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| ITU logo | INTERNATIONAL TELECOMMUNICATION UNION**TELECOMMUNICATIONSTANDARDIZATION SECTOR**STUDY PERIOD 2017-2020 | TSAG-TD473  |
| **TSAG** |
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| **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 December 2018 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:

* ITU-T Focus Group on Environmental Efficiency for Artificial Intelligence and other Emerging Technologies (FG-AI4EE)
<https://www.itu.int/en/ITU-T/focusgroups/ai4ee/>
* The new WTSA-20 site
<https://www.itu.int/en/ITU-T/wtsa20/>
* Regional WTSA-20 Preparatory Meetings
<https://www.itu.int/en/ITU-T/wtsa20/prepmeet/>
* Global Standards Symposium
<https://www.itu.int/en/ITU-T/wtsa20/gss/>
* The First Digital African Week in Nigeria
<https://www.itu.int/en/ITU-T/climatechange/Pages/1st-Digital-African-Week.aspx>
* The 9th Green Standards Week
<https://www.itu.int/en/ITU-T/Workshops-and-Seminars/gsw/201910/>
* Kaleidoscope 2019
<https://www.itu.int/en/ITU-T/academia/kaleidoscope/2019/>
* More events are listed here:
<https://www.itu.int/en/ITU-T/Workshops-and-Seminars/>

# 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 MS SharePoint based Document Management System for ITU-T Rapporteur Group Meetings (RGM) continuous to be used extensively by a majority of the ITU-T Study Groups notably Study Groups 2, 3, 9, 11, 13, 15, 16 and TSAG. The RGM system is continuously being improved following invaluable feedback from Rapporteurs.

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 created since the last TSAG meeting are:

* FG AI4EE – ITU-T Focus Group on on Environmental Efficiency for Artificial Intelligence and other Emerging Technologies
(<https://extranet.itu.int/sites/itu-t/focusgroups/ai4ee/>)
* FG-AI4H Topic Group
(<https://extranet.itu.int/sites/itu-t/focusgroups/ai4h/tg/>)

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

MyWorkspace is a personalized webpage restricted to users with an active ITU account. MyWorkspace provides easy access to the information and services most valued by ITU-T delegates, including:

* [ITU-T community](https://www.itu.int/myworkspace/home/index/ITU-T_experts) and [Chat service](https://www.itu.int/myworkspace/home/index/messenger);
* [Meeting documents](https://www.itu.int/myworkspace/home/index/suggested_documents) with a section to retrieve [bookmarked documents](https://www.itu.int/myworkspace/home/index/my_bookmarks);
* [Mailing list subscriptions](https://www.itu.int/myworkspace/home/index/mailling_lists);
* [Calendar of current and future events](https://www.itu.int/myworkspace/home/index/all_events);
* Personalized profile and preferences; and more.

A new version is being deployed for a better user experience, available as a mobile application, with

new features that support ITU-T events.This will be available in the coming weeks.

## 2.4 ITU-T Cloud

The ITU-T Cloud has now been launched as the new application of MyWorkspace. ITU-T Cloud is a set of self-hosted cloud services for file storage and sharing based on the NextCloud open source solution. It is available as desktop and mobile application. It provides ITU-T users and TSB staff with 10 GB of secure data storage on servers that are physically located on ITU premises. Users can keep their data to themselves, or they can choose how and when to share files with other experts.

## 2.5 ITUSearch

TSB has developed a new search engine that covers all ITU resources, and which is permanently enriched with the full collections of ITU documents, publications and web pages.

A new [space](https://www.itu.int/search#?target=Base%20text&ex=false&q=*&fl=0) has recently been added to allow in-depth research into the collection of ITU core texts, such as resolutions and decisions of ITU assemblies.

As of today, the following core texts are covered by this enhanced search in 6 languages, in chronological order of their publication dates:

* International Telecommunication Regulations - Final acts of the World Administrative Telegraph and Telephone Conference (WATTC-88) - Melbourne, 1988
* Final Acts of the World Conference on International Telecommunications (WCIT-12) - Dubai, 2012
* ITU-R Resolutions - Radiocommunication Assembly (RA-15) - Geneva, 26-30 October 2015
* Final Acts of the World Radiocommunication Conference (WRC-15) - Geneva, 2015
* ITU-T Resolutions - World Telecommunication Standardization Assembly (WTSA-16) - Hammamet, Tunisia - 25 October - 3 November 2016
* Final report of the World Telecommunication Development Conference (WTDC-17) - Buenos Aires, Argentina, 9-20 October 2017
* Resolutions and Decisions of the Council of the International Telecommunication Union (ITU Council) - 2018
* Final Acts of The Plenipotentiary Conference (PP-18) - Dubai, 2018
* Collection of the basic texts adopted by the Plenipotentiary Conference - Edition 2019

## 2.6 ICT standards landscape

The [ICTs standards landscape](https://www.itu.int/net4/ITU-T/landscape) platform offers an overview of standardization in a given ICT domain by identifying existing published standards and standards that are currently under development across the various involved SDOs.

The platform is publicly available online. Specifically designated ITU-T contributors with supplementary access rights maintain it as a Wiki. Contributors are ITU-T members, experts in the domain they are responsible for, and are designated by the respective ITU-T Study Groups. Access rights are updated by TSB on demand.

The latest release, which contains improvements based on feedback that was recently received is available at <https://www.itu.int/net4/ITU-T/landscape>.

## 2.7 Machine learning for automatic translation

In the framework of new translation initiatives, TSB developed an automatic machine translation engine based on neural networks open source, and which is being trained exclusively on ITU corpus.

A prototype that allows online document translation keeping the formatting of the original document from English to the five other official languages, and from these languages to English is available in [MyWorkspace](https://www.itu.int/myworkspace/home/index/ITU-T_experts) since January 2019.

## 2.8 Improved Liaison Statement search page

A more modern interface has been developed to search Liaison Statements sent and received by ITU-T groups - <https://www.itu.int/net4/itu-t/ls>.

While the classic incoming and outgoing interfaces remain available, delegates are invited to use the improved interface and provide feedback to the TSB ITSO team.

## 2.9 National Numbering Plans (NNPs)

On the request of ITU-T Study Group 2, TSB has provided and presented the information on the implementation of WTSA Resolution 91 to the meetings of ITU-T Study Group 2 held 29 March - 7 April 2017 (SG2-TD143), 27 November - 1 December 2017 (SG2-TD233-R1) and 4-13 July 2018 (SG2-TD419).

A prototype of the new repository of national numbering plans is available at: <https://www.itu.int/net4/itu-t/nnp>.

## 2.10 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 **359 active ITU-T mailing lists** with a total of **40209 subscribers** currently being used as shown in the table below.

|  |  |  |
| --- | --- | --- |
| **Group** | **Mailing lists** | **Subscribers** |
| **TSAG** | 10 | 771 |
| **SG2** | 34 | 1568 |
| **SG3** | 33 | 2460 |
| **SG5** | 20 | 1602 |
| **SG9** | 3 | 155 |
| **SG11** | 22 | 1382 |
| **SG12** | 29 | 3636 |
| **SG13** | 25 | 3991 |
| **SG15** | 29 | 6114 |
| **SG16** | 21 | 1177 |
| **SG17** | 23 | 2826 |
| **SG20** | 16 | 2809 |
| **Focus Groups** | 40 | 5475 |
| **Joint Coordination Activities** | 10 | 1247 |
| **Other groups** | 44 | 4996 |
| **Total** | **359** | **40209** |

# 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.

Since the beginning of 2019, TSB has deployed an open source web conferencing solution as the official remote participation tool to complement statutory physical meetings held in and outside Geneva. This platform provides high-quality online meeting experience, with real-time sharing of audio, video (ITU-T H.264), instant messaging (chat), screen/applications; and was chosen for its flexibility, ease of use and customization.

Additionally, TSB now offers Zoom conferencing tool, in addition to GoToMeeting, for informal/ad-hoc and interim e-Meetings. Zoom offers enhanced functionalities and features, providing greater control and flexibility for delegates and allowing them to run some sessions on a self-service basis.

**3.1 E-meeting sessions organized**

For the period from **November 2018** to **August 2019**, a total of **1427 e-Meetings** were provided with **7865 online attendees.**

The complete figures are shown in Tables 1 and 2.

Table 1: E-Meetings complementing physical meetings
(November 2018 – August 2019)

|  |  |  |
| --- | --- | --- |
| **Group** | **Total Meetings** | **Online Attendees** |
| **TSB (Includes Focus Groups, JCAs, workshops, events and other meetings)** | 7 | 60 |
| **TSAG** | 15 | 61 |
| **Study Group 2** | 14 | 49 |
| **Study Group 3** | 2 | 7 |
| **Study Group 5** | 49 | 102 |
| **Study Group 9** | 12 | 62 |
| **Study Group 11** | 17 | 40 |
| **Study Group 12** | 50 | 198 |
| **Study Group 13** | 33 | 146 |
| **Study Group 15** | - | - |
| **Study Group 16** | 22 | 94 |
| **Study Group 17** | 35 | 78 |
| **Study Group 20** | 39 | 251 |
| **Total** | **295** | **1148** |

Table 2: E-Meetings
(November 2018 – August 2019)

|  |  |  |
| --- | --- | --- |
| **Group** | **Total Meetings** | **Online Attendees** |
| **TSB (Includes Focus Groups, JCAs, workshops, events and other meetings)** | 515 | 2748 |
| **TSAG** | 3 | 75 |
| **Study Group 2** | 15 | 65 |
| **Study Group 3** | 13 | 48 |
| **Study Group 5** | 116 | 453 |
| **Study Group 9** | 42 | 196 |
| **Study Group 11** | 77 | 371 |
| **Study Group 12** | 11 | 80 |
| **Study Group 13** | 142 | 1220 |
| **Study Group 15** | 35 | 526 |
| **Study Group 16** | 25 | 194 |
| **Study Group 17** | 47 | 326 |
| **Study Group 20** | 91 | 415 |
| **Total** | **1132** | **6717** |

In addition to the remote participation tools, from November 2018 to August 2019 the ITU IS Department also provided live (audio-only) webcasts for 22 ITU-T meetings. The archives are available through the respective study group 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:On the HTML pages used by the Sync tool, filtering documents by Question requires finding a document allocated to the desired Question in order to filter/select those for a given Question. Enabling a way to select by Question apart from finding it in the right column first would be far more user-friendly. This might be offered as a pull-down menu on the Questions column header, like on the website version of the document pages for example. | New Study Period 2017-2020 | Medium | Improvements and updates to the Sync tool are regularly delivered if feasible. |
| 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 | A more modern interface has been developed to search Liaison Statements sent and received by ITU-T groups - <https://www.itu.int/net4/itu-t/ls>. |
| 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 |

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