

A group of business professionals in a modern office setting, engaged in conversation near large windows. The scene is brightly lit, suggesting a high-rise building. In the foreground, a conference table is partially visible with a glass of water and some documents.

# Welcome toolkit for newly appointed diplomats in Geneva

Your guide to engaging with ITU from day one

March 2023



## Who is this guide for?

*If you have recently joined your Permanent Mission in Geneva and want to get up to speed with ITU, this guide is for you.*

We've put together all the information you need to get started, whether you're in charge of the ITU portfolio or simply interested in finding out more about cooperating with the Union.



How to create your ITU User account



How to access information available to Members only



Focal point coordination and registering for ITU events

## How was this guide prepared?

*This guide is based on frequently asked questions and suggestions received from Geneva Permanent Missions. It's designed to help you save time as you start engaging with ITU.*

More than a general presentation on ITU, it's a user manual with practical information on many aspects of your day-to-day relations with the Union, including insights on Protocol services such as organization of VIP visits at ITU Headquarters and social event reservations.



For more Information about ITU, visit [www.itu.int](http://www.itu.int)

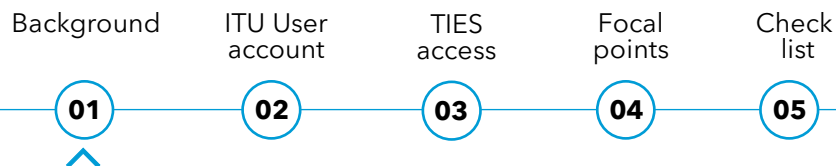


We welcome your ideas for improving your onboarding experience - please [contact us](#)

A modern glass-walled office building interior. In the foreground, a man in a dark suit and a woman in a black dress are walking away from the camera, looking at each other. In the background, another man and woman are standing and talking. The building has a curved glass facade and a polished floor that reflects the people and the structure. A blue semi-transparent overlay covers the bottom left portion of the image, containing text.

# Getting started

- Background
- Create your ITU user account
- Request TIES access
- Focal point coordination



# 01. Background

*At ITU, a Member State is represented by an Administration and three other categories, including Permanent Missions.*

## **ADMINISTRATION:**

Any governmental department or service responsible for representing a Member State at ITU.

193 Member States = 193 Administrations (in principle).

In most cases, the Administration is the Ministry of Information and Communication Technologies (ICT) or the Regulatory Authority of the country, but it can also be a different organization such as the Office of the Prime Minister.

The Administration has full powers and coordinates its country's participation in major ITU conferences.

All Member States are members of the 3 Sectors of the Union.

## **MINISTRY:**

If the Administration is not the Ministry of ICT, the category "Ministry" is used to identify the Ministry of ICT.

## **ADMINISTRATION RELATED:**

Any entity nominated by the Administration to assist the Administration on specific issues (e.g. spectrum management).

## **PERMANENT MISSION:**

An ITU Member State's representation in Geneva.



[Global Directory](#)

Click here to see your country's ITU Administration



[Status of Member States](#)

Click here to see the latest position of your country in relation to the Acts of the Union.

## 02. Create your ITU User account

*You need your first name, last name, job title and email address to create your online profile on the ITU website. Your ITU User account allows you to:*



Register for  
conferences  
and events



Request  
TIES access



Subscribe  
to mailing  
lists and  
notifications



Download  
publications



Receive automated email notifications when official documents are published on the ITU website. Log on to your user account and click on "TIES notifications" to select the documents you are interested in (e.g. General Secretariat/Council documents). Official communications can also be found here: [General Secretariat](#), [ITU-R](#), [ITU-T](#), [ITU-D](#).

To create your  
ITU user account,  
[click here](#)

Select "I am a new user" and  
"Member State" to continue:

- I have a User Account  
 I am a new user

User Account Creation  
Indicate your organization's membership status with ITU

- i** ITU MEMBERS  
 Member State



An email  
address can  
only be used  
once



Your Permanent  
Mission is listed  
in French in the  
dropdown menu



If you want to  
affiliate an  
existing User  
account to your  
Permanent  
Mission, [contact  
us](#)



User account  
creation is free  
of charge and  
does not require  
any approval

## FAQ: User accounts



### **Do I need TIES access to register to ITU events?**

You need an ITU user account to register for ITU events. TIES access is not required.



### **What is a TIES account?**

This does not exist. You have a user account, or a user account with TIES access.



### **After creating my user account, can I change my contact details?**

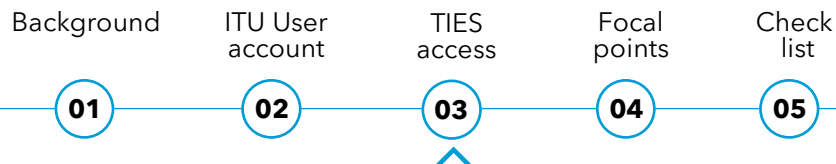
Absolutely.

You can update your personal information (including your first name, last name, job title, email address and password) online via your user account settings.



### **I already have a user account, linked to a different organization. How can I update it?**

[Contact us](#) and we will link it to your Permanent Mission.



## 03. Request TIES access

*As an ITU Member State diplomat, you can access all protected resources provided free of charge on the ITU website if your user account has TIES access*

- Protected resources include, for instance, meeting documents or contributions which are only available to ITU Members.
- TIES access does not provide free access to paying services (publications and e.bookshop).
- All Member State categories (Administration, Permanent Mission, Administration Related, Ministry) benefit from the same TIES access rights and can access the same information.



TIES stands for Telecommunication Information Exchange Service.

### To request TIES access:

- [Log on](#) to your ITU User account
- Click on "Request TIES Access"

Your request will be submitted for approval to your TIES Focal Point.

You will be informed by email once your request is approved.

## | 04. Focal point coordination



### ITU focal point

A colleague in your Permanent Mission has been nominated as the main liaison with ITU and is referred to as the ITU focal point.

[Learn more](#)

### TIES focal point

A TIES focal point is a colleague in your Permanent Mission who makes sure that only authorized staff can access protected resources on the ITU website.

[Learn more](#)

### Registration focal point

For events open to Members only (such as the ITU Council), a registration focal point from your Capital ensures that all delegates registering to attend are entitled to join as members of the national delegation of your country.

[Learn more](#)



## 04. ITU focal point at the Permanent Mission

*A colleague in your Permanent Mission has been nominated as the main liaison with the Union and is referred to as the ITU focal point*

Newly appointed diplomats are encouraged to liaise with their ITU focal point when taking up their position in Geneva.

✓ Copies of all ITU official communications issued to your Capital are sent to your ITU focal point

✓ ITU Notes Verbales are issued to your Permanent Mission via their email address

✓ They are often ITU's coordination counter-part for official courtesy visits to ITU

✓ A secondary ITU focal point can be nominated



Do you oversee ITU Affairs in your Permanent Mission and have been nominated as the new ITU focal point?

Or have you been nominated as a secondary ITU focal point?



Please let us know via [memberstates@itu.int](mailto:memberstates@itu.int)

# FAQs: ITU focal points



## How can we nominate a new ITU Focal Point for our Permanent Mission?

An email from the departing ITU focal point should be sent to [memberstates@itu.int](mailto:memberstates@itu.int).

If the outgoing focal point has already left the Permanent Mission, an official communication (scanned letter with the letterhead of the Permanent Mission) would be appreciated.



## Is it possible to nominate 2 or 3 ITU focal points?

For coordination purposes, we would suggest nominating one main ITU focal point only.

However, you may also nominate a secondary focal point to assist the main focal point for a certain period, for example.



## Can we receive ITU official communications to the email address of the Mission?

Absolutely.

ITU's practice is to always add the email address of Permanent Missions in copy on all emails to ITU focal points based in Permanent Missions.



## Who is the ITU focal point in my Capital?

Contact details for TU focal points in Capitals are listed in the ITU Global Directory. Note that this requires TIES access.

[Search for your country name](#) and select the "ADMIN" Category. The ITU focal point is shown in bold.

*If 2 names appear in bold, the focal point is the second one.*

## 04. TIES focal point

*A TIES focal point is a colleague at your Permanent Mission who makes sure that only authorized staff can access protected resources on the ITU website*

✓ All TIES access requests from staff at your Permanent Mission are sent to the TIES focal point for approval

✓ When a TIES user leaves the Permanent Mission, their TIES access is removed by the TIES focal point

✓ Approval, rejection and removal are handled online via a specific section of the TIES focal point user account which cannot be accessed by other users



Almost all Permanent Missions in Geneva have nominated a TIES Focal Point.

A few Capitals have asked for TIES access requests from their Permanent Mission in Geneva to be addressed to them directly. In these cases, the TIES focal point is a colleague from the Capital.

# FAQs: TIES focal points



## Can we nominate 2 or 3 TIES focal points?

The system only recognizes 1 TIES focal point



## Can the TIES focal point be the same person as the ITU focal point?

Absolutely.

It can either be the same person (as it is often the case) or someone else.



## How can my Permanent Mission nominate a new TIES focal point?

If there is already a TIES focal point:

- A new TIES focal point can be nominated by the outgoing one.
- The ITU focal point can also nominate a new TIES focal point.

If there is no TIES focal point in your Permanent Mission, [contact us](#).



## Can the TIES focal point of my Permanent Mission approve TIES access requests from a different organization?

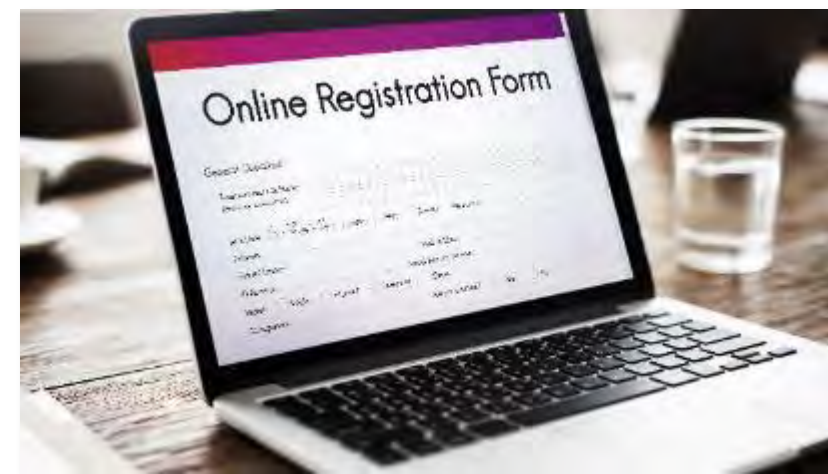
A TIES focal point is nominated to approve TIES access requests issued by colleagues from your Permanent Mission only.

## 04. Registration focal point

*For events open to Members only: a registration focal point from your Capital ensures that all delegates registering to attend are entitled to join as members of the national delegation of your country.*

Registering for an event as a delegate from a Permanent Mission:

- 1.** Complete your online registration
- 2.** Your Registration focal point receives your request for approval
- 3.** If your request is approved, you will be registered and will receive a confirmation of registration email



Capitals may nominate a different Registration focal point in their Administration for each ITU Sector at their discretion. It is possible to have one Registration focal point for ITU-R events only, and one for all other events, for example.

# FAQs: Registration focal points



## Who is the registration focal point in my Capital?

When you register online for an event that requires approval, your request is automatically issued to the relevant registration focal point in your Capital. If you would like to know who they are, [contact us](#).



## Is it possible to have multiple registration focal points?

Absolutely.

Capitals may nominate a different registration focal point for General Secretariat events and for each of the Sectors. It is also possible to have different registration focal points for the same Sector.



## 05. Checklist

- I have created (or updated) my **ITU user account** and subscribed to notifications.
- I have requested **TIES access** and now have access to protected data on the ITU website.
- I have contacted the **ITU Focal Point** in my Permanent Mission to express my interest in knowing more about ITU/or have informed ITU that I am the new ITU focal point.
- I have checked the **ITU Global Directory** for further information related to my country's membership.
- I am now familiar with the terminology related to the 3 **Focal point categories**.



Any questions ? [Contact us](#)



## Who's who

- ITU Elected Officials
- Chiefs of departments in the General Secretariat



# 06: Meet the ITU management team



**Ms. Doreen  
Bogdan-Martin**

Secretary-General

[Learn more](#)



**Mr. Tomas  
Lamanauskas**

Deputy Secretary-  
General

[Learn more](#)



**Mr. Mario  
Maniewicz**

Director of the  
Radiocommunication  
Bureau (BR)

[Learn more](#)



**Mr. Seizo  
Onoe**

Director of the  
Telecommunication  
Standardization  
Bureau (TSB)

[Learn more](#)



**Dr Cosmas  
Zavazava**

Director of the  
Telecommunication  
Development Bureau  
(BDT)

[Learn more](#)

# Ms. Doreen Bogdan-Martin

## Secretary-General



The Secretary-General oversees ITU's management and acts as the organization's legal representative.

**Ms Doreen Bogdan-Martin took office as Secretary-General of the ITU on 1 January 2023.** With over two decades of leadership experience in global telecommunications policy, she has emphasized the need for digital transformation to achieve economic prosperity, job creation, skills development, gender equality, and socio-economic inclusion, as well as to build circular economies, reduce climate impact, and save lives.

Her historic election by ITU Member States in September 2022 made her the first woman ever to head the 157-year-old organization.

Known for mobilizing innovative partnerships, she aims to promote meaningful connectivity, intensify cooperation to connect the unconnected, and strengthen the alignment of digital technologies with inclusive sustainable development.



Doreen Bogdan-Martin  
Biography



[sgo@itu.int](mailto:sgo@itu.int)



Secretary-General's  
corner

# Mr. Tomas Lamanauskas

## Deputy Secretary-General



The Deputy Secretary-General assists the Secretary-General, provides key management support, and fosters collaboration across the full range of ITU's activities.

**Tomas Lamanauskas took office as ITU's Deputy Secretary-General on 1 January 2023.**

He assists the ITU Secretary-General with managing the organization, addressing the needs of ITU's unique, global public-private membership, and pursuing key strategic objectives to promote inclusive digital transformation in line with sustainable development.

Mr Lamanauskas aims to forge impact-driven partnerships to advance global connectivity, help the information and communication technology industry cut emissions and address the climate crisis, and implement results-oriented management, with maximum transparency and accountability, to ready ITU for a dynamic future.

As Deputy Secretary-General, he fosters close collaboration across ITU's radiocommunication, standardization, and development activities.



Tomas Lamanauskas  
Biography



[dsg@itu.int](mailto:dsg@itu.int)



Deputy Secretary-General's  
corner

# Mr. Mario Maniewicz

Director of the Radiocommunication Bureau (BR)



## ITU-R Mandate:

> Develop and update **international regulations on the use of spectrum and orbits, so that:**

- radio frequencies and any associated orbits are used rationally, efficiently and economically, and countries or groups of countries may have equitable access to orbits and frequencies
- radiocommunication services can operate efficiently and effectively without harmful interference

> Disseminate information on these regulations, standards and best practices

> Develop **ITU-R Recommendations** which constitute a set of international technical standards on the use of orbit/spectrum, aimed at:

- Enabling international roaming, allowing citizens to use the same device in different countries
- Creating economies of scale, thereby enabling affordable devices and services
- Facilitating emergency communications

> Apply these regulations (frequency register and coordination)



Mario Maniewicz  
Biography



[brdirassistant@itu.int](mailto:brdirassistant@itu.int)



Director's  
Corner



ITU-R  
homepage



WRC-23



FAQ  
on Radio Regulations

# Mr. Seizo Onoe

## Director of the Telecommunication Standardization Bureau (TSB)



### ITU-T Mandate:

#### > Develop international technical standards known as [ITU-T Recommendations](#)

Defining operation and interoperability of information and communication technologies (ICTs)

#### > Standards are critical to the interoperability of ICTs.

Whether we exchange voice, video or data messages, standards enable global communications by ensuring that countries' ICT networks and devices "speak the same language"

#### > Standards are developed by the technical [Study Groups \(SGs\)](#)

ITU-T Study Groups (Study Period 2022-2024)

- SG2 - Operational aspects
- SG3 - Economic & policy issues
- SG5 - Environment, electromagnetic fields & circular economy
- SG9 - Broadband cable & TV
- SG11 - Protocols, test specifications & combating counterfeiting
- SG12 - Performance, quality of service and quality of experience
- SG13 - Future networks
- SG15 - Transport, access & home
- SG16 - Multimedia & digital technologies
- SG17 - Security
- SG20 - Internet of Things, smart cities & communities



Seizo Onoe  
Biography



[tsbdir@itu.int](mailto:tsbdir@itu.int)



Director's  
Corner



ITU-T  
homepage



FAQ

# Dr Cosmas Zavazava

## Director of the Telecommunication Development Bureau (BDT)



### ITU-D Mandate:

> Regulation & Policy, Infrastructure, and Measurement (Indicators and Statistics)

> Build human and institutional capacity, promote digital inclusion and provide concentrated assistance to countries in special need

> BDT work prioritizes those most in need- from people living in the world's Least Developed Countries to marginalized communities everywhere

> BDT administers ITU's regional presence

> Enhance environmental protection, climate change adaptation and mitigation and disaster-management efforts through telecommunication and ICTs

> Foster international cooperation on telecommunication and ICT development issues



Cosmas Zavazava  
Biography



[bdtdirector@itu.int](mailto:bdtdirector@itu.int)



Director's  
Corner











ITU-D  
homepage

# 07: Chiefs of departments of the General Secretariat

*The General Secretariat manages the administrative and financial aspects of the Union's activities, including the provision of conference services, planning and organization of major meetings, information services, security, strategic planning, and corporate functions such as communications, legal advice, finance, personnel, procurement, internal audit, etc.*

*Please find below the contact details of the Chiefs of Departments of the General Secretariat:*

Human Resources Management (HRMD)	Mr. Diego Ruiz Proano Chief, HRMD	 <a href="#">Department Mission</a>	 <a href="mailto:diego.ruiz@itu.int">diego.ruiz@itu.int</a>
Financial Resources Management (FRMD)	Mr. Alassane Ba Chief, FRMD	 <a href="#">Department Mission</a>	 <a href="mailto:alassane.ba@itu.int">alassane.ba@itu.int</a>
Conferences and Publications (C&P)	Mr. Xin Liu Chief, C&P	 <a href="#">Department Mission</a>	 <a href="mailto:xin.liu@itu.int">xin.liu@itu.int</a>
Information Services (IS)	Mr. Anders Norsker Chief, IS	 <a href="#">Department Mission</a>	 <a href="mailto:anders.norsker@itu.int">anders.norsker@itu.int</a>



# Membership and governance



# 08. Membership

*ITU's membership is composed of 193 Member States and over 900 companies, universities, international and regional organizations.*

## 193 ITU Member States

For an overview of how your country participates in the activities of the Union, please [contact us](#) and let us know if there is any information in particular that you'd like to receive.

[Global Directory](#)

## 900 Sector Members, Associates, Academia

Companies, universities, research institutes and international and regional organizations may become a member of one or more Sectors as Sector Members, Associates or Academia. Joining ITU allows them to participate in discussions that will impact their business and the broader economy and society.

[Learn more](#)

# 09. Governance: Plenipotentiary Conference

*ITU's highest policy-making body*

The Plenipotentiary Conference (PP) meets once every **four years** to:

- Set the Union's general policies
- Adopt the four-year strategic and financial plans
- Elect the senior management team of the organization, the Member States of the Council, and the members of the Radio Regulations Board.

The last Plenipotentiary Conference (PP-22) was held in Bucharest, Romania, from 26 September to 14 October 2022.

[Learn more](#)



**ITUPP**  
BUCHAREST2022

26 September - 14 October 2022  
Bucharest, Romania



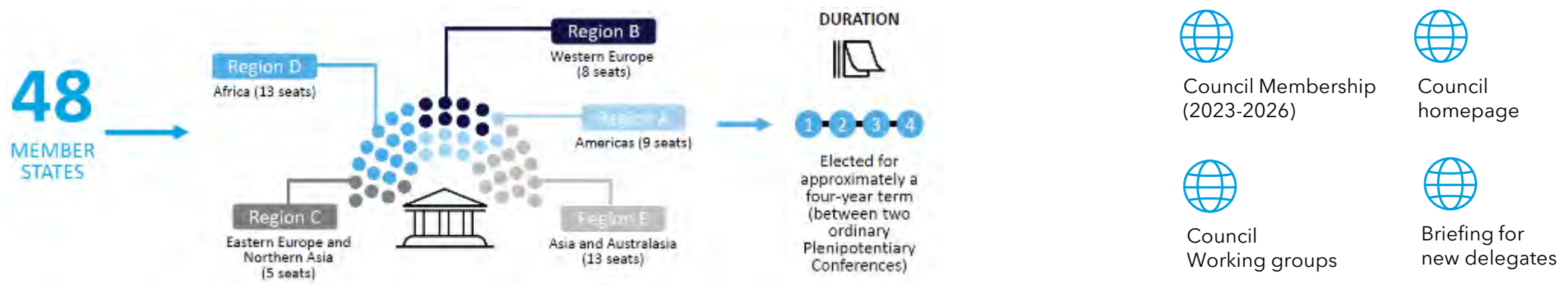
[PP-22 website](#)



[Final Acts](#)

# 09. Governance: Council

*Acting as the Union's governing body in the interval between Plenipotentiary Conferences, Council supervises the overall management and administration of the Union.*



Held on a yearly basis, the Council reviews:

- General policy, strategy and planning issues
- Preparations for major ITU events
- Implementation of the strategic plan and activities of the Union
- Revenue and expenditure and financial operating reports
- Membership issues

It also:

- Approves the biennial budget
- Approves rolling operational plans for the Sectors
- Addresses staff issues and implementation of the HR strategic plan



**Protocol service**



# 10. Protocol service: Organize a Courtesy visit at ITU

## Official visits to the Secretary-General

Visits to the ITU Secretary-General by Ambassadors, Ministers, Heads of Government and Heads of States are coordinated through the Office of the Secretary-General.

To organize a visit to the Secretary-General, please contact [sgo@itu.int](mailto:sgo@itu.int).

For any questions related to Protocol, please contact [protocol.service@itu.int](mailto:protocol.service@itu.int).

## Visiting delegations to ITU

If a delegation from your capital is coming to Geneva and would like to learn more about ITU, including on specific issues related to your country's priorities, information briefings can be organized at ITU.

To organize a visit, you may contact [memberstates@itu.int](mailto:memberstates@itu.int).



## | 10. Protocol service: Ambassadors' briefings

*Ambassadors' briefings are organized on a regular basis (usually in May and September), providing information on ITU activities and upcoming events.*

- Invitations are issued by Note Verbale to all Permanent Missions in Geneva, for the attention of the Ambassadors and accompanying colleagues who may like to join.
- Briefings traditionally take place at ITU in the Popov Room.
- Click [here](#) for further information on the most recent briefings.



## 10. Protocol service: Organize social events at ITU key events

*If your country would like to organize a coffee break or reception at an ITU key event, contact the ITU Protocol Service to check the availability of time slots and get full details of the social event policy for each specific event.*

For any questions related to the organization of social events, please contact [protocol.service@itu.int](mailto:protocol.service@itu.int).

### **ITU key events where social events can be organized include:**

- Plenipotentiary Conference
- Council
- WTSA
- WTDC
- WRC

We look forward to working with you and further developing the close cooperation between your Permanent Mission and the ITU.

We would very much appreciate your feedback on this Welcome Toolkit. Please let us know if you would like further guidelines on any specific topics, more information on ITU's structure, or any other suggestions you may have.

**Thank you !**

ITU Member State Relations Service



**[memberstates@itu.int](mailto:memberstates@itu.int)**