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| **Keywords:** | Electronic Working Methods; SharePoint Collaboration sites; Databases; Applications; Web sites; E-meetings; |
| **Abstract:** | This document describes actions taken since the last TSAG December 2022 meeting to improve electronic working methods and tools for the membership. |

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

This report describes TSB's activities to implement WTSA Resolution 32 with the following goals:

* Increase the ITU-T capability of Electronic Working Methods and review their benefits.
* Disseminate guidelines, documentation and training to use ITU-T Electronic Working Methods.
* Provide electronic participation facilities in ITU-T events for delegates unable to attend events in person.
* Maintain mobile-friendly ITU-T websites that make finding information easy.

1. Developments on the ITU-T Website

TSB continuously creates and updates web pages to ensure that correct and current information is always available. Below are some of the notable sites that have been created since the last TSAG meeting:

* [**ITU-T Focus Group on metaverse**](https://www.itu.int/en/ITU-T/focusgroups/mv/Pages/default.aspx) **(FG-MV)**
* [**ITU-T Focus Group on cost models for affordable data services**](https://www.itu.int/en/ITU-T/focusgroups/cd/Pages/default.aspx) **(FG- CD)**
* [**ITU and Metaverse**](https://www.itu.int/metaverse)
* **ITU Journal Webinar series:**
  + [The journey from 5G to 6G: Toward a well-being society](https://www.itu.int/en/journal/j-fet/webinars/20230606/Pages/default.aspx) (06 June 2023)
  + [AI, machine learning RAN intelligent controller for 6G](https://www.itu.int/en/journal/j-fet/webinars/20230627/Pages/default.aspx) (27 June 2023)
  + [Transformation in the 5G era](https://www.itu.int/en/journal/j-fet/webinars/20230704/Pages/default.aspx) (04 July 2023)
* [**Regional WTSA-24 Preparatory Meetings**](https://www.itu.int/wtsa/2024/prepmeet/)

Last TSAG, the [TSB Feedback to ITU-T SG15 EWM Liaison Report](https://www.itu.int/md/T22-TSAG-221212-TD-GEN-0115) underlined the issue of search engines taking users to previous study period pages. TSB is in the process of adding sitemaps and page keywords, so that search engine optimisation (SEO) tools like Google Search Console can trigger the re-indexing process to mitigate this problem.

1. Tools and Applications

TSB, ITU IS and C&P Departments continue to develop several applications and further enhance existing facilities to support and improve the electronic working methods of the members. TSB strive to support mobile devices in all the new applications they develop and to follow the ITU design charter. Since the last TSAG, key achievements include:

* 1. Document Management System for Rapporteur Group Meetings

The Microsoft SharePoint-based Document Management System for ITU-T Rapporteur Group Meetings (RGMs) has been used extensively by the ITU-T Study Groups, and TSAG. Feedback from Rapporteurs drives the continuous improvement of the RGM system.

Current and past RGM meetings can be accessed at <http://itu.int/go/itu-t/rgm>.

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

A detailed online user guide for the RGM System, including video tutorials, is available at <http://itu.int/go/itu-t/rgm-guide>.

The RGM system is one of several services available in the ITU-T SharePoint collaboration sites. These sites are restricted to ITU-T members and can be accessed using an ITU User Account (TIES).

* 1. ITU-T SharePoint Collaboration Sites

The ITU-T SharePoint collaboration sites enable participants in ITU-T working groups to conduct online discussions, work on projects, schedule meetings and manage and store documents in a secure shared environment.

The home of ITU-T SharePoint collaboration sites can be accessed at: <https://extranet.itu.int/sites/ITU-T/>.

A selection of notable collaboration sites created since the last TSAG 2022 is listed below:

* FG-MV – Focus Group on Metaverse (<https://extranet.itu.int/sites/itu-t/focusgroups/mv/>)
* FG-CD – Focus Group on costing models for affordable data services (<https://extranet.itu.int/sites/itu-t/focusgroups/cd/>)
* JCA-QKDN – Joint Coordination Activity on Quantum Key Distribution Network (<https://extranet.itu.int/sites/itu-t/jca/qkdn/>)

A support site that 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.

* 1. Web Applications
     1. MyWorkspace

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

This platform has been built as a Progressive Web App (PWA) solution allowing the same user experience regardless of the device used. Access to this platform is restricted to users with an ITU user account.

The following applications and services are available from MyWorkspace:

* [ITU Translate](https://www.itu.int/myworkspace/#/Translate): ITU Translate is a neural machine translation tool developed in-house for ITU documents and websites. Based on an open-source framework, it has been trained using ITU material to ensure greater accuracy for technical content, but includes website translation from external cloud-based translation services for general language expressions.  
    
  ITU Translate identifies and applies the best tools available for each language pair to translate general language webpages not currently available in the six official ITU languages. It uses innovative technologies to ensure high quality gist translation services to complement the reach of the work carried out by ITU’s human translation service. This is in line with Plenipotentiary Resolution 154 on the use of the six official languages of the Union on an equal footing.
* [MyMeetings](https://www.itu.int/myworkspace/#/MyMeetings): Remote participation service based on the [BigBlueButton](https://bigbluebutton.org) open-source solution and customized in-house to support requirements – at headquarters and in the regions – of both statutory and non-statutory ITU-T meetings, either accessible to all users, or to a selected number of users, or restricted to registered users. It offers features such as:
  + ITU-T H.264 video
  + Sharing screen and presentations
  + Instant messaging (chat)
  + Raising hands
  + Captioning
  + A mobile-friendly web interface – no need to install any specific software
  + Low-bandwidth support and VoIP
  + ITU authentication

Since last TSAG, TSB have introduced new improvements:

* + Order users by country or last name.
  + Camera virtual background.
  + View users’ connection status.
  + Breakout rooms.
  + Performance increase.
* Documents:
  + [MyDocuments](https://www.itu.int/myworkspace/#/Documents/MyDocuments/meeting=T22-TSAG-221212): Simplified access to Study Group documents, per meeting, with multiple sorting and selection filters and full-text search, and automatic translation from English into 5 other official ITU languages (available on request).
  + [Suggested documents](https://www.itu.int/myworkspace/#/Documents/Suggested-Documents): A proposed list of documents based on pre-set user interests, with the option to bookmark favourites.
* [SDG Mapping](https://www.itu.int/myworkspace/#/sdg): Automatic mapping of ITU-T activities with UN SDGs by evaluating semantic relevance of texts.
* [Calendar](https://www.itu.int/myworkspace/#/Calendar): Monthly calendar view of all ITU events with filters on ITU sectors and ITU-T working groups, with detailed information.
* [MyEvents](https://www.itu.int/myworkspace/#/Myevents): Events management platform that 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.
* [Mailing list](https://www.itu.int/myworkspace/#/Mailing): Subscription management with search functionality.
* [Community](https://www.itu.int/myworkspace/#/Community): MyWorkspace user directory.
* [Profile and preferences](https://www.itu.int/myworkspace/#/profile): User personal information and interests.

In addition to those integrated applications, MyWorkspace also offers access to an external set of services:

* [Other Apps](https://www.itu.int/myworkspace/#/Other-apps): Direct access to external services such as [ITU-T Cloud](http://tsbcloud.itu.int), [ITU-T Databases](https://www.itu.int/en/ITU-T/publications/Pages/dbase.aspx), a [Meeting documents synchronisation tool](https://www.itu.int/en/ITU-T/ewm/Pages/sync-app.aspx), Extranet collaboration platforms, [ITU Search](http://www.itu.int/search), [Frequently asked questions](https://www.itu.int/net/ITU-T/info/faqs.aspx).
  + 1. Alternative Approval Process System

Online solution to apply the ITU-T A.8 simplified and faster procedure used for seeking the approval of draft new and revised Recommendations. TSB released an enhanced AAP interface in November 2021: <https://www.itu.int/t/aap/aap-recs>

Some of the improvements are:

* More intuitive and responsive user interface.
* Advanced filtering/searching of current and previous AAP work items.
* High visibility of AAP work items that are available for comment (LC or AR).
* Improved visualisation of AAP work item history.
* Integration with the Work Programme database.

Feedback on the new interface is welcome.

* + 1. ITU-T Work Programme

Suite of Windows and [Web applications](https://www.itu.int/itu-t/workprog/) to follow ITU-T Working Groups current and past structure and work items.

* + 1. ITU-T Liaison Statements

Online application to access the [ITU-T Liaison Statements](https://www.itu.int/net4/ITU-T/ls) database.

* + 1. ITU-T Recommendations

Suite of Windows and Web applications to follow and access [ITU-T Recommendations](https://www.itu.int/itu-t/recommendations) publications.

Detailed ITU-T Recommendation information – including series titles – is available on pages such as <https://www.itu.int/itu-t/recommendations/rec.aspx?rec=J.1204>. IS are looking into adding recommendation series titles to final publication distribution pages such as <https://www.itu.int/rec/T-REC-J.1204> as well.

* + 1. ICT Standards Landscape

Online management and research tool across the [ICT standards landscape](https://www.itu.int/itu-t/landscape) covering various high-level topics linked to ITU-T and other SDOs’ standards, under the responsibility of experts in the respective domain, such as:

* [Access Network Transport](https://www.itu.int/itu-t/landscape/?topic=tx356)
* [Cloud Computing](https://www.itu.int/itu-t/landscape/?topic=tx378)
* [Home Network Transport](https://www.itu.int/itu-t/landscape/?topic=tx153)
* [ICT Security](https://www.itu.int/itu-t/landscape/?topic=tx279)
* [IMT-2020 and beyond](https://www.itu.int/itu-t/landscape/?topic=tx379)
* [ITS Communication](https://www.itu.int/itu-t/landscape/?topic=tx21)
* [IoT & Smart Sustainable Cities](https://www.itu.int/itu-t/landscape/?topic=tx380)

This was enhanced end of 2022 for an improved user experience and maintenance, and a better integration with ITU-T Recommendations and ITU-T Work Programme resources.

* + 1. Intellectual Property Rights (IPR) in ITU-T Recommendations

Online search on [ITU-T Recommendations patents and software](https://www.itu.int/net4/ipr/search.aspx) copyright declarations.

* + 1. ITU-R/ITU-T Terms & Definitions Database

Online search on [ITU-R and ITU-T Recommendations terms and definitions](https://www.itu.int/br_tsb_terms/) databases.

This is maintained in close collaboration with the Coordination Committee for Vocabulary ([CCV](https://www.itu.int/en/ITU-R/study-groups/rccv/Pages/default.aspx)).

* + 1. ITU National Numbering Plans Repository

Online access to [ITU National Numbering Plans](https://www.itu.int/itu-t/nnp/#/home) which has been enhanced to allow users to access both the notifications of the administrations' plans in Word format and in dynamic lists, when applicable.

* + 1. **International Numbering Resources**

Among the numerous databases for the management of [International Numbering Resources](https://www.itu.int/en/ITU-T/inr/Pages/default.aspx), two have been upgraded in 2022 to adapt to the changing needs:

* [Universal Numbers applications](https://www.itu.int/en/ITU-T/inr/unum/Pages/default.aspx): Enable the tracking of operators whose numbers have been reclaimed.
* [Issuer Identifier Number](https://www.itu.int/net/itu-t/inrdb/secured/e118iin.aspx) (IIN): New workflow application allowing TSB secretariat to manage IIN registration.
  + 1. ITUSearch

Online search on ITU digital resources, including files that public search engines (e.g. Google) cannot access: meeting documents, publications, web pages, [ITU regulatory texts](https://www.itu.int/search#?target=Base%20text&ex=false&q=&fl=0) in 6 languages and the latest WTDC and WTSA outputs. Since last TSAG, its user interface became simpler and filtering more intuitive. The request to improve the search engine is under study.

* 1. 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 **393 active ITU-T mailing lists** with a total of **57947 subscriptions** currently being used as shown in the table below. Since last TSAG, TSB set up a new mailing list so ITU-T experts receive an alert for each TSB Circular posting.

|  |  |  |
| --- | --- | --- |
| **Group** | **Mailing lists** | **Subscribers** |
| **TSAG** | 10 | 2280 |
| **SG2** | 31 | 2616 |
| **SG3** | 14 | 2110 |
| **SG5** | 14 | 2159 |
| **SG9** | 3 | 282 |
| **SG11** | 18 | 2162 |
| **SG12** | 24 | 4205 |
| **SG13** | 27 | 5593 |
| **SG15** | 19 | 5891 |
| **SG16** | 19 | 2650 |
| **SG17** | 19 | 3820 |
| **SG20** | 13 | 3949 |
| **Regional Groups** | 24 | 2229 |
| **Focus Groups** | 85 | 10753 |
| **Joint Coordination Activities** | 13 | 1514 |
| **Other Groups** | 60 | 5734 |
| **Total** | **393** | **57947** |

1. Electronic Meetings

In response to WTSA Resolution 32 (*Strengthening electronic working methods for the work of the ITU Telecommunication Standardization Sector*) and PP 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 and offers remote participation for every physical meeting, thus allowing and encouraging delegates’ engagement from developing countries.

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 enforces several layers of access control to make sure that only registered participants can have access to Statutory meetings.

MyMeetings is also 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.

For the period from **November 2022 to May 2023**, TSB organised more than **2700 e-meetings** sessions, with over **33000 connections.**

1. 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 methods. TSB reviews these requests, and they 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 | | High | | In addition to the Rapporteur Group Meetings (RGM) Document Management System, TSB is also looking into the evolution of the existing Direct Document Posting (DDP) system as a suitable platform for DDP for TDs. |
| A-2 | Improvements to the Sync tool. | | Ongoing | | 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. | | Ongoing | | 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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