

Document C21/INF/11-E

7 May 2021

English only

Report by the Secretary-General

OVERVIEW OF THE ITU COMPLIANCE DASHBOARD

Summary

The ITU Compliance Tracker and Dashboard have been implemented as the central repository for all recommendations by internal and external oversight bodies, i.e. Internal Audit, External Audit, Independent Management Advisory Committee (IMAC) and the Joint Inspection Unit of the UN system (JIU), aiming to track responses and follow-up on their implementation.

Action required

This report is transmitted to the Council **for information**.

Introduction to the ITU Compliance Dashboard



Enables ITU management monitoring and follow-up to the implementation of the recommendations of the internal and external oversight bodies:

- **Internal Auditor**
- **External Auditor**
- **Independent Management Advisory Committee (IMAC)**
- **Joint Inspection Unit of the UN system (JIU)**



The ITU Compliance Dashboard complements the **ITU Risk Register**, enabling the **assessment of all risks related to the recommendations** that are still under implementation, as well as assessment of the residual risks after measures have been implemented.



Through this system, managers can assign staff members **responsibility for follow-up, track actions taken** and **validate** when each issue is sufficiently **resolved**.

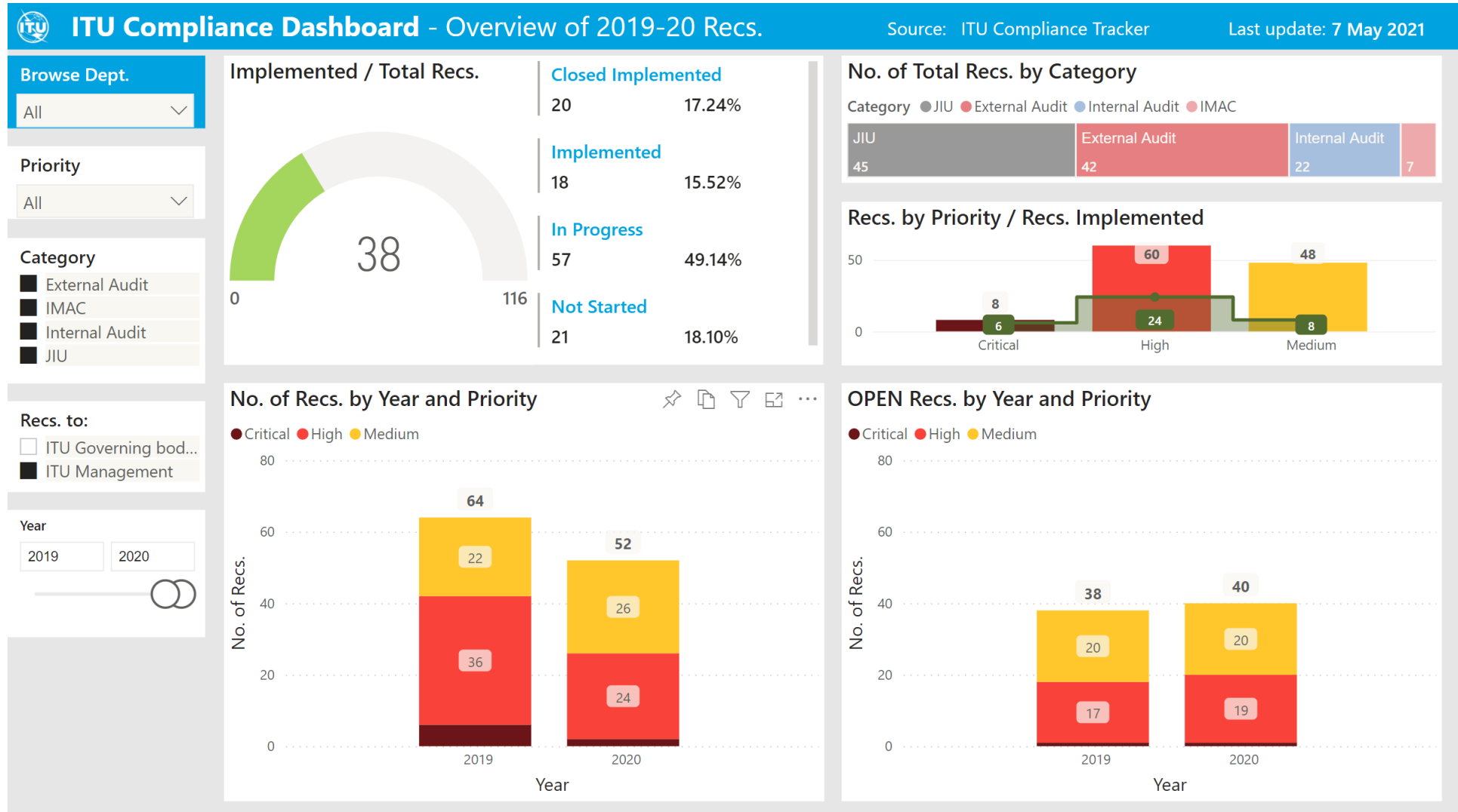


Enables ITU management to have a clear view of the **recommendations in progress**, the risks related to these recommendations, information concerning the **follow-up actions** and **progress made to implement the recommendations** and allows triggering **notifications and reminders** where necessary.

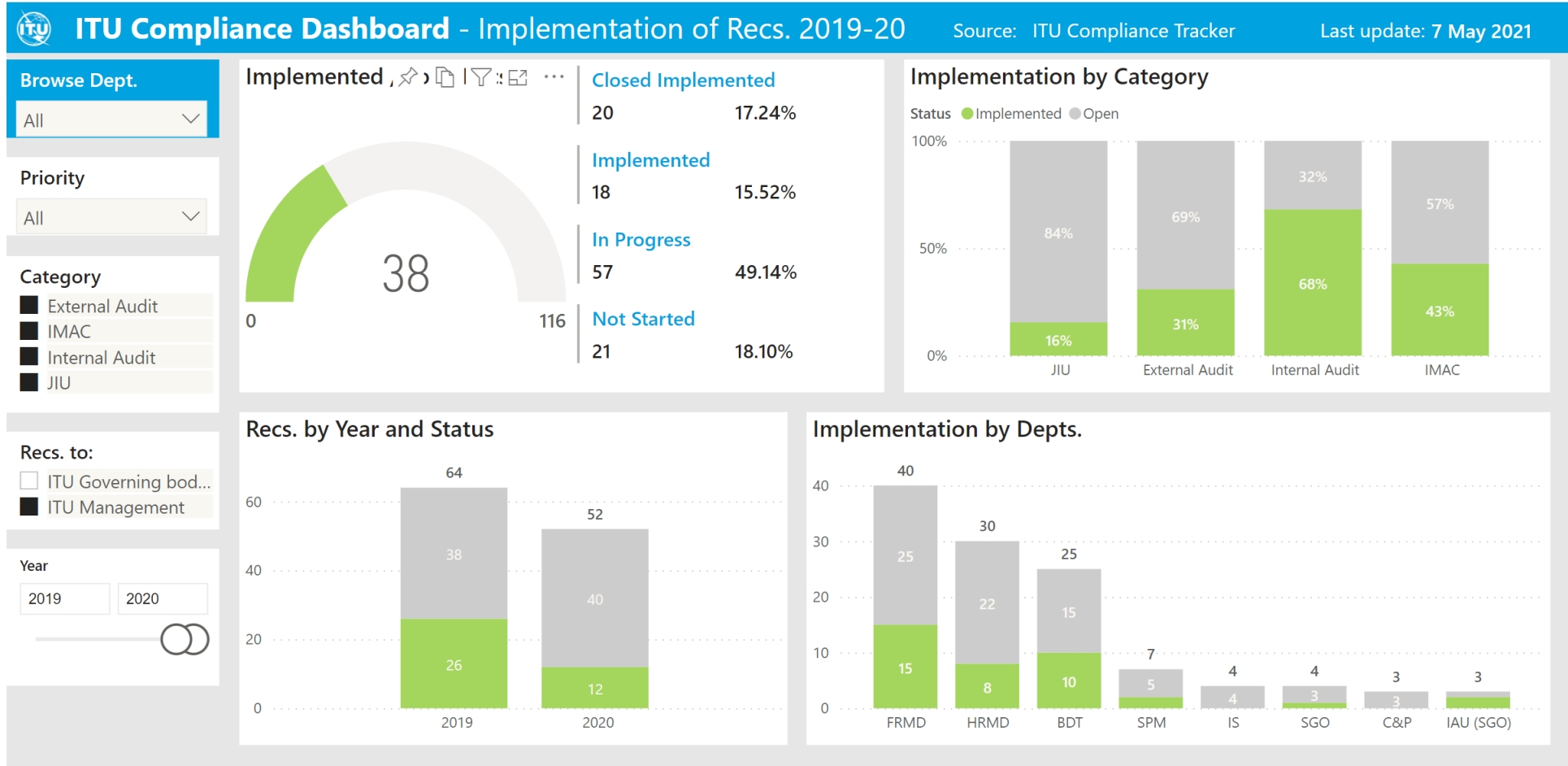
Annex: ITU Compliance Dashboard reports

- The Compliance Dashboard is a tool recently being implemented and under development, aiming to assist internal management with the implementation of recommendations of the internal and external oversight bodies.
- The following slides present information and implementation statistics on recommendations issued in 2019 and 2020 (therefore implementation rates are normal at this period of time, as the recommendations take time to be fully implemented).
- Updated statistics will be presented to future Council sessions, extending the period of recommendations being analysed.

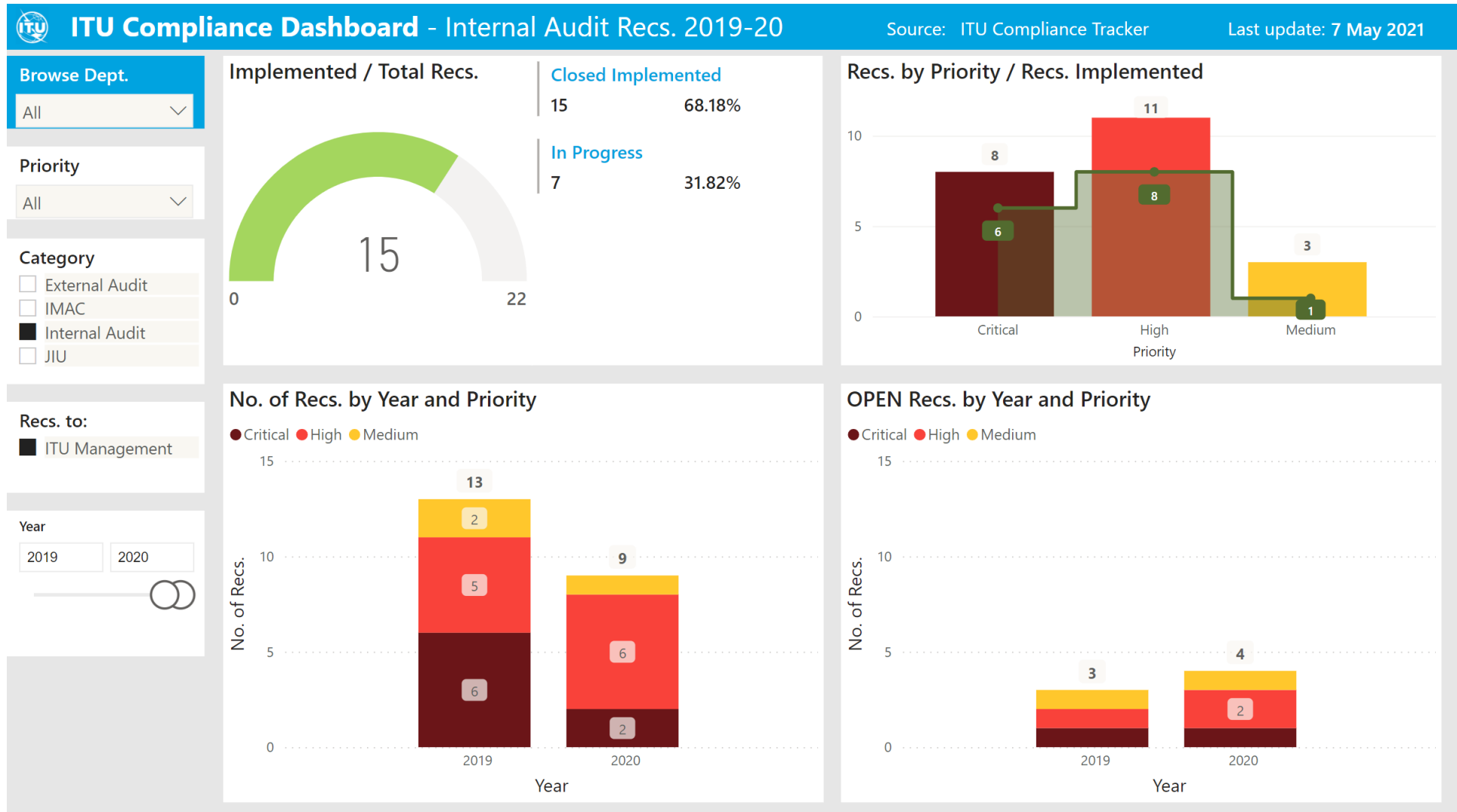
Overview of status of recommendations issued by internal and external oversight bodies in 2019 and 2020



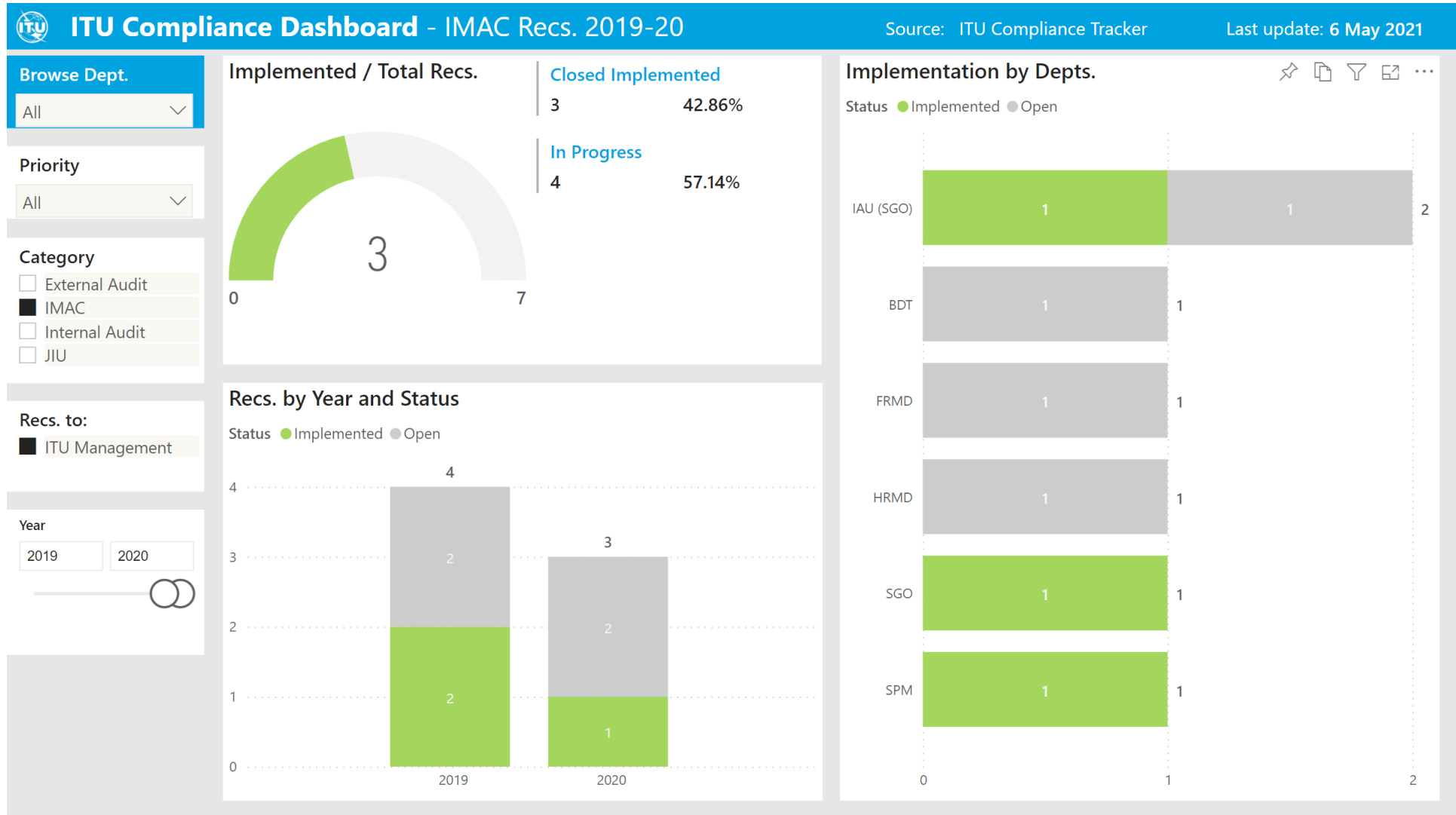
Implementation status of all Recs. issued in 2019 and 2020



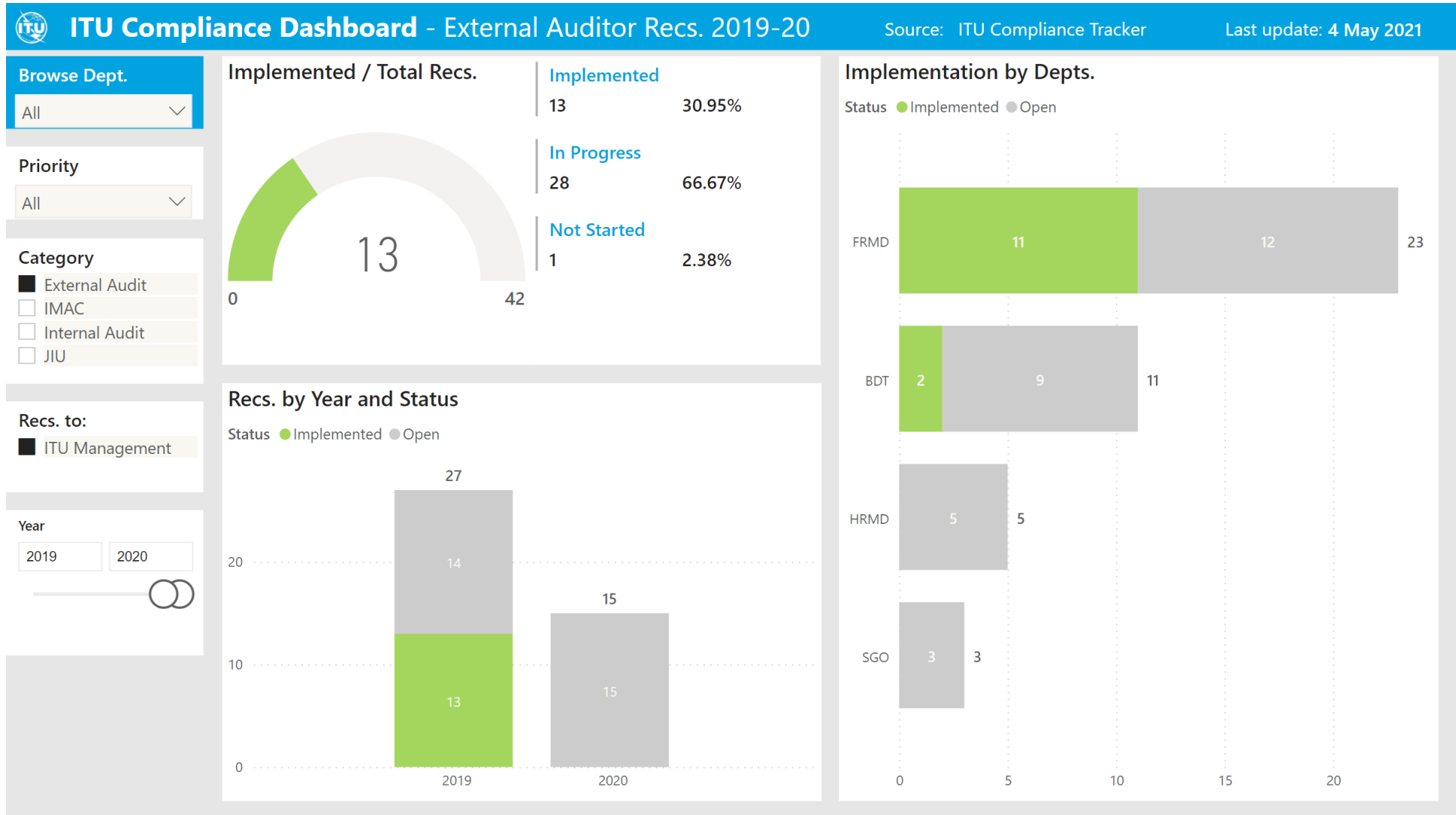
Internal Audit - status of recs. issued in 2019 and 2020



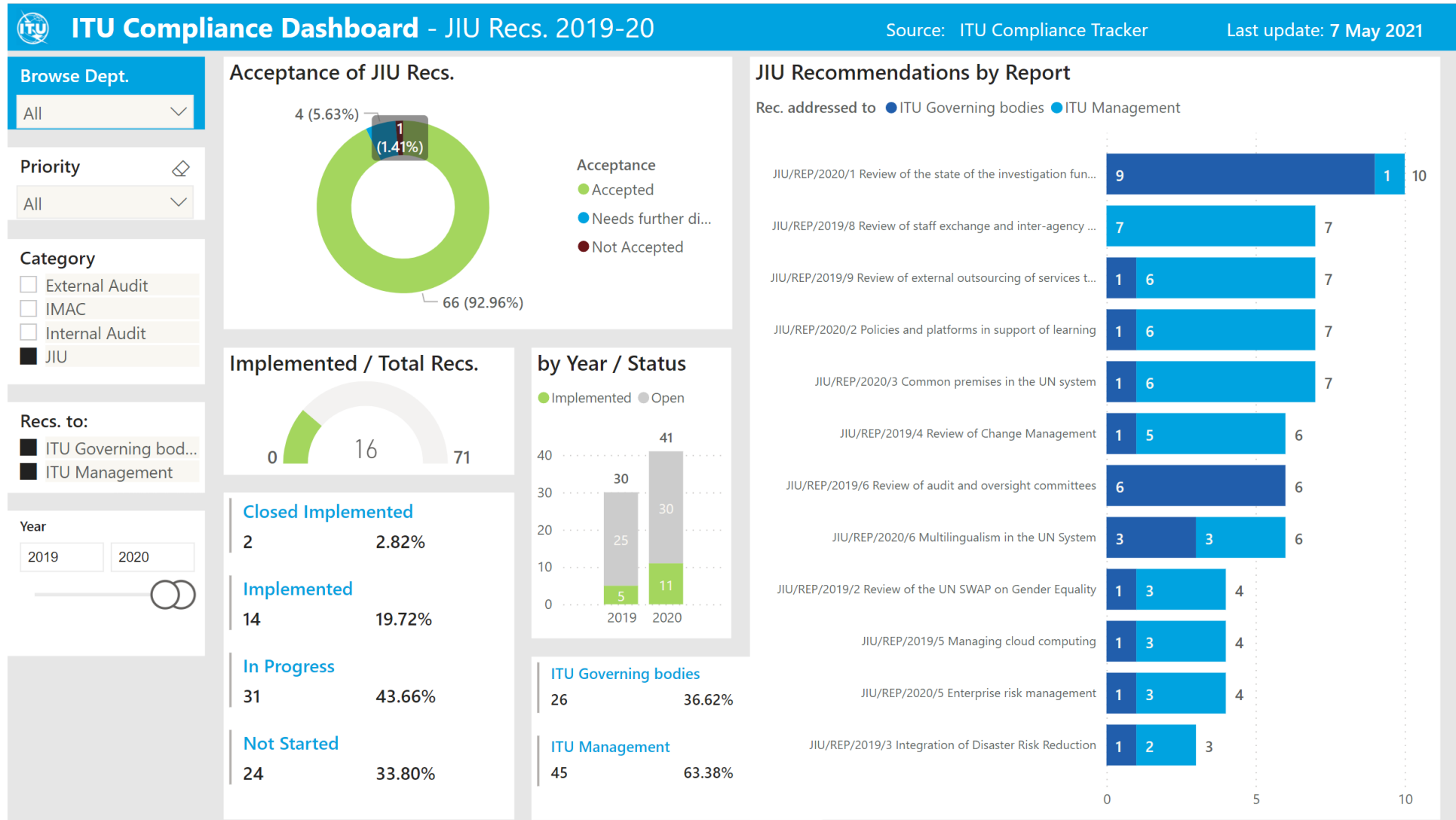
IMAC - status of recs. issued in 2019 and 2020



External Auditor - status of recs. issued in 2019 and 2020



JIU – recommendations issued in 2019 and 2020



Closed Implemented

2 | 2.82%

Implemented

14 | 19.72%

In Progress

31 | 43.66%

Not Started

24 | 33.80%

ITU Governing bodies

26 | 36.62%

ITU Management

45 | 63.38%