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| **Council 2020Geneva, 9-19 June 2020** |  |
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| **Agenda item: ADM 24** | **Document C20/64-E** |
| **18 May 2020** |
| **Original: English** |
| Report by the Secretary-General |
| REVIEW OF ITU REGIONAL PRESENCE |

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| SummaryThis document reports on the status of implementation of Resolution 25 (Rev. Dubai, 2018) of the Plenipotentiary Conference, and Council Decision 616 (2019).Action requiredThe Council is invited **to note** this document.\_\_\_\_\_\_\_\_\_\_\_\_References[*Resolution 25 (Rev. Dubai, 2018)*](https://www.itu.int/en/council/Documents/basic-texts/RES-025-E.pdf)*;* [*Decision 616 (2019)*](https://www.itu.int/md/S19-CL-C-0133/en) |

1. **Background**

ITU’s regional presence has undergone several reviews, improvements, and changes since the early 1990s. The first thorough review of ITU’s regional presence was mandated by the Nice Plenipotentiary Conference (1989), which instructed the Secretary-General to carry out a study with the aim of strengthening ITU’s regional presence and increasing its efficiency.

At the 2018 Plenipotentiary Conference held in Dubai, the topic of the regional presence was thoroughly discussed, and a revised Resolution 25 (“Strengthening the regional presence”) adopted by the membership.

Resolution 25 (Rev. Dubai, 2018) resolved to strengthen the functions of the regional offices and further instructed the Secretary-General to conduct an overall review of ITU’s regional presence and to report to Council 2020, including suggesting appropriate measures to ensure the continued effectiveness and efficiency of ITU’s regional presence.

At its 2019 session, Council adopted Resolution 616, which instructed the Secretary-General to recruit an independent external management consultancy to perform a comprehensive programmatic, strategic and financial assessment and review of ITU’s regional presence.

1. **Status of implementation**

Following a competitive bidding process, PricewaterhouseCoopers (“PwC”) was appointed to perform this review. The project was launched on 4 November 2019 under the responsibility of the BDT Director, and is being implemented in close collaboration with the regional offices and other relevant ITU departments/bureaux.

The main project deliverables may be summarized as follows:[[1]](#footnote-1)

* Profile the current structure of our regional presence, including procedures and performance indicators;
* Identify efficiency/performance parameters;
* Identify the profile of the desired structure of the regional presence, setting managerial objectives that will serve the strategic direction of the organization and identify staff skills required to implement those objectives;
* Establish an Action Plan for change, which addresses all related recommendations provided by the External Auditor, the Internal Auditor and IMAC.

In the framework of the project, an information session was held on the margins of the Council Working Group with remote participation on 3 February 2020 where PwC presented an overview of its work. The Webcast archive is available [here](https://www.itu.int/en/council/Pages/groups.aspx). On 26 March 2020, the consultant provided during an interactive TDAG Web Dialogue with the membership a summary of its preliminary assessment of the role of the regional presence in the implementation of ITU-D programs and activities, and possible measures to enhance the performance and impact of field offices. The report of this Web Dialogue is available [here](https://www.itu.int/en/ITU-D/Conferences/TDAG/Pages/TDAG25/default.aspx).

Following the initial data collection phase and an assessment of the current field activities, the project suffered unexpected delays notably due to the late delivery by PwC of key deliverables. The secretariat conducted internal reviews of these various draft deliverables to ensure they were developed in accordance with the terms of reference contained in Council Decision 616.

A presentation to ITU Senior Management was made by PwC. As a result of the above, detailed comments have been communicated to PwC for their review and further consideration. The ITU Management is of the view that further work on the draft report is needed, in particular the need to have conducted a balanced consultation with the ITU membership. The secretariat is discussing with PwC a revised timeline that will ensure the goals and objectives of the Terms of Reference, Council Decision 616 and Resolution 25 (Rev. Dubai, 2018) are met.

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1. The complete list of deliverables is mentioned in Annex 1 to Council Decision 616. [↑](#footnote-ref-1)