|  |  |  |
| --- | --- | --- |
| ITU logo | INTERNATIONAL TELECOMMUNICATION UNION**TELECOMMUNICATIONSTANDARDIZATION SECTOR**STUDY PERIOD 2017-2020 | TSAG-TD251  |
| **TSAG** |
| **Original: English** |
| **Question(s):** | N/A | Geneva, 26 February - 2 March 2018 |
| **TD** |
| **Source:** | Director, Telecommunication Standardization Bureau |
| **Title:** | Electronic working methods services and database applications report |
| **Purpose:** | Information |
| **Contact:** | Al DayaoTSB | Tel: +41 22 730 5857Fax: +41 22 730 5853Email: tsbedh@itu.int |

|  |  |
| --- | --- |
| **Keywords:** | Electronic Working Methods, SharePoint Collaboration sites, Databases, Web sites, E-meetings |
| **Abstract:** | This document describes actions taken in the past year to improve electronic work methods and tools for the membership. |

# Action Required: TSAG is invited to note this document.

# 1 Developments on the ITU-T website

TSB continuously creates and updates web pages to ensure that correct and current information is always available.

## 1.1 New ITU-T web areas

Several new web areas have been created since TSAG May 2017 including new web pages for focus group, special projects, workshops, seminars and other events held by ITU-T.

Some of the notable sites that have been created since the last TSAG meeting are:

* Focus Group on Machine Learning for Future Networks including 5G
<https://www.itu.int/en/ITU-T/focusgroups/ml5g/>
* Kaleidoscope 2018: Machine learning for a 5G future
<https://www.itu.int/en/ITU-T/academia/kaleidoscope/2018/>
* Focus Group on Application of Distributed Ledger Technology
<https://www.itu.int/en/ITU-T/focusgroups/dlt/>
* Symposium on the Future Networked Car (FNC-2018)
<https://www.itu.int/en/fnc/2018/>
* AI for Good 2018
<https://www.itu.int/en/ITU-T/AI/2018/>
* AI Repository
<https://www.itu.int/en/ITU-T/AI/Pages/ai-repository.aspx>

# 2 Tools and Applications

TSB and ITU IS and C&P Departments continue to develop several applications and further enhanced existing facilities to support and improve the electronic working methods of the members. Since the last TSAG, key achievements include:

## 2.1 Document Management System for Rapporteur Group Meetings

The ITU IS Department together with TSB have developed a system for managing documents of ITU-T Rapporteur Group Meetings (RGM) in a well-structured and secured environment. This system which is based on MS SharePoint is now being used extensively by majority of the ITU-T Study Groups notably Study Groups 2, 3, 9, 13, 15, 16 and TSAG. Preparations are underway for ITU-T SG11 to start using the system for their Rapporteur Group meetings from March 2018.

The RGM system is continuously being improved following invaluable feedback from Rapporteurs. It is available for any Rapporteur group wishing to utilise it and take advantage of these improved capabilities such as:

* Improved RGM Document Sync Tool.
* New RGM Document Sync Tool for Mac.
* Automatic and real-time mirroring of documents in the IFA.
* Automatic generation and update of documents lists.
* Archiving of documents after the meeting.
* Setting of deadlines with a procedure for managing late submissions.
* Distinct permission levels on RGM sites and documents.

The current and past RGM meetings may be accessed here: <http://itu.int/go/itu-t/rgm>

A comprehensive support and FAQs page offering RGM tips and best practices is available for users at: <http://itu.int/go/itu-t/rgm-support>

A very detailed online user guide for the RGM System complete with videos is available at:
<http://itu.int/go/itu-t/rgm-guide>

A feedback form for the new RGM system has also been prepared and we invite all users of the system to fill in the form. Your feedback and suggestions will be very helpful for us in assessing and improving the quality of our services. The RGM Feedback Form is available here: <http://itu.int/go/itu-t/rgm-feedback>

The RGM system is part of several services available in the ITU-T SharePoint collaboration sites and is restricted to ITU-T Members and may be accessed using an ITU User (TIES) account.

## 2.2 ITU-T SharePoint Collaboration Sites

The ITU-T SharePoint Collaboration sites have been developed to further improve the electronic working methods of ITU-T Study Groups, Focus Groups and other groups. The collaboration sites allow participants to conduct online discussions, work on projects, make meeting plans or schedules, manage and store documents in a secure and shared environment.

The ITU-T SharePoint collaboration home site may be accessed here: <https://extranet.itu.int/sites/ITU-T/>.

Some notable ITU-T Collaboration sites currently available are:

* ITU-T Study Groups (Study Period 2017-2020) (<https://extranet.itu.int/sites/itu-t/studygroups/2017-2020>)
* United for Smart Sustainable Cities (U4SSC) (<https://extranet.itu.int/sites/itu-t/initiatives/U4SSC/>)
* Security, Infrastructure and Trust Working Group (SIT WG) (<https://extranet.itu.int/sites/itu-t/initiatives/sitwg/>)
* FG DPM - ITU-T Focus Group on Data Processing and Management to support IoT and Smart Cities & Communities (<https://extranet.itu.int/sites/itu-t/focusgroups/dpm/>)
* FG DFC - ITU-T Focus Group on Digital Currency including digital fiat currency (<https://extranet.itu.int/sites/itu-t/focusgroups/dfc/>)
* FG DLT - ITU-T Focus Group on Application of Distributed Ledger Technology (<https://extranet.itu.int/sites/itu-t/focusgroups/fgdlt/>)
* FG ML5G - ITU-T Focus Group on Machine Learning for Future Networks including 5G (<https://extranet.itu.int/sites/itu-t/focusgroups/ML5G/>)

A support site which contains a knowledge base of FAQs and user guides on the various SharePoint services is also available at: <https://extranet.itu.int/ITU-T/support/>.

Most of the collaboration sites are restricted to ITU-T Members and may be accessed using an ITU User (TIES) account. Some collaboration sites are open to non-members and may be accessed using non-member ITU User accounts.

## 2.3 ITU-T MyWorkspace

TSB created [MyWorkspace](https://www.itu.int/net4/ITU-T/myworkspace/), a personalized webpage for TIES users that provides easy access to the information and services most valued by ITU-T delegates, including:

* Meeting documents;
* Mailing list subscriptions;
* Calendar of current and future events;
* Advanced search features (including TIES-protected content, and keyword-based resources);
* Personalized profile and links; and more.

A trial version of these features has been under review for some months, and the platform remains under continuous development – further enhancements will be released in the coming months based on your feedback (tsbitdev@itu.int).

TSB presented these tools to ITU-T SG11 and SG13 delegates in November 2017. Respective slides are available [here](https://www.itu.int/en/ITU-T/studygroups/2017-2020/Documents/MyWorkspace_Nov2017.pptxhttps%3A/www.itu.int/en/ITU-T/studygroups/2017-2020/Documents/MyWorkspace_Nov2017.pptx).

A quick access to [MyWorkspace](https://www.itu.int/net4/ITU-T/myworkspace/) is available from the [ITU-T homepage](http://www.itu.int/itu-t) top banner: 

## 2.4 ITU Search engine

To ease access to ITU resources, TSB developed the [search engine](https://www.itu.int/net4/ITU-T/search/Landing) which has been constantly enriched with the full collections of ITU documents, publications and web pages. That search engine is available from the [ITU website](http://www.itu.int) banner:



## 2.5 ICT standards roadmap

The ITU-T Roadmap for ICTs standards is intended to offer an overview of the standardization for a given ICT domain (e.g. Security, E-Health, IoT and SC&C, OTN, ANT, etc.) by identifying existing published standards and standards that are currently under development across the various involved SDOs.

The ICTs standards Roadmap is publicly available online, where some designated ITU-T contributors with supplementary access rights, are able to maintain it, as a Wiki. Contributors are members of ITU-T (TIES), they are experts in the domain they are responsible for, they can be designated by the respective ITU-T Study Groups. Access rights are updated by TSB secretariat on demand.

Contributors can maintain domains, subdomains, and the mapping to the respective standards already approved or still under development. The latest version of the roadmap is available here: <http://www.itu.int/net4/ITU-T/roadmap> for your consideration and feedback.

## 2.6 National Numbering Plans (NNPs)

WTSA-16 Resolution 91 on “Enhancing access to an electronic repository of information on numbering plans published by the ITU Telecommunication Standardization Sector” instructs ITU-T SG2 to study this matter.

On the request of ITU-T SG2, TSB has provided and presented the information on implementation of WTSA-16 Resolution 91 to the SG2 meeting of 29 March - 7 April 2017 ([SG2-TD143](http://handle.itu.int/11.1002/doc/80f59787/80f59802-en?locatt=format:docx)) and the SG2 meeting of 27 November - 1 December 2017 ([SG2-TD233-R1](http://handle.itu.int/11.1002/doc/81075369/8108160a-en)). A prototype of the new NNPs repository is available at: <https://www.itu.int/net4/itu-t/nnp>. Pursuant to the relevant ITU T Recommendations, Member States are invited to make available information on the presentation of their national numbering plans and amendments thereto in a timely manner, so as to ensure that the electronic repository remains up to date.

## 2.7 ITU-T meeting room access control

In order to control meeting room access, count the number of participants per meeting & room and provide an accurate list of participants for each meeting room, TSB developed a badging scan system compatible with the badges of the registered participants.

That system offers also real-time access to presence list per room for counsellor and membership team. It provides a 100% automated solution, therefore, it avoids manual and time consuming intervention for maintaining the participants lists.

That system has been first used during ITU-T SG11 and SG13 meetings in November 2017 and for some ITU-T Workshops.

## 2.8 ITU-T Mailing lists

The mailing lists continue to be very useful tools in the work of the study groups and other groups. There are **345 active ITU-T mailing lists** with a total of **32733 subscribers** currently being used as shown in the table below.

|  |  |  |
| --- | --- | --- |
| **Group** | **Mailing lists** | **Subscribers** |
| **TSAG** | 9 | 520 |
| **SG2** | 34 | 1089 |
| **SG3** | 32 | 1893 |
| **SG5** | 20 | 1506 |
| **SG9** | 3 | 139 |
| **SG11** | 22 | 1275 |
| **SG12** | 29 | 3101 |
| **SG13** | 23 | 3393 |
| **SG15** | 29 | 5749 |
| **SG16** | 18 | 936 |
| **SG17** | 25 | 2704 |
| **SG20** | 16 | 2487 |
| **Focus Groups** | 25 | 2135 |
| **Joint Coordination Activities** | 10 | 1249 |
| **Other groups** | 50 | 4557 |
| **Total** | **345** | **32733** |

# 3 Electronic meetings

In response to PP-10 Resolution 167 (*Strengthening ITU capabilities for electronic meetings and means to advance the work of the Union*), TSB continues to improve the electronic meeting facilities for the members. TSB now provides GoToMeeting and Adobe Connect as remote participation tools for e-Meetings.

TSB uses Adobe Connect as the official remote participation tool to complement physical meetings that are held in ITU HQ in Geneva. GoToMeeting is still used for fully virtual and ad-hoc meetings.

**3.1 E-meeting sessions organized**

For the period from **April 2017** to **January 2018**, a total of **862 e-Meetings** were provided using GoToMeeting and Adobe Connect with **4277 online attendees.**

The complete figures are shown in Tables 1 and 2.

Table 1: E-Meetings organized with Adobe Connect complementing physical meetings in Geneva (April 2017 – January 2018)

|  |  |  |
| --- | --- | --- |
| **Group** | **Total Meetings** | **Online Attendees** |
| **TSB(Includes workshops, seminars, events, regional and other meetings)** | 10 | 145 |
| **TSAG** | 8 | 80 |
| **SG2** | 22 | 61 |
| **SG3** | 5 | 42 |
| **SG5** | 25 | 60 |
| **SG9** | 5 | 34 |
| **SG11** | 14 | 27 |
| **SG12** | 19 | 55 |
| **SG13** | 11 | 39 |
| **SG15** | 0 | 0 |
| **SG16** | 10 | 25 |
| **SG17** | 6 | 10 |
| **SG20** | 51 | 204 |
| **Total** | **186** | **782** |

Table 2: E-Meetings organized with GoToMeeting as fully virtual (April 2017 – January 2018)

|  |  |  |
| --- | --- | --- |
| **Group** | **Total Meetings** | **Online Attendees** |
| **TSB(Includes workshops, seminars, events, regional and other meetings)** | 184 | 915 |
| **TSAG** | 2 | 30 |
| **SG2** | 9 | 44 |
| **SG3** | 9 | 25 |
| **SG5** | 107 | 363 |
| **SG9** | 34 | 133 |
| **SG11** | 36 | 191 |
| **SG12** | 8 | 55 |
| **SG13** | 89 | 527 |
| **SG15** | 35 | 343 |
| **SG16** | 17 | 54 |
| **SG17** | 25 | 113 |
| **SG20** | 80 | 471 |
| **Focus Groups** | 39 | 219 |
| **Joint Coordination Activities** | 2 | 12 |
| **Total** | **676** | **3495** |

In addition to the remote participation tools, from April 2017 to January 2018 the ITU IS Department also provided live (audio-only) webcasts for 16 ITU-T meetings. The archives are available through the Study Groups main pages.

# 4 Updates on Action Items related to EWM

ITU-T Membership regularly provides TSB with feedback, requests for new tools or improvements for their electronic working. TSB reviews these requests and are added to the list of EWM Action items to be processed as appropriate. The current action items and ongoing activities are listed in the table below.

|  Action items |
| --- |
| N° | Action | Timescale | Priority | Remark |
| A-1 | Provide automated upload of TDs (DDP for TDs) | New Study Period 2017-2020 | High | TSB has been trialling a SharePoint-based infrastructure for managing Rapporteur Group Meetings (RGM) documents and believes that, after proper testing of the RGM infrastructure and modifications to interface with DMS posting, this platform is better suited for the next version of DDP that will support posting of TDs. TSB is planning to introduce it as early as possible in the new Study Period 2017-2020. |
| A-2 | Improvements to the Sync tool:1. Possibility to add the option to download per Question.
2. Changing computer system clocks forward results in the tool not recognizing the documents already downloaded when sync is next requested.  Possibility to use a verification method that is independent of the user’s local clock settings.
3. Users with some corporate security options on their PCs also require the ability to control proxy settings for the tool to work for them.  These features might be added as “Advanced” settings.
4. Evaluate the possibility to develop a Linux-compatible version of the sync tool.
5. Evaluate the possibility to develop mobile versions of the sync tool
6. Suggestion to not synchronize large documents and just add a link to the FTP area.
 | New Study Period 2017-2020 | Medium | #1 Not possible in the current system; will be explored and implemented if possible.#2 Is being explored, will be implemented as soon as possible.#3 Is being explored, will be implemented as soon as possible. #4 Is being explored.#5 Is being explored.#6 Will be explored. |
| A-3 | Improvements to the LS site: e.g. Sorting by WP or Question; improve search capabilities which are currently too limited. | New Study Period 2017-2020 | Medium | Is being explored, will be implemented as soon as possible. |
| A-4 | Evaluate the possibility to develop mobile versions of the ITU website. |  | Medium | Mobile friendly sites and pages are progressively being made available across the whole ITU web. |

|  Ongoing activities |
| --- |
| N° | Activity | Timescale | Priority | Remark |
| O-1 | TSAG to liaise with Study Groups concerning working methods issues, including Electronic Working Methods | Ongoing | Medium | Ongoing |
| O-2 | TSB to assure that the XML properties of all the documents are properly filled in before being posted. | Ongoing | High | Ongoing |
| O-3 | TSB to update the EWM frequently asked questions (FAQ) web page | As required | High | Ongoing |
| O-4 | TSB to provide statistics on the number of Sector Members and Members who have requested electronic copies of documents in lieu of paper copies | Ongoing | Medium | Ongoing |
| O-5 | TSB to use the t13tsagwm e-mail reflector and discussion forum to keep participants informed about their progress in EWM implementation | Ongoing | High | Ongoing |
| O-6 | TSB to use the SG EWM Coordinators, the t13tsagwm reflector and discussion forum to review proposed major web page format and present proposals before adopting those changes | Ongoing | High | Ongoing |
| O-7 | Availability of wireless LAN, outlet power, etc. should be verified before the start of the workday for ITU-T meetings | Ongoing | High | Ongoing |
| O-8 | TSB to verify posted documents by checking external web (manually or automatically) | Ongoing | High | Ongoing |

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_