|  |  |  |
| --- | --- | --- |
| ITU logo | INTERNATIONAL TELECOMMUNICATION UNION**TELECOMMUNICATIONSTANDARDIZATION SECTOR**STUDY PERIOD 2017-2020 | TSAG-TD1037 |
| **TSAG** |
| **Original: English** |
| **Question(s):** | N/A | Virtual, 25-29 October 2021 |
| **TD** |
| **Source:** | Director, Telecommunication Standardization Bureau |
| **Title:** | Electronic working methods services and database applications report |
| **Purpose:** | Information |
| **Contact:** | Jérôme BellemanTSB | Tel: +41 22 730 6440Fax: +41 22 730 5853Email: 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 working 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 2020 including new web pages for focus groups, 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:

* Digital Transformation for Cities and Communities Webinar Series
(<https://www.itu.int/en/ITU-T/webinars/Pages/dt4cc.aspx>)
* Episode 12 on ​Insights on Digital Financial Services (DFS) During COVID-19 Webinar Series
(<https://www.itu.int/en/ITU-T/webinars/20201110/Pages/default.aspx>)
* Episode 5 on Quantum Information Technology (QIT) Webinar Series
(<https://www.itu.int/en/ITU-T/webinars/qit/20211102/Pages/default.aspx>)
* Quality of Service Development Group (QSDG) Webinar Series
(<https://www.itu.int/en/ITU-T/webinars/Pages/qsdg.aspx>)
* Episode 11 of ITU-Distributed Ledger Technology​ Meet-ups
(<https://www.itu.int/en/ITU-T/webinars/20211013/Pages/default.aspx>)
* ITU Workshop on "The Future of Television for Europe"
(<https://www.itu.int/en/ITU-T/Workshops-and-Seminars/2021/1119/Pages/default.aspx>)
* ITU Journal - Special issue on vehicular networks
(<https://www.itu.int/en/journal/j-fet/2022/001/Pages/default.aspx>)
* ITU Journal - Special issue on network management and control
(<https://www.itu.int/en/journal/j-fet/2022/002/Pages/default.aspx>)
* ITU Journal - Special issue on network solutions for future services
(<https://www.itu.int/en/journal/j-fet/2022/003/Pages/default.aspx>)

# 2 Tools and Applications

TSB, 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) continues 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>

The RGM system is part of several services available in the ITU-T SharePoint collaboration sites. It 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/>.

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 MyWorkspace

[MyWorkspace](https://www.itu.int/myworkspace/) is a user-friendly mobile platform that centralizes a set of applications and services developed to *strengthen electronic working methods for the work of ITU-T*, as stated in WTSA Resolution 32.

This platform has been built as a Progressive Web Apps (PWA) solution allowing same users experiences regardless of the device used. Access to this platform is restricted to users with an ITU account.

Following applications and services are available from MyWorkspace:

* [ITU Translate](https://www.itu.int/myworkspace/#/Translate): Machine translation tool based on neural network trained in-house on ITU documents official translations, supporting the six (6) ITU official languages.
* [MyMeetings](https://www.itu.int/myworkspace/#/MyMeetings): Remote participation service based on an open-source solution customized in-house to support requirements of both statutory and non-statutory ITU-T meetings, with two new features recently published:
	+ Dashboard: Allowing administration users to access the list of participants and the recordings
	+ [Certificates](https://www.itu.int/myworkspace/#/MyMeetings/certificates): Allowing participants to generate their official meeting participation certificate on demand
	+ Chatbot: Allowing users to get first-level support in real-time
* Documents:
	+ [MyDocuments](https://www.itu.int/myworkspace/#/Documents/MyDocuments/meeting=T17-TSAG-211025&search=&type=&sources=&questions=): Simplified access to Study Group documents, per meeting, with multiple sorting and selection filters and full text search, and automatic translation from English into 5 others official ITU languages (available on request).
	+ [Suggested documents](https://www.itu.int/myworkspace/#/Documents/Suggested-Documents): A proposed list of documents based on pre-set user interests, with the option to bookmark favourites.
* [Calendar](https://www.itu.int/myworkspace/#/Calendar): Monthly calendar view of all ITU events with filters on ITU sectors and ITU-T working groups, with detailed information.
* [MyEvents](https://www.itu.int/myworkspace/#/Myevents): Events management platform, which provides real time ITU-T events agenda, list of registered participants, speakers and exhibitors, as well as a ‘matchmaking’ function to enable networking among participants.
* [Mailing list](https://www.itu.int/myworkspace/#/Mailing): Subscription management with search functionality.
* [Community](https://www.itu.int/myworkspace/#/Community): MyWorkspace user’s directory.
* [Profile](https://www.itu.int/myworkspace/#/profile): User personal information and interests.

In addition to those integrated applications, MyWorkSpace is also offering access to external set of services:

* [Other Apps](https://www.itu.int/myworkspace/#/Other-apps): Direct access to external services such as [ITU-T Cloud](http://tsbcloud.itu.int), [ITU-T Databases](https://www.itu.int/en/ITU-T/publications/Pages/dbase.aspx), [Meeting documents synchronization tool](https://www.itu.int/en/ITU-T/ewm/Pages/sync-app.aspx), Extranet collaboration platforms, [ITU Search](http://www.itu.int/search), [Frequently asked questions](https://www.itu.int/net/ITU-T/info/faqs.aspx).

## 2.4 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 **410 active ITU-T mailing lists** with a total of **52234 subscribers** currently being used as shown in the table below.

|  |  |  |
| --- | --- | --- |
| **Group** | **Mailing lists** | **Subscribers** |
| **TSAG** | 10 | 1097 |
| **SG2** | 35 | 2281 |
| **SG3** | 31 | 2803 |
| **SG5** | 22 | 2228 |
| **SG9** | 3 | 272 |
| **SG11** | 22 | 1963 |
| **SG12** | 30 | 4174 |
| **SG13** | 26 | 5112 |
| **SG15** | 29 | 6854 |
| **SG16** | 20 | 2191 |
| **SG17** | 23 | 3461 |
| **SG20** | 18 | 3692 |
| **Focus Groups** | 75 | 8542 |
| **Joint Coordination Activities** | 10 | 1283 |
| **Other groups** | 56 | 6281 |
| **Total** | **410** | **52234** |

# 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.

In the last few months, TSB has made some important changes and improvements to its electronic meeting facilities due to the COVID-19 global pandemic. MyMeetings, the ITU-T open-source solution for electronic meetings introduced in January 2019 by TSB, is now used as the main platform to organise ITU-T statutory meetings. The tool features some important elements found in ITU-T physical meetings, including participants’ list and affiliation, multilingual support, moderated floor request and captioning. In addition, the tool enforces several layers of access control to make sure that only registered participants can have access to Statutory meetings.

MyMeetings is also used to host Rapporteur Group Meetings and non-statutory events, such as webinars. Other electronic meeting tools, such as Zoom, are also provided by TSB for hosting fully online (virtual) and any on-demand ad-hoc meetings.

**3.1 E-meeting sessions organized**

For the period from **December 2020 to September 2021**, a total of over **2900 e-meetings** sessions were provided with over **64000 connections.**

# 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 methods. TSB reviews these requests, and they 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 | High | In addition to the Rapporteur Group Meetings (RGM) Document Management System, TSB is also looking into the evolution of the existing Direct Document Posting (DDP) system as a suitable platform for DDP for TDs. |
| A-2 | Improvements to the Sync tool. | Ongoing | Medium | Improvements and updates to the Sync tool are regularly delivered if feasible. |
| A-3 | Evaluate the possibility to develop mobile versions of the ITU website. | Ongoing | Medium | Mobile friendly sites and pages are progressively being made available across the whole ITU web. |

|  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 |

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