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| **Agenda item: ADM 9**  | **Document C17/20-E** |
| **8 February 2017** |
| **Original: English** |
| Report by the Secretary-General |
| Information Technology and Information Management Strategy for the Secretariat |

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| SummaryThis document outlines the high-level directions for an **internal** Information Technology and Information Management Strategy for the secretariat. The importance of updating an ICT Strategy for the Union has been highlighted by the JIU Review of Management and Administration in the ITU: “To further strengthen information technology and information management within ITU, recommendation 11 calls for an updated information technology and information management strategy to bring under one umbrella all aspects of information and knowledge management” – “encompassing all dimensions of information management and report annually to the Council on its implementation”.ICT strategy consists of 4 key ICT strategic directions **Digital First**, **Mobile**, **Secure** and **Data Driven** through an overall **ITU Digital Transformation**.Supporting ITU’s strategic plan, the implementation of the ICT strategy will allow ITU to achieve maximum benefit from ICT innovations, increase security, ensure access to the right information at the right moment, enhance responsiveness to a changing environment, and deliver efficiencies in support of administrative functions.Action requiredThe Council is invited **to endorse** the document. |

# 1 Background

1.1 The 2016 JIU “Review of Management and Administration in the International Telecommunication Union (ITU)” concluded that: “*ITU operates in the fast-changing ICT environment and faces strong competition from a number of other entities, especially in the private sector, in several domains of its core activities. This makes it crucial for the ITU to secure its place in the worldwide ICT universe and adapt itself to rapidly evolving external factors”.[[1]](#footnote-1)*

1.2 ITU now, more than ever, needs to face this challenge and adapt and transform towards value creation in a digital economy – in a digital world where the consumer is the driver, and data is the fuel.

1.3 This requires using ICTs judiciously as a smart aid to become more flexible, responsive, collaborative and inclusive when responding to the needs of all stakeholders and embrace ICTs as an investment in new working methods, leading to internal efficiencies as well as creating a more effective instrument for Member States, Sector Members, Academia, and Associates to engage and collaborate.

1.4 The ICT Strategy is underpinned by the following enablers:[[2]](#footnote-2)

E.1: Ensure efficient and effective use of human, financial and capital resources, as well as a work-conducive, safe and secure working environment

E.2: Ensure efficient and accessible conferences, meetings, documentation, publications and information infrastructures

# 2 ICT Strategic Focus and Objectives

2.1 To enable the strategic goals of the Union as outlined in the Strategic Plan 2016-2019,[[3]](#footnote-3), ITU’s key ICT strategic focus will be as follows: **Digital First, Data Driven, Mobile,** and **Secure** through an overall **ITU Digital Transformation.**

2.2 The four components of this ICT strategy support the activities of the Union as enablers with the following objectives:

* **Objective 1: Strengthening Member Participation**

Enriching the experience of membership participating in the formal work of study groups, forums, and conferences, as well as facilitating informal networking and information sharing between members.

* **Objective 2: Facilitating Access to Data/Information and Collaboration**

Maximizing the value of access to ITU information and data for the membership and the global telecommunication community, thereby promoting ITU and strengthening its public presence.

* **Objective 3: Enabling Operational Efficiency**

Supporting efficiency of the entire ITU (HQ and Field) and good management of ITU resources. [[4]](#footnote-4)

* **Objective 4: Ensuring a safe and secure working environment**

Enhancing security and modernizing access control for staff and delegates.

2.3 Objectives also include:

* Identifying and eliminating duplication, rationalizing administrative tasks, in order to avoid inefficiencies and to benefit from a specialized workforce.
* Optimizing and integrating current information services based upon a risk management framework.
* Establishing and centralizing information functions to avoid risk of technological fragmentation.
* Enhancing staff competence and improving job performance.
* Enabling ITU to spend more time with and improve services for Sector Members to better benefit from industry innovation and opportunities for collaboration.

2.4 The implementation of an updated, internal, ICT strategy will allow ITU to achieve the maximum benefit from information technology innovations, increase security, ensure access to the right information at the right moment, enhance responsiveness to a changing environment, and deliver efficiencies in support of administrative functions.

2.5 The strategic directions are being elaborated, implemented, maintained, and updated by the Information and Communication Technology Committee (ICTC).[[5]](#footnote-5) The Council will be informed on progress in the annual report to the Council on the Activities of the Union.

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1. JIU/REP/2016/1 Review of Management and Administration in the International Telecommunication Union (ITU) [↑](#footnote-ref-1)
2. Report on the Implementation of the Strategic Plan and Activities of the Union Document C16/35(Rev.1) [↑](#footnote-ref-2)
3. Annex 2 to Resolution 71 (Rev. Busan, 2014) [↑](#footnote-ref-3)
4. - Resolution 25 (Rev. Busan, 2014) Strengthening the regional presence;

 - Resolution 182 (Rev. Busan, 2014) The role of telecommunications/information and communication technologies in regard to climate change and the protection of the environment

 - Annex 2 to Decision 5 (Rev. Busan, 2014) Measures for reducing expenses [↑](#footnote-ref-4)
5. The ICTC was established following Council Resolution 1173 (Document C2001/102-E) authorizing the creation of an ICT Capital Fund. [↑](#footnote-ref-5)