

# **Guide to current and future practices in the implementation of multilingualism at ITU**

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## Introduction

- 1) Multilingualism is a core value and founding principle of the United Nations, critical to achieving the goals of the organization and ensuring the equal participation of the Member States. It is essential to multilateral communications, enabling decisions of intergovernmental bodies to be understood, implemented and accepted by the people they serve. Multilingualism is an indispensable tool in the advancement of the 2030 Agenda for Sustainable Development and the achievement of the 17 Sustainable Development Goals.
- 2) ITU recognizes the paramount importance of multilingualism and is fully committed to its implementation through the use of the six official languages of the Union (Arabic, Chinese, English, French, Russian, Spanish) on an equal footing throughout all its activities, as outlined in Resolution 154 (Rev. Bucharest, 2022) of the Plenipotentiary Conference, to the extent possible within available resources.
- 3) The 2020 Joint Inspection Unit (JIU) report on Multilingualism in the UN system ([JIU/REP/2020/6](#)) recommended that UN system organizations prepare a strategic policy framework on multilingualism, accompanied by administrative and operational guidelines for its implementation.
- 4) The ITU [Policy Framework on Multilingualism](#) was developed by the Conferences and Publications Department (C&P) and the Council Working Group on Languages (CWG-LANG) and endorsed by the ITU Council in its March 2022 session.
- 5) This report and accompanying staff guidelines in [Annex 2](#) aim to meet the requirements of the JIU, the ITU Council and Resolution 154 (Rev. Bucharest, 2022) of the Plenipotentiary Conference to provide guidelines for the implementation of multilingualism at ITU.
- 6) The report offers a full overview of the governance, current practice and future strategies for implementing multilingualism throughout ITU.

## Governance and administration of multilingualism

### Roles and responsibilities

The implementation of multilingualism at ITU is organized through the following bodies and roles:

- 1) The [Council Working Group on the use of the six official languages of the Union \(CWG-LANG\)](#) was established by Resolution 1238 adopted by the 2005 session of Council. Its objective is to oversee the implementation of [Resolution 154 \(Rev. Bucharest, 2022\)](#) of the Plenipotentiary Conference on the use of the six languages of the Union on an equal footing. Open to all Member States, CWG-LANG is supported by the ITU Secretariat through the Conferences and Publications Department of ITU.
- 2) The [ITU Coordination Committee for Terminology \(CCT\)](#) was established by Resolution 1386 at the 2017 session of Council. Grouping ITU-T's Standardization Committee for Terminology (SCV), ITU-R's Coordination Committee for Vocabulary (CCV) and ITU-D representatives, it is responsible for standardizing terminology and definitions within ITU, based on proposals submitted by the ITU Study Groups in English, as well as the adoption of translations of these terms and definitions into the other five official

languages as submitted by the ITU General Secretariat. CCT operates closely with CWG-LANG, C&P and the editors in the three Bureaux following the workflow included here as [Annex 1](#).

Providing timely, approved, and relevant ITU terminology in all six languages of the Union is essential to meet the goals of the Policy Framework on Multilingualism. All terminology validated by the CCT is included in the online ITU Terms and Definitions database.

- 3) The Intersectoral Group on Multilingualism (IGM) exists to facilitate and promote a coordinated and coherent approach to multilingualism throughout the Union. It is made up of the ITU Focal Point for Multilingualism and the focal points for multilingualism appointed by the ITU Bureaux and General Secretariat. The group works to follow up on recommendations and requirements from governing bodies on multilingualism, including the International Annual Meeting on Language Arrangements, Documentation and Publications (IAMLADP), JIU, Resolution 154 (Rev. Bucharest, 2022) of the Plenipotentiary Conference, Council Resolution 1372 and CWG-LANG. Its activities focus on formulating recommendations for the implementation of multilingualism in the daily work of ITU.
- 4) Appointed in line with [Recommendation 2 of the JIU report](#), the ITU Focal Point for Multilingualism acts as the delegated authority tasked with the coordination of the implementation of the strategic policy framework for multilingualism across the organization. Working through the IGM, the Focal Point is responsible for coordinating with ITU colleagues in the Bureaux and Secretariat to ensure multilingualism is implemented according to all relevant resolutions, service orders and guidance documents.
- 5) The [Conferences and Publications Department \(C&P\)](#) provides linguistic and logistical expertise to ITU members and staff to organize conferences, meetings and events, produces publications and prepares official documents in the six official languages of the Union. C&P provides high-quality translation and text processing services for official texts, coordinates teams of experienced interpreters, ensures the availability of infrastructure and facilities for holding conferences and meetings. These activities are supported by the growing use of [digital technology and tools](#) to complement the work of professional human translators, increasing capacity and reach. C&P also ensures all terminology validated by the CCT is included within UNTERM, the United Nations terminology database for translators, where ITU is responsible for the ICT domain.

### ITU resolutions, decisions and recommendations relating to language policy

<a href="#">Article 29 of the Constitution and Article 35 of the Convention of the Basic Texts</a>
<a href="#">Resolution 154 (Rev. Bucharest, 2022) on the use of the six official languages</a>
<a href="#">Resolution 168 (Rev. Guadalajara, 2010)</a> on translation of ITU recommendations
<a href="#">Resolution 66 (Rev. Bucharest, 2022)</a> on documents and publications of the Union
<a href="#">Resolution 165 (Rev. Dubai, 2018)</a> on deadlines for the submission of proposals and procedures for the registration of participants for conferences and assemblies of the Union

<a href="#">Decision 5 (Rev. Bucharest, 2022)</a> on revenue and expenses for the Union for the period 2024-2027
<a href="#">Decision 11 (Rev. Bucharest, 2022)</a> on the creation and management of Council working groups
<a href="#">Resolution 1372</a> on the Council Working Group on Languages (CWG-LANG)
<a href="#">Resolution 1386</a> on the ITU Coordination Committee for Terminology
<a href="#">WTSA Res. 67 (2022)</a> on the use in the ITU Standardization Sector of the languages of the Union on an equal footing and the Standardization Committee for Vocabulary
<a href="#">ITU R Resolution 36-5</a> on coordination of vocabulary in the six official languages of the Union on an equal footing in the ITU Radiocommunication Sector
<a href="#">ITU D Resolution 1 (Rev. Kigali, 2022) on Rules of procedure of the ITU Telecommunication Development Sector</a>
<a href="#">Document C22/INF/7</a> on the review of the measures and principles for interpretation and translation in ITU
<a href="#">Service Order on Policy and Procedures Governing Translation and Translation-related Activities</a>

## Current practice and future strategies for implementing multilingualism at ITU

### Translation: current practices

Translation is an essential element of the Union’s work, enabling a common understanding among the entire ITU membership on the important issues under discussion. It is also critical for maintaining and improving the multilingual content and services required by the global character of organizations in the United Nations system.

The bedrock of multilingualism within ITU is the language services department of C&P. It provides translation and interpretation services between the six official languages of ITU for conferences, meetings, documents, publications and web pages. Its work is governed by the [Measures and Principles for Interpretation and Translation in ITU](#) as endorsed by Council-22, which sets out the statutory minimum requirements for translation and interpretation by the Bureaux and General Secretariat.

### Translation methods

- 1) **Human translation** into all six official languages is carried out by professional, highly qualified and experienced linguists, with the increasing support of machine translation and computer-assisted translation tools (CAT). These include the ITU Translate machine translation tool for segment, document, and website translation, which includes a post-editing function; the eLUNa CAT tool; and the UN terminology database.
- 2) **Machine translation:** ITU Translate, a neural machine translation tool developed in-house, trained on ITU data, and drawing on a selection of commercial translation engines, can be used to provide instant, user-generated translations in all six languages for web pages and documents. It supplements and complements human translation by providing up-to-date access to information in the six official languages simultaneously in “good enough” quality for all general purposes, increasing productivity and efficiency.

All translations generated by ITU Translate must be accompanied by a mandatory [disclaimer](#) indicating that ITU is not responsible for the translated content and the original (generally, English) version remains the reference version.

## Products translated

**Translation** activities can be divided into three main categories – documents, web pages and publications.

- 1) **Documents** are currently translated by the human translation service in line with the requirements of the Measures and Principles and following the workflows and procedures outlined in the Service Order on Policy and Procedures Governing Translation and Translation-related activities, the Framework for Translation Forecasting and the Guidelines on the Submission of Documents for Translation.
- 2) **Web pages** have previously been translated by the human translation service in line with the Measures and Principles. The ITU Translate machine translation tool is now increasingly used on all new web pages (ITU Council 23), especially where content is dynamic (ITU News); where content has not previously been available in all languages; and as an interim measure pending human translation. Machine translation is available on both the older web platform (SharePoint) and the new WordPress web platform. The machine translation tool is integrated into the template of the WordPress platform as the default option, which can be disabled in cases where human translation is necessary.
- 3) **Publications** are translated by the human translation service in line with Measures and Principles documents. Selected additional publications are translated at the request of the content owner into all languages or into languages relevant to a particular region. New accessible formats for publications include mobi and ePub for screen readers. ITU is working to make publications available in HTML format which will allow for machine translation of publications.
- 4) **Terminology and definitions** validated in English by CCT are translated by the ITU language services. These translations are validated by CCT experts before inclusion in the online ITU Terms and Definitions database and UNTERM. Terminology work related to ICTs, telecommunications and technology in general is also carried out by C&P to support ITU translators and all UN system linguists with access to UNTERM.
- 5) **Social media posts**: some 50 official social media accounts (primarily X (formerly Twitter) and LinkedIn, as well as Facebook, Instagram, and YouTube) are managed across ITU in English, except in emergencies. As social media is a two-way, communicative platform, it requires engagement with users, monitoring and replying to responses, as appropriate. Some Regional Offices currently post, translate, and repost corporate and Bureaux posts and comment on selected corporate and Bureaux posts in the respective local languages.

## Translation: future strategies

A new approach to translation strategies is needed in response to several external factors: the increasing digitalization of communication tools and platforms, new AI-based technological tools, and the need to balance the provision of multilingual content against financial sustainability. Integrating human and machine intelligence can promote multilingual content as mandated by ITU's Member States whilst increasing efficiency and reducing costs. All

applications of new technologies need to be closely evaluated and monitored to ensure quality.

Additionally, ITU follows closely UN reports on multilingualism and the developments and experiences of other UN system organizations, noting relevant new proposals and measures to improve multilingual outreach and awareness. The steps outlined below will allow ITU to fulfil the main objective of increasing access to information and content in all six official languages in a cost-effective and timely manner.

- 1) **Machine translation engines:** ITU has tested and explored additional commercial machine translation engines to identify the best engine(s) in terms of both quality of output and cost. The machine translation engines will continue to be trained on ITU content to further improve the quality of translation.
- 2) **Expanding use of ITU Translate on ITU web pages:** to respond to Member States' requests to increase the availability of ITU web content in all six languages on an equal basis, the use of the ITU Translate machine translation tool must be expanded:
  - a) **Categorization of content for translation based on audience:** it is important to consider the nature of, and audience for, each type of ITU content. Different audiences include the general public, Member States, and highly technical specialists; audiences also vary by size, from broad to narrow to niche. Expectations of quality of translation may vary across audiences. Where ITU content may be statutory, legally binding or highly technical (including, but not limited to, the Radio Regulations, Rules of Procedure and Final Acts of conferences; WRC, regional radiocommunication conferences and Radiocommunication Assembly (RA) working and output documents; submissions to the meetings of the Radio Regulations Board, minutes of its meetings and summaries of decisions; and ITU-R recommendations, in particular those incorporated by reference in the Radio Regulations), high precision and quality of translation are essential. Machine translation is not appropriate and human translation must continue to be used.

For more general or more time-critical items (e.g., news stories blogs, press releases) where audiences may be more tolerant of lower precision translation ("good enough"), or where audiences may be too small for cost-efficient human translation (specialised or regional publications), machine translation can be recommended. The option of post-machine translation human editing remains for some categories of content on a case-by-case basis (noting that time/cost saving will not be as decisive as with raw machine translation; and that options include light post-editing or intensive post-editing). Post-editing can also be used on machine-translated webpages to implement minor corrections.

A proposed matrix to clarify use cases for each translation method (raw machine translation, machine translation with human post-editing, human translation) has been developed for all web pages (see [Annex 2](#)). The **translation matrix may be applied to all current and new web pages** to establish consistent use cases for human translation with the agreement of the Bureaux and the General Secretariat.

- b) **Post-editing:** a post-editing function will enable segment translations to be edited by content owners or translators if necessary. An AI-based tool is also available to provide automatic post-editing.

- c) **Increasing relevant skills:** ITU will increase expertise in the use of machine translation tools, including post-editing and formatting skills, through relevant targeted training.
  - d) **Monitoring usage:** ITU will monitor usage of the translation tool by page, language, and period; traffic generally peaks at times of major conferences or events. This will enable a clear understanding of budgetary implications.
  - e) **Monitoring user satisfaction:** ITU will continue to evaluate user satisfaction with the quality of translation through delegate surveys at events, dedicated focal points within each Bureau, regular analysis by the professional language service and the feedback option on the ITU Translate dropdown menu on each page.
  - f) **Promoting usage:** the use of machine translation (and post-editing functions) on both web platforms will be promoted through internal communications to build awareness of ITU Translate, its use and default status, and [Annex 2](#) to this document.
- 3) **Publications:** to increase the availability of ITU publications in all six official languages, ITU is developing an HTML format for publications, which will enable the ITU Translate tool to be used as default on any publication. The tool may also be disabled if human translation of HTML publications is preferred or necessary in accordance with the Measures and Principles.
- The translation matrix may be adapted for all publications to provide greater reach in all six languages and a coordinated, efficient approach across all Bureaux and publication type. This may involve a broad categorization of all publications to be coordinated and approved by all Bureaux and the General Secretariat.
- 4) **Documents:** documents will continue to be translated by human translation service in line with the requirements of the Measures and Principles. The following measures will increase the timely and efficient provision of documents in all six languages, and enable Member State delegates to access provisional versions of documents under discussion in gist translation in all languages:
- a) Increase awareness, training and enforcement of the use of the [Conference Proposals Interface](#) (CPI). The CPI is a web-based tool which assists in the preparation of contributions for major conferences by creating a clean, uniform, baseline document or skeleton to be modified as desired. Its widespread use by all Member States will enable documents to be prepared correctly and avoid delay in the translation process. ITU will explore measures to increase promotion of CPI, including updating guidelines and training links.
  - b) Continue the provision of ITU Translate machine translation in the document management system where delegates access and download meeting documents, following initial beta testing at Council 23. This will enable delegates to create machine translations of documents if human translation is not available or not yet available. All machine translations must be accompanied by a disclaimer or watermark to clearly indicate that the content has been machine translated (and is not an official ITU version).
- 5) **Terminology:** CCT will continue to optimize the process for the validation and adoption of translations of terms and definition in all six languages. C&P will continue to work with ITU and UN system linguists to enrich the ICTs and telecommunications domains

within UNTERM. New ways to collaborate with interested Member States are also being implemented.

- 6) **Social media:** the ITU website is the organization's key communication and knowledge-sharing tool. Great importance is also placed on the role of multilingual social media in these areas in the JIU report, in Resolution 154 (Rev. Bucharest, 2022) of the Plenipotentiary Conference and in the Policy Framework on Multilingualism, as well as in the UN SG Bulletin ST SGB 2019 5 on the Institutional Use of Social Media. Increasing the quantity and quality of social media output and engagement in the six ITU official languages could increase the relevance of ITU by meaningful engagement in the local language and local content in support of the two ITU goals in the Strategic Plan. The following measures are recommended:
- a) Expand social media reach in all six languages to provide updates on key work and priorities.
  - b) In collaboration with Regional and Area Offices, Corporate Communications to provide content in the relevant local official language(s) in case of emergency where lives are at risk.
  - c) Where feasible within available financial resources, Regional and Area Offices to work to expand outreach in the relevant official language on social media (translating and creating posts, monitoring traffic and responses, providing approved replies as necessary)
  - d) Regional and Area Offices to provide content in relevant official languages on key projects and initiatives on their respective accounts.
  - e) Corporate and Bureaux Communications to identify and provide in a timely manner social media messages to Regional Offices on a regular basis for translation and dissemination on local accounts.

### **Interpretation: current practices**

Simultaneous interpretation in the six official languages (or in specific language combinations) is an essential service in all conferences and meetings as detailed in the Measures and Principles. ITU recruits experienced interpreters to serve meetings in Geneva and around the world. With the development of new technologies, there are alternative options available for providing interpretation:

- 1) **In-person interpretation:** in line with other UN organizations in Geneva, ITU uses in-person interpretation for the majority of events, with interpreters physically present in on-site interpretation booths. This ensures the best possible interpretation quality, including accuracy, sound, teamwork, coordination, and technical equipment.
- 2) **Remote interpretation systems:** ITU has implemented remote interpretation systems providing either fully remote interpretation or support for in-person interpretation in a variety of meetings. These practices were primarily implemented during the COVID-19 pandemic, where remote interpretation and its associated solutions allowed ITU to maintain business continuity and the successful provision of multilingual services.
- 3) **AI-based interpretation solutions:** ITU is testing and evaluating AI-powered interpretation solutions. These solutions can currently be used in floor-only meetings or speeches where there is no debate with the audience. The quality of AI-based



interpretation is not yet sufficient for its use in statutory meetings, or any meeting format where there is debate, which continue to use in-person interpretation.

### **Interpretation: future strategies**

The ITU Interpretation Service is exploring and evaluating the best ways to apply new technologies such as Remote Simultaneous Interpretation (RSI) and AI-powered interpretation to improve external and internal processes. It is equally aiming to identify cost-effective, high-quality options for interpretation whilst increasing the scope of the interpretation service for ITU meetings and events within the budget available. A proposed strategy under development includes categorization of events and meetings with different interpretation needs.

### **Additional multilingual activities and approaches: current practice**

#### **HRMD**

Human Resources Management Department (HRMD) policies should include measures for the development of a multilingual workforce, starting at the recruitment stage and supporting staff members throughout their service, including language skills in their career path as part of competencies, performance appraisal and advancement.

- 1) **Language learning:** the JIU report calls for language learning as part of continuous professional development, focusing on the need to secure appropriate funding to ensure the improvement of language skills of staff members in the official languages. ITU offers language courses in the six official languages of the UN (Arabic, Chinese, English, French, Russian and Spanish). The programmes are designed to achieve the official exam after completing the highest level of the programme, representing between five to nine years of study depending on the language. The courses are open to anyone with a contract which allows them to complete a full semester with end of course exams. This includes interns and ITU staff spouses. If an ITU staff member does not pass the exam, the cost of the course is charged as a deduction from salary. Senior leadership are also provided with tailored language training as necessary.
- 2) **Recruitment:** ITU vacancy notices (except for certain positions with specific requirements, and those for SSAs and internships) include the requirement of speaking one official language at an advanced level (of one of the six (6) official languages of the Union and not necessarily English) and a second one at intermediate level. All fixed-term vacancy notices are published in both English and French, with the exception of project posts.
- 3) **Administrative processes and internal communications:** in recognition of the location of its headquarters in Geneva, all administrative processes and internal communications are bilingual in French and English. This practice dilutes the dominance of the English language, creating awareness of multilingualism and promoting its importance on a daily basis. French and English are used regularly in areas including:
  - a) The Employee Performance Management and Development System (ePMDS), where staff can formulate work objectives in either language.
  - b) The Learning Management System, offering content and classes in the official languages (and some additional languages).

- c) All-staff meetings organized by HRMD usually provide interpretation for French and allow staff to express themselves in either French or English.
- d) Intranet messages and notices, including communications from local authorities.
- e) Most mandatory training courses.
- f) Service orders and official memoranda are produced in both French and English.

In addition, Regional Offices may make use of the local official languages in administrative processes and internal communications.

### **ITU Regional Offices**

Regional Offices in Africa, the Americas, the Arab States, Asia and the Pacific, the Commonwealth of Independent States (CIS) and Europe have an important role to play in implementing the principles of multilingualism throughout ITU's work. Regional Offices typically work in English plus the dominant official language of the region (e.g., Russian in CIS, Spanish in the Americas). Current activities include:

- 1) Posting/reposting and engaging in the local official language with social media posts from selected ITU corporate and Bureaux accounts.
- 2) Holding regional events and meetings in the local official language in addition to English, with interpretation where necessary.
- 3) Producing regional reports in the local official language.
- 4) Input and update to selected webpages in the local official language.
- 5) Communication Officer, where applicable, focused on outreach and engagement in the region in the local official language.

### **Local non-official languages**

To ensure accessibility and inclusivity, selected ITU content is provided in local (non-official) languages through ITU-D, such as for training, specific initiatives and in the case of emergencies. This is usually provided within the scope of projects or initiatives, where Member States or Sector Members may fund interpretation or translation into official or non-official languages as necessary.

### **Promotion of multilingualism**

The JIU report calls for raising awareness through language-related events and initiatives, in addition to coordination within and across the UN system. Current activities include the internal staff magazine (available in English and French), which is used to raise awareness of multilingual issues by highlighting the different languages spoken by staff, profiles of language professionals and language day celebrations; a new multilingualism web page providing an overview of ITU's activities and serving as a central point for further resources and links; ITU news articles on the role and implementation of multilingualism at ITU including the UN International Translation Day; and regular participation in UN-system events, webinars and meetings focused on multilingualism, such as the International Annual Meeting on Language Arrangements, Documentation and Publications (IAMLADP) and its task forces, and the International Annual Meeting on Computer-Assisted Translation and Terminology (IAMCATT).

## Language style guides

ITU provides [style guides in the official languages](#) of the Union to codify practices in drafting, translating and editing ITU documents, ensuring uniformity and consistency in all ITU materials. In addition, UN Guidelines on gender inclusive language to help UN staff in all communications have been produced in the six official languages, reflecting the specificities and unique features of each language with recommendations tailored to each specific linguistic context.

## Accessibility and inclusivity

Making as much content and knowledge available as possible in all six official languages, and in as many languages as possible, is an essential part of reaching as many people as possible, whether delegates, Member States representative or general populations. Multilingualism is therefore one of the key elements to making ITU's work accessible to as many people as possible. Provision is additionally made for sign language interpretation as required.

## Prevalence of French language in Union texts

In accordance with [Article 29 of the Basic Texts](#), in the case of discrepancy or dispute in any documents or texts of the Union, the French version prevails.

## Additional multilingual activities and approaches: future strategies

### HRMD

HRMD is central to mainstreaming multilingualism throughout the Organization. HRMD aims to foster an inclusive and welcoming working environment for multilingual staff, ensuring staff engagement and incorporating a multilingual perspective in ongoing strategic frameworks. This will be achieved through measures such as:

- 1) Reviewing the UN Language Framework once available to consider its adoption to promote consistency in language learning and assessment, and workforce language skills.
- 2) Assessing language skills and proficiency levels to identify gaps in capacity, meet the future needs of the organization and highlight the value of multilingualism.
- 3) Provide induction documentation and training in English and French, underlining the importance of multilingualism as an ITU value in induction and onboarding processes for all staff.
- 4) Consider introducing, in collaboration with other relevant departments, informal or social sessions to encourage use of all official languages, including coffee briefings, peer learning or informal conversation groups.

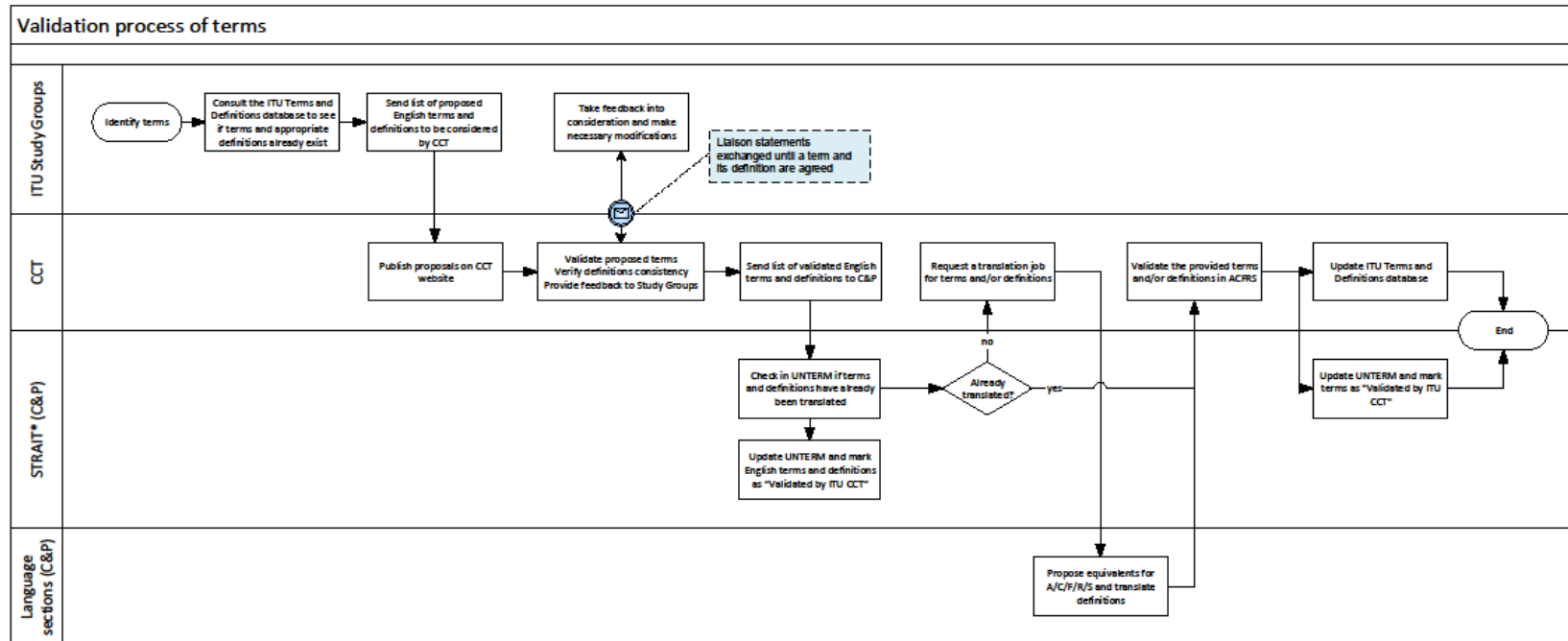
### Promotion of multilingualism

A **plan of action on multilingualism with the Regional Offices** is being developed to focus on increasing availability of ITU content in relevant non-official languages through measures such as partnering with Member States, Sector Members, and academia; promoting the use of new technologies such as machine translation; and raising awareness of the importance of local languages in ensuring meaningful connectivity.

Several other general initiatives may be considered to promote multilingualism more widely:

- 1) A concise **multilingualism statement** online and circulated to Member States outlining ITU's commitment to the Policy Framework on Multilingualism and any new policies, initiatives, or updates.
- 2) **Informal language day celebrations** to be arranged and promoted throughout the organization, with senior management participation.
- 3) Provide an official **multilingual signature option** for staff to customize, raising awareness of the value and importance of multilingualism and promoting inclusivity in correspondence.
- 4) **Elected Officials to set the tone from the top** by delivering messages, conducting bilateral meetings, and engaging with national authorities and media in different languages.
- 5) Aim to improve multilingualism in the ITU **procurement process** by providing general documentation in all six languages on the website.
- 6) Consider reference to and **collaboration with UN initiatives** such as the [International Decade of Indigenous Languages](#) or the [Recommendation on the Promotion and Use of Multilingualism and Universal Access to Cyberspace](#).
- 7) Consider **leveraging the importance of local/additional languages** for ensuring accessibility, meaningful connectivity, and inclusivity.

## Annex 1 - CCT workflow



\* STRAIT : C&P's Terminology, references and computer aids to translation section.

The ITU Terms and Definitions database is divided into four parts:

Part I: The terminology issued from the Constitution, Convention and Radio Regulations as well as those terms included in the V-Series Recommendations (public access).

Part II: The terminology related to approved ITU-T/ITU-R texts (Recommendations, Reports, Handbooks, etc.) (public access).

Part III: Temporary terminology issued from the Radiocommunication Study Groups under consideration by the CCT (as well as the drafts of definitions) (restricted access).

Part IV: A general list of abbreviations and acronyms (public access).

This terminology database is primarily intended to aid delegates, as well as the translation and interpretation services of the General Secretariat of the ITU. It is an essential tool for the experts of ITU Study Groups, as well as users external to the ITU, making possible the verification of each term (or definition) before the creation of a new one and ensuring consistency among various definitions. The terms and definitions in English newly proposed or revised during the study period are provided by the ITU Study Groups to be included in the database whereas the vocabulary in Arabic, Chinese, Spanish, French and Russian is provided by the ITU General Secretariat Conferences and Publications Department (C&P). Ultimately, the totality of the new vocabulary in all 6 languages is validated by the CCT Experts.

UNTERM is a multilingual terminology database maintained jointly by the UN Secretariat (including the main duty stations and regional commissions) and certain specialized agencies of the United Nations system, including the International Maritime Organization, the United Nations Educational, Scientific and Cultural Organization, the World Health Organization, the World Meteorological Organization and the International Telecommunications Union. This database is a linguistic tool created primarily to facilitate the work of linguistic staff of the United Nations system and other people around the world who participate or are interested in the Organizations activities. ITU is the reference for ICTs and telecommunications terminology.

## Annex 2 – Staff guidelines on the use of machine translation

### 1 Introduction

- 1.1 These guidelines aim to provide ITU staff with a clear understanding of how and when to use machine translation to increase the availability of multilingual ITU content as mandated by ITU Member States (Resolution 154, Rev. Bucharest, 2022) of the Plenipotentiary Conference.
- 1.2 The [Measures and Principles of Interpretation and Translation](#) (Measures and Principles) details all ITU documents, publications and webpages which must be translated into the six official languages (or combinations thereof).
- 1.3 Official translations of documents and publications are carried out by the language services professionals of the Conferences and Publications department (C&P) following Service Order 09/22.
- 1.4 For all other translations, including the majority of content published on ITU websites, machine translation provides an efficient, cost-effective and high standard alternative, when clearly marked as an automatic translation.

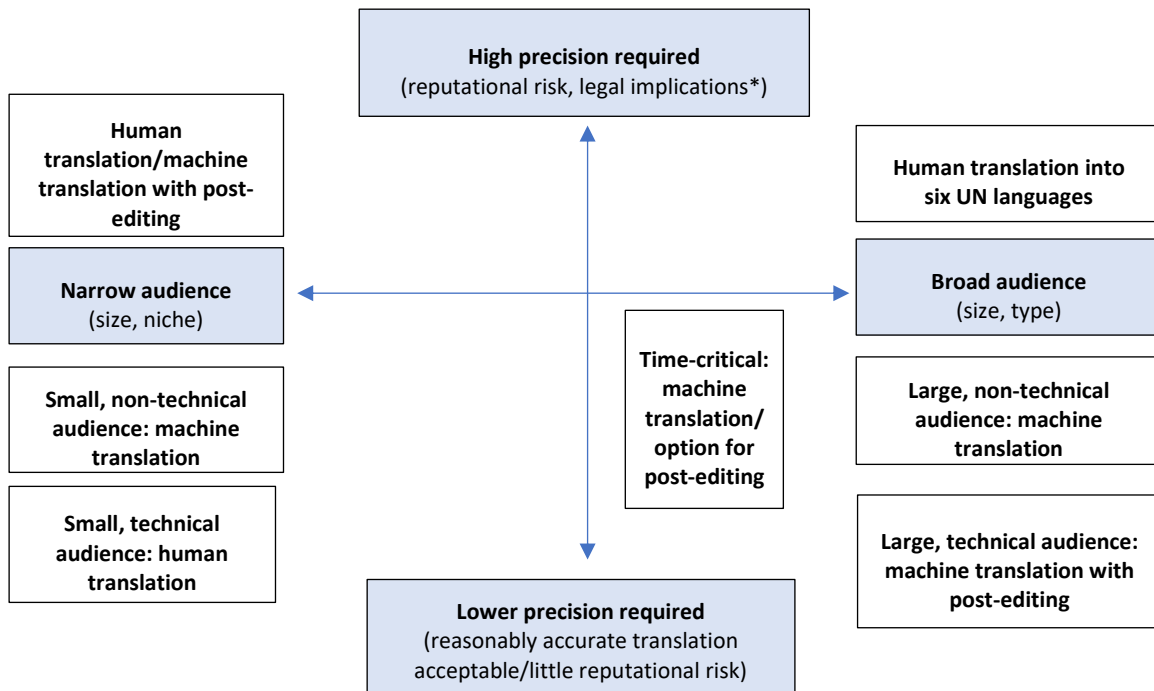
### 2 ITU Translate

- 2.1 ITU has developed its own inhouse machine translation tool, ITU Translate, trained on ITU content in all six official languages.
- 2.2 ITU Translate is now available on all webpages on both web content management platforms (SharePoint and WordPress) with an accompanying mandatory disclaimer.

### 3 Use of ITU Translate

- 3.1 All new webpages and as many existing webpages as possible should be available in all six official languages.
- 3.2 Machine translation via ITU Translate is the preferred means for webpage translation.
- 3.3 Web developers are responsible for installing the ITU Translate tool on any web page where it is not currently available. For any questions or assistance please contact [LING-IT-support@itu.int](mailto:LING-IT-support@itu.int).
- 3.4 Web pages which have been translated automatically may be post-edited to make minor corrections or amendments. Please contact [LING-IT-support@itu.int](mailto:LING-IT-support@itu.int) for access to the post-editing function.
- 3.5 Human translation of webpages may in some cases be more appropriate or recommended. Please consult the matrix below when deciding whether human translation is necessary.

## Translation matrix



\* Including, but not limited to, the Radio Regulations, Rules of Procedure and Final Acts of conferences; WRC, regional radiocommunication conferences and Radiocommunication Assembly (RA) working and output documents; submissions to the meetings of the Radio Regulations Board, minutes of its meetings and summaries of decisions; and ITU-R recommendations, in particular those incorporated by reference in the Radio Regulations. High precision and quality of translation are essential in these cases and all such content should continue to be human translated.

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