**Council Working Group
on financial and human resources**
Twenty-second meeting – From 14 (p.m.) to 16 January 2026

Document CWG-FHR-24/INF/3
11 January 2026
English only

Report by the Secretary-General
ITU COMPLIANCE DASHBOARD

Purpose

Extract of the ITU Compliance Dashboard.

Action required

This report is transmitted to the Council Working Group on financial and human resources **for information**.

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ITU Compliance Dashboard

Extract of the ITU Compliance Dashboard

INF document for CWG-FHR

January 2026

Introduction to the ITU Compliance Dashboard

Enables ITU management monitoring and follow-up to the implementation of the recommendations of the internal and external oversight bodies:

- **Internal Auditor**
- **External Auditor**
- **Independent Management Advisory Committee (IMAC)**
- **Joint Inspection Unit of the UN system (JIU)**

Enables ITU management to have a clear view of the **recommendations in progress**, the risks related to these recommendations, information concerning the **follow-up actions** and **progress made to implement the recommendations** and allows triggering **notifications and reminders** where necessary.

The ITU Compliance Dashboard complements the **ITU Risk Register**, enabling the **assessment of all risks related to the recommendations** that are still under implementation, as well as assessment of the residual risks after measures have been implemented.
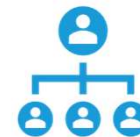
Through this system, managers can assign staff members **responsibility for follow-up**, **track actions taken** and **validate** when each issue is sufficiently **resolved**.

Overview of the tool

Compliance Tracker

The database for all the recommendations, stores the detailed information and status updates for each recommendation
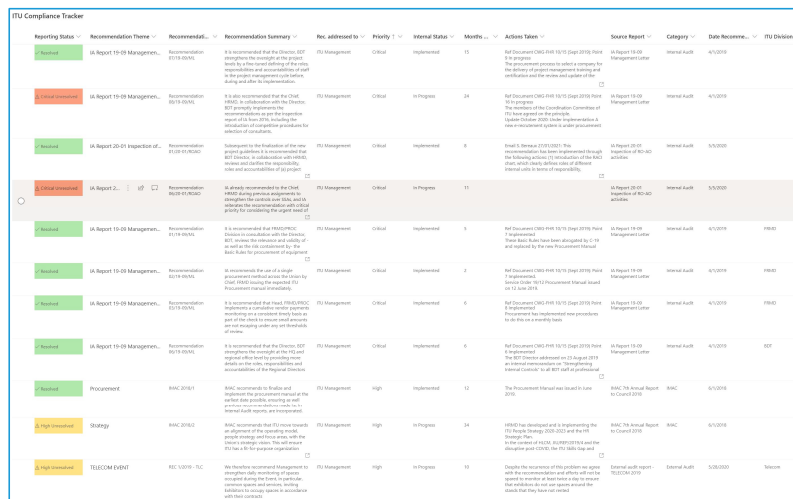
- Stores information on, *inter alia*, priority, date, oversight body, source report, status, actions taken, months a rec. is open, the dept. / unit / primary focal point responsible for the follow-up and implementation

Recommendations

Internal Audit

External Audit

IMAC

JIU

Compliance Dashboard

The compliance dashboard is a Business Intelligence tool based on PowerBI, used by ITU staff and managers to provide insights on the status and follow-up of implementation of the recommendations

- Presenting data on recommendations and status, *inter alia*, by year, type of rec., priority, Dept. responsible for implementation, time to implement

Browse Dept.

All

Priority
- [ ] Critical
- [ ] High
- [ ] Medium
- [ ] Low

Category
- [ ] External Audit FS
- [ ] External Audit Tele...
- [ ] Forensic Audit
- [ ] IMAC
- [ ] Internal Audit
- [ ] JIU

Recs. to:
- ■ ITU Governing bod...
- ■ ITU Management

Year

2002   2025

Implemented / Total Recs.

612

0   844
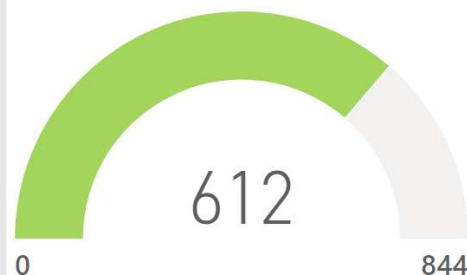
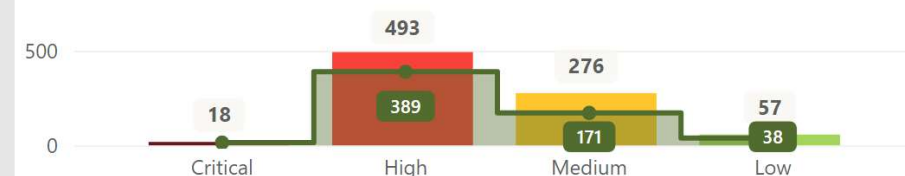| Status	No.	%
Closed Implemented	590	69.91%
Implemented	22	2.61%
In Progress	182	21.56%
Not Started	50	5.92%

No. of Total Recs. by Category

Category: Internal Audit, External A..., JIU, IMAC, Forensic ..., External A...

Internal Audit	External Audit FS	JIU	IMAC	For...
287	230	156	91	71

Recs. by Priority / Recs. Implemented
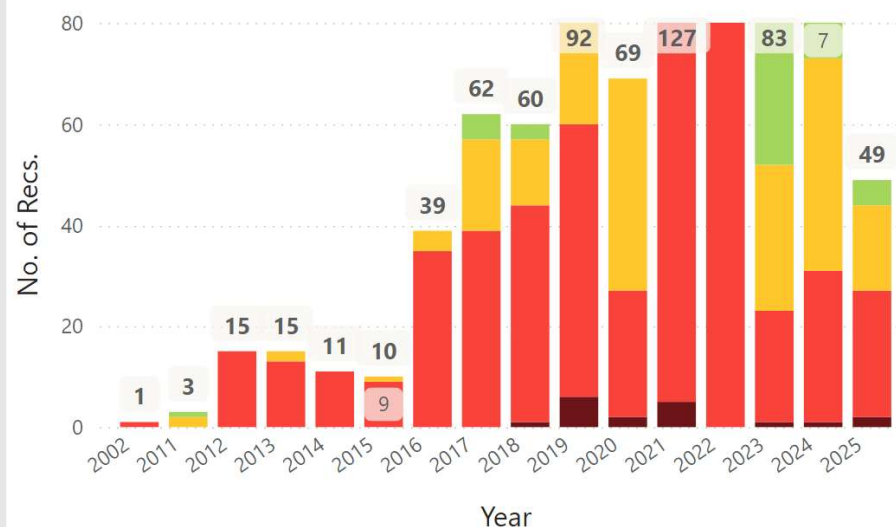
	Critical	High	Medium	Low
Total	18	493	276	57
Implemented		389	171	38

No. of Recs. by Year and Priority

● Critical ● High ● Medium ● Low

Year	Total
2002	1
2011	3
2012	15
2013	15
2014	11
2015	10
2016	39
2017	62
2018	60
2019	92
2020	69
2021	127
2022	
2023	83
2024	7
2025	49

(2015 segment labelled 9)

OPEN Recs. by Year and Priority

● Critical ● High ● Medium ● Low

Year	Total	Segments
2017	1	
2018	12	10
2019	17	15
2020	18	17
2021	42	28, 13
2022	29	18, 11
2023	25	8, 12
2024	50	17, 27
2025	38	23, 12

ITU Compliance Dashboard - Recommendations by Report

Browse Dept.
All

Priority
All

Category
- [ ] External Audit FS
- [ ] External Audit Tele...
- [ ] Forensic Audit
- [ ] IMAC
- [ ] Internal Audit
- [ ] JIU

Recs. to:
- [ ] ITU Governing bod...
- [ ] ITU Management

Year
2002 — 2025

Category	Closed Implemented	Implemented	In Progress	Not Started	Total
External Audit FS	154	21	43	12	230
External audit report - FS 2012	10	1			11
External audit report - FS 2015	4	1			5
External audit report - FS 2016	11				11
External audit report - FS 2017	7	2	1		10
External audit report - FS 2018	26	3			29
External audit report - FS 2019	4	3	1		8
External audit report - FS 2020	7	2	2		11
External audit report - FS 2021	42	1	7		50
External audit report - FS 2022		4	6		10
External audit report - FS 2022 Interim		1	5		6
External audit report - FS 2024			6	12	18
Special Report of the External Auditor - Addressing a Fraud Case - Document C19/106-E	14		2		16
Special Report of the External Auditor - Document c18/125-E	11		8		19
Special Report of the External Auditor - Document C18/2018	3				3
SPECIAL REPORT ON THE REGIONAL OFFICE FOR THE AMERICAS	15	3	5		23
External Audit Telecom	9				9
Forensic Audit	53		18		71
IMAC	81	1	8	1	91
Internal Audit	218		66	3	287
JIU	75		47	34	156
Total	590	22	182	50	844

ITU Compliance Dashboard - Implementation of Recs.

Source: ITU Compliance Tracker   Last update: 4 Dec 2025

Browse Dept.

| All | ∨ |

Priority

| All | ∨ |

Category

- ☐ External Audit FS
- ☐ External Audit Tele...
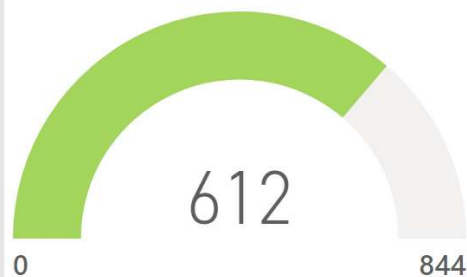- ☐ Forensic Audit
- ☐ IMAC
- ☐ Internal Audit
- ☐ JIU

Recs. to:

- ■ ITU Governing bod...
- ■ ITU Management

Year

| 2002 | 2025 |

Implemented / Total Recs.

612
0   844

Closed Implemented	590	69.91%
Implemented	22	2.61%
In Progress	182	21.56%
Not Started	50	5.92%

Implementation by Category

Status ● Implemented ● Open

	Internal Audit	External Audit FS	JIU	IMAC	Forensic Audit	External Audit Telecom
Open	24%	24%	52%		25%	
Implemented	76%	76%	48%	90%	75%	100%

Recs. by Year and Status

Year	Total	Implemented
2002		
2011	1	
2012	3	
2013	15	15
2014	15	15
2015	11	
2016	10	
2017	39	39
2018	62	61
2019	60	48
2020	92	75
2021	69	51
2022	127	85
2023	128	99
2024	83	58
2025	80	30
	49	38

(Total labels: 17, 18, 42, 29, 25, 50)

Implementation by Depts.

Dept	Total	Implemented
SG / A&F / FRMD	189	136
SG / A&F / HRMD	154	108
BDT	97	72
SG / SGO / OU	54	53
IS	52	32
SPM	46	31
SG / A&F	43	
FRMD	30	30
(Blank)	27	27
SG / IS / SSRD	23	
SGO	23	
SG / SGO / BPFM	21	
C&P	12	
SG / SGO / EXO	10	
SG / A&F / TTU	9	
JUR (SGO)	8	
SG / SGO / GYO	8	
BDT / PPS / PRJ	7	
TSB / SPD / BSG	7	
BR / SSD	6	
HRMD	4	
BDT / DDR / LLS	3	
BDT / DNE / CET	3	
SG / SPM	3	
BR	2	
BDT / DDR / RO...	1	
BR / IAP	1	

(Dept labels: 53, 46, 25)

Browse Dept.

All

Priority

All

Category

■ Internal Audit

Recs. to:

■ ITU Management
■ ITU Governing bod...

Year

2002   2025

Implemented / Total Recs.

218

0   287

	Closed Implemented	
	218	75.96%
	In Progress	
	66	23.00%
	Not Started	
	3	1.05%

Recs. by Priority / Recs. Implemented

- Critical: 14 / 11
- High: 122 / 93
- Medium: 125 / 90
- Low: 26 / 24
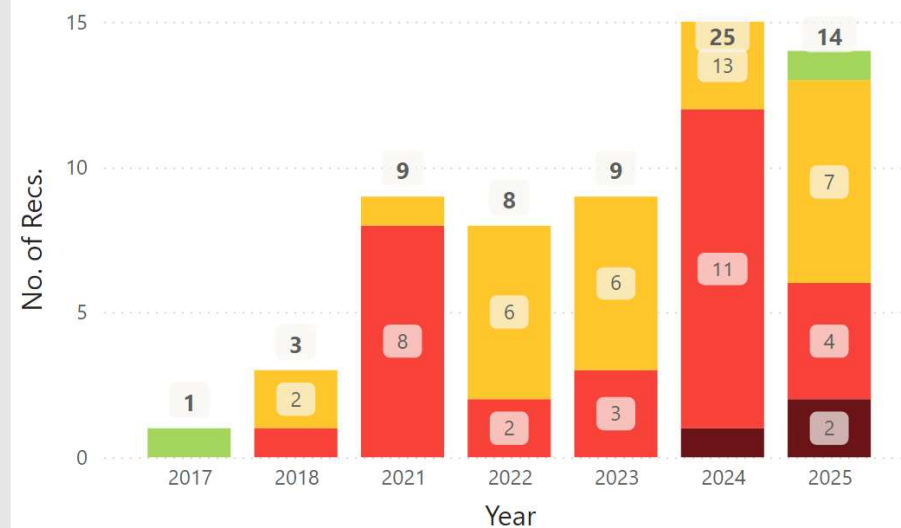
No. of Recs. by Year and Priority

● Critical ● High ● Medium ● Low

OPEN Recs. by Year and Priority

● Critical ● High ● Medium ● Low

Browse Dept.

All

Priority

All

Category

☐ External Audit FS

Recs. to:

■ ITU Management
■ ITU Governing bod...

Year

| 2002 | 2025 |

Implemented / Total Recs.

175

0   230

Closed Implemented

154   66.96%

Implemented

21   9.13%

In Progress

43   18.70%

Not Started

12   5.22%

Recs. by Year and Status

Status ● Implemented ● Open

Year	Implemented	Open	Total
2002			1
2012	9		9
2013			2
2015			3
2016	10		10
2017	9		9
2018	20	9	29
2019	40		42
2020	8		9
2021	11		14
2022	58	16	74
2024	6		10
2025		18	18
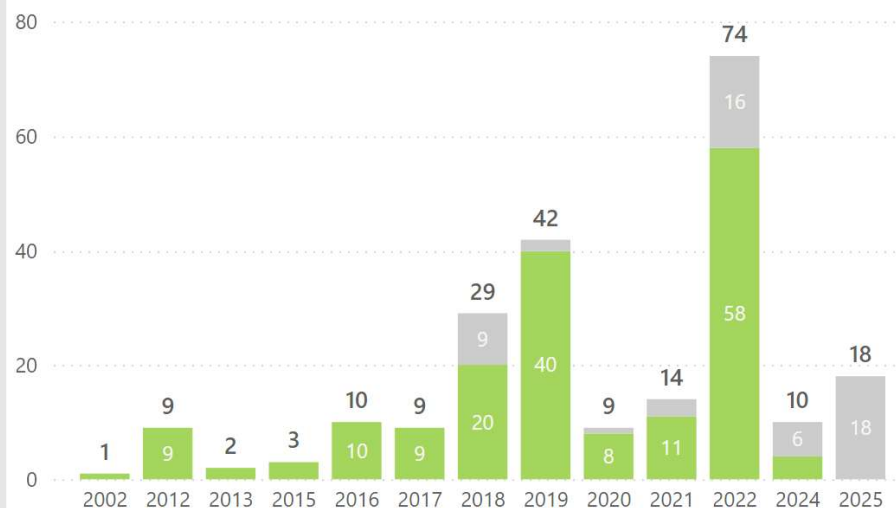
Implementation by Depts.

Status ● Implemented ● Open

Dept.	Implemented	Open	Total
SG / A&F / FRMD	39	12	51
BDT	27	13	40
FRMD	29		29
SG / A&F / HRMD	17	10	27
IS	19	3	22
SG / A&F	13	5	18
SG / SGO / OU	16		17
SG / SGO / EXO	3	2	5
(Blank)	4		4
JUR (SGO)	4		4
SG / IS / SSRD		4	4
HRMD	3		3
SGO	2		3
SG / SGO / BPFM		2	2
SG / SPM			1
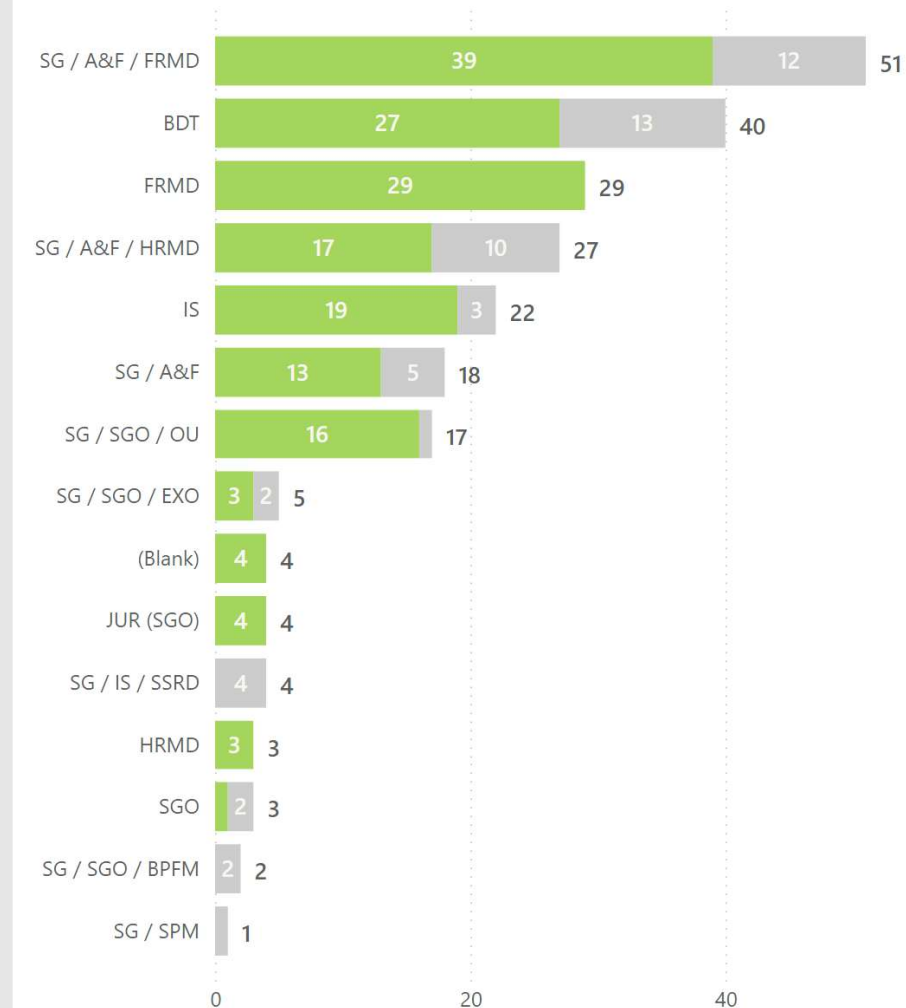
ITU Compliance Dashboard - Implementation of IMAC Recs.

Implemented / Total Recs.

0   82   91

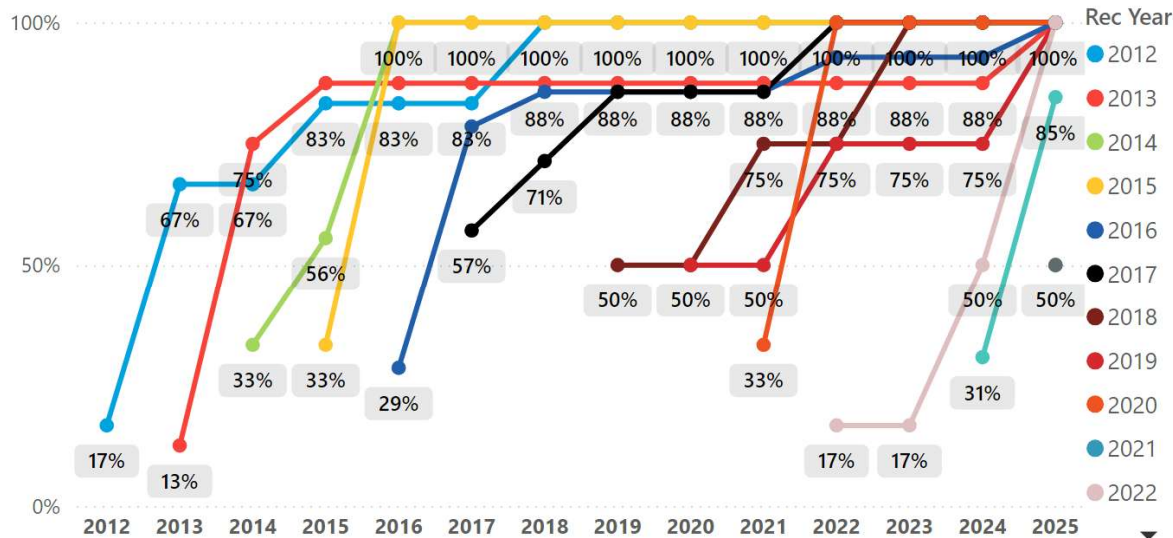**Closed Implemented**
81   89.01%

Implemented
1   1.10%

In Progress
8   8.79%

Recs. by Year and Status

Status ●Implemented ●Open

Year	Implemented	Open
2012	6	
2013	8	
2014	9	
2015	6	
2016	14	
2017	7	
2018	4	
2019	4	
2020	3	
2021	1	
2022	6	
2023	11	2 (13)
2024	3	4
2025		6

Recommendations by topic

Status ●Implemented ●Open

Topic	Value
Internal audit function	20
Risk management	9
Financial statements	7
Internal controls	7
HQ building project	6
Cost Recovery	4
Ethics	4
Organizational Trans...	4
ASHI liabilities	2
IMAC	2
IT Governance	2
Oversight functions	2
Procurement	2
Strategy	2
Accountability frame...	1
Accountability Fram...	1
ASHI fund	1
Digital transformation	1
Employee Engagem...	1
External audit	1
Finance managemen...	1
Financial manageme...	1
Host country agree...	1
HQ Building	1
Human resources	1
IMAC secretariat	1
IT rationalization	1

Rate of Resolved Recs. over time by Rec. Year

Rec Year
●2012
●2013
●2014
●2015
●2016
●2017
●2018
●2019
●2020
●2021
●2022

Critical

4

open Critical recs.

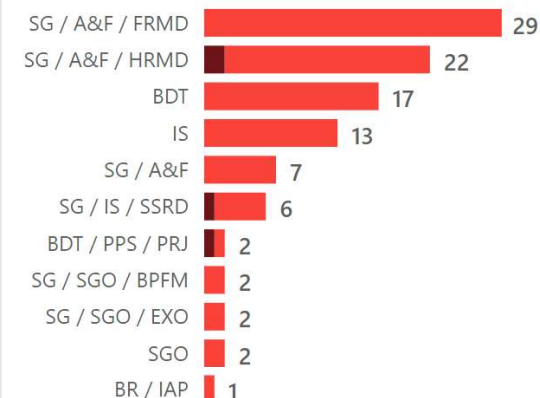### Implemented / Total

0   14   18
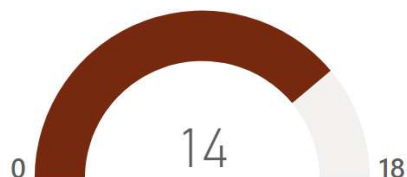
78%

of Critical are implemented

11.1

months to implement a Critical rec. (on average)

Critical & High priority Open Recs. - by department

Priority ● Critical ● High

Department	Value
SG / A&F / FRMD	29
SG / A&F / HRMD	22
BDT	17
IS	13
SG / A&F	7
SG / IS / SSRD	6
BDT / PPS / PRJ	2
SG / SGO / BPFM	2
SG / SGO / EXO	2
SGO	2
BR / IAP	1

High priority

104

open High priority recs.

Implemented / Total

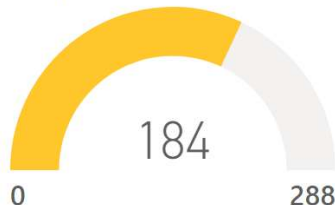0   388   492

79%

of High priority are implemented

32.9

months to implement a High priority rec. (on average)

Medium / Low

104

open Medium/Low priority recs.

Implemented / Total

0   184   288

64%

of Medium/Low priority are implemented

26.3

months to implement Medium/Low priority (avg.)

Resolution of Recs. by Year

● Resolved in a year   ● Resolved in total

500

Year	Resolved in a year	Resolved in total
2015	6	
2016	14	
2017	15	
2018	27	
2019	37	
2020	19	190
2021	72	244
2022	54	302
2023	58	385
2024	83	542
2025	157	

Open Recs. by Category

Internal Audit	JIU	External Audit FS	Forensic Audit	IMAC
69	61	55	18	9

● Internal Audit ● JIU ● External Audit FS ● Forensic Audit ● IMAC