

Annex 6B: Better use of ITU-D Study Group products

Purpose of document:

To identify challenges impacting the effective use of ITU-D Study Group products, and propose potential solutions to address these pressure points.

Target ITU-D SG products:

ITU-D Study Group products include:

- Final Reports from each Study Group Question (quadrennial)
- Interim reports from each Study Group Question (annually)
- Workshop reports of each Study Group Question
- Best practice documents, guidelines, seminars, etc.

	Challenge	Proposed solutions
How to find ITU-D SG products	<ul style="list-style-type: none">• Easy access to the products by ITU website navigation• The current ITU webpage makes it difficult to find information, as the reports/interim deliverables are spread out across multiple webpages.<ul style="list-style-type: none">○ Example of duplicate landing pages for reports:○ Best practices being adopted on fit-for-purpose digital regulation tools for consumer protection - ITU (ITU hub) AND Best practices being adopted on fit-for-purpose digital regulation tools for consumer protection (SG publication)○ 1/1 report (ITU hub) AND 1/1 Report (SG publication)	<ul style="list-style-type: none">• Streamline duplicative webpages on the ITU website (examples provided in the <i>Challenge</i> column).• Include a search/tag function on the ITU-D Publications webpage and a tag function for the ITU hub, so users can more easily find the reports/topics they need.<ul style="list-style-type: none">○ One of the tags should be able to filter Study Group products, to assist members searching for these.• Reduce the number of hyperlinks to reach Study Group products.<ul style="list-style-type: none">○ From one of the ITU-D Study Groups webpages, you need to go through the following links to reach reports: Study Groups > Study Group publications > SG1 > 2021 > 1/1 report• This could be simplified to: Study Groups > ITU-D publications OR ITU hub > user searches/filters by the Study Group tag > 1/1 report• All study group final and interim reports to be accessible/searchable by topic and not by study period.

	Challenge	Proposed solutions
	<ul style="list-style-type: none"> There is no search function/tag capability on the ITU-D publications webpage to easily find topics of interest. <ul style="list-style-type: none"> Note - there is a search function for the general ITU hub. 	
Finding, mapping and sharing information in the Final Reports	<ul style="list-style-type: none"> The current length and number of topics covered in the Final Reports makes it difficult to find and use information easily. Lack of precise items contributed to Questions - membership inputs can be too vague, resulting in broad and unspecific proposals which do not target specific Questions. <ul style="list-style-type: none"> This can also make it difficult for editors to develop their reports. 	<ul style="list-style-type: none"> Rethink how the quadrennial Final Reports are developed. Instead of providing lengthy reports covering many subtopics, the Final Reports could comprise of short reports on specific topics (e.g. the length and format of the Best practices being adopted on fit-for-purpose digital regulation tools for consumer protection). This new approach to developing the Final Reports could be undertaken through the following steps: <ol style="list-style-type: none"> Study Group Questions select specific topics to deliver 3-4 interim deliverable reports on, based on their Terms of Reference and mapped to the WTDC Action Plan/ITU-D Operational Plan and its KPIs. <ul style="list-style-type: none"> E.g. An interim deliverable report on best practices to improve access to digital services in remote communities would support the ITU-D Priority “Affordable Connectivity” (<i>KPI: Improved access to digital services by people in urban, rural and remote areas and underserved communities</i>) from the Kigali Action Plan. Study Group Question meetings address these specific topics, encouraging inputs and running workshops that specifically support the development of interim deliverable reports on these topics. Following this method, 3-4 interim deliverable reports are delivered throughout the study cycle, and are the focus of the Study Group teams' efforts.

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		<p>4. These 3-4 interim deliverable reports from each Study Question would be the content of the quadrennial Final Reports presented at WTDC.</p> <ul style="list-style-type: none"> Following this method of focusing on interim deliverable reports, Study Group outputs would be easier to catalogue on the ITU website and disseminate to target audiences, because their subject matter would be clear and concise.
	<ul style="list-style-type: none"> Poor dissemination and lack of visibility of products. Products need to be shared more with different stakeholders in the ecosystem. Unclear who the target audience is for products. 	<ul style="list-style-type: none"> The aforementioned reporting approach (3-4 shorter interim deliverable reports per study cycle) would make it easier for Members and ITU staff to share reports with interested parties because the report topics would be more precise. Interim deliverable reports and their findings could be shared and discussed at relevant panels/workshops at ITU summits, symposiums, regional development forums, etc., as well as relevant events of other organisations (e.g. at forums of Regional Telecommunications Organisations). <ul style="list-style-type: none"> This could include sharing partial or final outcomes in relevant ITU events where applicable, such as GSR workshops and panels, and at Regional activities and events where applicable. Suggest not creating new, standalone workshops, as these would likely attract the usual Study Group participants, rather than a broader audience that attends other ITU summits/events. To encourage engagement from a broader target audience, consider that workshop reports should be open to non ITU members. Study Group Question ToRs could be enhanced by incorporating text to support relevant action items from WTDC resolutions or other relevant resolutions that support the work of other ITU working groups (for example, the CWG-WSIS & SDG for the period). Subsequently, Study

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		Group deliverables linked to the mapped actionable could be presented to the relevant CWG annually.
Improving Quality of the Final Reports	<ul style="list-style-type: none"> • Lack of clarity on contribution/input requirements to Study Group discussions. • Lack of expertise to provide input to Study Group discussions where products are developed. • Difficult to attract new participants/experts. 	<ul style="list-style-type: none"> • An optional section could be added to the ITU-D Study Group contribution template for contributors to identify the relevant chapter or topic in the question. • The aforementioned reporting approach (3-4 shorter interim deliverable reports per study cycle) would assist with encouraging more concise contributions and attract specific expertise. <ul style="list-style-type: none"> ○ Meeting invitation letters could include a list of these interim deliverable topics for each Question, and encourage focused contributions to the Study Group meetings that support each interim deliverable. ○ This would encourage engagement from relevant experts in the Study Groups, because the topic of discussion/for contribution would be clearly specified and understood. ○ Contributors can easily access to draft reports, which are on-going work in Questions, and can search topics to find appropriate target draft for contributions. ○ If possible, mentors who can help contributors to improve quality of contributions might be allocated in each Region or in each SG or each topic.
Encouraging wider participation in ITU-D Study Groups to better develop and disseminate products	<ul style="list-style-type: none"> • Study Group processes are unclear for newcomers (including participation and development of outputs). • Hard to attract expertise, including academia. • Lack of women, youth and persons with disabilities participating in Study Group work and the development of products. 	<ul style="list-style-type: none"> • Make information for newcomers more prominent on the ITU-D Study Group webpages and included in invitation and circular letters <ul style="list-style-type: none"> ○ Note that a “briefing for delegates” is available on the Study Groups webpage, but not the ITU-D Study Groups Study Groups webpage. • The aforementioned reporting approach (3-4 shorter interim deliverable reports per study cycle) would also simplify engagement in

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		<p>Study Groups for newcomers, as a four-year cycle can be difficult to commit to.</p> <ul style="list-style-type: none"> ○ This approach would allow experts to prioritise engagement on specific topics/reports of interest. ○ Focusing on the shorter interim deliverable reports may also appeal more to experts/new participants, as a product would be developed in a shorter timeframe. <ul style="list-style-type: none"> • Continue encouraging Members to include women, youth and persons with disabilities in their delegations to ITU-D Study Groups. • Update ITU webpages to have audio index/text to speech capabilities for people who are blind/visually impaired. • BDT focal points and other BDT staff in BDT HQ divisions to consult with UN Women, ITU Generation Connect, ITU Secretary-General's Youth Advisory Board, and disability organisations (e.g. International Disability Alliance). BDT should share the work of the Study Groups of interest to these groups and seek feedback on how to better engage these organisations/stakeholders in the work of the Study Groups.
Support to Members to implement products	<ul style="list-style-type: none"> • Implementation of the products, particularly best practices/guidelines. • Funding for developing countries. 	<ul style="list-style-type: none"> • ITU Regional/Area Offices to share Study Group products, including at relevant ITU summits, symposiums, and development forums. • Relevant products (e.g. the Best practices being adopted on fit-for-purpose digital regulation tools for consumer protection) should include contact details for the Regional Offices on the last page for Members to reach out to if they are interested in ITU development assistance on the topic discussed. <ul style="list-style-type: none"> ○ Development assistance would be discussed under the scope of ITU's development projects. ○ ITU Regional Offices can organise dialogues/workshops based on the topics of the report at Regional Development Forums, at the request of members.

	Challenge	Proposed solutions
ITU-D members active in Study Groups as ambassadors to promote (awareness and use) of ITU-D study group products	<ul style="list-style-type: none"> The study group products may benefit other stakeholders in Government, Non-Government organisations, SMEs, private sector and academia who are not members of ITU-D because their core focus is not ICTS – e.g. Ministry of education, Consumer protection NGO, NGO of SMEs, Chamber of Commerce etc 	<ul style="list-style-type: none"> All active members in Study Groups to identify opportunities in their organisation level network to inform of the study group products.

Existing information referred to

1. Responses of SG1 rapporteurs and vice Chairs received in October 2024 on the question: How do we ensure better use of ITU-D Study Groups outputs?
2. October 2023 Joint SG1 and SG2 management team meeting
3. ITU-D Study Group 1 public hybrid workshops facilitated by BDT Innovation service on 8 and 10 May 2023 (annex to SG1 Chair's report to TDAG 2023)