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|  | **Document CWG-LANG-14/INF/1** |
| **15 December 2023** |
| **English only** |
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| Contribution by the secretariat |
| UPDATE ON THE PROGRESS OF WEBSITE HARMONIZATION |
| **Purpose**This document provides an overview of progress on the harmonization of the ITU website as proposed by the secretariat in the October 2023 session of CWG-LANG and further requested by the Chair. It follows the contribution by the Russian Federation on the improvement of the search engine and harmonization of the website presented to CWG-LANG as document [CWG-LANG/13/4](https://www.itu.int/md/S23-RCLCWGLANG13-C-0004/en) and to CWG-FHR as document [CWG-FHR-16/17](https://www.itu.int/md/S23-CWGFHR16-C-0017/en), and provides a response to each element proposed within that document.**Action required**This document is transmitted to CWG-LANG **for information**. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**References**[CWG-Lang website](https://www.itu.int/en/council/cwg-lang/Pages/default.aspx) |

**Background**

1. Following the presentation of Document CWG-LANG/13/4 on the improvement of the search engine and harmonization of the website to CWG-LANG in its October 2023 session, an information document with detailed responses to each proposal in the document was requested.
2. In addition, the Chair of CWG-LANG requested that the outcomes of discussions on the same issue at CWG-FHR (submitted as Document CWG-FHR-16/17) be presented to the next CWG-LANG session in January 2024:
	1. Discussions at CWG-FHR in October 2023 on the improvement of ITU website focused on the need to approach harmonization of the website more thoughtfully and thoroughly across the Bureaux, concern over the inadequacy of the ITU search function, difficulties in the utilization of different versions of software when trying to access webpages, and the recommendation that the website be included in a broader discussion on the ITU roadmap to assess CWG-FHR impacts and IT governance, including cybersecurity and data protection, at the January 2024 CWG-FHR meeting.
	2. The secretariat noted that further resources were needed to effect the extensive reform of the website necessitated by outdated software and platforms. Work had begun on improving the site, including the use of machine translation on many pages, and this was a top priority for the secretariat.
	3. The Chair of CWG-FHR noted that the secretariat was committed to making website improvements and better user experience a top priority, but more resources were needed. The Chair encouraged further contributions on this topic for discussion at the January-CWG-FHR meeting and specifically requested that BDT provide an update on individual access to WTDC resolutions and recommendations.

**Progress on proposals made in** [CWG-LANG/13/4](https://www.itu.int/md/S23-RCLCWGLANG13-C-0004/en)

1. **Accelerate work on harmonization of ITU websites**
2. The ITU Secretariat is pursuing a strategy to make the ITU website more secure, searchable, multilingual, harmonized and user centric. The objectives are to secure business continuity, member- and user-friendliness, and cost savings. The proposed steps from Q1/2024 to September 2026 include: 1) establishing project and web governance; 2) identifying the information architecture and taxonomy as well as cleaning up and archiving pages and content, where applicable; 3) executing front- and back-end development and creating pages. The project has the support of the highest ITU leadership, and the ITU Coordination Committee has agreed to proceed with the new website project.
3. **Draw the attention of the Transformation Group to the importance of creating the harmonized, accessible and transparent website in all official languages to improve the efficiency and image of ITU**

The work on an ITU-wide website is to be considered in the context of the ITU Transformation Roadmap. Once the Chief, Transformation Team, has been appointed, the web project team will work with the transformation team on a data-informed information architecture, ITU-wide web governance, and change management.

1. **Improve the ITU search system**

Search functionality and Search Engine Optimization (SEO) are integral components of the proposed project aimed at enhancing the ITU Wide Web. The objective is to restructure the ITU Web Content Management System to facilitate cross-site searching within the ITU ecosystem.

1. **BDT to provide direct access to ITU-D resolutions and recommendations**

Individual ITU-D resolutions and recommendations are available in all six languages at [WTDC 2022 Resolutions & Recommendations (itu.int)](https://www.itu.int/en/ITU-D/Pages/Resolutions.aspx).

1. **The General Secretariat to provide on its website direct and visible access to the ITU CCT and ISCG websites, providing access to documents similar to the SG websites**

The webpages for both the Inter-Sector Coordination Group and the ITU Coordination Committee for Terminology can be accessed directly from the [General Secretariat homepage](https://www.itu.int/en/general-secretariat/Pages/default.aspx) via the [Intersectoral coordination](https://www.itu.int/en/general-secretariat/Pages/intersectoral-coordination.aspx) link in the sidebar:

ISCG: <https://www.itu.int/en/general-secretariat/Pages/default.aspx>

CCT: <https://www.itu.int/en/ITU-R/study-groups/rcct/Pages/default.aspx>

The CCT website is also available from the [CWG-LANG](https://www.itu.int/en/council/cwg-lang/Pages/default.aspx) webpage.

Work is ongoing on moving the ITU CCT website to a general secretariat website with access to all documents, as also discussed and agreed in the CCT meeting in September 2023.

1. **Provide direct access to the CWG websites from the main Council website**

CWG webpages can be accessed directly from the new Council website homepage at <https://council.itu.int/2024/en/> on the page itself, via the **About** menu item or via the **All 2024 session** mega menu.

1. **Provide the ability to use previous versions of software when working with the ITU websites**

ITU has contacted the Russian Federation in this regard to clarify specific software issues and will continue discussions in person in the course of CWG-LANG in January 2024.

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