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| **Council 2019 Geneva, 10-20 June 2019** |  |
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| **Agenda item: ADM 6** | **Document C19/29-E** |
| **18 April 2019** |
| **Original: English** |
| Report of the Secretary General | |
| Implementation of RESOLUTION 167 (Rev. dubai, 2018)  Strengthening and developing ITU capabilities for electronic meetings and means to advance the work of the Union | |

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| Summary  Annex 1 to Resolution 167 requests the Secretary-General to report on actions taken on Electronic Working Methods (EWM) measures, and to submit a detailed plan of action to the Council, on the following: infrastructure upgrade to support e-participation; technical solutions to extend ITU interpretation services to e-participants; self-service provisioning and running of e-meetings; guidelines for e-participation; provision of training; review of current applicable policies and practices; review of legal issues related to amendments that would be required to legal instruments of the Union; a collection of statistics across all Sectors so as to track trends in e-participation; and to report annually to the Council on results, including procedural, financial, technical, and legal matters.  Action required  The Council is invited **to note** the draft plan and provide guidance, as deemed appropriate.  \_\_\_\_\_\_\_\_\_\_\_\_  References  [Resolution 167 (Rev. Dubai, 2018)](https://www.itu.int/en/council/Documents/basic-texts/RES-167-E.pdf), [C19/14](https://www.itu.int/md/S19-CL-C-0014/en) |

**1 Introduction**

1.1 PP Resolution 167 (Rev. Dubai, 2018) instructed the secretariat to: a) share information about developments and progress made with regard to electronic meetings with the United Nations and other specialized agencies, for their consideration; and b) to continue taking action, in consultation with the Sector advisory groups, in order to provide appropriate electronic participation or observation facilities in Sector meetings for delegates unable to attend face-to-face meetings and c) to take all necessary measures to implement, in the shortest possible time‑frame and according to budgetary availability, a suitable technological platform that makes it possible for all the regional offices to host electronic meetings with their respective ITU Member States.

1.2 Reference is made to Council Document [C19/14](https://www.itu.int/md/S19-CL-C-0014/en), in which CWG-LANG has requested the secretariat to submit a detailed plan for pilot projects related to alternative translation, interpretation, and captioning procedures for the next two or four years to be submitted to C19, pursuant to Decision 5 (Rev. Dubai, 2018) and Resolution 154 (Rev. Dubai, 2018).

**2 Status and evolution**

2.1 In 2010, a multilingual interactive remote participation (MIRP) platform was introduced by ITU and has been in operation for over eight years. Following the recent availability of alternative MIRP platforms, the secretariat selected a service provider, at the end of 2018, to implement a new MIRP solution, with the aim of improving service quality and reducing operational cost. The new platform (cloud service) should be ready for testing around mid-2019.

2.2 The new MRIP platform takes full advantage of the streaming capabilities of the Internet, accessible from all Member States, and supports all the common laptops, MacBooks, tablets, and smartphones. The new platform also supports remote interpretation, if all concerned stakeholders agree to do so.

2.3 The implementation of the new MIRP solution includes connecting all meeting rooms, big and small, in ITU HQ to any web conferencing platform (as long as it runs also on Windows), hence allowing e-participation in meetings held in all the ITU meeting rooms. The Information Services department, in collaboration with BDT, plans to improve the support and infrastructure of regional and area offices, which will also facilitate e-participation from the regions.

2.4 Remote participants can already join ITU e-meetings through a web browser. ITU is working on improving the end-user interface for MIRP and webcast so that event organizers may perform self-service provisioning of these services.

**3 Plan for 2020-2023**

3.1 ITU Proposal Management System (PMS) was introduced in 2010 at the Plenipotentiary Conference held in Guadalajara and is now used for all ITU world conferences and assemblies. The PMS is being transformed to a cloud service to provide better accessibility, performance and business continuity for delegates.

3.2 Existing SharePoint services for delegates and sector members will be expanded/transformed to a cloud collaboration platform (Cloud service). It is currently estimated that roll-out could begin in 2020 enabling delegates to collaborate online, have discussions and video conferencing facilities among themselves and with ITU staff. Furthermore, the ITU website will provide personalization of content aimed at reinforcing the relationship with members and visitors.

3.3 The roll-out of the new Electronic Working Methods (enabling collaboration) will require a significant cultural and change management efforts for both staff and delegates to embrace the new Electronic Working Methods.

3.4 With the introduction of an alternative translation, interpretation and captioning solution based upon AI/ML, as discussed in Council document C19/14, it could be envisaged to offer those add-on services to all conference, meeting, and event activities of the Union.

**4 Reporting**

4.1 The secretariat will provide yearly reports to the Council on progress.

**5 Budgetary issues**

5.1 Until a specific plan and calendar are established and duly costed, all preparatory work could be financed through savings of the Union. In addition, ITU will seek donorship to fund parts of specific projects and developments.

**6 Recommendations**

6.1 The Council is invited to note the draft plan and provide guidance, as deemed appropriate.

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