

International Telecommunication Union

ITU-T

TELECOMMUNICATION
STANDARDIZATION SECTOR
OF ITU

Series A
Supplement 4
(06/2015)

SERIES A: ORGANIZATION OF THE WORK OF ITU-T

**Supplement on guidelines for remote
participation**

ITU-T A-series Recommendations – Supplement 4

ITU-T



Supplement 4 to ITU-T A-series Recommendations

Supplement on guidelines for remote participation

Summary

Supplement 4 to the A series of ITU-T Recommendations specifies guidelines on the organization and handling of meetings of ITU-T groups with remote participation.

History

Edition	Recommendation	Approval	Study Group	Unique ID*
1.0	ITU-T A Suppl. 4	2015-06-05	TSAG	11.1002/1000/12580

* To access the Recommendation, type the URL <http://handle.itu.int/> in the address field of your web browser, followed by the Recommendation's unique ID. For example, <http://handle.itu.int/11.1002/1000/11830-en>.

FOREWORD

The International Telecommunication Union (ITU) is the United Nations specialized agency in the field of telecommunications, information and communication technologies (ICTs). The ITU Telecommunication Standardization Sector (ITU-T) is a permanent organ of ITU. ITU-T is responsible for studying technical, operating and tariff questions and issuing Recommendations on them with a view to standardizing telecommunications on a worldwide basis.

The World Telecommunication Standardization Assembly (WTSA), which meets every four years, establishes the topics for study by the ITU-T study groups which, in turn, produce Recommendations on these topics.

The approval of ITU-T Recommendations is covered by the procedure laid down in WTSA Resolution 1.

In some areas of information technology which fall within ITU-T's purview, the necessary standards are prepared on a collaborative basis with ISO and IEC.

NOTE

In this publication, the expression "Administration" is used for conciseness to indicate both a telecommunication administration and a recognized operating agency.

Compliance with this publication is voluntary. However, the publication may contain certain mandatory provisions (to ensure, e.g., interoperability or applicability) and compliance with the publication is achieved when all of these mandatory provisions are met. The words "shall" or some other obligatory language such as "must" and the negative equivalents are used to express requirements. The use of such words does not suggest that compliance with the publication is required of any party.

INTELLECTUAL PROPERTY RIGHTS

ITU draws attention to the possibility that the practice or implementation of this publication may involve the use of a claimed Intellectual Property Right. ITU takes no position concerning the evidence, validity or applicability of claimed Intellectual Property Rights, whether asserted by ITU members or others outside of the publication development process.

As of the date of approval of this publication, ITU had not received notice of intellectual property, protected by patents, which may be required to implement this publication. However, implementers are cautioned that this may not represent the latest information and are therefore strongly urged to consult the TSB patent database at <http://www.itu.int/ITU-T/ipr/>.

© ITU 2015

All rights reserved. No part of this publication may be reproduced, by any means whatsoever, without the prior written permission of ITU.

Table of Contents

	Page
1 Scope.....	1
2 References.....	1
3 Definitions	1
3.1 Terms defined elsewhere	1
3.2 Terms defined in this Supplement	1
4 Abbreviations and acronyms	2
5 Conventions	2
6 Organization of a meeting with remote participation	2
7 Guidelines for the group chairman	3
8 Technical guidelines for remote participants.....	4
9 Technical guidelines for in-person participants.....	4
10 Guidelines for persons with disabilities or with specific needs.....	4

Supplement 4 to ITU-T A-series Recommendations

Supplement on guidelines for remote participation

1 Scope

Well-documented rules and procedures, including the legal aspects, are useful for electronic meetings of ITU-T groups. ITU-T groups include, but are not limited to, TSAG, study groups, working parties, Questions or Rapporteur groups, focus groups, Joint Coordination Activities (JCAs), correspondence groups, ad hoc groups, regional groups and the Review Committee.

Meetings of ITU-T groups may be conducted in the following formats:

- physical meetings (face-to-face);
- physical meetings with remote observation (i.e., webcast);
- physical meetings with (active) remote participation;
- e-meetings, also called virtual meetings.

The same format may not apply to all sessions of a given meeting. This Supplement provides guidelines for physical meetings with active remote participation and e-meetings. The meeting format (see clause 6.4) to be used for any given meeting or meeting session is beyond the scope of this Supplement.

2 References

- [FSTP-AM] Guidelines for accessible meetings, ITU-T Q26/16.
<<http://www.itu.int/md/T13-SG16-150209-TD-WP2-0367/en>>
- [HSTP.ACC-RemPart] Guidelines for supporting remote participation in meetings for all, ITU-T Q26/16.
<<http://www.itu.int/md/T13-SG16-150209-TD-WP2-0365/en>>
- [PP GR] Plenipotentiary Conference, General Rules of conferences, assemblies and meetings of the Union (Rev. Guadalajara, 2010).
<<http://www.itu.int/net/about/basic-texts/rules.aspx>>
- [PP Res.167] Plenipotentiary Conference, Resolution 167 (Rev. Busan, 2014), Strengthening and developing ITU capabilities for electronic meetings and means to advance the work of the Union.
<http://www.itu.int/dms_pub/itu-s/opb/conf/S-CONF-ACTF-2014-PDF-E.pdf>
- [WTSA Res.32] World Telecommunication Standardization Assembly, Resolution 32 (Rev. Dubai, 2012), Strengthening electronic working methods for the work of the ITU Telecommunication Standardization Sector.
<<http://www.itu.int/pub/T-RES-T.32-2012>>

3 Definitions

3.1 Terms defined elsewhere

None

3.2 Terms defined in this Supplement

This Supplement defines the following terms:

3.2.1 group: A study group, TSAG, a working party, a Question, a Rapporteur group, a correspondence group, an ad hoc group, the Review Committee, a JCA, a focus group, a regional group or any other type of group created in ITU-T.

NOTE – A workshop or a seminar is not considered a group in the context of this Supplement.

3.2.2 remote participation: Participation in a meeting from a separate geographical location, using communication technologies.

NOTE – Depending on the group meeting, remote participation may be active or in an observing capacity (in case of webcast), but only active remote participation is considered in this Supplement.

3.2.3 remote participation moderator: A person in charge of monitoring the remote participation tool, ensuring that remote participants know what is taking place in the meeting and allowing remote participants chances to contribute (in case of a meeting with active remote participation).

NOTE – A remote participation moderator is not systematically available for each meeting with remote participation.

4 Abbreviations and acronyms

This Supplement uses the following abbreviations and acronyms:

JCA	Joint Coordination Activity
TIES	Telecommunication Information Exchange Service
TSAG	Telecommunication Standardization Advisory Group

5 Conventions

None

6 Organization of a meeting with remote participation

This clause gives guidelines for the group chairman and secretariat who are organizing a meeting with remote participation.

6.1 When scheduling the time for meetings with remote participation or for e-meetings, consideration should be given to the different time zones of the expected remote participants. Consideration should also be given to, when practical, scheduling relevant agenda items identified by a remote participant to better accommodate the remote participant's time zone.

6.2 If remote participation is to be arranged for participation in a group meeting, TSB should be informed at least twelve calendar days before the group meeting, to allow for enough time for logistics arrangements.

6.3 If the group chairman is expected to participate remotely, the group should identify an acting chairman in case the chairman is unable to connect.

6.4 The meeting agenda indicates the format in which the meeting will be conducted:

- physical meetings (face-to-face);
- physical meetings with remote observation (i.e., webcast);
- physical meetings with (active) remote participation (see also clause 7.1);
- e-meetings, also called virtual meetings (see also clause 7.1).

NOTE – The first two formats are not covered by this Supplement. The meeting format could be based on a variety of criteria, including, but not limited to, the nature of the meeting, whether the meeting is held inside or outside Geneva and technical capabilities available for the meeting.

6.5 It is recommended that the technologies used for remote participation are those available from the ITU, even for meetings held outside Geneva.

6.6 For meetings held outside Geneva with (active) remote participation, it is recommended that hosts be supplied with guidelines in order to minimize possible technical issues related to remote participation. These guidelines (e.g., in the form of a checklist) should be accessible for the host well in advance before the event, and should include all the technical and logistics requirements for providing the remote participation facility.

7 Guidelines for the group chairman

This clause gives guidelines for the group chairman to help chairing a meeting with remote participation.

7.1 Based on the remote participation tool used, the management team of the group decides the operation mode for the meeting. The modes described in clauses 7.1.1 and 7.1.2 are suggested. The decision of the management team is announced at the beginning of the meeting and the meeting is chaired accordingly.

7.1.1 All remote participants are unmuted by default and can intervene at any time. To prevent interference of background noise, the chair reminds remote participants to mute their microphones until when they wish to contribute (see also clause 7.6).

NOTE – This may be practical for the meeting of a very small informal group like a correspondence group, but probably not during the meeting of a Question or a Rapporteur group (if at least to avoid echo and other background noise).

7.1.2 All remote participants are muted by default and will be unmuted by the remote participation moderator on a case-by-case basis, if they so request through the remote participation tool.

NOTE – The remote participation moderator would then inform the meeting that a remote participant can intervene and the chairman would include the remote participant in the queue of meeting participants who want to intervene.

7.2 In the case of physical meetings with remote participation, the group chairman and the remote participation moderator are encouraged to meet in the room ten minutes before the scheduled start of the meeting to check that the system is working and that the group chairman can display and share documents.

7.3 At the beginning of each meeting with remote participation, the group chairman announces that there is a remote facility and requests that all remote participants introduce themselves by mentioning their name and affiliation.

NOTE – Remote participants who join a meeting after the initial introduction of participants are expected to announce their arrival by mentioning their name and affiliation. If the remote participation tool announces participants' arrival with a specific sound, the group chairman asks new participants to introduce themselves.

7.4 The group chairman encourages remote participants to announce their name and affiliation clearly before speaking (see also clause 8.3).

NOTE – This is particularly useful in case of a meeting with interpretation or with participants with disabilities or specific needs (see clause 10).

7.5 The General Rules of conferences, assemblies and meetings of the Union [PP GR] apply to meetings with remote participation, in particular clauses 20.2 (Order of debates), 20.8 (Limitation of speeches) and 20.9 (Closing the list of speeches).

7.6 Where supported by the remote participation tool, the chairman or the remote participation moderator is permitted to mute remote participants with bad connections or whose connections introduce too much noise, or may ask them to leave the meeting if the situation cannot be remedied.

8 Technical guidelines for remote participants

This clause gives guidelines for remote participants.

8.1 Remote participants are encouraged to use the remote facility through a landline (when available), or to use a headset (and not the microphone and speaker of their machine). Remote participants should make sure that the loudspeaker on their machine is muted when they call from a landline.

8.2 It is recommended that remote participants connect at least five minutes before the start of a meeting to avoid disturbance. This will also allow for the group chairman and/or the remote participation moderator to check sound levels.

8.3 Remote participants are encouraged to announce their name and affiliation clearly before making any intervention (see also clause 7.4).

8.4 Remote participants should speak from a quiet place without background noise. They should speak slowly and clearly to allow the other participants to compensate for any audio problem. They are encouraged to end their remarks with the phrase "This concludes my intervention."

NOTE – Clauses 8.3 and 8.4 are particularly useful in the case of a meeting with interpretation, or with participants with disabilities or specific needs (see clause 10).

8.5 If the connection is poor, and if requested by the chairman, remote participants should be prepared to type their question or comment in the chat window of the remote participation tool.

8.6 During a physical meeting with remote participation, remote participants accept that, in case of technical problems (e.g., lost connection), their participation may be interrupted (see also clause 8.8) while the physical meeting will continue, whereas in case of onsite technical issues (e.g., headphone failure), the chairman may decide to suspend the meeting until the problem is solved.

NOTE – Remote participants recognize that an important part of any meeting are the informal discussions during breaks and lunch where delegates can informally explain, understand, and forge the compromises needed for the consensus processes to work. Remote participants recognize that they will not have this type of interaction with the other participants.

8.7 Remote participants accept that in case of technical problems (e.g., lost connection) during an e-meeting, the chairman will assess whether enough participants are still connected and will decide whether to continue the meeting (see also clause 8.8) or to suspend the meeting until the problem is solved.

8.8 Remote participants may report problems to the remote participation moderator (when available) who should determine where the cause lies and should either take direct remedial action or offer advice as appropriate. A remote participant who experiences problems in joining the meeting should preferably discuss with the remote participation moderator in a private chat window (or tab) so that the main chat window is reserved for discussions of interest to all participants.

9 Technical guidelines for in-person participants

This clause gives guidelines for participants physically present in a meeting with remote participation.

9.1 In order to increase voice quality, only one microphone should be on (open) at a given time in the meeting room, and physically present participants shall speak close to (and in front of) the microphone.

10 Guidelines for persons with disabilities or with specific needs

This clause makes reference to guidelines applying to remote participants with hearing or visual impairments, in particular.

10.1 Guidelines for users with hearing or visual impairments are available from the Joint Coordination Activity on Accessibility and Human Factors (JCA-AHF at <http://www.itu.int/en/ITU-T/jca/ahf>).

10.2 Requirements and good practice for supporting remote participation in meetings for all are contained in [HSTP.ACC-RemPart]. Guidelines for accessible meetings are contained in clause 8.1.3 of [FSTP-AM].

10.3 Persons with disabilities can mention their specific needs (for example, captioning) on the registration form. Provision of specific facilities is done in accordance with *resolves* 3 of [PP Res.167].

SERIES OF ITU-T RECOMMENDATIONS

Series A Organization of the work of ITU-T

Series D General tariff principles

Series E Overall network operation, telephone service, service operation and human factors

Series F Non-telephone telecommunication services

Series G Transmission systems and media, digital systems and networks

Series H Audiovisual and multimedia systems

Series I Integrated services digital network

Series J Cable networks and transmission of television, sound programme and other multimedia signals

Series K Protection against interference

Series L Environment and ICTs, climate change, e-waste, energy efficiency; construction, installation and protection of cables and other elements of outside plant

Series M Telecommunication management, including TMN and network maintenance

Series N Maintenance: international sound programme and television transmission circuits

Series O Specifications of measuring equipment

Series P Terminals and subjective and objective assessment methods

Series Q Switching and signalling

Series R Telegraph transmission

Series S Telegraph services terminal equipment

Series T Terminals for telematic services

Series U Telegraph switching

Series V Data communication over the telephone network

Series X Data networks, open system communications and security

Series Y Global information infrastructure, Internet protocol aspects and next-generation networks

Series Z Languages and general software aspects for telecommunication systems