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|  | **Document CWG-SFP-1/2-E** |
| **9 September 2024** |
| **English only** |
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| Contribution by the secretariat | |
| PROPOSED FIRST ONLINE CONSULTATION ON THE STRATEGIC AND FINANCIAL PLANS 2028-2031 | |
| Purpose  This document presents the proposed format and questions for the 1st online consultation on the Union’s Strategic and Financial Plans 2028-2031 aiming to gather input from key stakeholders.  Action required  The Council Working Group for strategic and financial plans 2028-2031 is invited to **agree** on the proposed consultations.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  References  [*CWG-SFP website*](https://www.itu.int/en/council/CWG-SFP-2028-2031/Pages/default.aspx)*;* [*Resolution 1428 (C24)*](https://www.itu.int/md/S24-CL-C-0139/en) | |

Online consultation overview

The online consultation provides an informal opportunity to gather input from key stakeholders on ITU’s current strategic and financial plans, with a view to improve the 2028-2031 draft to be presented to Council 2026. The online consultation will be in the format of a questionnaire and will target the following stakeholders: membership, Sectors’ advisory groups, youth and ITU staff members.

The consultation will use the free Microsoft Forms tool using ITU’s corporate account to collect responses to a set of questions. A similar survey was conducted in 2021 to collect input for the ITU Strategic and Financial Plans 2024-2027. To ensure consistency and more accurate comparison of responses, questions will use the same wording as in the previous survey.

Responses will be presented to the CWG-SFP meeting in February 2025. You can find the draft questionnaire proposed below, or in Forms [here](https://forms.office.com/e/99sArsVdwJ).

**Title:** 1st online consultation on the strategic and financial plans 2028-2031

Questionnaire introduction

The following text will introduce the questionnaire:

*ITU strategic & financial plans are key tools which guide the work of the organization and ensure that it is responsive to the needs and priorities of ITU members while staying within the Union’s financial means. With this short questionnaire we invite you to share your views on the current strategic & financial plans, as well as suggest improvements for the next cycle. Your feedback will inform the work of the Council Working Group for strategic and financial plans 2028-2031 (CWG-SFP) which is tasked with developing the new draft strategic & financial plans for 2028-2031.*

*The* questionnaire *is composed of two parts. The first, will seek your views on the current ITU strategic & financial plans. The second part will invite you to look to the future and identify key challenges and strategic priorities for the Union in the 2028-2031 period.*

*You are invited to send your response* ***by Friday, 22 November 2024****.*

*You can also find the questions in:* [*Arabic*](https://www.itu.int/en/council/Documents/basic-texts-2023/RES-071-A.pdf)*,* [*Chinese*](https://www.itu.int/en/council/Documents/basic-texts-2023/RES-071-C.pdf)*,* [*French*](https://www.itu.int/en/council/Documents/basic-texts-2023/RES-071-F.pdf)*,* [*Spanish*](https://www.itu.int/en/council/Documents/basic-texts-2023/RES-071-S.pdf) *and* [*Russian*](https://www.itu.int/en/council/Documents/basic-texts-2023/RES-071-R.pdf)*. Please consider answering using the Forms Tool in English.*

*For* more *information on the Union’s Strategic and Financial Plans, please visit:* [*https://www.itu.int/en/council/planning/Pages/default.aspx*](https://www.itu.int/en/council/planning/Pages/default.aspx)*.*

*If you* have *any questions, please do not hesitate to contact* [*strategy@itu.int*](mailto:strategy@itu.int)*.*

Respondent information

The following personal information will be requested from each respondent:

– First name

– Last name

– Job title

– Organization

– E-mail

– Affiliation with ITU (Member State, Sector member, Associate, Academia, RAG, TSAG, TDAG, Youth, ITU staff member).

Questions

Part 1: Familiarity with current plans

In this section we seek your views on the current ITU strategic & financial plans. To access the ITU Strategic Plan 2024-2027 document in your preferred language use the below links:

Arabic – <https://www.itu.int/en/council/Documents/basic-texts-2023/RES-071-A.pdf>Chinese – <https://www.itu.int/en/council/Documents/basic-texts-2023/RES-071-C.pdf>English – <https://www.itu.int/en/council/Documents/basic-texts-2023/RES-071-E.pdf>French – <https://www.itu.int/en/council/Documents/basic-texts-2023/RES-071-F.pdf>Russian – <https://www.itu.int/en/council/Documents/basic-texts-2023/RES-071-R.pdf>Spanish – <https://www.itu.int/en/council/Documents/basic-texts-2023/RES-071-S.pdf>

Familiarity with current plans

1 How **familiar are you** with the current ITU Strategic Plan 2024-2027 and the ITU strategic framework?  
*(Very familiar / Somewhat familiar / Not very familiar / Not familiar at all)*

2 How **familiar are you** with the current ITU Financial Plan 2024-2027?  
*(Very familiar / Somewhat familiar / Not very familiar / Not familiar at all)*

Assessment of current strategic plan

3 How do you assess the current strategic plan, in terms of **focus**, **simplicity** and **clarity**?

*a)* The ITU strategic plan can benefit from more **focus of the activities of the organization**  
*(Strongly agree / Somewhat agree / Don’t agree / N/A)*[ Please add your suggestions ] \*optional

*b)* The ITU strategic plan can benefit from **better reflecting the needs of the ITU membership**  
*(Strongly agree / Somewhat agree / Don’t agree / N/A)*[ Please add your suggestions ] \*optional

*c)* The ITU strategic plan can benefit from **adapting the vision and mission of the ITU in the evolving environment**  
*(Strongly agree / Somewhat agree / Don’t agree / N/A)*[ Please add your suggestions ] \*optional

*d)* The ITU strategic plan can benefit from **revisiting the strategic goals**   
*(Strongly agree / Somewhat agree / Don’t agree / N/A)*[ Please add your suggestions ] \*optional

*e)* The ITU strategic plan can benefit from **revisiting the Thematic Priorities***(Strongly agree / Somewhat agree / Don’t agree / N/A)*[ Please add your suggestions ] \*optional

*f)* The ITU strategic plan can benefit from **revisiting the Product and Service offerings***(Strongly agree / Somewhat agree / Don’t agree / N/A)*[ Please add your suggestions ] \*optional

*g)* The ITU strategic plan can benefit from **revisiting the Enablers***(Strongly agree / Somewhat agree / Don’t agree / N/A)*[ Please add your suggestions ] \*optional

*h)* The ITU strategic plan can benefit from **further simplification and clarity**  
*(Strongly agree / Somewhat agree / Don’t agree / N/A)*[ Please add your suggestions ] \*optional

Assessment of current financial plan

4 How do you assess the current financial plan, in terms of clarity and effectiveness in the allocation of resources and financial reporting?

*a)* The ITU Financial Plan can benefit from better reflecting the allocation of financial resources to achieve the Union’s strategic goals  
*(Very effective / Somewhat effective / Not very effective / Not effective at all)*[ Please add your suggestions ] \*optional

*b)* The ITU Financial Plan can benefit from further clarity in reporting and communicating the financial statements  
*(Very transparent / Somewhat transparent / Not very transparent / Not transparent at all)*[ Please add your suggestions ] \*optional

5 Please provide specific examples of areas where you think improvements can be made.  
*(Please mention up to 5 areas of improvement)*[ Please add your suggestions ]

6 What suggestions do you have to improve the clarity of financial reporting?  
*(Please mention up to 5 suggestions of improvement)*[ Please add your suggestions ]

Alignment and integration

7 Would the ITU strategic plan benefit from **better reflecting the role of the ITU regional presence?***(Strongly agree / Somewhat agree / Don’t agree / N/A)*[ Please add your suggestions ] \*optional

8 Could the **concept of One ITU** (as defined on Document [C24/17](https://www.itu.int/md/S24-CL-C-0017/en)) be further strengthened in the new ITU strategic plan?  
*(Strongly agree / Somewhat agree / Don’t agree / N/A)*[ Please add your suggestions ] \*optional

9 Would the strategic plan **benefit from an improved linkage and alignment with the financial plan**, in terms of strategic priorities and allocation of financial resources?  
*(Strongly agree / Somewhat agree / Don’t agree / N/A)*[ Please add your suggestions ] \*optional

Overall feedback

10 What would be one key suggestion to improve the current strategic plan?  
[ Please add your suggestions ]

11 What is the main strength of the ITU?  
[ Please add your suggestions ]

12 What is the main contribution/service/outcome that the ITU provides?  
[ Please add your suggestions ]

13 What is the organization doing well and what should it continue doing?  
[ Please add your suggestions ]

14 What is the main weakness of the ITU?  
[ Please add your suggestions ]

15 What do you believe the organization should stop doing?  
[ Please add your suggestions ]

16 What would be the main internal opportunities for improvement for the ITU?   
[ Please add your suggestions ]

17 What are the main external opportunities ITU has today?  
[ Please add your suggestions ]

18 What are the main external threats ITU faces today?  
[ Please add your suggestions ]

19 Who are the main “competitors” for the Union?  
[ Please add your suggestions ]

Part 2: Future vision and priorities

In this section we invite you to look to the future and identify key challenges and strategic priorities for the Union in the 2028-2031 period.

20 How do you see the ITU in 2028-2031? What would be the **key strategic priorities** then?  
*(Please mention up to 5 priorities)*[ Please add your suggestions ]

21 Which do you consider to be the **most important themes of work** for the ITUin the future?   
*(Please mention up to 5 themes/areas of work)*[ Please add your suggestions ]

22 What would be the **key challenges** for the ITU as an organization in the 2028-2031?   
*(Please mention up to 5 challenges)*[ Please add your suggestions ]

23 How can the ITU **improve collaboration** among Sectors to create synergies and **achieve greater impact** for membership?  
[ Please add your suggestions ]

24 How can the ITU **improve collaboration with its membership** to create synergies and **achieve greater impact**?  
[ Please add your suggestions ]

Financial planning

25 Which do you consider to be the **top financial priorities** for the ITU in the 2028-2031 period?   
*(Please mention up to 5 priorities)*[ Please add your suggestions ]

26 Where do you see potential **cost-saving opportunities** for the ITU without compromising its strategic goals?  
[ Please add your suggestions ]

27 What new **revenue generation strategies** should the ITU consider for the 2028-2031 period?  
[ Please add your suggestions ]

28 Which do you consider to be the **key financial risks** the ITU should prepare for in the 2028-2031 period?   
*(Please mention up to 5 key risks)*[ Please add your suggestions ]

29 How can the ITU mitigate these risks?  
[ Please add your suggestions ]

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