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|  | INTERNATIONAL TELECOMMUNICATION UNION  **TELECOMMUNICATION STANDARDIZATION SECTOR**  STUDY PERIOD 2022-2024 | | | TSAG-TD498R1 | |
| TSAG | |
| Original: English | |
| **Question(s):** | | N/A | | Geneva, 29 July-2 August 2024 | |
| **TD** | | | | | |
| **Source:** | | Director, Telecommunication Standardization Bureau | | | |
| **Title:** | | Electronic working methods services and database applications report | | | |
| **Purpose:** | | | Information | | |
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| **Keywords:** | Electronic Working Methods; SharePoint Collaboration sites; Databases; Applications; Web sites; E-meetings; |
| **Abstract:** | This document describes actions taken since the last TSAG January 2024 meeting to improve electronic working methods and tools for the membership. |

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

This report describes TSB's activities to implement WTSA Resolution 32 with the following goals:

* Increase the ITU-T capability of Electronic Working Methods and review their benefits.
* Disseminate guidelines, documentation and training to use ITU-T Electronic Working Methods.
* Provide electronic participation facilities in ITU-T events for delegates unable to attend events in person.
* Maintain mobile-friendly ITU-T websites that make finding information easy.

These activities also effectively contribute to implementing WTSA Resolution 44 on bridging the standardization gap between developing and developed countries, namely by providing tools that:

* Ensure equal access to electronic meetings and provide remote participation.
* Provide support to ensure the smooth functioning of regional groups.
* Compile the necessary data to report on the effectiveness of developing and developed countries.

1. Developments on the ITU-T Website

TSB continuously creates and updates web pages to ensure that correct and current information is always available. Since last TSAG, the focus was on creating pages related to WTSA-24, such as the [**Second Inter-regional Meeting for WTSA-24 Preparation**](https://www.itu.int/wtsa/2024/irm).

1. Tools and Applications

TSB, ITU IS and C&P Departments continue to develop several applications and further enhance existing facilities to support and improve the electronic working methods of the members. TSB strive to support mobile devices in all the new applications they develop and to follow the ITU design charter. Key achievements include:

* 1. Document Management System for Rapporteur Group Meetings

The Microsoft SharePoint-based Document Management System for ITU-T Rapporteur Group Meetings (RGMs) has been used extensively by the ITU-T Study Groups, and TSAG. Feedback from Rapporteurs drives the continuous improvement of the RGM system.

Current and past RGM meetings can be accessed at <http://itu.int/go/itu-t/rgm>.

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

A detailed online user guide for the RGM System, including video tutorials, is available at <http://itu.int/go/itu-t/rgm-guide>.

The RGM system is one of several services available in the ITU-T SharePoint collaboration sites. These sites are restricted to ITU-T members and can be accessed using an ITU User Account (TIES).

* 1. ITU-T SharePoint Collaboration Sites

The ITU-T SharePoint collaboration sites enable participants in ITU-T working groups to conduct online discussions, work on projects, schedule meetings and manage and store documents in a secure shared environment.

The home of ITU-T SharePoint collaboration sites can be accessed at: <https://extranet.itu.int/sites/ITU-T/>.

A support site that 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.

* 1. Web Applications
     1. MyWorkspace

[MyWorkspace](https://www.itu.int/myworkspace/) is a user-friendly mobile platform that centralises 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 App (PWA) solution allowing the same user experience regardless of the device used. Access to this platform is restricted to users with an ITU user account.

This platform is constantly being updated to make the most of the ITU's latest and common IT resources, while integrating and modernizing a growing number of applications.

The following applications and services are available from MyWorkspace:

* [ITU Translate](https://www.itu.int/myworkspace/#/Translate): ITU Translate is a neural machine translation tool developed in-house for ITU documents and websites. Based on an open-source framework, it has been trained using ITU material to ensure greater accuracy for technical content, but includes website translation from external cloud-based translation services for general language expressions.  
    
  ITU Translate identifies and applies the best tools available for each language pair to translate general language webpages not currently available in the six official ITU languages. It uses innovative technologies to ensure high quality gist translation services to complement the reach of the work carried out by ITU’s human translation service. This is in line with Plenipotentiary Resolution 154 on the use of the six official languages of the Union on an equal footing.
* [Work Programme](https://www.itu.int/myworkspace/#/wp-external) **NEW**: This new application will replace the ageing [ITU-T Work Programme](https://www.itu.int/itu-t/workprog/wp_search.aspx) web application which will be phased out smoothly. Offering the same range of services, through a modern and centralised public application, this new app enhances access to the ITU-T Work Programme and increase its visibility.
* [[Standards](http://rec-external)](https://www.itu.int/myworkspace/#/rec-external) **NEW**: This new application will replace the ageing [ITU-T Recommendations](https://www.itu.int/ITU-T/recommendations/) web application, which will be also discontinued once all services have been transferred. The aim is to provide fast, modern access to ITU-T Recommendations and Supplements, with all relevant information, increasing their visibility to the public in the meantime.
* [MyMeetings](https://www.itu.int/myworkspace/#/MyMeetings): Remote participation service based on the [BigBlueButton](https://bigbluebutton.org) open-source solution and customized in-house to support requirements – at headquarters and in the regions – of both statutory and non-statutory ITU-T meetings, either accessible to all users, or to a selected number of users, or restricted to registered users.
* Documents:
  + [MyDocuments](https://www.itu.int/myworkspace/#/Documents/MyDocuments/meeting=T22-TSAG-221212): Enhanced access to Study Group meeting documents, per meeting, with multiple sorting and selection filters and full-text search, and automatic translation from English into the 5 other official ITU languages on demand.
  + [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.
* [SDG Mapping](https://www.itu.int/myworkspace/#/sdg): AI-based mapping of UN Sustainable Development Goals (SDGs) with ITU-T publications and Recommendations by evaluating semantic relevance of the texts to the achievement of these goals.
* [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 that 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 directory.
* [Profile and preferences](https://www.itu.int/myworkspace/#/profile): User personal information and interests.

In addition to those integrated applications, MyWorkspace also offers access to an 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), a [Meeting documents synchronisation 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).

Overall, features are continually being improved or newly created to enhance the user experience, so we encourage you to use MyWorkspace to have a chance to discover them by yourself, e.g.:

* Users can pin applications to the left-hand menu according to their needs.
* Some applications are available to the public.
  + 1. Alternative Approval Process System

Online solution to apply the ITU-T A.8 simplified and faster procedure used for seeking the approval of draft new and revised Recommendations: <https://www.itu.int/t/aap/aap-recs>.

* + 1. ITU-T Work Programme

Suite of Windows and [Web applications](https://www.itu.int/itu-t/workprog/) to follow ITU-T Working Groups current and past structure and work items (currently shifted to MyWorkspace).

* + 1. ITU-T Liaison Statements

Online application to access the [ITU-T Liaison Statements](https://www.itu.int/net4/ITU-T/ls) database.

* + 1. ITU-T Recommendations

Suite of Windows and Web applications to follow and access [ITU-T Recommendations](https://www.itu.int/itu-t/recommendations) publications (currently shifted to MyWorkspace).

* + 1. ICT Standards Landscape

Online management and research tool across the [ICT standards landscape](https://www.itu.int/itu-t/landscape) covering various high-level topics linked to ITU-T and other SDOs’ standards, under the responsibility of experts in the respective domain, such as:

* [Access Network Transport](https://www.itu.int/itu-t/landscape/?topic=tx356)
* [Cloud Computing](https://www.itu.int/itu-t/landscape/?topic=tx378)
* [Home Network Transport](https://www.itu.int/itu-t/landscape/?topic=tx153)
* [ICT Security](https://www.itu.int/itu-t/landscape/?topic=tx279)
* [IMT-2020 and beyond](https://www.itu.int/itu-t/landscape/?topic=tx379)
* [ITS Communication](https://www.itu.int/itu-t/landscape/?topic=tx21)
* [IoT & Smart Sustainable Cities](https://www.itu.int/itu-t/landscape/?topic=tx380)
* Quantum information technology
* Optical transport networks & technologies
* Verifiable health credentials
  + 1. Intellectual Property Rights (IPR) in ITU-T Recommendations

Online search on [ITU-T Recommendations patents and software](https://www.itu.int/net4/ipr/search.aspx) copyright declarations.

* + 1. ITU-R/ITU-T Terms & Definitions Database

Online search on [ITU-R and ITU-T Recommendations terms and definitions](https://www.itu.int/br_tsb_terms/) databases.

This is maintained in close collaboration with the Coordination Committee for Vocabulary ([CCV](https://www.itu.int/en/ITU-R/study-groups/rccv/Pages/default.aspx)).

* + 1. ITU National Numbering Plans Repository

Online access to [ITU National Numbering Plans](https://www.itu.int/itu-t/nnp/#/home) which has been enhanced to allow users to access both the notifications of the administrations' plans in Word format and in dynamic lists, when applicable.

* + 1. **International Numbering Resources**

The [International Numbering Resources](https://www.itu.int/en/ITU-T/inr/Pages/default.aspx) include databases such as:

* [Universal Numbers applications](https://www.itu.int/en/ITU-T/inr/unum/Pages/default.aspx): Enable the tracking of operators whose numbers have been reclaimed.
* [Issuer Identifier Number](https://www.itu.int/net/itu-t/inrdb/secured/e118iin.aspx) (IIN): Workflow application allowing TSB secretariat to manage IIN registration.
  + 1. ITUSearch

Online search on ITU digital resources, including files that public search engines cannot access. The IS department recently adopted Google’s engine to search ITU web pages (<https://www.itu.int/search>). This greatly improved result accuracy. The [*Deep Search*](https://www.itu.int/net4/itu-t/search/) function still uses the legacy engine, whose search scope has been reduced to meeting documents, publications and ITU regulatory texts in 6 languages and the latest WTDC and WTSA outputs, avoiding mixing its results with ITU web pages resources.

* 1. ITU-T Mailing Lists

The mailing lists continue to be very useful tools in the work of the study groups and other groups. The following table shows active ITU-T mailing lists and subscriptions. TSB set up a new mailing list so ITU-T experts receive an alert for each TSB Circular posting.

|  |  |  |
| --- | --- | --- |
| **Group** | **Mailing lists** | **Subscribers** |
| **TSAG** | 11 | 2620 |
| **SG2** | 17 | 5954 |
| **SG3** | 14 | 2336 |
| **SG5** | 14 | 2362 |
| **SG9** | 3 | 294 |
| **SG11** | 18 | 2320 |
| **SG12** | 24 | 4333 |
| **SG13** | 28 | 6187 |
| **SG15** | 19 | 6290 |
| **SG16** | 19 | 2887 |
| **SG17** | 21 | 4177 |
| **SG20** | 14 | 4244 |
| **Regional Groups** | 25 | 2484 |
| **Focus Groups** | 76 | 10004 |
| **Joint Coordination Activities** | 13 | 1566 |
| **Other Groups** | 66 | 2253 |
| **Total** | **382** | **60311** |

1. Electronic Meetings

In response to WTSA Resolution 32 (*Strengthening electronic working methods for the work of the ITU Telecommunication Standardization Sector*), WTSA Resolution 44 (*Bridging the standardization gap between developing and developed countries*) and PP 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 and offers remote participation for every physical meeting, thus allowing and encouraging delegates’ engagement from developing countries.

TSB have 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.

For the period from **January 2024 to June 2024**, TSB organised more than **3000 e-meetings** sessions, with over **32000 connections.**

1. 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 |

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