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|  | **Document CWG-FHR-20/12** |
| **20 January 2025** |
| **English only** |
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| Report by the Secretary-General | |
| PROGRESS ON THE IMPLEMENTATION OF IT, CYBERSECURITY, AND DATA GOVERNANCE AND IT ROADMAP IMPLEMENTATION REPORT | |
| **Purpose**  This document provides an update on the implementation of IT, cybersecurity, and data governance in ITU, along with progress on the implementation of the IT roadmap.  **Action required**  The Council Working Group on financial and human resources is invited to **note** the report.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **References**  [*CWG-FHR website*](https://www.itu.int/en/council/cwg-fhr/Pages/default.aspx)*; Documents* [*CWG-FHR-16/6(Rev.1)*](https://www.itu.int/md/S23-CWGFHR16-C-0006/en) *and* [*CWG-FHR-17/5*](https://www.itu.int/md/S24-CWGFHR17-C-0005/en)*; Council Documents* [*C22/57*](https://www.itu.int/md/S22-CL-C-0057/en)*,* [*C23/22*](https://www.itu.int/md/S23-CL-C-0022/en)*,* [*C23/52*](https://www.itu.int/md/S23-CL-C-0052/en)*,* [*C23/INF/11*](https://www.itu.int/md/S23-CL-INF-0011/en)*,* [*C24/19*](https://www.itu.int/md/S24-CL-C-0019/en)*,* [*C24/52*](https://www.itu.int/md/S24-CL-C-0052/en)*,* [*C24/54*](https://www.itu.int/md/S24-CL-C-0054/en) *and* [*C24/73*](https://www.itu.int/md/S24-CL-C-0073/en)*;* [*JIU/REP/2021/3*](https://www.unjiu.org/sites/www.unjiu.org/files/jiu_rep_2021_3_english.pdf)*: Cybersecurity in the United Nations system organizations.* | |

# 1 Introduction

ITU is undergoing a significant transformation to adapt to the rapidly evolving global landscape, enhance operational efficiency, foster innovation, and deliver exceptional services to its members (Documents [C23/52](https://www.itu.int/md/S23-CL-C-0052/en), [C24/52](https://www.itu.int/md/S24-CL-C-0052/en) and [C24/73](https://www.itu.int/md/S24-CL-C-0073/en)). To support this transformation and ensure long-term sustainability, ITU needs a robust IT foundation aligned with its business strategy and requirements. This will require both immediate and long-term substantial investments. To address these challenges, ITU has established an IT governance framework that promotes collaboration between business units and IT for more efficient resource use.

# 2 Information and Communication Technology Governance Committee (ICTGC)

As reported in Document [C24/54](https://www.itu.int/md/S24-CL-C-0054/en), the Information and Communication Technology Governance Committee (ICTGC) was established in 2024 to oversee and strategically manage all governance aspects of Information Technology (IT), cybersecurity, and information/data governance within ITU.

The Terms of Reference of the Committee were established by Service Order 24/10 (20 September 2024), “Information and Communication Technology Governance Committee.” Chaired by the Deputy Secretary-General, the ICTGC includes officials appointed by the Secretary-General and representatives from the Bureaux to ensure diverse ICT governance perspectives.

Members appointed by the Secretary-General include:

 Chief, of Administration and Finance Department

 one member from the Strategic Planning and Membership Department

 one member from the Financial Resources Management Department

 one member from the Transformation Team Unit

 one member from the Conferences and Publications Department

 one member from the Information Services Department

 one member from the Information Services Department, ICT Security

 one member from the Information Services Department, Information Management Service.

Members appointed upon recommendation of the Director of the Bureau concerned include:

 one member from the Radiocommunication Bureau

 one member from the Telecommunication Standardization Bureau

 one member from the Telecommunication Development Bureau.

The ICTGC meets on a regular basis and reports to the Secretary-General. The meetings in 2024 focussed on several essential areas:

1 information governance

2 enterprise architecture

3 review of cross-Sector projects financed by the ICT Capital Fund.

The guidance of the ICTGC is crucial for refining IT strategy and activities and aligning them with the ITU Transformation Roadmap (Doc. [C24/73](https://www.itu.int/md/S24-CL-C-0073/en)) to improve the organization's IT capabilities and infrastructure.

# 3 Progress with respect to the IT transformation roadmap

Details on ITU’s IT transformation roadmap are outlined in the full report [C23/INF/11](https://www.itu.int/md/S23-CL-INF-0011/en). This roadmap has led to developments in various technological domains.

 **Cybersecurity:** the organization has modernized its Security Operations Center (SOC), implementing state-of-the-art technologies and advanced analytics to significantly strengthen its cyber defence mechanisms.

 **Information governance (IG):** IG initiatives aim to ensure that ITU information is accessible, reliable, complete, and protected to facilitate decision-making, transparency, accountability, business continuity, and institutional memory. Recent efforts have concentrated on implementing key IG elements in ITU’s cloud-based collaboration platform, setting the stage for development and implementation of information lifecycle management and information security classification across all of ITU’s information environments.

 **Enterprise architecture (EA):** The organization has launched an EA initiative to facilitate ITU’s digital transformation by ensuring that IT systems, processes, and tools are aligned with ITU’s strategic objectives. It aims to address legacy systems and a disjointed IT landscape, promoting a cohesive, agile, and modern IT system environment to support the organization. This transformation will enhance ITU’s ability to deliver innovative solutions, drive operational excellence, and maximize investment efficiency. The EA project will include assessments of both the current state (“As-is”) and the desired future state (“To-be”) across various architectural layers, such as business, data, applications, and infrastructure.

 **Cloud adoption:** Since its introduction in the Information Services Department (ISD) in 2021, the Cloud advisory role has successfully guided various Cloud projects, including proofs of concept, workload migrations, legacy applications redevelopment, and cybersecurity enhancements such as DNS services. Each project integrates security and business continuity. All three ITU Bureaux now actively collaborate with ISD on Cloud initiatives, demonstrating ITU’s commitment to improved security, innovation, and operational efficiency through Cloud technologies.

 **Virtual events and remote participation:** The Correspondence Group on draft guidelines on the management of fully virtual meetings and physical meetings with remote participation concluded there are four modalities of ITU meetings (Doc.[CWG‑FHR-20/3](https://www.itu.int/md/S25-CWGFHR20-C-0003/en)):

– physical

– fully virtual

– physical with remote participation (intervention)

– physical with webcasting.

All four modalities are fully supported by ITU.

 **ITU Web:** ITU is enhancing its digital presence with the launch of the new ITU Hub. This revamped platform includes enhanced pages for Event Overviews, Publications, News, and Membership, all leveraging new technology and ITU's updated branding. The Council 2024 website has also been redesigned to align with these improvements. Another initiative is the upgrade of its public-facing search functionality to Google Search, which went live for Council 2024. Through the ITU Web project, the organization seeks to further improve usability, accessibility, and content management while optimizing long-term maintenance costs. The initiative aims to deliver a modern, mobile-responsive, secure, and multilingual website featuring intuitive navigation, robust search capabilities, and consistent branding. This effort is supported by a unified information architecture and taxonomy, ensuring a cohesive and future-ready digital experience for all users.

 **AI solutions:** In April 2024, ITU established a dedicated test team to evaluate the potential benefits and associated risks of implementing AI solutions within the organization. Over a four-month period, the team conducted a comprehensive assessment of potential use cases, anticipated benefits, risks, and ITU's organizational readiness. The team recommends the development of formal policies and guidelines to support high-value, low-risk use cases, the creation of a detailed rollout plan incorporating tailored user training programs, and continued engagement with other UN agencies to exchange best practices and insights for effective implementation.

In 2024, ITU partnered with 13 other UN organizations on an interagency initiative to create an AI-powered chatbot tool designed to transform access to the HR knowledge base and policy repository. This groundbreaking tool, named UNify HR, was developed to provide comprehensive responses to questions on HR policies, help generate content such as training materials, FAQs, summaries, and translations, and analyze the inter-agency policy framework.

UNify HR represents a significant step forward in leveraging AI to enhance HR efficiency and interagency collaboration across the UN system.

Moving forward, ITU aims to enhance data governance and security to bolster AI readiness for future use cases. Additionally, the organization will focus on increasing staff awareness while prioritizing skill development and capacity building to empower its workforce in leveraging AI-driven solutions effectively.

 **Migration of corporate ERP and CRM platforms:**

The upgrade of ITU’s ERP and CRM systems is progressing, with several key milestones already achieved:

1 **Operational Planning System**: The in-house BDT operational planning and project management solution was successfully migrated to the cloud and integrated with ITU’s ERP system, enhancing security, scalability, and process integration.

2 **Recruitment System**: A bespoke on-premises recruitment system was transitioned to the ITU Recruitment Cloud platform, streamlining workflows and enabling modern, cloud-based talent management.

3 **ITU User Account/TIES access rights management and E-Commerce Platforms**: In July 2024, these two critical applications were migrated to the cloud. These upgrades introduced self-service functionalities, strengthened security, and enhanced the customer experience.

Currently, ITU is finalizing its evaluation of options to migrate its on-premises ERP and CRM systems to the cloud. The assessment focuses on aligning solutions with business needs, adopting new technologies, ensuring architectural fit, managing IT investment, and understanding organizational impacts.

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