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| PLENARY MEETING | **Addendum 1 to Document 39-E** |
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| Report by the Council | |
| REPORT OF THE COUNCIL WORKING GROUP FOR STRATEGIC AND FINANCIAL PLANS 2024-2027 (CWG-SFP) | |
| DRAFT ANNEX 1 TO RESOLUTION 71: ITU STRATEGIC PLAN 2024-2027 | |
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Draft Annex 1 to RESOLUTION 71: Strategic plan 2024-2027

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ANNEX 1 TO RESOLUTION 71 (Rev. Bucharest, 2022)

ITU strategic plan for 2024-2027

1 Overview of ITU’s structure

1 Pursuant to the ITU Constitution and Convention, the Union comprises: a) the Plenipotentiary Conference, which is the supreme organ of the Union; b) the ITU Council, which acts on behalf of the Plenipotentiary Conference in the interval between plenipotentiary conferences; c) world conferences on international telecommunications; d) the Radiocommunication Sector (ITU-R), including world and regional radiocommunication conferences, radiocommunication assemblies, the Radio Regulations Board, radiocommunication study groups and advisory group, and the Radiocommunication Bureau (BR); e) the Telecommunication Standardization Sector (ITU-T), including world telecommunication standardization assemblies, telecommunication standardization study groups and advisory group, and the Telecommunication Standardization Bureau (TSB); f) the Telecommunication Development Sector (ITU-D), including world and regional telecommunication development conferences, telecommunication development study groups and advisory group and the Telecommunication Development Bureau (BDT); and g) the General Secretariat.

2 As outlined in ITU’s basic texts, the ITU-R is responsible for ensuring the rational, equitable, efficient, and economical use of the radio-frequency spectrum by all radiocommunication services, including those using the geostationary-satellite or other satellite orbits, and for carrying out studies without limit of frequency range and adopting recommendations on radiocommunication matters.

3 The functions of the ITU-T are to fulfil the purposes of the Union relating to telecommunication standardization, bearing in mind the particular concerns of the developing countries. ITU-T studies technical, operating and tariff questions and adopts recommendations on them to standardize telecommunications globally.

4 The functions of ITU-D are to discharge the Union’s dual responsibility as a United Nations specialized agency and executing agency for implementing projects under the United Nations development system or other funding arrangements, to facilitate and enhance telecommunications development by offering, organizing, and coordinating technical cooperation and assistance activities to close the digital divide.

5 The ITU Sectors have complementary mandates and cooperate under the implementation of this strategic plan to fulfil the purposes of the Union.

6 The functions of the General Secretariat are to coordinate and report on the implementation of the strategic plan, and be responsible for the overall management of the Union’s resources. The General Secretariat aims at providing high-quality and efficient services to the membership of the Union.

2 ITU Strategic Framework 2024-2027

**2.1 Overall framework**

7 The figure below outlines the key components of the strategic framework. These include vision, mission, strategic goals and targets, thematic priorities and outcomes, product and service offerings, and enablers.

Graphical user interface

Description automatically generated with medium confidence

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| *Component of Strategic Plan* | *Definition* |
| Vision | The better world ITU wants to see |
| Mission | Main overall purposes of the Union, as per the basic texts of ITU |
| Strategic Goals | The Union's high-level goals, which enable the realization of its mission |
| Targets | The desired results the Union aims to achieve, to deliver its strategic goals, the 2030 Agenda and the WSIS Action Lines. |
| Thematic Priorities | Areas of work the Union focuses on, in which outcomes will be achieved to the meet strategic goals |
| Outcomes | Key results the Union aims to achieve under its thematic priorities |
| Product and Service Offerings | The range of ITU’s products and services that are deployed to support the Union’s work under its thematic priorities |
| Enablers | Ways of working that allow the Union to deliver on its goals and priorities more effectively and efficiently |

**2.2 Vision**

8 “An information society, empowered by the interconnected world, where telecommunications/information and communication technologies enable and accelerate social, economic and environmentally sustainable growth and development for everyone”

**2.3 Mission**

9 “ITU’s mission is to promote, facilitate and foster affordable and universal access to telecommunication/information and communication technology networks, services and applications and their use for social, economic and environmentally sustainable growth and development”

**2.4 Strategic Goals**

10 The strategic goals of the Union are listed hereafter and support ITU's realization of its mission and role in facilitating progress towards the implementation of the World Summit on the Information Society (WSIS) Action Lines and the 2030 Agenda for Sustainable Development.

11 **Goal 1 – Universal Connectivity: Enable and foster universal access to affordable, high-quality and secure telecommunications/ICTs**. To advance universal connectivity, ITU will make efforts to achieve universally accessible, affordable, high-quality, interoperable and secure telecommunication/ICT infrastructure, services, and applications. ITU will coordinate efforts to prevent and eliminate harmful interference to radiocommunication services, facilitate the worldwide standardization of telecommunications, and leverage existing and emerging technologies, connectivity solutions and business models to close the digital divide in access in all countries, regions and for all humanity.

12 **Goal 2 – Sustainable Digital Transformation: Foster equitable and inclusive use of telecommunications/ICTs to empower people and societies for sustainable development**. By leveraging telecommunications/ICTs, ITU will strive to facilitate digital transformation to help build an inclusive society for sustainable development. ITU will thereby work to close the digital divide in the use of telecommunications/ICTs in all countries and for all peoples, including women and girls, youth, indigenous peoples, older persons, and persons with disabilities. ITU will work to promote and enable digital transformation across spheres of life and activity, to address the dual climate and environmental crisis, and to foster the advancement of science, sustainable exploration of Earth, space, and the use of their resources for the benefit of all.

**2.5 Targets for the Union’s Connect 2030 Agenda**

13 Targets represent the effect and long-term impact of ITU's work, providing an indication of progress towards achievement of the strategic goals of the Union, and ITU’s commitment to enabling the delivery of the WSIS Action lines and achieving the Sustainable Development Goals. ITU will work collaboratively with the full range of other organizations and entities around the world committed to advancing the use of telecommunications/ICTs for a connected world by 2030.

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| **Targets for Goal 1: Universal Connectivity – by 2030:** |
| **1.1: Universal broadband coverage** |
| **1.2: Broadband services to be affordable for all** (broadband services to cost no more than 2% of average monthly income per capita) |
| **1.3: Broadband access to every household** |
| **1.4: Universal access to the Internet for all schools** |
| **1.5: Improved cyber security preparedness of countries** (with key capabilities: presence of strategy, national computer incident/emergency response teams and legislation) |
| **Targets for Goal 2: Sustainable Digital Transformation– by 2030:** |
| **2.1: Universal usage of Internet by individuals** |
| **2.2: All digital gaps to be bridged (in particular gender, age, urban/rural)** |
| **2.3: Majority of individuals to have digital skills** |
| **2.4: Universal usage of Internet by businesses** |
| **2.5: Majority of individuals to be interacting with government services online** |
| **2.6: Significantly improve ICTs contribution to climate action** |

**2.6 Thematic Priorities**

14 The Sectors and General Secretariat will work together under the ITU’s thematic priorities to deliver outcomes towards achieving the Union’s strategic goals. These thematic priorities and associated outcomes are described below.

**Spectrum use for space and terrestrial services**

15 Radio-frequency spectrum and associated satellite orbit resources are limited natural resources that must be used rationally, efficiently, and economically, in conformity with the provisions of the Radio Regulations, so that countries or groups of countries may have equitable access to those orbits and frequencies, taking into account the special needs of the developing countries and the geographical situation of particular countries.

16 ITU-R activities under this thematic priority are focused on improving the use of spectrum for radiocommunication services and of the geostationary-satellite and other satellite orbits, while coordinating efforts to prevent and resolve harmful interference between radio stations of different countries and facilitating the efficient and effective operation of all radiocommunication services. ITU-R also carries out studies and develop recommendations on radiocommunication technologies and systems facilitating the more efficient use spectrum/orbit resources.

17 ITU’s work under Radio-frequency spectrum and associated satellite orbit resources is expected to deliver the following outcomes:

1) Radio-frequency spectrum and orbital resources are efficiently, economically, rationally, and equitably used

2) Avoidance of causing harmful interferences

3) Enhanced application of ITU-R recommendations, including those dealing with propagation modeling, used for efficient spectrum management, as well as for sharing and compatibility

**International telecommunication numbering resources**

18 International telecommunication numbering resources include numbering, naming, addressing and identification (NNAI), all of which are instrumental to the functioning of international telecommunication/ICT networks and services and applications. International telecommunication numbering resources are essential to fixed and mobile interpersonal communications services, as well as to non-interpersonal machine-to-machine communications and Internet of Things (IoT) connectivity services.

19 Effective management of these limited resources on a global level is vital, to respond to ever-growing demand from the telecommunication/ICT sector and other communities.

20 ITU-T has the unique responsibility to allocate and manage these resources and contributes to the optimum functioning of international telecommunication networks and services.

21 ITU-T’s work on international telecommunication numbering resources is expected to deliver the following outcomes:

1) Effective allocation and management of international telecommunication numbering, naming, addressing and identification (NNAI) resources in accordance with ITU-T Recommendations and procedures

2) Enhanced availability of international telecommunication networks and services

3) Reduced misappropriation and misuse of numbering, naming, addressing and identification (NNAI) resources

**Infrastructure and services**

22 Telecommunications and ICT infrastructure and services are the basis and integral components of the digital transformation. The work in this Thematic Priority focuses on enabling worldwide connectivity and interoperability, improving performance, quality and affordability, and enhancing the sustainability of telecommunication/ICT infrastructure and services.The work shall also provide for greater compatibility and coexistance of different radio services free from harmful interference.

23 To achieve this, the Union will work to foster the development of infrastructure and services, including through the development of international standards and new technologies for radiocommunication services and for the operation and interworking of telecommunication networks, and by providing assistance to membership on new and emerging telecommunication/ICT services, technologies issues.

24 ITU’s work under telecommunication/ICT Infrastructure and services is expected to deliver the following outcomes:

1) Enhanced access to fixed and mobile broadband services

2) Use of radiocommunication services for specific purposes

3) Enhanced interoperability and performance of infrastructure and services

**Applications**

25 Widespread availability of telecommunication/ICT infrastructure and services has acted as a catalyst for uptake and innovation in related applications, improving people’s lives and empowering society for sustainable digital transformation. Telecommunication/ICT applications have shown great promise in areas including, but not limited to, healthcare, education, banking, and the provision of public services to citizens.

26 ITU contributes to increasing the availability, interoperability, scalability and impact of telecommunication/ICT applications, including in underserved areas, by developing digital strategies and international standards, and by providing technical assistance to meet the needs and requirements of ITU membership.

27 ITU’s work under Applications is expected to deliver the following outcomes:

1) Enhanced interoperability and performance of telecommunication/ICT applications

2) Enhanced adoption and use of telecommunication/ICT applications, including for e-government

3) Increased deployment of telecommunication/ICT networks and services needed for such applications

4) Improved capacity to leverage telecommunication/ICT applications for sustainable development

**Enabling environment**

28 An enabling environment consists of a policy and regulatory environment that is conducive to sustainable telecommunication/ICT development that encourages innovation, investment in infrastructure and ICTs, and that increases adoption of telecommunications/ICTs to reduce the digital divide and promote a more inclusive and equal society.

29 To foster the enabling environment, the Union will work to provide assistance to Member States on technical and organizational aspects in developing an innovative and meaningful environment, by establishing new partnerships and utilizing existing as well as new and emerging telecommunication/ICT services and technologies, connectivity solutions and new business models, with a focus on digital inclusion and environmental sustainability.

30 ITU’s role in creating an enabling environment also entails the promotion of active participation of the membership, in particular developing countries, least developed countries, small island developing states, landlocked developing countries, and countries with economies in transition in the definition and adoption of international telecommunication/ICT standards and regulations with a view to bridging the standardization gap; in fostering equitable access to radio spectrum, satellite orbit and other essential resources; and in developing best practices and capacity to close the digital divide.

31 ITU’s work under the Enabling Environment Thematic Priority is expected to deliver the following outcomes:

1) Conducive policy and regulatory environment for innovation and investment to drive social and economic growth

2) Digitally skilled users

3) Enhanced digital inclusion[[1]](#footnote-1)1

4) Enhanced ability of all countries, in particular developing countries to develop and implement strategies, policies and practices for digital inclusion, access and use telecommunications/ICTs, implement and participate in the development of ITU’s international standards, recommendations, best practices and regulations

5) Enhanced adoption of policies and strategies for the environmentally sustainable use of telecommunications/ICTs

**[ Cybersecurity**

***Option 1:*** *Reflect**Cybersecurity as a standalone Thematic Priority*

32 Building trust and confidence in telecommunications/ICTs are essential for their widespread adoption and use.

33 The focus of the work in this Thematic Priority is to assist member states on technical and organizational aspects on building confidence, trust and security in the use of telecommunications/ICTs. This Thematic Priority seeks to focus on enhancing the quality, reliability, resilience of networks and systems. In doing so, the Union will work to make it possible to seize opportunities presented by telecommunications/ICTs while working towards minimizing the negative impact of undesired collaterals.

34 ITU’s work under Cybersecurity is expected to deliver the following outcome:

1) Enhanced capacity of ITU membership to build trust and confidence in the use of ICTs

2) Enhanced knowledge, interoperability and performance with respect to secure telecommunication/ICT infrastructure, services and applications

***Option 2****: Reflect work under Cybersecurity as integrated / cross-cutting theme applied into the thematic priorities (under Infrastructure and services, Applications and Enabling Environment)*

***Infrastructure and services*** *(add outcome):*

*4) Increased capacity and capability to deploy secure and resilient ICT infrastructures and address cybersecurity related incidents as well as to adopt risk management practises*

*5) Enhanced knowledge, interoperability and performance with respect to secure telecommunciation/ICT infrastructure and services*

***Applications*** *(add outcome):*

*4) Enhanced capacity of ITU Membership to embed technical and procedural measures to deploy secure ICT applications*

*5) Enhanced knowledge, interoperability and performance with respect to secure applications*

***Enabling Environment*** *(add outcome):*

*6) Enhanced capacity of ITU membership to develop and implement cybersecurity related policies and strategies*

*7) Enhanced policy and strategic capacity of ITU membership to build mechanisms that promote cybersecurity commitments* **]**

**2.7 Product and service offerings**

35 To achieve the outcomes under the Thematic Priorities, ITU deploys a range of products and services for its Members, UN agencies and other stakeholders; this range of products and services is presented below. Each Sector and the General Secretariat will provide more detailed information on how they will deploy these products and services in their respective operational plans.

**Development and application of ITU Administrative Regulations**

36 The ITU Administrative Regulations, which complement the ITU Constitution and Convention regulate the use of telecommunications/ICTs, and are binding on all Member States.

37 The foundation of international frequency management is the Radio Regulations (RR), the binding international treaty that contains regulatory provisions and procedures which describe how the administrations from all ITU Member States may exercise rights to use spectrum in the various frequency bands for the purpose in which they are allocated, and the corresponding obligations.

38 The Radio Regulations have the following objectives: to facilitate equitable access to and rational use of the natural resources of the radio-frequency spectrum and the geostationary and other satellite orbits; to ensure the availability and protection from harmful interference of the frequencies provided for distress and safety purposes; to assist in the prevention and resolution of cases of harmful interference between the radio services of different administrations; to facilitate the efficient and effective operation of all radiocommunication services; to provide for and, where necessary, regulate new applications of radiocommunication technology.

39 The Radio Regulations and Regional Agreements are updated by the World and Regional Radiocommunication Conferences, preceded by a period of supporting technical and regulatory studies. Additionally, ITU continues to oversee the implementation and execution of these legal instruments, and develop enabling processes and associated software tools that facilitate their application by the ITU Member States.

40 The International Telecommunication Regulations (ITRs), together with the Radio Regulations (RR) conform the Administrative Regulations, and as such complement the Constitution and Convention of the Union. The ITRs establish general principles which relate to the provision and operation of international telecommunication services offered to the public. The World Conference on International Telecommunications may partially or in exceptional cases completely revise the ITRs.

**Allocation & management of resources**

41 ITU-R performs effective allocation of bands of the radio-frequency spectrum, the allotment of radio frequencies and the registration of radio-frequency assignments and, for space services, of any associated orbital position in the geostationary satellite orbit or of any associated characteristics of satellites in other orbits.

42 At the same time ITU-R coordinates efforts to prevent and eliminate harmful interference between radio stations of different countries and to improve the use of spectrum and satellite orbits by radiocommunication services.

43 ITU-T also ensures the effective allocation and management of international telecommunication numbering, naming, addressing and identification resources in accordance with ITU recommendations and procedures.

**Development of international standards**

44 ITU assembles experts from around the world to develop international standards known as ITU-R and ITU-T Recommendations which act as defining elements for the global telecommunication/ICT infrastructure, services and applications.

45 ITU carries out studies and adopts Recommendations and Reports on radiocommunication matters that provide for greater sharing and compatibility of different radio services, more efficient and equitable use of the radio spectrum free from harmful interference, worldwide connectivity and interoperability, improved performance, quality, affordability, and timeliness of service and overall system economy in telecommunications/ICTs.

46 ITU-T studies technical, operating and tariff questions and adopts Recommendations on them with a view to standardizing telecommunications on a worldwide basis.

47 The ITU work includes the establishment of international technical standards for new and emerging telecommunications/ICTs, creating an enabling environment for their introduction and utilization.

**Development of policy frameworks and knowledge products**

48 ITU assists its Member States in promoting increased connectivity, closing digital divides, enabling digital transformation and building smart societies by developing and providing policy frameworks and best practice guidelines.

49 ITU develops handbooks, technical reports and papers on telecommunication/ICT matters to assist ITU membership, through its study group process.

50 Best practices from Member States, the private sector, research, and academia are collected and shared back with Member States.

51 ITU provides knowledge exchange products and tools to enable inclusive dialogue and enhanced cooperation to help countries achieve a more inclusive society, and supports its membership in understanding and navigating the challenges and opportunities that come with promoting connectivity and digital transformation.

**Provision of data and statistics**

52 ITU collects and disseminates vital data and carries out world-class research to track and make sense of connectivity and digital transformation globally. Through a range of tools and activities, ITU supports Member States and other stakeholders throughout of the data life cycle, from setting standards and methods for data collection to promoting the use of data in decision-making.

53 Being responsible for the international statistical standards for telecommunication/ICT indicators, ITU regularly publishes the standards, the definitions, and the collection methods for over 200 indicators, which represent a key reference for statisticians and economists seeking to measure digital development.

54 As the custodian agency for several Sustainable Development Goals indicators on connectivity and digital skills (4.4.1, 5.b.1, 9.c.1, 17.6.1 and 17.8.1) and the ITU is responsible for monitoring these indicators and actively contributing to advancing the statistics agenda within the UN system.

**Capacity Development**

55 ITU develops the capacity of telecommunication/ICT professionals and works towards boosting digital literacy and skills of citizens. Through its capacity development programme, ITU aims at achieving a society where all people use knowledge and skills on digital technologies to improve their livelihoods.

56 ITU also develops the capacity and provides the tools for membership to engage and benefit from the activities of the Union. This enables them to exercise their rights and obligations under the Radio Regulations, International Telecommunication Regulations and Regional Agreements, and to develop, access, implement and influence ITU’s international standards with a view to bridging the standardization gap.

57 ITU also promotes, especially by means of partnership, the development, expansion and use of telecommunication/ICT networks, services and applications, particularly in developing countries, taking into account the activities of other relevant bodies, by reinforcing capacity development.

**Provision of technical assistance**

58 ITU promotes and offers technical assistance to Member States, in particular to developing countries, including least developed countries, small island developing states, landlocked developing countries and countries with economies in transition, and regional telecommunication organizations, in the field of telecommunications.

59 ITU offers tailor-made projects and solutions for multi-stakeholder needs, with recognized long-standing technical expertise in the telecommunition/ICT field and comprehensive experience in project development, management, implementation, monitoring and evaluation, with a focus on results-based management. This also provides opportunities for public-private partnerships and a trusted platform to address development needs through the use of telecommunications/ICTs.

60 The ITU also provides assistance for the implementation of decisions of world and regional conferences, as well as support for spectrum coordination activities amongst ITU Members, and software tools to assist the administrations of developing countries to undertake their spectrum management responsibilities more effectively.

61 In addition, the ITU collaborates and cooperates with other UN bodies/agencies within the framework of their respective mandates.

**Convening platforms**

62 ITU is uniquely positioned to bring together a wide-range of stakeholders as a convening platform in telecommunications/ICTs, to share experiences, knowledge, collaborate and identify means to bring affordable, safe, secure and trusted connectivity and use to people everywhere.

63 Through its convening platforms, ITU encourages international cooperation and partnerships for the growth of telecommunications/ICTs, especially with regional telecommunications organizations and with global and regional development financing institutions.

**2.8 Enablers**

64 Enablers are ITU’s ways of working that allow it to deliver on its goals and priorities more effectively and efficiently. They reflect the Union’s values of *efficiency*, *transparency and accountability*, *openness*, *universality and neutrality*, and *being people-centred, service-oriented and results-based*, and leverage its key strengths and address its weaknesses so that it can support its membership.

**Membership-driven**

65 ITU will continue to work as a membership-driven organization, to effectively support and reflect the needs of its diverse members. ITU recognizes the needs of all countries, in particular those of developing countries, least developed countries, small island developing states, landlocked developing countries, and countries with economies in transition as well as underserved and vulnerable populations, which should be prioritized and given due attention. ITU will also work to deepen its engagement with representatives of the telecommunications/ICTs and of other industry sectors, to demonstrate ITU’s value proposition in the context of the strategic goals.

**Regional presence**

66 As an extension of ITU as a whole, the regional presence plays a vital role in the achievement of ITU’s mission, enhancing the Union’s understanding of local contexts and its ability to respond to countries’ needs effectively. The regional presence will consolidate strategic planning at the level of each regional/area office, implementing programmes and initiatives that are consistent with and based on the Union’s strategic goals and thematic priorities.

67 By applying the global targets and clarifying programme priorities at the regional level, ITU will also seek to enhance its overall global effectiveness and impact.

68 The regional presence will strengthen ITU’s position as a shaper/doer and enhance UN cooperation, to build enhanced regional opportunities and thereby reach more countries and define clearer more impactful priorities for country-level engagements.

69 Efforts will also be made to strengthen capacity at the regional level to ensure the ability of the regional and area offices to implement the programmes and engagements determined based on the Union's strategic goals and thematic priorities.

**Diversity and inclusion**

70 ITU remains committed to mainstreaming diversity and inclusion practices across its work, to ensure equality and promote the rights of marginalized groups. In the pursuit of its goals, ITU will work to bridge the digital divide and build an inclusive society, by fostering telecommunication/ICT access, affordability and use in all countries and for all peoples, including women and girls, youth, indigenous peoples, older persons and persons with disabilities and specific needs. Internally, ITU continues to cultivate an inclusive culture that promotes diversity among its workforce and members.

**Commitment to environmental sustainability**

71 ITU recognizes that telecommunications/ICTs come along with risks, challenges and opportunities for the environment. ITU is committed to helping use telecommunications/ICTs for monitoring, mitigating and adapting to climate change, facilitating digital solutions for energy efficiency and reduced carbon emissions and protecting human health and the environment from e-waste. ITU will apply an environmental lens across its work to promote sustainable digital transformation, while at the same time continuing to address climate change from within and systematically integrate environmental sustainability considerations across its operations in line with the Strategy for Sustainability Management in the UN System 2020-2030.

**Partnerships & International cooperation**

72 To increase global collaboration towards its mission, ITU continues to strengthen partnerships among its members and other stakeholders. In doing so, ITU can leverage its diverse membership and multilateral convening power to foster cooperation among governments & regulators, private sector and academic community. ITU also recognizes the importance of cultivating strategic partnerships with UN agencies and other organizations, including standardization bodies, to enhance cooperation across the telecommunication/ICT sector towards the delivery of the WSIS Action Lines and the achievement of SDGs.

**Resource mobilization**

73 Accelerated resource mobilization efforts and increased financing are critical to achieving the goals of the Union and enhancing ITU support for the membership. ITU, therefore, recognizes the need to identify the most effective ways to mobilize extrabudgetary resources, build its resource mobilization capacity and enhance its current fundraising strategy while leveraging partner inputs to complement these efforts.

**Organizational and Human Resources excellence and innovation**

74 Enhancing operational efficiency and effectiveness enables ITU to respond to changes in the telecommunication/ICT landscape and evolving membership needs. ITU, therefore, aims to improve internal processes and accelerate decision-making by addressing operational inefficiencies, duplication and perceived bureaucracy, reflecting the values of transparency and accountability. ITU also recognizes the need to build operational effectiveness, by increasing cross-functional synergies, encouraging internal innovation, providing consistent guidance on the organization’s scope and developing a stronger performance and talent management approach. The greatest resource of ITU is a skilled, motivated and dedicated workforce of the highest competence and integrity, geographically diverse and gender balanced, empowered to achieve ITU’s mission and strategic priorities though a commitment to managing the results. The main focus of the organization is for modernizing ITU’s human capacity, processes, procedures and tools, as well as integration and harmonization with the United Nations Common System and the values of the international civil service. To this end, the organization will be implementing a culture and skills transformation plan that will strengthen organizational openness, to be based on 4 main tracks: strategic planning, digital transformation, innovation and human resources management.

3 ITU Results Framework

**A. Strategic Goals and Targets**

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| **Goal** | **Targets** | **Target indicators** |
| **Universal Connectivity** | **1.1: Universal broadband coverage** | - Percentage of the world population covered by broadband services (SDG indicator for Target 9.1.c – ITU is the custodian) |
| **1.2: Broadband services to be affordable for all** (broadband services to cost no more than 2% of average monthly income per capita) | - Cost of entry-level broadband services in developing countries as % of monthly Gross National Income (GNI) per capita |
| **1.3: Broadband access to every household** | - Percentage of households with access to the Internet (per level of development; urban/rural) |
| **1.4: Universal access to the Internet for all schools** | - Percentage of schools with Internet access |
| **1.5: Improved cyber security preparedness of countries** (with key capabilities: presence of strategy, national computer incident/emergency response teams and legislation) | - Increased commitment measured through the pillars of the Global Cybersecurity Index (GCI) |
| **Sustainable Digital Transformation** | **2.1: Universal usage of Internet by individuals** | - Percentage of individuals using the Internet (broken-down by urban/rural; aggregated by region, level of development) (SDG indicator for Target 17.8.1 – ITU is the custodian) |
| **2.2: All digital gaps to be bridged (in particular gender, age, urban/rural)** | - Percentage of individuals using the Internet (broken-down by gender, age, urban/rural) |
| **2.3: Majority of individuals to have digital skills** | - Percentage of youth and adults with information and communications technology (ICT) skills, by type of skill (SDG indicator 4.4.1 – ITU is the custodian) |
| **2.4: Universal usage of Internet by businesses** | - Percentage of business using the Internet, total and by size |
| **2.5: Majority of individuals to be interacting with government services online** | - Percentage of population interacting with government services online |
| **2.6: Significantly improve ICTs contribution to climate action** | - Global e-waste recycling rate |

**B. Thematic Priorities and Outcomes**

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| **Thematic Priorities** | **Outcome** | **Outcome indicators** |
| **Spectrum use for space and terrestrial services** | **1. Radio-frequency spectrum and orbital resources are efficiently, economically, rationally and equitably used**  *a. Space services*  *b. Terrestrial services* | - Number of countries having submitted assignments for recording in the MIFR with completion of coordination  - Number of countries having submitted assignments for recording in the MIFR with completion of coordination in the last 4 years  - Number of countries having earth stations recorded in the MIFR  - Number of countries which registered earth stations in the MIFR within the last 4-year period  - Number of countries which registered terrestrial assignments in the MIFR with favourable findings  - Number of countries which registered terrestrial assignments in the MIFR within the last 4-year period |
| **2. Avoidance of causing harmful interferences**  *a. To space services*  *b. To terrestrial services* | - Percentage of spectrum assigned to satellite networks that is free from reported harmful interference  - Percentage of spectrum used for space services within the admissible interference criteria mentioned in RR  - Cases of harmful interference (space services) reported to the BR and resolved/to be resolved in the last 4-years (percentage)  - Cases of harmful interference (terrestrial services) reported to the BR and resolved/to be resolved in the last 4-years (percentage)  - Percentage of spectrum use for terrestrial services, within the admissible interference criteria if applicable, as contained in RR |
| **3. Enhanced application of ITU-R recommendations, including those dealing with propagation modeling, used for efficient spectrum management, as well as for sharing and compatibility** | - Number of downloads of documents of the relevant Recommendations  - Number of countries that applied and reported the use of such Recommendations, if available  - Number of downloads of documents from P series  - Number of countries that applied and reported the use of such Recommendations, if available |
| **International telecommunication numbering resources** | **1. Effective allocation and management of international telecommunication numbering, naming, addressing and identification (NNAI) resources in accordance with ITU-T Recommendations and procedures** | - Number of notifications on changes to national numbering plans |
| **2. Enhanced availability of international telecommunication networks and services** | - Number and type of assignments |
| **3. Reduced misappropriation and misuse of numbering, naming, addressing and identification (NNAI) resources** | - Number of E.164 misuse notifications |
| **Infrastructure & services** | **1. Enhanced access to fixed and mobile broadband services** | - Number and percentage of fixed / mobile broadband subscriptions (SDG indicator for Target 17.6.2 – ITU is the custodian)  - Percentage of fixed broadband subscriptions (by throughput)  - Percentage of fixed broadband subscriptions (by technology: copper, fibre, 4G/5G based, other)  - Percentage of population covered (by type of network)  - Number of countries with National Emergency Telecommunication Plan as part of their national and local disaster risk reduction strategies |
| **2. Use of radiocommunication services for specific purposes** | - Percentage of countries which have completed the transition to digital terrestrial television  - Number of operational GNSS constellations/satellites  *(the number of satellites may include several times the same operational satellite since more than one satellite network may support the operations of an actual satellite)*  - Number of devices with GNSS embedded Rx (billions)  - Number of Earth exploration satellites (Constellations/GSO systems/all satellites)  - Number of countries operating Earth exploration satellites/ number of countries using data or products from Earth exploration satellites |
| **3. Enhanced interoperability and performance of infrastructure and services** | - Number of approved ITU-T Recommendations, Corrigenda, Amendments and Supplements pertaining to infrastructure and services  - Number of downloads of ITU-T Recommendations, Corrigenda, Amendments and Supplements pertaining to infrastructure and services |
| **Applications** | **1. Enhanced interoperability and performance of applications** | - Number of approved ITU-T Recommendations, Corrigenda, Amendments and Supplements pertaining to applications  - Number of downloads of ITU-T Recommendations, Corrigenda, Amendments and Supplements pertaining to applications |
| **2. Enhanced adoption and use of telecommunication/ICT applications, including for e-government** | - Percentage of use of e-government applications |
| **3. Increased deployment of telecommunication/ICT networks and services needed for such applications** | - Population covered by at least a 4G mobile network  - Fixed broadband (% of total): >10 Mbit/s |
| **4. Improved capacity to leverage telecommunications/ICT applications for sustainable development** | - Adoption of digital strategies |
| **Enabling environment** | **1. Conducive policy and regulatory environment for innovation and investment to drive social and economic growth** | - Number of countries advancing to the next generation of regulation (G1-G4) and/or to a higher level of preparedness for the digital transformation (G5) |
| **2. Digitally skilled users** | - Percentage of digitally skilled users – by level (basic skills, standard skills and advanced skills) |
| **3. Enhanced digital inclusion (including women and girls, youth, indigenous people, older persons and persons with disabilities and specific needs)** | - Mobile phone ownership (by gender) (SDG indicator 5.b.1 – ITU is the custodian)  - Internet use gender gap  - Internet use generational gap – Youth (<15, 15-24) and Older persons (>75)  - Number of countries with enabling environments ensuring accessible telecommunications/ICTs for persons with disabilities |
| **4. Enhanced ability of all countries, in particular developing countries, to develop and implement strategies, policies and practices for digital inclusion, access and use telecommunications/ICTs, implement and participate in the development of ITU’s international standards,** **recommendations, best practices and regulations**  *a. Bridging the standardization gap - Enhanced ability of all countries, in particular developing countries, to develop, access, implement and influence ITU-T Recommendations*  *b. Increased knowledge and know-how on the Radio Regulations, Rules of Procedures, regional agreements, recommendations and best practices on spectrum use*  *c. Increased participation in ITU-R activities (including through remote participation), in particular by developing countries* | - Total number of ITU-T study group leadership positions held, by level of development  - Total number of ITU-T study group meetings / participants  - Total number of countries represented in ITU-T study group meetings, by level of development  - Total number of contributions submitted to ITU-T study group meetings, by level of development of contributing organization  - Total number of ITU-T Recommendation downloads  - Total number of workshops and other events in support of ITU-T study groups / participants  - Number of ITU-R free online publication downloads (millions)  - Total number of events/participants/countries in ITU seminars, workshops and capacity-building events (world and regional seminars, and symposiums) organized by BR  - Number of technical assistances for terrestrial services provided/countries receiving /and time spent (days)  - Total number of events/participants/countries/contributions in ITU-R conferences, assemblies and Study Group-related meetings |
| **5. Enhanced adoption of policies and strategies for the environmentally sustainable use of telecommunications/ICTs** | - Number of countries applying harmonized data collection methodology  - Number of countries with a WEEE policy, legislation or regulation |
| **[Cybersecurity** | **1. Enhanced capacity of ITU membership to build trust and confidence in the use of ICTs** | - Global Cybersecurity Index (GCI): Number of countries achieving a score of 85 or higher on the GCI |
| **2. Enhanced knowledge, interoperability and performance with respect to secure network infrastructure, services and applications** | - Number of approved ITU-T Recommendations, Corrigenda, Amendments and Supplements pertaining to security  - Number of downloads of ITU-T Recommendations, Corrigenda, Amendments and Supplements pertaining to security ] |

Appendix A. Allocation of resources (linkage with the financial plan)



*[Figures are preliminary; to be revised during the Plenipotentiary Conference following the approval of the Financial Plan]*

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1. 1 Including women and girls, youth, indigenous people, older persons and persons with disabilities and specific needs [↑](#footnote-ref-1)