climate Change Training Program was completed.
* The report on the development of the Internet of Things (IoT) training program was completed. The program will contain total of 15 modules (8 at the Foundational level and 7 at the advanced level). Recruitment of experts to develop the individual modules has begun. The modules should be ready by the end of April 2018.
* The Spectrum Management Training Program (SMTP) underwent a complete review and update to ensure that the materials incorporate the latest developments in the field.
* Seven ITU Asia-Pacific Centres of Excellence trainings were held in Asia-Pacific region on Spectrum Management, Internet and IPv6 Infrastructure Security, Conformity and Interoperability (C&I) for 4G LTE, IoT Technology, Standards and Planning, Collaborative Cross-sectoral Regulatory Mechanisms and Competition Analysis in Digital Economy, Spectrum Engineering and Cross border RF coordination, Broadband Mobile and Internet of Things Network Planning (detailed in other sections).

Activities under this output contributed to increasing cooperation between ITU and relevant partners in the field of capacity building. A Cooperation Agreement was signed with ARCTEL on the joint implementation of an Accelerated Management Course for Telecommunication Executives. The course aims to deliver high-quality and certified training for managers of the telecommunication sector. A number of regional events were organized *inter alia* with various partners:* Regional Training Workshops on "Satellite Communications” were organized for Africa, Arab region and the Caribbean. These workshops were organized under a partnership agreement with the international Satellite telecommunication organization (ITSO).
* A regional training on Fundamentals of Fiber and Optical Networks was organized in Tunisia in cooperation with CIFODECOM.
* Partnered with the Asia-Pacific Telecommunity (APT) in organizing the “Preparing for International Conferences, 2017” Training. The training was delivered in two phases (On-Line and Face to Face).
* The ITU-Academia Partnership Meeting: Developing Skills for the Digital Era was held in Budapest, Hungary. The meeting contributed to enhanced cooperation between ITU and academic institutions, and between academic institutions and Centers of Excellence.
* A regional training was organized in cooperation with SUDACAD in Sudan to enhance capacities of participants on identifying ICT project and business risks and providing structured process for the management of ICT Risk Management.
* Within the framework of the partnership initiative with Telecommunications Regulatory Authority (TRA-UAE), a regional project was signed on human capacity building on IPv6 for Arab LDCs and Palestine.

Other specific capacity building events and trainings included *inter alia*:* Annual regional workshop on human capacity development for African countries was organized in Mauritius with 121 participants from 27 countries. The workshop provided the platform for the ICT professionals from the public service, industry and academia to enhance their understanding on the Internet of Things ecosystems’ issues in Africa.
* The sharing of experiences took place among capacity building professionals at an ITU Regional Workshop in Ukraine.
* The regional workshop on “Strengthening capacities in international Internet governance” was held in Brazil.
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| *WTDC* | Resolutions 1, 5, 9, 15, 20, 21, 22, 30, 32, 33, 36, 40, 50, 59, 73, 77 |
| *Plenipotentiary* | PP Decisions 5, 13PP Resolutions 25, 71, 72, 137, 139, 140, 176, 188, 189, 197, 199, 202 |
| *Council* | Resolution 1143 |
| *WTSA*  | Resolutions 54, 59, 72 |
| *WSIS Action Line* | WSIS Action Line C4 of the Geneva Plan of Action and §§ 8, 22, 23a, 26g, 49, 51, 65, 72h, 86, 87, 90c, d, f, 95, 114b of the Tunis Agenda for the Information Society. |
| *Contributing to SDG Targets* | SDGs: 1 (target 1.b), 2 (target 2.3), 3 (targets 3.7. 3.b. 3.d) , 4 (targets 4.4, 4.7), 5 (targets 5.5, 5.b), 6 (target 6.a), 8 (Target 8.2), 9 (targets 9.1, 9.b, 9.c), 12 (targets 12.7, 12.8, 12.a, 12.b), 13 (targets 13.2, 13.3, 13.b), 14 (target 14.a), 16 (target 16.a), 17 (target 17.9, 17.18) |

4.2 Telecommunication/ICT statistics

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| BDT hosts the world’s most comprehensive collection of ICT data and statistics in various thematic areas, including ICT infrastructure, access and usage, policy and regulation, and cost and tariff policy issues. The work of ITU under this output has resulted in the enhanced availability and dissemination of internationally comparable, timely ICT statistical databases.The 15th World Telecommunication/ICT Indicators Symposium (WTIS) took place in Tunisia in November 2017. WTIS-17 featured high-level plenary talks on ICT data for investment, and emerging ICT trends in Artificial Intelligence, Big Data, Cloud Computing, and Internet of Things. Participants also had the opportunity to follow a selection of demos, tutorials, and lightning talks on data visualization and Big Data analysis tools, crowdsourcing data, next-generation networks and tracking the digital economy. ITU's latest ''Measuring the Information Society Report'' was launched during WTIS-17, which contains the results of the latest ICT Development Index (IDI), the leading global index that benchmarks the level of ICT development in over 170 economies worldwide. This report has helped to enhance the knowledge of policy makers, investors, and business people about current ICT market trends allowing them to take evidence-based decisions and providing them with an accurate analysis of telecommunication/ICT developments worldwide.In 2017, a number of statistical products were released to enhance the information and knowledge of policy-makers and other stakeholders on current telecommunication/ICT trends and developments based on high-quality, internationally comparable statistics.* The latest edition of the ITU World Telecommunication/ICT Indicators Database and the ITU/World Bank joint publication “The Little Data Book on Information and Communication Technology 2017” were released in January and June 2017, respectively. The data will enable users to take informed decisions in the field of ICT, based on internationally comparable statistics.
* The “ICT Trends and Developments” reports for the Americas, Asia and the Pacific and Europe were completed as an input to the Regional Preparatory Meetings (RPMs). The reports enabled the ITU membership to assess ICT trends in their regions, as a basis for discussions at the RPMs.
* The 2017 long questionnaire data collection was completed. Around 150 countries submitted their responses to the WTI Long Questionnaire 2017. Around 60 countries responded to the ICT Household Short Questionnaire 2017, and 114 countries responded to the ICT Price Basket Questionnaire 2017.

The ITU project on ‘Big Data for Measuring the Information Society’ was concluded successfully. The project included pilot studies in six countries (Colombia, Georgia, Kenya, Philippines, Sweden and the United Arab Emirates) and intended to explore how big data from the ICT industry, particularly from telecommunication operators, can produce new or complement existing indicators to measure the information society. The outputs of the project included six country reports and a methodology document describing the big data ICT indicators and how the indicators can be produced by operators and service providers and compiled at the country level. The document was developed and enhanced based on experiences by pilot countries. The use of the methodology document will ensure international comparability of the ICT indicators that are produced from big data sources.ITU’s activities under this output continued to contribute towards increased cooperation, and improved methodologies and international standards on ICT statistics through the work of the Expert Group on Telecommunication/ICT Indicators (EGTI) and the Expert Group on ICT Household Indicators (EGH). Meetings of the ITU Expert Group on Telecommunication /ICT Indicators (EGTI) and Expert Group on ICT Household Indicators (EGH) took place in Geneva, Switzerland, in September. Nearly 100 statistical experts from ICT ministries, national statistical offices telecommunication regulators, and international organizations from 48 countries attended the meetings and discussed how to better track access and use of ICTs by households and individuals, and how data from ICT service providers could be used to inform policy-makers and regulators and help monitor and drive ICT development.Increased capacity and skills of producers of ICT statistics to carry out data collections, produce and analyze international comparable ICT indicators, was achieved through a number of capacity building activities, including *inter alia*: * National Workshop on ICT Indicators was held in Rwanda.
* National Training Workshop on ICT statistics was conducted in Mongolia.
* The ITU Asia-Pacific Regional Workshop on ICT Statistics was held in China.
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| *WTDC* | Resolutions 1, 5, 8, 30, 33, 37, 43, 50, 51, 52, 57, 59, 60 |
| *Plenipotentiary* | PP Decisions 5, 13 PP Resolutions 25, 71, 72, 137, 139, 140, 176, 188, 189, 197, 199, 202 |
| *WSIS Action Line* | Telecommunication/ICT statistics are relevant to the monitoring of the implementation of all WSIS Action Lines of the Geneva Plan of Action and are referred to in paragraphs 112-119 of the Tunis Agenda for the Information Society, as well as paragraphs 70 of the Outcome Document of the High-Level Meeting of the General Assembly on the Overall Review of the Implementation of WSIS Outcomes |
| *Contributing to SDG Targets* | Telecommunication/ICT statistics are relevant to the monitoring of the implementation of all SDGs and are referred to in paragraphs 48, 57, 74-76, 83 of the 2030 Agenda for Sustainable Development |

4.3 Digital inclusion of people with specific needs

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| In 2017, the capacities of Member States to develop and implement digital inclusion policies, strategies and guidelines to ensure telecommunication/ICT accessibility for persons with disabilities were further strengthened.Girls in ICT Day events were organized globally on 27 April, including at ITU Headquarters and at all ITU regional offices, raising awareness and contributing to create a global environment that empowers and encourages girls and young women to consider studies and careers in the growing field of ICTs. Since 2011, when the first International Girls in ICT Day was celebrated, over 9 000 events in 166 countries have taken place, empowering more than 300 000 girls and young women from around the world. In 2017, some 70 000 girls from 134 countries participated in over 2 100 events: this includes events held in 30 countries in Africa, 33 in the Americas, 12 in the Arab States, 20 in Asia-Pacific, 6 in the CIS and 33 in Europe. The ITU Girls in ICT Portal received 1 117 695 page views between January and September 2017. This compares to a total of 383 552 page views in 2016, and 337 936 page views in 2015. Awareness about Girls in ICT Day has been raised among tens of millions worldwide and covered by BBC World TV in 2017. #GirlsinICT hashtag reached over 63 million Twitter accounts for 255 057 360 timeline deliveries.Awareness was raised and best practices shared among ITU members through weekly publication of innovative digital inclusion practices and strategies on the ITU-D Digital Inclusion Newslog. 181 digital inclusion programmes and practices were shared on the Digital Inclusion Newslog at <http://digitalinclusionnewslog.itu.int/> from January to September 2017, with more than 6 757 views of the newslog posts during this time period.Awareness on the importance of training young people with job-ready digital skills was raised among nearly 200 stakeholders during the June 2017 World Summit for the Information Society (WSIS) Forum “High Level Dialogue on Digital Skills for Decent Jobs for Youth”. The session launched the joint ITU-ILO “Digital Skills for Decent Jobs for Youth” campaign to incentivize a range of stakeholders to train 5 million youth worldwide with job-ready digital skills by 2030. The Campaign has been launched under the “Global Initiative on Decent Jobs for Youth”, supported by 22 UN agencies. ITU is leading the digital skills thematic area of the Global Initiative on Decent Jobs for Youth which seeks to scale up country actions ([www.itu.int/digitalskills](http://www.itu.int/digitalskills)). Other awareness-raising and capacity-building activities included, *inter alia*:* Assistance was provided to Egypt to develop a national ICT accessibility policy.
* Internet Access and Training Centre for persons with hearing disabilities was established in Belarus in March 2017.
* Support was provided to over 100 indigenous leaders from ITU Member States in the Americas Region to develop their capacity in using telecommunications/ICTs for the social and economic development.
* A national training programme on web accessibility “Internet for @ll” composed by a political buy-in at national level on ICT accessibility and two “face-to-face train-the-trainer” courses on “Accessible web content” and “Design and development of accessible websites” in line with the WCAG 2.0 web accessibility standards were developed. The curriculum of this National training programme on web accessibility was translated into English, French and Arabic and will be translated into other ITU official languages in 2018.
* Assistance was provided to the Ministry of Communications and Information Technology of Egypt to formulate the ICT Accessibility Policy for Egypt.
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| *WTDC* | Resolutions 1, 5, 9, 11, 15, 20, 21, 22, 23, 30, 32, 55, 58, 68, 76, 77 |
| *Plenipotentiary* | PP Decisions 5, 13PP Resolutions 25, 30, 32, 33, 34, 36, 37, 64, 70, 71, 131, 139, 140, 175, 184, 198, 202 |
| *WTSA* | Resolution 55, 69 |
| *WSIS Action Line* | WSIS Action Lines C2, C4 and C7 and C8 of the Geneva Plan of Action and § 90 of Tunis Agenda for the Information Society |
| *Contributing to SDG Targets* | SDGs: 1 (targets 1.2, 1.4, 1.a, 1.b), 4 (targets 4.1, 4.2, 4.3, 4.4, 4.5, 4.a, 4.b), 5 (5.1, 5.5, 5.b, 5.c), 8 (targets 8.2, 8.3, 8.5, 8.6, 8.10, 8.b), 9 (target 9.c), 10 (targets 10.2, 10.3), 11 (targets 11.2, 11.7, 11.c), 16 (target 16.b), 17 (targets 17.6, 17.7, 17.8, 17.17) |

4.4 Concentrated assistance to LDCs, SIDS and LLDCs

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| In 2017, ITU continued its efforts to increase the awareness of the importance of ICTs for sustainable development, to provide concentrated assistance, and to enhance capacity of Least Developed Countries (LDCs), Landlocked Developing Countries (LLDCs), and Small Island Developing States (SIDS). Various ICT related activities, initiatives, programmes, and projects were implemented in the concerned countries. A Pre-WTDC-17 Ministerial Roundtable on ICT④SDGs in LDCs, LLDCs, and SIDS took place in October 2017, attended by about 90 participants. The Roundtable highlighted how ICTs are accelerating the attainment of SDGs and discussed national initiatives on how to address and overcome barriers to ICT affordability, connectivity, access, and its use.Important awareness raising and outreach activities were undertaken during events organized by the UN Office of the High Representative for the Least Developed Countries, Landlocked Developing Countries and Small Island Developing States (UN-OHRLLS). These events included the Regional Meeting of African LDCs in Senegal and the Expert Group Meeting on Financing Infrastructure Development for enhanced integration of the LLDCs into global trade and the 15th Inter-Agency Consultative Group Meeting of the UN system and international organizations on the Implementation of the IPoA for the LDCs for the Decade 2011-2020, both held in New York. Two reports on “America's landlocked developing countries (LLDCs): Connectivity opportunities and challenges in Bolivia and Paraguay” are currently under preparation and are aimed at enhancing the capacity of LLDCs. The Strategic Corporate Plan for the recently established ICT Commission (ICTC) in Tanzania is under finalization. This Plan will help Tanzania to implement a structured ICT development programme in the country. ITU continued to support countries that were affected by disasters, to re-establish their communication networks in its aftermath, by delivering direct assistance through the provision of equipment and infrastructure damage assessments, and in reconstructing and rehabilitating telecommunication infrastructure. Other capacity building activities included *inter alia*:* ITU Arab Regional Training Programme for Arab LDCs on IPv6 (CNE-2) was organized in collaboration with NTC-Sudan in April 2017.
* Support of ICT integration in the education system in Kyrgyz Republic by supplying remote education facilities as technical assistance to the Institute of Electronics and Telecommunications under the Kyrgyz State Technical University.
* Concentrated assistance to Zambia in the form of equipment for schools for the blind.

During 2017, a total of 624 fellowships were provided to participants from LDCs to participate in ITU meetings. Every LDC received at least one fellowship. |
| *WTDC* | Resolutions 16, 17, 18, 21, 25, 26, 30, 33, 36, 37, 50, 51, 52, 53, 57, 60 |
| *Plenipotentiary* | PP Decisions 5, 13PP Resolutions 25, 30, 32, 33, 34, 36, 70, 71, 123, 124, 125, 126, 127, 135, 159, 160, 161, 193, 202 |
| *WRC* | Resolution 12 |
| *WCIT* | Resolution 1 |
| *WSIS Action Line* | WSIS action lines C4 and C7 of the Geneva Plan of Action and §§ 9, 23, 26, 49, 59, 87 and 95 of the Tunis Agenda for the Information Society |
| *Contributing to SDG Targets* | SDGs: 1 (target 1.4), 3, 4 (targets 4.3, 4.5, 4.6, 4.a, 4.b), 5 (target 5.b), 6, 8 (target 8.5), 9 (targets (9.1, 9.2, 9.5, 9.a, 9.c), 10 (targets 10.2, 10.b), 11 (targets 11.1, 11.2, 11.7), 12 (target 12.b), 13 (target 13.b), 14, 15, 16, 17 (targets 17.7, 17.8, 17.9, 17.18) |

**5 Objective 5:** *“Enhance environmental protection, climate change adaptation and mitigation and disaster management efforts through telecommunication/ICTs”*

5.1 ICTs and climate-change adaptation and mitigation

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| In 2017, ITU continued to provide assistance to developing countries in the use of ICTs to mitigate and address the effects of climate change and to develop e-waste strategy, policy, and regulatory frameworks. ITU, together with the United Nations University (UNU) and the International Solid Waste Association (ISWA), finalized the Global E-waste Monitor 2017, which presents the global and regional statistics *inter alia* on the amount of e-waste produced, global and regional recycling rates, and the number of countries with e-waste legislation. This report is one of the key outcomes of the Global E-waste Statistics Partnership. Several other important handbooks, guidelines, and reports were prepared, including *inter alia*:* Handbook for the development of a policy framework on electrical and electronic waste from Information and Communication Technologies.
* Training materials on ICTs and Climate Change.
* A report to design an e-waste policy and regulatory framework for Malawi, including an assessment of current e-waste treatment and a forecast of e-waste volumes and values.
* A study has been commissioned to determine the capacity building needs of African countries in terms of developing guidelines on the development of legislative frameworks. This study would recommend a capacity building plan for having e-waste legislative framework in place.

Other activities aimed at enhancing capacity, raising awareness, and assisting countries in putting in place appropriate polices and frameworks included *inter alia*:* The e-waste management policy and regulatory framework for Saint Lucia were finalized.
* Regional Training Workshop on ICT for Climate Change Mitigation and Adaptation in the Arab Region.
* Regional workshop on Prospects of Smart Water Management (SWM) in the Arab Region, in collaboration with the Tunis-International Center for Environmental Technologies (CITET).
* Regional Forum on Internet of Things (IoT) for development of Smart Sustainable Cities (SSC) for the Arab Region
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| *WTDC* | Resolutions 17, 21, 30, 32, 37, 50, 52, 53, 66 |
| *Plenipotentiary* | PP Decisions: 5, 13, PP Resolutions: 25, 71, 182 |
| *WTSA* | Resolution 73 |
| *WSIS Action Line* | Action Line C7 (e-environment) of the Geneva Action Plan is closely linked to Output D.5.1. |
| *Contributing to SDG Targets* | SDGs: 3 (target 3.9), 5 (target 5b), 9, 11 (targets 11b), 13 (targets 13.1, 13.2 and 13.3), 14, 15 |

5.2 Emergency Telecommunications

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| In 2017, ITU continued to facilitate emergency disaster response, strengthened capacity, and improved communications for disaster relief. ITU deployed emergency telecommunication equipment to the Caribbean as a response effort after the massive devastation caused by Category 5 Hurricanes Irma and Maria. Several Member States, including Haiti, Dominica and Antigua and Barbuda, received emergency telecommunications equipment, which included satellite phones, BGANs and VSATs, to support humanitarian relief efforts. Moreover, ITU supported the Government of Zimbabwe in addressing the challenges following the devastation caused by severe floods through the deployment of emergency telecommunication equipment. The equipment was used to coordinate recovery and rehabilitation activities, including providing communication to the most affected communities in the country. ITU entered into several cooperation agreements:* A cooperation agreement between ITU and Australia to implement a project on emergency telecommunications in Asia and the Pacific.
* A Memorandum of Understanding on Emergency Telecommunications with CITEL, COMETLECA and CTU was signed during WTDC-17 in Argentina.

ITU also organized activities to enhance capacities on Emergency communications, Climate Change, Smart Sustainable Cities, e-waste and related to National Computer Incident Response Teams (CIRTs). They included *inter alia*:* Workshop on Technologies for mitigating the effects of earthquakes and tsunamis organized in Peru.
* Second Multi-stakeholder Forum on the Role of Telecommunications/ICT in Disaster Management in Colombia.
* ITU Regional Training Workshop on ICTs for Disasters Management for the Arab Region in Sudan.
* Training Workshop on Server Configuration and Data Collection for Big Data Project (CDR Secure Storage and Analysis) as well as Use of ICT applications for humanitarian coordination, such as Tele-Health, in Sierra Leone.
* Training workshop and focus group on Pacific Satellite Connectivity project in Thailand.
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| *WTDC*  | Resolutions 1, 5, 17, 21, 30, 32, 34, 37, 50, 52, 53, 69 |
| *Plenipotentiary* | PP Decisions: 5, 13, PP Resolutions: 25, 37, 71, 98, 136, 140, 182, 202 |
| *WRC* | Resolution 646, 647 |
| *WCIT* | Resolution 2 |
| *WSIS Action Line* | Action Line C7 |
| *Contributing to SDG Targets* | SDGs: 3 (target 3.9), 5 (target 5b), 9, 11 (targets 11b), 13 (targets 13.1, 13.2 and 13.3), 14, 15 |

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