New ITU User Management Platform

ITU Membership and IS Department
Geneva 11 July 2024
Agenda

- Introduction
- Demo Scenarios
- Question and Answers
What are we replacing?

- ITU User Account creation platform
- TIES Request and TIES Request management for Focal Points
- The eBookshop
Why are we changing this platform?

- The solution based on SAP Web Channel has been discontinued and replaced by a cloud solution.
- SAP will no longer support Web Channel.
- The new platform enables us to enhance user experience, improve functionalities, and increase security.
What’s New with the new platform? (I)

- **Interface improvements:**
  - Improved look and feel
  - Enhanced user experience

- **External User Features Enhancements:**
  - Affiliation validation approval step for all ITU-Members
  - Delegates can request TIES access when creating an ITU User account
  - Users can request an additional affiliation
  - Users can deactivate their ITU User Account
What’s New with the new platform? (II)

• TIES Focal Points Enhancements:
  • New affiliation approval process for ITU Members
  • Approve affiliation and TIES requests in one go
  • Improved functionalities to manage their organization’s contacts (TIES access rights, TIES FP, remove affiliation, etc.)

• Additional Enhancements:
  • ITU Focal Point can approve requests
  • Centralized consent management for Terms of Use and Data Privacy
  • Non-Member users can modify their organization data
What does not Change?

- ITU Membership categories and access rights
- Who is assigned as TIES Focal Points
- Need to approve TIES Request to grant TIES Access Rights
- Access to ITU services using ITU user accounts
- ITU event Registration process
Demo
Demo new ITU User Account

1. Existing User having TIES Access Rights
   1st Login
   The first time an existing user logs in to the new platform, the user needs to set a new password.

2. TIES Focal Point reviews and approves a delegate’s affiliation and TIES access rights request
   The delegate creates a new ITU User Account and requests TIES access. The Focal Point reviews request and approves it.

3. Existing ITU User requests TIES Access
   TIES Focal Point approves
   The user wants to request TIES access rights. Submits the request. The TIES Focal Point reviews request and approves it.

4. TIES Focal Point designates a new TIES Focal Point
   The TIES Focal Point wants to designate a New TIES Focal Point.
Next Steps

- Collect feedback from delegates and TIES Focal Points
- Collect feedback from ITU staff
- Prioritize enhancements & schedule new developments
- Continuous improvement, continuous engagement

Let’s improve the platform together
Do you need any support?

- You can find more information on the web: [ITU User Account & TIES Services - ITU](#)
- Send any query to [servicedesk@itu.int](mailto:servicedesk@itu.int)
Questions and Answers

Thank you
Summary and Benefits

• Transition from SAP Web Channel to a cloud solution
• Enhanced security and user experience
• Improved functionalities for TIES Focal Points managing affiliations, TIES requests and Organization’s Contact Persons
• Centralized consent management