|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ITU logo | INTERNATIONAL TELECOMMUNICATION UNION  **TELECOMMUNICATION STANDARDIZATION SECTOR**  STUDY PERIOD 2017-2020 | | TSAG-TD297 | |
| **TSAG** | |
| **Original: English** | |
| **Question(s):** | | N/A | Geneva, 10-14 December 2018 | |
| **TD** | | | | |
| **Source:** | | Director, Telecommunication Standardization Bureau | | |
| **Title:** | | Electronic working methods services and database applications report | | |
| **Purpose:** | | Information | | |
| **Contact:** | | Al Dayao  TSB | | Tel: +41 22 730 5857  Fax: +41 22 730 5853  Email: [tsbedh@itu.int](mailto:tsbedh@itu.int) |

|  |  |
| --- | --- |
| **Keywords:** | Electronic Working Methods; SharePoint Collaboration sites; Databases; Web sites; E-meetings; |
| **Abstract:** | This document describes actions taken in the past year to improve electronic work methods and tools for the membership. |

# Action Required: TSAG is invited to note this document.

# 1 Developments on the ITU-T website

TSB continuously creates and updates web pages to ensure that correct and current information is always available.

## 1.1 New ITU-T web areas

Several new web areas have been created since TSAG February 2018 including new web pages for focus group, special projects, workshops, seminars and other events held by ITU-T.

Some of the notable sites that have been created since the last TSAG meeting are:

* ITU-T Focus Group on Technologies for Network 2030 (FG NET-2030)  
  <https://www.itu.int/en/ITU-T/focusgroups/net2030/>
* ITU-T Focus Group on "Artificial Intelligence for Health" (FG-AI4H)  
  <https://www.itu.int/en/ITU-T/focusgroups/ai4h/>
* ITU-T Focus Group on "Vehicular Multimedia" (FG-VM)  
  <https://www.itu.int/en/ITU-T/focusgroups/vm/>
* The Future Networked Car (FNC) 2019  
  <https://www.itu.int/en/fnc/>
* ITU Workshop on AI4H, New York, USA, 11-14 November  
  <https://www.itu.int/en/ITU-T/Workshops-and-Seminars/20181114/>
* ITU Workshop on AI4H, Lausanne, Switzerland, 22 January 2019  
  <https://www.itu.int/en/ITU-T/Workshops-and-Seminars/ai4h/20190122/>

# 2 Tools and Applications

TSB and ITU IS and C&P Departments continue to develop several applications and further enhanced existing facilities to support and improve the electronic working methods of the members. Since the last TSAG, key achievements include:

## 2.1 Document Management System for Rapporteur Group Meetings

The MS SharePoint based Document Management System for ITU-T Rapporteur Group Meetings (RGM) continuous to be used extensively by a majority of the ITU-T Study Groups notably Study Groups 2, 3, 9, 11, 13, 15, 16 and TSAG. The RGM system is continuously being improved following invaluable feedback from Rapporteurs.

The current and past RGM meetings may be accessed here: <http://itu.int/go/itu-t/rgm>

A comprehensive support and FAQs page offering RGM tips and best practices is available for users at: <http://itu.int/go/itu-t/rgm-support>

A very detailed online user guide for the RGM System complete with videos is available at:   
<http://itu.int/go/itu-t/rgm-guide>

A feedback form for the new RGM system has also been prepared and we invite all users of the system to fill in the form. Your feedback and suggestions will be very helpful for us in assessing and improving the quality of our services. The RGM Feedback Form is available here: <http://itu.int/go/itu-t/rgm-feedback>

The RGM system is part of several services available in the ITU-T SharePoint collaboration sites and is restricted to ITU-T Members and may be accessed using an ITU User (TIES) account.

## 2.2 ITU-T SharePoint Collaboration Sites

The ITU-T SharePoint Collaboration sites have been developed to further improve the electronic working methods of ITU-T Study Groups, Focus Groups and other groups. The collaboration sites allow participants to conduct online discussions, work on projects, make meeting plans or schedules, manage and store documents in a secure and shared environment.

The ITU-T SharePoint collaboration home site may be accessed here: <https://extranet.itu.int/sites/ITU-T/>.

Some notable ITU-T Collaboration sites created since the last TSAG meeting are:

* FG NET-2030 – ITU-T Focus Group on Technologies for Network 2030 (<https://extranet.itu.int/sites/itu-t/focusgroups/net-2030/>)
* FG-AI4H - ITU-T Focus Group on Artificial Intelligence for Health (<https://extranet.itu.int/sites/itu-t/focusgroups/ai4h/>)
* FG-VM - ITU-T Focus Group on Vehicular Multimedia  
  (<https://extranet.itu.int/sites/itu-t/focusgroups/vm/>)

A support site which contains a knowledge base of FAQs and user guides on the various SharePoint services is also available at: <https://extranet.itu.int/ITU-T/support/>.

Most of the collaboration sites are restricted to ITU-T Members and may be accessed using an ITU User (TIES) account. Some collaboration sites are open to non-members and may be accessed using non-member ITU User accounts.

## 2.3 ITU-T MyWorkspace

Version 2 of [MyWorkspace](https://www.itu.int/net4/ITU-T/myworkspace/) has been released. MyWorkspace is a personalized webpage restricted to users with an active ITU account. MyWorkspace provides easy access to the information and services most valued by ITU-T delegates, including:

* [ITU-T community](https://www.itu.int/myworkspace/home/index/ITU-T_experts) and [Chat service](https://www.itu.int/myworkspace/home/index/messenger);
* [Meeting documents](https://www.itu.int/myworkspace/home/index/suggested_documents) with a section to retrieve [bookmarked documents](https://www.itu.int/myworkspace/home/index/my_bookmarks);
* [Mailing list subscriptions](https://www.itu.int/myworkspace/home/index/mailling_lists);
* [Calendar of current and future events](https://www.itu.int/myworkspace/home/index/all_events);
* Personalized profile and preferences; and more.

## 2.4 ICT standards landscape

The [ICTs standards landscape](http://www.itu.int/net4/ITU-T/roadmap) platform offers an overview of standardization in a given ICT domain by identifying existing published standards and standards that are currently under development across the various involved SDOs.

The platform is publicly available online. Specifically designated ITU-T contributors with supplementary access rights maintain it as a Wiki. Contributors are ITU-T members, experts in the domain they are responsible for, and are designated by the respective ITU-T Study Groups. Access rights are updated by TSB on demand.

The latest release, which contains improvements based on feedback that was recently received is available at <http://www.itu.int/net4/ITU-T/roadmap>

## 2.5 ITUSearch 2.0

TSB has developed a new [search engine](https://www.itu.int/net4/ITU-T/search/Landing) that facilitates access to ITU resources, and which is permanently enriched with the full collections of ITU documents, publications and web pages.

A new design was developed during the past few months, taking into account newly collected feedback that improves user experience. The engine is currently under final testing and the new design should be released in the coming month.

## 2.6 Machine learning for automatic translation

In the framework of new translation initiatives, TSB is developing an automatic machine translation engine based on neural networks, and which is being trained exclusively on ITU corpus.

A prototype that allows online document translation from English to the five other official languages, and from these languages to English has already been developed. This prototype is scheduled to be tested for the first time at the 4-6 December SG2 regional group meeting for the Arab region.

This service will be incorporated in [MyWorkspace](https://www.itu.int/myworkspace) early 2019.

## 2.7 TSBCloud

TSB has deployed a user-friendly, mobile-friendly storage system that offers a secured file sharing open-source solution.

The solution was restricted during the first phase to internal staff and a few delegates for testing purposes, but given the successful testing results, it will be offered to a wider scope of users in the first quarter of 2019. TSBCloud will provide storage space of up to 10 GB of data to each user.

## 2.8 National Numbering Plans (NNPs)

On the request of ITU-T Study Group 2, TSB has provided and presented the information on the implementation of WTSA Resolution 91 to the meetings of ITU-T Study Group 2 held 29 March - 7 April 2017 (SG2-TD143), 27 November - 1 December 2017 (SG2-TD233-R1) and 4-13 July 2018 (SG2-TD419).

A prototype of the new repository of national numbering plans is available at: <https://www.itu.int/net4/itu-t/nnp>.

## 2.8 ITU-T Mailing lists

The mailing lists continue to be very useful tools in the work of the study groups and other groups. There are **351 active ITU-T mailing lists** with a total of **36747 subscribers** currently being used as shown in the table below.

|  |  |  |
| --- | --- | --- |
| **Group** | **Mailing lists** | **Subscribers** |
| **TSAG** | 10 | 632 |
| **SG2** | 34 | 1237 |
| **SG3** | 32 | 2044 |
| **SG5** | 20 | 1547 |
| **SG9** | 3 | 140 |
| **SG11** | 22 | 1326 |
| **SG12** | 29 | 3361 |
| **SG13** | 23 | 3621 |
| **SG15** | 29 | 5963 |
| **SG16** | 18 | 973 |
| **SG17** | 22 | 2555 |
| **SG20** | 16 | 2612 |
| **Focus Groups** | 39 | 4712 |
| **Joint Coordination Activities** | 10 | 1226 |
| **Other groups** | 44 | 4798 |
| **Total** | **351** | **36747** |

# 3 Electronic meetings

In response to PP-10 Resolution 167 (*Strengthening ITU capabilities for electronic meetings and means to advance the work of the Union*), TSB continues to improve the electronic meeting facilities for the members. TSB now provides GoToMeeting and Adobe Connect as remote participation tools for e-Meetings.

TSB uses Adobe Connect as the official remote participation tool to complement physical meetings that are held in ITU HQ in Geneva. GoToMeeting is still used for fully virtual and ad-hoc meetings.

**3.1 E-meeting sessions organized**

For the period from **February 2018** to **October 2018**, a total of **1182 e-Meetings** were provided using GoToMeeting and Adobe Connect with **6462 online attendees.**

The complete figures are shown in Tables 1 and 2.

Table 1: E-Meetings organized with Adobe Connect complementing physical meetings in Geneva (February 2018 – October 2018)

|  |  |  |
| --- | --- | --- |
| **Group** | **Total Meetings** | **Online Attendees** |
| **TSB (Includes workshops, seminars, events, regional and other meetings)** | 19 | 90 |
| **TSAG** | 3 | 12 |
| **SG2** | 15 | 25 |
| **SG3** | 0 | 0 |
| **SG5** | 35 | 83 |
| **SG9** | 0 | 0 |
| **SG11** | 6 | 18 |
| **SG12** | 22 | 38 |
| **SG13** | 7 | 11 |
| **SG15** | 0 | 0 |
| **SG16** | 0 | 0 |
| **SG17** | 45 | 75 |
| **SG20** | 0 | 0 |
| **Total** | **152** | **352** |

Table 2: E-Meetings organized with GoToMeeting as fully virtual   
(February 2018 – October 2018)

|  |  |  |
| --- | --- | --- |
| **Group** | **Total Meetings** | **Online Attendees** |
| **TSB (Includes workshops, seminars, events, regional and other meetings)** | 278 | 1265 |
| **TSAG** | 4 | 42 |
| **SG2** | 23 | 137 |
| **SG3** | 7 | 39 |
| **SG5** | 123 | 397 |
| **SG9** | 28 | 140 |
| **SG11** | 85 | 389 |
| **SG12** | 17 | 146 |
| **SG13** | 158 | 1026 |
| **SG15** | 36 | 517 |
| **SG16** | 31 | 140 |
| **SG17** | 33 | 188 |
| **SG20** | 80 | 500 |
| **Focus Groups** | 127 | 1184 |
| **Joint Coordination Activities** |  |  |
| **Total** | **1030** | **6110** |

In addition to the remote participation tools, from February 2018 to October 2018 the ITU IS Department also provided live (audio-only) webcasts for 15 ITU-T meetings. The archives are available through the Study Groups main pages.

# 4 Updates on Action Items related to EWM

ITU-T Membership regularly provides TSB with feedback, requests for new tools or improvements for their electronic working. TSB reviews these requests and are added to the list of EWM Action items to be processed as appropriate. The current action items and ongoing activities are listed in the table below.

| Action items | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| N° | | Action | | Timescale | | Priority | | Remark | |
| A-1 | | Provide automated upload of TDs (DDP for TDs) | | New Study Period 2017-2020 | | High | | TSB has been trialling a SharePoint-based infrastructure for managing Rapporteur Group Meetings (RGM) documents and believes that, after proper testing of the RGM infrastructure and modifications to interface with DMS posting, this platform is better suited for the next version of DDP that will support posting of TDs. TSB is planning to introduce it as early as possible in the new Study Period 2017-2020. | |
| A-2 | | Improvements to the Sync tool:   1. Availability of a log file to understand which documents were synced and when as was the case for the previous Sync Tool version. 2. On the HTML pages used by the Sync tool, filtering documents by Question requires finding a document allocated to the desired Question in order to filter/select those for a given Question. Enabling a way to select by Question apart from finding it in the right column first would be far more user-friendly. This might be offered as a pull-down menu on the Questions column header, like on the website version of the document pages for example. | | New Study Period 2017-2020 | | Medium | |  | |
| A-3 | | Improvements to the LS site: e.g. Sorting by WP or Question; improve search capabilities which are currently too limited. | | New Study Period 2017-2020 | | Medium | | Is being explored, will be implemented as soon as possible. | |
| A-4 | | Evaluate the possibility to develop mobile versions of the ITU website. | |  | | Medium | | Mobile friendly sites and pages are progressively being made available across the whole ITU web. | |
| A-5 | | Enhanced Discussion Forum for online collaboration - To address the request of ITU‐T SG5 for an upgraded web‐based Discussion forum to be used as a tool for online collaboration. | | New Study Period 2017-2020 | | Medium | | A trial version of a new discussion forum is now available on the ITU Extranet site for testing by SG5 participants. | |

| Ongoing activities | | | | |
| --- | --- | --- | --- | --- |
| N° | Activity | Timescale | Priority | Remark |
| O-1 | TSAG to liaise with Study Groups concerning working methods issues, including Electronic Working Methods | Ongoing | Medium | Ongoing |
| O-2 | TSB to assure that the XML properties of all the documents are properly filled in before being posted. | Ongoing | High | Ongoing |
| O-3 | TSB to update the EWM frequently asked questions (FAQ) web page | As required | High | Ongoing |
| O-4 | TSB to provide statistics on the number of Sector Members and Members who have requested electronic copies of documents in lieu of paper copies | Ongoing | Medium | Ongoing |
| O-5 | TSB to use the t13tsagwm e-mail reflector and discussion forum to keep participants informed about their progress in EWM implementation | Ongoing | High | Ongoing |
| O-6 | TSB to use the SG EWM Coordinators, the t13tsagwm reflector and discussion forum to review proposed major web page format and present proposals before adopting those changes | Ongoing | High | Ongoing |
| O-7 | Availability of wireless LAN, outlet power, etc. should be verified before the start of the workday for ITU-T meetings | Ongoing | High | Ongoing |
| O-8 | TSB to verify posted documents by checking external web (manually or automatically) | Ongoing | High | Ongoing |

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_