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|  | | **Document RAG/33-E** |
| **18 March 2021** |
| **Original: Chinese** |
| China (People’s Republic of) | | |
| FURTHER IMPROVEMENTS TO THE SERVICE QUALITY OF ITU’S  ONLINE MEETING PLATFORMS TO ENSURE THE EFFICIENCY  OF VIRTUAL MEETINGS | | |

# 1 Background

Due to the exceptional circumstances caused by the COVID-19 outbreak, most of the research activities of ITU and other international organizations have shifted to the online virtual format. At the beginning of 2020, ITU introduced several online meeting systems in search of the most suitable platform. These platforms have satisfied the meeting requirements of various study groups and ensured the smooth organization of all activities in the three Sectors as well as the General Secretariat of ITU.

To this end, the IS department has made tremendous efforts. This Administration would like to express its appreciation and sincere thanks to ITU for its efforts in this regard.

# 2 Problem

Thanks to the online virtual meeting systems, all ITU study group activities are carried out under satisfactory conditions. In most cases, delegates are able to log into the platforms and participate in the discussion without any difficulty. However, occasionally in some meetings, especially when there is a high level of participation, participants may experience difficulties in accessing the meetings. Sometimes it takes many attempts and a long time to access the virtual meeting room. Sometimes there are considerable delays in the video footage of the virtual meeting systems. This has made it difficult for delegates to carry out discussions, especially discussions on wording and text, thus reducing the work efficiency.

# 3 Proposal

The online virtual meeting systems have played a positive role in facilitating the smooth execution of various ITU research activities. In the post-pandemic era, from the perspective of effectively eliminating difficulties for members, especially those from developing countries, to participate in ITU activities while at the same time reducing the operating costs of ITU, the online virtual meeting systems will continue to serve as a supplementary means. This Administration proposes that ITU continue to improve the functions of the platforms concerned by enhancing and upgrading the platforms’ functions in a timely manner based on the experience and feedback in the use of the online virtual meeting systems gathered from the ITU membership. This Administration is confident that with active contributions from the three Sectors and the General Secretariat, the online virtual meeting systems will get more mature and play an even more active and effective role in helping the digital transformation of ITU.

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