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| ITU logo | INTERNATIONAL TELECOMMUNICATION UNION**TELECOMMUNICATIONSTANDARDIZATION SECTOR**STUDY PERIOD 2017-2020 | TSAG-TD794  |
| **TSAG** |
| **Original: English** |
| **Question(s):** | N/A | E-Meeting, 21-25 September 2020 |
| **TD** |
| **Source:** | Director, Telecommunication Standardization Bureau |
| **Title:** | Electronic working methods services and database applications report |
| **Purpose:** | Information |
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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 February 2020 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:

* Digital Currency Global Initiative
(<https://www.itu.int/en/ITU-T/extcoop/dcgi/Pages/default.aspx>)
* Webinar on "Accelerating cities’ transformation through standards"
(<https://www.itu.int/en/ITU-T/climatechange/Pages/202006.aspx>)
* Insights on Digital Financial Services (DFS) during COVID-19 Webinar Series
(<https://www.itu.int/en/ITU-T/webinars/Pages/dfs.aspx>)
* Quality of Service Development Group (QSDG) Webinar Series
(<https://www.itu.int/en/ITU-T/webinars/Pages/qsdg.aspx>)
* ITU DLT meet-ups
(<https://www.itu.int/en/ITU-T/webinars/Pages/dlt.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 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:

* Pathway #1: Circular Design (<https://extranet.itu.int/sites/itu-t/initiatives/circulardesign>)
* Digital Currency Global Initiative (<https://extranet.itu.int/sites/itu-t/initiatives/dcgi>)
* Project on E-waste (<https://extranet.itu.int/sites/itu-t/initiatives/E-waste>)
* WTSA-20 (<https://extranet.itu.int/sites/itu-t/wtsa-20>)
* Focal points and coordinators for WTSA-20 from regional organizations (<https://extranet.itu.int/sites/itu-t/wtsa-20/prepmeet/Lists/ContactSheet/DefViewContacts.aspx>)

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 MyWorkspace

[MyWorkspace](https://www.itu.int/net4/ITU-T/myworkspace/) is a user-friendly mobile platform that centralizes a set of applications and services developed to *strengthen electronic working methods for the work of ITU-T*, as stated in WTSA Resolution 32.

Since the first version was released in 2017, it has now been used by more than 4000 users, with an average of 500 visits per month.

The platform is accessible online and as mobile application (Android & iOS). Secure access to MyWorkspace is enabled with ITU User Account TIES credentials.

Following applications and services are available from MyWorkspace:

* [MyMeetings](https://www.itu.int/myworkspace/#/my-workspace/remote_participation): Remote participation service based on an open-source solution customized in-house to support requirements of both statutory and non-statutory ITU-T meetings.
* [MyEvents](https://www.itu.int/myworkspace/#/my-workspace/myevents): Events management platform, which provides real time ITU-T events agenda, list of registered participants, speakers, and exhibitors, as well as a ‘matchmaking’ function to enable networking among participants.
* [All Events](https://www.itu.int/myworkspace/#/my-workspace/allevent): Simplified calendar view of events details with respective links.
* [ITU Translate](https://www.itu.int/myworkspace/#/my-workspace/translate): Machine translation tool based on neural network trained in-house on ITU documents official translations, supporting the six (6) ITU official languages.
* [ITU-T Cloud](https://ituint-my.sharepoint.com/personal/dagem_kifle_itu_int/Documents/Microsoft%20Teams%20Chat%20Files/tsbcloud.itu.int): ITU premises storage service allowing users to share and exchange files up to 10 GB per user.
* [Mailing list](https://www.itu.int/myworkspace/#/my-workspace/mails): Subscription management with search function.
* [Community](https://www.itu.int/myworkspace/#/my-workspace/community): MyWorkspace user’s directory.
* Suggested meeting documents: List of documents based on pre-set users’ interests, with the option to bookmark favourites.
* [Profile](https://www.itu.int/myworkspace/#/profile): User personal information and interests

## 2.4 ITUSearch

ITUSearch is a mobile-friendly search engine covering all ITU documents, websites, publications, and other type of resources.

On average, 70,000 search requests are performed each month using ITUSearch. The latest version of the search engine released last year includes following menus:

* [All](https://www.itu.int/search#?target=All&ex=false&q=TSAG&fl=0): Search on all ITU resources with Sector, type of document and language filtering.
* [Multimedia](https://www.itu.int/search#?target=Media&ex=false&q=TSAG&fl=0): Search on ITU Facebook and Twitter accounts posts.
* [Social media](https://www.itu.int/search#?target=Social%20media): Search on ITU Flickr and YouTube accounts resources.
* [Basic text](https://www.itu.int/search#?target=Base%20text&ex=false&q=Resolution%2032&fl=0&sector=t&group=all&collection=General): Specialized full text search on latest ITU and Sectors Assemblies and Conferences in force basic texts in the (six) ITU official languages.

## 2.5 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 **396 active ITU-T mailing lists** with a total of **46896 subscribers** currently being used as shown in the table below.

|  |  |  |
| --- | --- | --- |
| **Group** | **Mailing lists** | **Subscribers** |
| **TSAG** | 10 | 1136 |
| **SG2** | 35 | 2088 |
| **SG3** | 34 | 2967 |
| **SG5** | 20 | 1726 |
| **SG9** | 3 | 172 |
| **SG11** | 23 | 1706 |
| **SG12** | 30 | 4007 |
| **SG13** | 26 | 4658 |
| **SG15** | 29 | 6493 |
| **SG16** | 22 | 1599 |
| **SG17** | 24 | 3259 |
| **SG20** | 17 | 3429 |
| **Focus Groups** | 59 | 6733 |
| **Joint Coordination Activities** | 10 | 1264 |
| **Other groups** | 54 | 5749 |
| **Total** | **396** | **46986** |

# 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.

In the last few months, TSB has made some important changes and improvements to its electronic meeting facilities due to the COVID-19 global pandemic. MyMeetings, the ITU-T open source solution for electronic meetings introduced in January 2019 by TSB, is now used as the main platform to organise ITU-T statutory meetings. The tool features some important elements found in ITU-T physical meetings, including participants’ list and affiliation, multilingual support, moderated floor request and captioning. In addition, the tool has put in place several layers of access control to make sure that only registered participants can have access to Statutory meetings.

MyMeetings is also been used to host Rapporteur Group Meetings and non-statutory events, such as webinars. Other electronic meeting tools, such as Zoom, are also provided by TSB for hosting fully online (virtual) and any on-demand ad-hoc meetings.

**3.1 E-meeting sessions organized**

For the period from **January to August 2020**, a total of **2958 e-Meetings** were provided with **48309 online attendees.** The complete figures are shown in the table below.

**E-meetings Table
(January 2020 – August 2020)**

|  |  |  |
| --- | --- | --- |
| **Group** | **Total Meetings** | **Online Attendees** |
| **TSB (Includes Focus Groups, JCAs, workshops, events and other meetings)** | 1046 | 15930 |
| **TSAG** | 23 | 533 |
| **Study Group 2** | 115 | 1522 |
| **Study Group 3** | 119 | 3711 |
| **Study Group 5** | 233 | 1566 |
| **Study Group 9** | 99 | 879 |
| **Study Group 11** | 153 | 1718 |
| **Study Group 12** | 139 | 2328 |
| **Study Group 13** | 266 | 5124 |
| **Study Group 15** | 175 | 1900 |
| **Study Group 16** | 117 | 2115 |
| **Study Group 17** | 237 | 6212 |
| **Study Group 20** | 236 | 4771 |
| **Total** | **2958** | **48309** |

# 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 | 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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