

# **New ITU User Management Platform**

**ITU Membership and IS Department  
Geneva 11 July 2024**

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# Agenda

- Introduction
- Demo Scenarios
- Question and Answers

The screenshot shows the ITU website's navigation bar with links for 'About ITU', 'Radiocommunication', 'Standardization', and 'Development'. Below this is a secondary navigation bar with 'Events', 'Publications', 'Membership', and 'News'. The main content area is titled 'ITU User Account & TIES Services'. A prominent red text prompt says 'Sign in to your user account or create a new account here:' with a blue button labeled 'ITU User Account'. The text below explains that a new user account platform is launching on July 8, 2024, and details the benefits of the new platform, including improved user experience and access to TIES Focal Points. It also states that ITU User Accounts are free of charge and provides information about TIES services and the requirement for TIES Focal Point approval.

Home > Membership > ITU User Account & TIES Services

## ITU User Account & TIES Services

**Sign in to your user account or create a new account here:** [ITU User Account](#)

ITU has a **new User Account platform coming on 8 July 2024**. This means that the web interface for user account creation and management will change. Other services remain the same.

The new platform improves the user experience and brings enhancements for the **TIES Focal Points** to manage Users and TIES access rights within their organizations/entities.

**ITU User Accounts** are free of charge and allow you to register for ITU events, subscribe to ITU mailing lists, access the [ITU Bookshop](#), and use certain applications of ITU sectors.

**TIES** (Telecommunication Information Exchange Service) is a set of networked information resources and services offered by ITU without any charge to **ITU Members** ([Member States](#), [Sector Members](#), [Associates](#), and [Academia](#)) to support their participation in the activities of the Union.

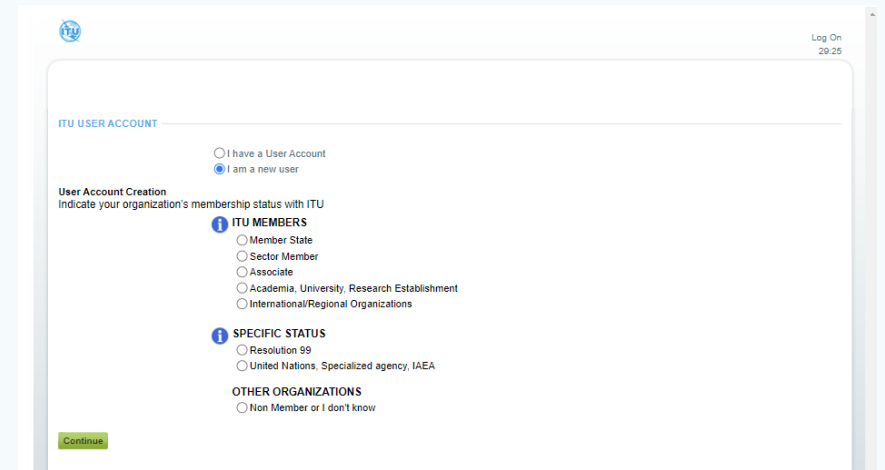
An ITU user account is required to request TIES access that must subsequently be approved by the corresponding TIES Focal Point.

**WHAT'S NEW?**

# What are we replacing?

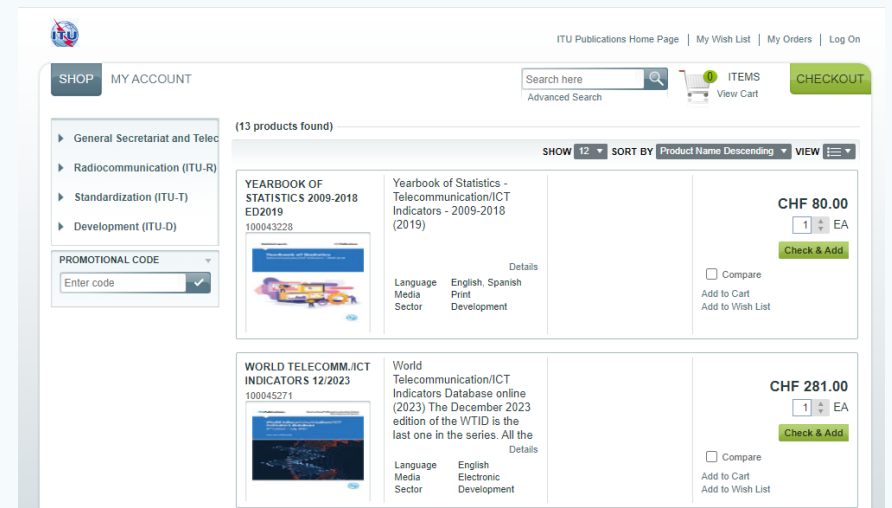
- ITU User Account creation platform
- TIES Request and TIES Request management for Focal Points
- The eBookshop

## The old ITU User account & TIES access management



The screenshot shows the 'ITU USER ACCOUNT' creation page. At the top right, it says 'Log On 29:25'. The main heading is 'ITU USER ACCOUNT'. Below it, there are two radio buttons: 'I have a User Account' (unselected) and 'I am a new user' (selected). Underneath, it says 'User Account Creation' and 'Indicate your organization's membership status with ITU'. There are three sections of radio buttons: 'ITU MEMBERS' (with sub-options: Member State, Sector Member, Associate, Academia: University, Research Establishment, International/Regional Organizations), 'SPECIFIC STATUS' (with sub-options: Resolution 99, United Nations, Specialized agency, IAEA), and 'OTHER ORGANIZATIONS' (with sub-option: Non Member or I don't know). A green 'Continue' button is at the bottom left.

## eBookshop:



The screenshot shows the ITU eBookshop interface. At the top right, it says 'ITU Publications Home Page | My Wish List | My Orders | Log On'. Below this is a navigation bar with 'SHOP' and 'MY ACCOUNT' tabs, a search bar with 'Search here' and 'Advanced Search' options, a shopping cart icon with 'ITEMS' and 'View Cart', and a green 'CHECKOUT' button. The main content area shows '(13 products found)'. On the left, there is a sidebar with a 'PROMOTIONAL CODE' field and a list of categories: 'General Secretariat and Telecom', 'Radiocommunication (ITU-R)', 'Standardization (ITU-T)', and 'Development (ITU-D)'. The main product list shows two items:

Product Name	Price	Quantity	EA	Actions
YEARBOOK OF STATISTICS 2009-2018 ED2019 100043228	CHF 80.00	1	EA	Check & Add, Compare, Add to Cart, Add to Wish List
WORLD TELECOMM. ICT INDICATORS 12/2023 100045271	CHF 281.00	1	EA	Check & Add, Compare, Add to Cart, Add to Wish List

# | Why are we changing this platform?

- The solution based on SAP Web Channel has been discontinued and replaced by a cloud solution.
- SAP will no longer support Web Channel.
- The new platform enables us to enhance user experience, improve functionalities, and increase security.



# | What's New with the new platform? (I)

- Interface improvements:
  - Improved look and feel
  - Enhanced user experience
- External User Features Enhancements:
  - Affiliation validation approval step for all ITU-Members
  - Delegates can request TIES access when creating an ITU User account
  - Users can request an additional affiliation
  - Users can deactivate their ITU User Account



## | What's New with the new platform? (II)

- TIES Focal Points Enhancements:
  - New **affiliation approval** process for ITU Members
  - Approve affiliation and TIES requests in **one go**
  - Improved functionalities to **manage their organization's contacts** (TIES access rights, TIES FP, remove affiliation, etc.)
- **Additional Enhancements:**
  - ITU Focal Point can approve requests
  - Centralized consent management for Terms of Use and Data Privacy
  - Non-Member users can modify their organization data



## What does not Change?

- ITU Membership categories and access rights
- Who is assigned as TIES Focal Points
- Need to approve TIES Request to grant TIES Access Rights
- Access to ITU services using ITU user accounts
- ITU event Registration process



What  
does not  
change?

# Demo

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# Demo new ITU User Account

**1**

**Existing User having  
TIES Access Rights  
1<sup>st</sup> Login**

The first time an existing user logs in to the new platform, the user needs to set a new password

**2**

**TIES Focal Point  
reviews and  
approves a delegate's  
affiliation and TIES  
access rights request**

The delegate creates a new ITU User Account and requests TIES access. The Focal Point reviews request and approves it.

**3**

**Existing ITU User  
requests TIES Access  
TIES Focal Point  
approves**

The user wants to request TIES access rights. Submits the request. The TIES Focal Point reviews request and approves it.

**4**

**TIES Focal Point  
designates a  
new TIES Focal Point**

The TIES Focal Point wants to designate a New TIES Focal Point.

## Next Steps

- Collect feedback from delegates and TIES Focal Points
- Collect feedback from ITU staff
- Prioritize enhancements & schedule new developments
- Continuous improvement, continuous engagement

# Let's improve the platform together



# | Do you need any support?

- You can find more information on the web:  
[ITU User Account & TIES Services - ITU](#)
- Send any query to [servicedesk@itu.int](mailto:servicedesk@itu.int)



We are here to  
support you

# Questions and Answers

**Thank you**

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## Summary and Benefits

- Transition from SAP Web Channel to a cloud solution
- Enhanced security and user experience
- Improved functionalities for TIES Focal Points managing affiliations, TIES requests and Organization's Contact Persons
- Centralized consent management