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|  | **Document CWG-FHR-16/20** |
| **27 September 2023** |
| **English only** |
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| Contribution from Algeria (People's Democratic Republic of) | |
| PROPOSAL ON ONE ITU IMPLEMENTATION | |
| **Purpose**  The Administration of Algeria (People’s Democratic Republic of) invites the CWG-FHR to consider this proposal on One ITU implementation.  **Action required**  The CWG-FHR is invited to **consider** the proposal, and **take actions** as appropriate.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **References**  Document [CWG-FHR-16/13](https://www.itu.int/md/S23-CWGFHR16-C-0013/en) | |

1. **Introduction**

Algeria has been actively engaged, and contributing to the process of the elaboration of the ITU Strategic Plan 2024- 2027, reflected in Resolution 71 of the Plenipotentiary Conference 2022. This has led Algeria to build, a robust understanding of possible areas of improvement of the ITU results framework.

It is undoubtedly, that in the mid-term of the achievement of the 2030 Agenda of sustainable development, the quest for operational efficiencies in order to maximize the implementation and the delivery at country level is a paramount objective.

We sought in “One ITU”, a booster for that objective, focusing on the missing and necessary, horizontal dimension in the ITU strategic plan.

In order to operationalize what has been mentioned previously, Algeria suggests that a set of principles around “OneITU” need to be defined, and agreed upon in order to put in place a solid foundation to that concept.

The following principles are proposed.

1. **Proposed One ITU principles**

**Principle n° 1: Definition & Purpose**

There is a need to clearly articulate, the purpose and the goals intended to be achieved, by adopting “OneITU”, in which they must have an ultimate goal, of enhancing the delivery to the membership, accelerating the achievement of SDGs and the Union’s mandate.

Proposed definition & purpose of “OneITU”:

*“OneITU” should be a management paradigm, leveraging the implementation of good governance & quality management principles, in achieving defined horizontal joint/& common objectives within the Union. This envisioned to be done, in order to unlock additional, unexplored, operational efficiencies opportunities, while building on existing ITU structure, for the purpose of, accelerating the achievement of the 2030 Agenda of sustainable development, and the Union’s mandate.*

**Principle n° 2: Building on existing ITU Structure**

“One ITU” should build upon, existing ITU structure (anchored to the ITU CS/CV and the relevant Plenipotentiary Resolutions) such as, the General Secretariat, the ITU Sectors, the Regional presence, the inter-sector coordination mechanisms, such as the ICT-TF and the ISCG.

**Principle n° 3: Membership focus**

“One ITU” should have an ultimate result, of serving the membership and the realization of the 2030 Agenda of sustainable development at country level, particularly, in the Least Developed Countries (LDCs).

**Principle n° 4: Horizontal business process excellence**

“One ITU” should embody and define, horizontal, joint/& common objectives, across the ITU sectors and the General secretariat, including the Regional presence. These horizontal, joint/& common objectives are designed for achieving and unlocking additional and unexplored operational efficiencies for achieving, purposes expressed in **principle n°1**.

**Principle n° 5: Leadership**

Leadership and tone from the top in working as one, is an absolute prerequisite for the success of the implementation of the “OneITU”, and its associated purposes expressed in **principle n°1**. This can leverage internal communication with staff members at all levels, by showing the case of change and how everyone get involved, while bridging the skills gap and better responding to staff Council inquiries and concerns.

**Principle n° 6: Strategy**

A “OneITU” Strategy can be built, aligned with the ITU Strategy. The “OneITU” strategy should be designed considering the findings in **principle n°7**, risks identified in **principle n°8**, embody **principles n° 2 & n° 4**, a vision anchored in **principle n°1** and results anchored with **principles n°3 & n° 10**.

**Principle n° 7: Evidence-based**

“OneITU” objectives and goals should be designed based on evidence and data that clearly reflect current horizontal inefficiencies and possible opportunities. This can be done through multiple actions such as, internal staff surveys, Business process analysis and KPIs, etc.

**Principle n° 8: Risk-based**

“OneITU” should adopt a risk-based approach. Based on the findings in **principle n°7** (evidence-based concept), prioritization could be given to one or multiple areas of inefficiencies. The risk management approach to “OneITU” should be aligned with the ITU Risk management policy and appetite. Risks identified can be included in ITU Risk register.

**Principle n° 9: Oversight**

“OneITU” implementation needs to have the necessary oversight by ITU Council. So adequate and detailed reporting by the secretariat to the ITU Governing body is necessary for effective oversight.

**Principle n° 10: Increase operational efficiency**

In order to achieve the purposes expressed in **principle n°1**, increasing the realization of operational efficiencies is considered to be, the engine, of the implementation of the “OneITU” concept. Examples of operational efficiencies are as follow:

**Reducing Financial costs**

* Applying quality management principles in achieving horizontal objectives.

**HR**

* More staff deployed (representing the three sectors) at the regional level (especially in the low cost of living duty stations), thus increasing the responsiveness to the membership (leveraging also staff mobility policy).

**IT**

* Cloud-based and shared IT infrastructure for the 3 sectors
* Enhanced communication and collaboration through digital and IT infrastructures.

**Procurement**

* Common Request for Interests (RFIs), Request for Proposals (RFPs)

**Business processes**

* Horizontal business processes excellence with KPIs.
* Digitized business processes

**Avoiding Duplication**

* Working on topics and thematic of common interest: Climate Change, emergency telecommunications, broadband infrastructure, etc.