

World Telecommunication Development Conference 2022 (WTDC-22)

Final Report



ITUWTDC

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3.1 ITU-D priorities

Affordable connectivity

The focus of this priority is on the use of modern, available, secure, accessible and affordable connectivity through deployment of telecommunication/ICT infrastructure and services for bridging the digital divides. This priority seeks to foster the development of infrastructure and services by utilizing existing as well as new and emerging telecommunication/ICT services and technologies and new business models. In this process, assistance is provided to Member States to enhance and strengthen confidence and security in the use of telecommunications/ICTs, which is of vital importance.

Digital transformation

The focus of this priority is on (1) the development and use of telecommunications/ICTs, as well as applications and services, to close the digital divide and empower people and societies for sustainable development; (2) support to the ITU-D membership in fostering digital transformation through ICT entrepreneurship and increased ICT innovation in the ICT ecosystem, while encouraging the empowerment of grassroots stakeholders and creating new opportunities for them in the telecommunication/ICT sector. This is of critical importance as societies adapt to changes, including in the aftermath of the coronavirus disease (COVID-19) pandemic and with the future prospect of other global disasters. In this process, there is a need to recognize the needs of women, youth, persons with disabilities and persons with specific needs. The priority will identify new approaches that engage Member States and other stakeholders in digital transformation, including start-ups, SMEs, entrepreneurs, public-private partnerships (PPPs), and the public and private sectors to support integration of ICT innovation and national development agendas while identifying needs and delivering initiatives at a national level.

Enabling policy and regulatory environment

The focus of this priority is on fostering an enabling policy and regulatory environment conducive to sustainable telecommunication/ICT development that encourages investment in infrastructure and ICTs and increased adoption of telecommunications/ICTs. This priority comprises key enablers that underpin ITU's work to deliver on the connectivity and digital transformation priorities.

Resource mobilization and international cooperation

The focus of this priority is on mobilizing and attracting resources and fostering international cooperation on telecommunication/ICT development issues. This priority is also cross-cutting, providing resources and fostering international cooperation to deliver relevant global outcomes. In this process, the needs of developing countries, including least developed countries (LDCs), small island developing states (SIDS), landlocked developing countries (LLDCs) and countries with economies in transition, as well as underserved and vulnerable populations, should be prioritized and given due attention.

Inclusive and secure telecommunications/ICTs for sustainable development

The focus of this priority is on providing support for Member States to achieve secure telecommunications/ICTs for digital development for all. The following topics can be considered as the supporting components of this priority: fostering digital literacy and raising awareness of cybersecurity issues and best practice; strengthening the security of users online and promoting consumer protection; assisting Member States to develop national cybersecurity strategies and computer incident response teams (CIRTs); promoting digital skills development and digital training programmes, including training for public authorities; investment in secure infrastructure, particularly in underserved areas.

3.2 Products and services

To achieve the outcomes under the thematic priorities, ITU deploys a range of products and services for its members, United Nations agencies and other stakeholders. A range of products and services are offered, not limited to those listed below. Products and services can further be developed for each outcome and KPI in order to ensure the priority has the corresponding action framework. The action plan, together with the respective KPIs, will enable proper monitoring and evaluation of the priorities. According to the ITU strategic plan for 2024-2027, each Sector and the General Secretariat will provide more detailed information on how they will deploy these products and services in their respective operational plans. The products and services specific to ITU-D are outlined below.

Development of policy frameworks and knowledge products

ITU-D products and services include:

- development of handbooks, technical reports and papers on telecommunication/ ICT matters to assist the ITU membership, through its study group process;
- assistance to Member States in promoting increased connectivity, closing digital divides, enabling digital transformation and building smart digital societies by developing and providing policy frameworks and good-practice guidelines;
- best practices from Member States, the private sector, research and academia are collected and shared back with Member States; and
- knowledge-exchange products and tools to enable inclusive dialogue and enhanced cooperation to help countries achieve a more inclusive society, and support to the membership in understanding and navigating the challenges and opportunities that come with promoting connectivity and digital transformation.

Provision of data and statistics

ITU-D products and services include:

- collection and dissemination of vital data and world-class research to track and make sense of connectivity and digital transformation globally, as well as support to Member States and other stakeholders throughout of the data lifecycle, from setting standards and methods for data collection to promoting the use of data in decision-making;
- responsibility for the international statistical standards for telecommunication/ ICT indicators, publishing the standards, the definitions and the collection methods for over 200 indicators, which represent a key reference for statisticians and economists seeking to measure digital development; and
- active contribution to advancing the statistics agenda within the United Nations system, as the custodian agency for several SDG indicators on connectivity and digital skills (SDG indicators 4.4.1, 5.b.1, 9.c.1, 17.6.1 and 17.8.1).

Capacity development

ITU-D products and services include:

- development of capacities of telecommunication/ICT professionals and work towards boosting digital literacy and skills of citizens, aiming to achieve a society where all people use knowledge and skills on digital technologies to improve their livelihoods; and
- promoting, especially by means of partnership, the development, expansion and use of telecommunication/ICT networks, services and applications, particularly in developing countries, taking into account the activities of other relevant bodies, by reinforcing capacity development;

- building confidence and security in the use telecommunications/ICTs:
 - strengthened capacity of Member States to effectively share information, find solutions and respond to threats to cybersecurity, and to develop and implement national strategies and capabilities, including capacity building, encouraging national, regional and international cooperation in the area of cybersecurity;
 - enhanced capacity of the ITU membership to make available secure and resilient telecommunication/ICT infrastructure and services.

Provision of technical assistance

ITU-D products and services include:

- technical assistance to Member States, in particular to developing countries, including LDCs, SIDS, LLDCs and countries with economies in transition, and regional telecommunication organizations, in the field of telecommunications;
- tailor-made projects and solutions for multistakeholder needs, with recognized long-standing technical expertise in the telecommunication/ICT field and comprehensive experience in project development, management, implementation, monitoring and evaluation, with a focus on RBM, as well as opportunities for PPPs and a trusted platform to address development needs through the use of telecommunications/ICTs; and
- assistance for the implementation of decisions of world and regional conferences, as well as support for spectrum coordination activities among ITU members, and software tools to assist the administrations of developing countries to undertake their spectrum-management responsibilities more effectively.

Convening platforms

ITU-D products and services include:

- bringing together a wide range of stakeholders as a convening platform in telecommunications/ICTs, to share experiences and knowledge, collaborate and identify means to bring affordable, safe, secure and trusted connectivity and use to people everywhere; and
- encouraging international cooperation and partnerships for the growth of telecommunications/ICTs, especially with regional telecommunication organizations and with global and regional development financing institutions.

3.3 Enablers

ITU-D will deliver the action plan through the enablers defined in the Kigali Action Plan, the definitions of which are included for reference in this section. Enablers are ITU's ways of working that allow it to deliver on its goals and priorities more effectively and efficiently. They reflect the Union's values of efficiency, transparency and accountability, openness, universality and neutrality, and being people-centred, service-oriented and results-based, and leverage its key strengths and address its weaknesses so that it can support its membership.

Membership-driven

ITU will continue to work as a membership-driven organization, to effectively support and reflect the needs of its diverse members. ITU recognizes the needs of all countries, in particular those of developing countries, including LDCs, SIDS, LLDCs and countries with economies in transition, as well as underserved and vulnerable populations, which should be prioritized and given due attention. ITU will also work to deepen its engagement with representatives of the telecommunication/ICT and other industry sectors, to demonstrate ITU's value proposition in the context of the strategic goals.

Regional presence

As an extension of ITU as a whole, the regional presence plays a vital role in the achievement of ITU's mission, enhancing the Union's understanding of local contexts and its ability to respond to countries' needs effectively. The regional presence will consolidate strategic planning at the level of each regional/area office, implementing programmes and initiatives that are consistent with and based on the Union's strategic goals and thematic priorities. By applying the global targets and clarifying programme priorities at the regional level, ITU will also seek to enhance its overall global effectiveness and impact. The regional presence will strengthen ITU's position as a shaper/doer and enhance United Nations cooperation, to build enhanced regional opportunities and thereby reach more countries and define clearer, more impactful priorities for country-level engagements. Efforts will also be made to strengthen capacity at the regional level to ensure the ability of the regional and area offices to implement the programmes and engagements determined based on the Union's strategic goals and thematic priorities.

Diversity and inclusion

ITU remains committed to mainstreaming diversity and inclusion practices across its work, to ensure equality. In the pursuit of its goals, ITU will work to bridge the digital divide and build an inclusive digital society, by fostering telecommunication/ICT access, affordability and use in all countries and for all peoples, including women and girls, youth, indigenous peoples, older persons, persons with disabilities and persons with specific needs.

Commitment to environmental sustainability

ITU recognizes that telecommunications/ICTs come with risks, challenges and opportunities for the environment. ITU is committed to helping to use telecommunications/ICTs for monitoring, mitigating and adapting to climate change, facilitating digital solutions for energy efficiency and reduced carbon emissions and protecting human health and the environment from e-waste. ITU will apply an environmental lens across its work to promote sustainable digital transformation, while at the same time continuing to address climate change from within and systematically integrate environmental sustainability considerations across its operations in line with the Strategy for Sustainability Management in the United Nations System 2020-2030.

Partnerships and international cooperation

To increase global collaboration towards its mission, ITU continues to strengthen partnerships among its members and other stakeholders. In doing so, ITU can leverage its diverse membership and multilateral convening power to foster cooperation among governments and regulators, the private sector and the academic community. ITU also recognizes the importance of cultivating strategic partnerships with United Nations agencies and other organizations, including standardization bodies, to enhance cooperation for addressing challenges across the telecommunication/ICT sector towards the delivery of the WSIS action lines and achievement of the 2030 SDGs.

Resource mobilization

Accelerated resource-mobilization efforts and increased financing are critical to achieving the goals of the Union and enhancing ITU support for the membership. ITU, therefore, recognizes the need to identify the most effective ways to mobilize extrabudgetary resources, build its resource-mobilization capacity and enhance its current fundraising strategy, while leveraging partner inputs to complement these efforts.

Excellence in human resources and organizational innovation

Enhancing operational efficiency and effectiveness enables ITU to respond to changes in the telecommunication/ICT landscape and evolving membership needs. ITU, therefore, aims to improve internal processes and accelerate decision-making by addressing operational inefficiencies and duplication, reflecting the values of transparency and accountability. ITU also recognizes the need to build operational effectiveness, by increasing cross-functional synergies, encouraging internal innovation, providing consistent guidance on the organization's scope and developing a stronger performance- and talent-management approach. To this end, the organization will be implementing a transformation plan for culture and skills based on four main tracks: strategic planning, digital transformation, innovation and human resource management.

3.4 Linkages

The action plan is organized along the ITU-D priorities and provides information on, and linkages between, the corresponding product and service offerings, enablers, key outputs, expected results and KPIs.

As graphically shown in Figure 2, these are supporting components for:

- SDGs
- ITU strategic plan and goals/targets
- WSIS action lines
- WTDC resolutions and Recommendations and resolutions of the Plenipotentiary Conference
- regional initiatives
- study Questions.