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Note by the Secretary-General

DRAFT REPORT OF THE COUNCIL ON THE IMPLEMENTATION OF THE STRATEGIC PLAN AND ACTIVITIES OF THE UNION

Summary

This Report combines the Annual Activities Report (CV 102) and the Report on the Implementation of the Strategic Plan (CV 61; Resolution 71 (Rev. Guadalajara, 2010)). It highlights the main activities of the Union since the last Plenipotentiary Conference in 2010 and summarizes progress in the implementation of the Strategic Plan from the end of 2010 to 2014.

Action required

The Council is invited to **approve** this Report.

References

CV [61](#) and [102](#)

[Resolution 71 \(Rev. Guadalajara, 2010\)](#)

EXECUTIVE SUMMARY

ITU-R

- ITU-R hosted its major events, RA-12 and WRC-12 and RA-12; these were well attended and successfully brokered consensus on a number of significant radio issues. ITU-R has advanced significantly with preparations for RA-15 and WRC-15 to underpin further growth in the mobile, satellite and broadcasting industries.
- Considerable progress has been achieved in multilateral meetings hosted by ITU-R to resolve recurring cases of harmful interference in the UHF band (supporting broadcasting and mobile services) and Ku-band (enabling fixed-satellite service).
- Through its seminars, insightful workshops, and free online access policy, ITU-R continues to work closely with national administrations, influential policy-makers and leading industry executives in outreach and technical capacity-building explaining the application of the Radio Regulations.
- Under the aegis of ITU-R, radio-interface specifications for IMT-Advanced and satellite IMT-Advanced have been approved, paving the way for the mobile and satellite industries to roll out future generations of services for 4G, and towards 5G.

ITU-T

- Building on ITU-T's portfolio of standards that have transformed online video and which are used for 80 per cent of all online video, ITU-T H.265 was approved in 2013. Recommendation ITU-T H.265 for video codecs uses 50 per cent less bandwidth to provide comparable quality to the gold-standard ITU-T H.264 (used in most web video applications, DVDs, Blu-ray and mobile). This standard will deliver real efficiencies in the bandwidth used by operators to deliver the top services most in demand by end-users.
- New ITU-T Recommendations for G.fast are set to be approved in 2014, creating a new broadband standard that can deliver 1Gb/s over copper cables to enable operators to make maximum use of existing networks. ITU-T's continued work to bring fibre technologies closer to the home has ensured the accelerated roll-out of superfast broadband.
- The Patent Round Table in October 2012 debated the role of IP in the online world and examined the standards vital to patents. ITU-T convened key players to consider whether IP and licensing systems are stifling competition and online innovation, and what can be done to promote innovation on a key issue affecting customers, end-users, governments, and industry players.
- ITU-T's [one-size-fits-all universal mobile phone charger standard](#) resonated with the industry and end-users alike, and ITU-T is now working on extending the concept of the universal charger to tablets and laptops.
- In response to the growing challenge of climate change, ITU-T has led work on a set of standardized methodologies for monitoring, highlighting – and ultimately, reducing – the environmental impact and carbon footprint of ICTs. ITU is leading work to introduce energy-efficient telecommunications.

ITU-D

- For the first time ever, in 2013, ITU-D quantified the extent of the global digital gender gap and the digital native population. The gender gap is more pronounced in the developing world, where, on average, 16% fewer women than men use the Internet, compared with only 2% fewer women than men in the developed world. As for digital natives, they represent just over 5% of the world population and 30% of the world's young population.
- ITU-D continues to convene the world's largest gathering of regulators to track the changing ICT regulatory environment. In 2013, the Global Symposium for Regulators (GSR) attracted 664 participants from 131 countries, including 110 regulatory agencies. ITU-D has raised the adoption and implementation of national broadband policies and plans, as a core priority, for growing digital economies. A number of countries in all regions have benefitted from the expertise of BDT in improving national ICT plans.
- ITU-D continues to act as catalyst and facilitator through initiative and programmes aimed at improving national cybersecurity as well as facilitating international cooperation. Relevant projects are underway in over 100 countries, including conducting national cybersecurity assessments in 50 countries, training 2700 security professionals in 52 countries, and facilitating the establishment and improvement of Computer Incident Response Team (CIRTs) in 60 countries. ITU is also working with interested Member States on its Child Online Protection (COP) programme.
- The *Connect the World initiative* was launched in 2005 to help mobilize partners and resources to implement WSIS outcomes. A series of regional Summits have been organized to strengthen existing and launch new partnership initiatives for ICT investment, with the most recent, the *Connect Asia-Pacific Summit*, held in November 2013 in Thailand.
- Since 2011, ITU-D has provided emergency telecommunication equipment to countries that experienced natural disasters including the strongest ever typhoon that hit the Philippines in November 2013. Governments receive satellite mobiles and terminals to help them in their coordination efforts.

ITU TELECOM

- ITU Telecom continues to stage dynamic events with a fresh focus on knowledge-sharing, top-level networking and innovation, generating the connections and conversations that matter. It is noted that that ITU Telecom events have returned to profit, demonstrating that they are adapting well to changing client needs and market conditions.

General Secretariat

- After two decades of convergence in the telecom industry, WCIT-12 provided a forum to update the international framework for the exchange of international telecommunication traffic. Following WCIT-12, the Secretary-General convened an Informal Expert Group (IEG) to prepare an input on Internet-related public policy issues to WTPF-13, which was open to all stakeholders. At WTPF-13, six Opinions were approved by consensus, establishing a solid framework for understanding.

- Generously hosted by the Government of Costa Rica, ITU organized the “BYND 2015 Global Youth Summit” (9-11 September 2013), as a contribution to the discussions on the post-2015 development agenda in the field of communications technology for development.
- To mark the anniversary of the first International Telegraph Convention and the creation of ITU on 17 May 1865, ITU organizes the WTISD celebration every year with contemporary themes relevant to ITU’s work.
- In collaboration with UNODC and 33 other UN agencies, ITU developed a UN-wide framework on Cybersecurity and Cybercrime, which was endorsed by the UN System Chief Executives Board (CEB) in November 2013.
- Building on its landmark World Summit on the Information Society (WSIS) in 2003/5, which established a framework understanding for the evolving Information Society, ITU continues to organise the WSIS Forum to oversee and coordinate the implementation of WSIS outcomes for Action Lines C2, C5 and C6, and assist the other Action Lines.
- ITU continues to innovate internally, to deliver top-quality, modern conferences. ITU welcomed over 44,000 participants to Geneva alone, from 2011 to 2013, with state-of-the-art facilities and innovative working methods including remote e-participation, paper-smart operations, and captioning. Major meetings are hosted with simultaneous interpretation in six official languages (with >8,000 interpreter days and > 150,000 pages translated in 2011-2013). ITU is seeing strong growth in sales of its insightful publications while it is expanding free online access.

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Events and Activities

1 Introduction: Aim of this Report

The Convention of the International Telecommunication Union (ITU) provides that the Secretary-General shall, with the assistance of the Coordination Committee, prepare an annual report on the Union's activities, which after approval by Council, shall be sent to all Member States (CV 102).

This report seeks to:

- respond to the instruction to the Secretary-General by Plenipotentiary Conference 2010 (PP-10) in CV 62 and Resolution 71 (Rev. Guadalajara, 2010) to present annual progress reports on the implementation of the Strategic Plan.
- unite the Annual Report on the Activities of the Union and the Report on the Implementation of the Strategic Plan.
- integrate the report of activities of each sector and the General Secretariat with the report on the implementation of the Strategic Plan.

The 2010 Plenipotentiary Conference approved a new Strategic Plan for the Union for 2012-2015 (Annex to Resolution 71 (Rev. Guadalajara, 2010)). This Plan, which commenced in 2012, defines the strategic goals for each Sector of ITU and objectives to achieve the Union's overall mission. This Report analyses the implementation of the Strategic Plan, following Resolution 71 (Rev. Guadalajara 2010) pursuing the implementation of results-based budgeting and management, as per Resolution 151 (Rev. Guadalajara, 2010) and linking the strategic, financial and operational plans as per Resolution 72 (Rev. Guadalajara, 2010).

This report describes ITU activities throughout the four-year period from 2010, until mid-2014. During this period, ITU continued to play a significant role in many different aspects of telecommunications, including radiocommunication, ICT standardization and development. The following sections describe the strategic goals of the Radiocommunication Sector (ITU-R), Telecommunication Standardization Sector (ITU-T), Telecommunication Development Sector (ITU-D), TELECOM event and General Secretariat (GS).

2 ITU Events

As well as events organized within each Sector, ITU hosts several major regular annual events over the period:

- 2.1 WSIS Forum
- 2.2 World Telecommunication and Information Society Day (WTISD)
- 2.3 ITU Council
- 2.4 ITU Telecom World
- 2.5 World Conference on International Telecommunications (WCIT-12)

2.1 WSIS Forum

ITU continued to host the annual WSIS Forum each May in Geneva, according to the Tunis Agenda (Para. 109), providing opportunities to network, learn and participate in multistakeholder consultations on WSIS implementation. The Forum is co-organized by ITU, UNESCO, UNCTAD, and UNDP, with full engagement of all UN Agencies in relation to the implementation of the WSIS outcomes. Every year, the WSIS Forum attracts a growing number of WSIS Stakeholders. In 2013, more than 1800 delegates from 140 countries attended, including over 60 Ministers and deputies, several Ambassadors, CEOs, and civil society leaders. Since 2010, remote participation has become an integral part of the Forum and the number of remote participants continues to increase, thanks to the modern facilities provided to the WSIS community. On-site networking has been facilitated by the *imeetYouatWSIS* online platform, used by over 1000 on-site participants. The Forum is widely followed on social networks.

The WSIS Forum provides an opportunity for multistakeholder visioning, including the Overall Review of the Implementation of the WSIS Outcomes (WSIS+10). In response to the membership guidance since 2012, WSIS Forum has served as a platform for preparatory process towards the review of WSIS implementation, that will culminate in the WSIS+10 High-Level Event in 2014 to review progress in the implementation of the WSIS outcomes under the mandates of UN agencies, and to take stock of progress since the WSIS by WSIS Stakeholders, ITU Member States, and Action Line Facilitators. This process will reflect the decisions of the UN General Assembly.

2.2 World Telecommunication and Information Society Day (WTISD)

World Telecommunication and Information Society Day has been marked since 2007 to raise awareness of the opportunities of ICTs, and ways to bridge the digital divide. WTISD marks the anniversary of the first International Telegraph Convention and the creation of ITU on 17 May 1865. The communications campaign surrounding WTISD is led by ITU's Communications Division. In 2011, WTISD Awards were presented to: H.E. President Tarja Halonen of Finland; telecommunication innovator Sam Pitroda; and CEO and co-founder of Inveneo, Kristin Peterson. UNSG Mr Ban Ki-moon sent a message focusing on the theme, "Better Life in Rural Communities with ICTs". In 2012, WTISD focused on the theme "Women and Girls in ICT" and Awards went to: H.E. President Cristina Fernández de Kirchner of Argentina; Sun Yafang of Huawei; and Geena

Davis, founder of the Geena Davis Institute of Gender in Media. In 2013, the WTISD theme “ICTs and improving road safety” attracted interest from the automotive sector. Awards were presented to: H.E. Mr Ueli Maurer, President of the Swiss Confederation; Mr Volkmar Denner, Chair of the Board of Robert Bosch GmbH; and Mr Jean Todt, President of the International Automobile Federation (FIA). The theme for WTISD 2014 is “Broadband for Sustainable Development”.

2.3 ITU Council

The Plenipotentiary Conference (Guadalajara, 2010) elected 48 Member States of ITU Council:

Region A (Americas, 9 seats): Argentina, Brazil, Canada, Costa Rica, Cuba, Mexico, Paraguay, United States, Venezuela.

Region B (Western Europe, 8 seats): France, Germany, Greece, Italy, Spain, Sweden, Switzerland, Turkey.

Region C (Eastern Europe and Northern Asia, 5 seats): Bulgaria, Czech Republic, Poland, Romania, Russian Federation.

Region D (Africa, 13 seats): Algeria, Burkina Faso, Cameroon, Egypt, Ghana, Kenya, Mali, Morocco, Nigeria, Senegal, Rwanda, South Africa, Tunisia.

Region E (Asia and Australasia, 13 seats): Australia, Bangladesh, China, India, Indonesia, Japan, Korea (Republic of), Kuwait, Malaysia, Philippines, Saudi Arabia, Thailand, United Arab Emirates.

Extraordinary and 2011 Sessions of the Council

An Extraordinary Session of the Council took place on 22 October 2010 in Guadalajara, Mexico, attended by representatives of the 48 Member States of the Council. The 2011 Session of the Council was held at ITU headquarters from 11-21 October 2011, attended by 346 participants, representing all 48 newly elected Member States, 33 Observer Member States (including South Sudan, ITU’s 193rd Member State), and six Observer Sector Members. Among its 48 newly elected Member States, Council welcomed Costa Rica, Paraguay and Rwanda for the first time.

The Bureau of the Council was elected as follows:

Chair of the Council: F. BORJÓN (Mexico) and F. BIGI (Italy)
Vice-Chair of the Council: A. ÇAVUŞOĞLU (Turkey)

Standing Committee on Administration & Management

Chair: B. GONZALEZ (Spain)
Vice-Chairs: C. GREENWAY (Australia) and M. KRASUSKI (Poland)

Major issues and outcomes

This Council Session, reviewed policy, strategy and planning issues and reports from working groups related to: ITU’s role in implementing the outcomes of WSIS; Security in the use of ICTs; child online protection; ITU activities in climate change; and international Internet-related public policy issues, for which a Council Working Group was created. It studied preparations for major ITU events (such as ITU Telecom World, RA-12, WRC-12, WTSA-12 and WCIT-12) and decided to convene the WTPF in 2013 to discuss Internet issues. Council focused on strengthening membership, including the admission of academia, adopted the 2012-2013 budget, and approved operational plans for the Sectors and the General Secretariat to implement the 2012-2015

strategic plan. The Council appointed a new external auditor, as well as IMAC members. It also reviewed revenue and expenditure, financial operating reports, and addressed staff issues. Twenty-seven formal texts were adopted at C11, including sixteen resolutions and eleven decisions on key issues. The [resolutions and decisions of Council 2011](#), [summaries of debates](#), and documentation can be found at: <http://www.itu.int/council/C2011/index.html>.

2012 Session of the Council

The 2012 Session of the Council was held at ITU headquarters from 4-13 July 2012, attended by 343 participants, representing all 48 Member States, 31 Observer Member States, and six Observer Sector Members.

The Bureau of the Council was elected as follows:

Chair of the Council: A. ÇAVUŞOĞLU (Turkey)
Vice-Chair of the Council: Consultations for Region B extant at end of Council

Standing Committee on Administration & Management

Chair: B. GONZALEZ (Spain)
Vice-Chairs: C. GREENWAY (Australia) and M. KRASUSKI (Poland)

Major issues and outcomes

The Council reviewed policy, strategy and planning issues and reports from its Working Groups in key areas, such as: WSIS follow-up; international Internet-related public policy issues; security in the use of ICTs; and ITU activities in ICTs and climate change. The Council also studied preparations for ITU Telecom World, WTSA-12 and WCIT-12. Major decisions included the authorization of: operational plans for implementing the 2012-2015 Strategic Plan; an action plan for conformance and interoperability; and free online access of ITU publications to the Administrative Regulations on a trial basis. The Council agreed on the place, dates and agenda for the WRC-15, to be held in Geneva, from 2-27 November 2015. The Council decided to open access publicly to the Draft ITRs (TD 64), and agreed the modality for multistakeholder open consultation via a publicly accessible webpage where all stakeholders could express views on TD-64 and WCIT-related matters. The Council defined ITU's role in implementing Rio+20 outcomes, and authorized balancing 2012-2013 accounts from revenue, and/or a Reserve Account withdrawal (maximum CHF 2 million in 2012/3). The Council completed its work in record time (6.5 days), without any votes. Some 44,000 documents were downloaded from the website (up by 20% on 2011). The [decisions of Council 2012](#), [debates](#), and documents are available at: <http://www.itu.int/council/C2012/index.html>.

2013 Session of the Council

The 2013 Session of the Council was held at ITU headquarters from 11-21 June 2013, attended by 382 participants, representing all 48 Member States, 32 Observer Member States, Palestine, and four Observer Sector Members.

The Bureau of the Council was elected as follows:

Chair of the Council: M. MARINESCU (Romania)
Vice-Chair of the Council: A. ZOURMBA (Cameroon)

Standing Committee on Administration & Management

Chair: C. GREENWAY (Australia)

Vice-Chair: M. KRASUSKI (Poland) and V. HARRIS (USA)

Major issues and outcomes

The Council established the Council Working Group for the elaboration of the draft Strategic Plan and the draft financial plan of the Union for 2016-2019, open to Member States and Sector Members; and established a committee for the preparation of the ITU's 150th anniversary celebration. It authorized free online access to: the Final Reports of the WTDC; the ITRs; Council Resolutions and Decisions; and ITU-R Handbooks on spectrum management. The Council endorsed the ITU Gender equality and mainstreaming policy and the ITU accessibility policy.

The Council also revised the ToR of the Council Working Group on Financial and Human Resources (CWG-FHR) to undertake a review of ITU's document access policy; approved the composition of the CWG-FHR to include all Sector Members; and tasked CWG-FHR to develop recommendations on the full participation of Sector Members, associates and representatives of academia in ITU's work. The Council also approved the draft biennial budget for 2014-2015; fine-tuned the ITU role in the implementation of WSIS outcomes and agreed on the WSIS+10 preparatory process. The Council decided the Secretary-General should express interest in ITU's role as a supervisory authority of the future international registration system for space assets. The Council completed its work in eight days, closing a day early. Nineteen formal texts were adopted, including ten resolutions and nine decisions taken on key issues. The [decisions of Council 2013](#), [debates](#), and documentation can be found at: <http://www.itu.int/en/council/2013/Pages/default.aspx>.

2.4 ITU Telecom World

ITU has continued to host its annual Telecom World event, to provide a forum for networking and exchange, debating the key issues reshaping the industry. Telecom World 2011 took place in Geneva on 24-27 October 2011 and saw a marked shift away from the exhibition-centred format towards an event focused on networking, knowledge-sharing, doing business and building consensus. Over 6,500 top-level participants attended, including Heads of State and Government, ministers, city Mayors, industry CEOs, and technology gurus, as well as top-level representatives of UN agencies and thousands of remote participants from around the world interacting in real-time via webcasts and twitter streams.

Major ICT companies taking part in the event included Alcatel-Lucent, AT&T, China Mobile, China Potevio, Cisco, Datang, Du, Ericsson, Etisalat, Fiberhome, Fujitsu, Huawei, Intel, NTT Group, NTT DOCOMO, Qtel, RIM, Samsung, Swisscom, Telkom SA, Türk Telekom, TDIA, Verizon and ZTE. National Pavilions were hosted by 29 nations from across the world. Key agenda highlights included the Broadband Leadership Summit; Forum Sessions; Digital Cities '11; ministerial roundtables; the Technical Symposium, and co-hosted workshops. An "Open Space" was provided, where delegates could pitch new ideas and take part in hands-on workshops and targeted sessions on areas of special interest. ITU Telecom World 2011 hosted the first Young Innovators Competition for young entrepreneurs in ICTs to pitch their ideas.

ITU Telecom World 2012 was hosted in Dubai by the Government of the United Arab Emirates from 14-18 October 2012. It was attended by various Heads of State and Government, Ministers, regulators, industry CEOs, heads of international organizations, consultants, academic, digital thought-leaders and global media, with over 230 influential speakers from 60 countries taking part in over 50 sessions. It explored the challenges and opportunities from the transformation of the ICT industry from the perspectives of business strategy, government policy and technology. The showfloor featured 19 National Pavilions showcasing regional talent and investment opportunities, where TRA-UAE, Qtel, Etisalat, Intel, China Telecom, China Potevio, Datang Telecom, Rohde & Schwarz and others demonstrated their products and services. ITU Telecom World 2012 hosted the second Young Innovators Competition.

ITU Telecom World 2013 took place in Bangkok from 19-22 November, attended by some 6,000 total participants, 239 speakers, 300 media from 20 countries and 120 outlets including print and broadcast. There were 166 showfloor participants from 33 countries and 25 partners and sponsors. Key players at the event, and who took part on the showfloor, as major sponsors or as event partners included Angola, China Mobile, Huawei, Ooredoo, Alcatel-Lucent, Asia Broadcast Satellite, AIS Group, AT&T, BBC World News, CNN, Dynamic Spectrum Alliance, DTAC, Gabon, Intel, Ivory Coast, LS Telecom, McKinsey, Microsoft Lync, Mitsubishi, NICT, Nigeria, NTT Group, Qualcomm, Rohde & Schwarz, Senegal, TDIA, Telenor, Telkom South Africa, True and Zimbabwe. 22 National and thematic pavilions showcased ICT innovations from across the world.

2.5 World Conference on International Telecommunications 2012 (WCIT-12)

The World Conference on International Telecommunications (WCIT-12) took place in Dubai from 3 to 14 December 2012, attended by 1,581 participants from 152 Member States and 37 Observer Organizations, as well as a total of 36 Ministers, 12 Deputy Ministers and 20 Ambassadors. The Conference concluded with the revision of a pre-existing treaty in a new set of International Telecommunication Regulations (ITRs). The WCIT-12 Final Acts chart a globally-agreed roadmap promising connectivity for all and ensuring sufficient communications capacity to cope with growth in voice, video and data, and were signed by 89 ITU Member States on 14 December 2012.

Specific provisions of the ITRs include: improving transparency in mobile roaming charges; improving energy efficiency and cutting e-waste; bringing the benefits of ICTs to the 650 million people living with some kind of disability; bringing greater security by promoting greater international cooperation in ensuring the security and robustness of international telecommunication networks; combating unsolicited bulk electronic communications; preventing misuse of international telecommunication numbering resources; improving broadband connectivity to landlocked developing countries and small island states; calling for greater broadband investment; and improving access to emergency services.

ITU strove to make WCIT-12 an open and transparent multilateral process in which all stakeholders had the chance to make their voices heard through innovative new communications media. Millions of people were able to attend remotely via webcast in the six UN languages; social media and interactive briefings; and stakeholders from government, the private sector and civil society all represented in the negotiations.

2.6 World Telecommunication/ICT Policy Forum (WTPF-13)

Resolution 101 (Rev. Guadalajara, 2010), as reaffirmed by Decision 562 (Council 2011), decided that the WTPF-13 would discuss all the issues raised in: Res. 101: “Internet Protocol (IP)-based Networks” (Rev. Guadalajara, 2010); Res. 102: “ITU’s role with regard to international public policy issues pertaining to the Internet and the management of Internet resources, including domain names and addresses” (Rev. Guadalajara, 2010); and Res. 133: “Roles of Administrations of Member States in the management of Internationalized (multilingual) domain names” (Rev. Guadalajara, 2010). In accordance with Decision 562, the ITU Secretary-General convened an Informal Experts Group (IEG) open to all stakeholders. The IEG met three times with Mr Petko Kantchev (Bulgaria) serving as Chair on 5 June 2012, 8-10 October 2012, and 6-8 February 2013. More than 180 experts participated in the work of the expert group.¹ Seventy-five contributions were received from stakeholders on five drafts of the [ITU Secretary-General’s Report](#) and Draft Opinions. All documents of the WTPF-13 preparatory process are available via the [WTPF website](#).

The Policy Forum was preceded by a Strategic Dialogue, [Building our Broadband Future](#) on 13 May 2013. Eleven panelists and two Scribes participated debates on the status, progress and challenges of rolling out broadband, “[Building out Broadband](#)”, and “[Broadband Driving Development](#)”. Session 1 debated whether access to broadband is a human need or a right. Session 2 debated the applications of broadband for improving people’s lives and achieving the MDGs.

The WTPF-13 was held at the CICG in Geneva, Switzerland, from 14 to 16 May 2013, attended by 900 delegates, representing 126 Member States and 49 Sector Members and five UN entities. Twelve members of the IEG, invited as Special Guests of the ITU Secretary-General, attended WTPF-13. High-level participation by VIPs reached unprecedented levels, including a record attendance of 33 Ministers and eight Deputy Ministers, as well as several heads of regulatory agencies. H.E. Mr Ivo Ivanovski, Minister of Information Society, TFYR Macedonia, was elected Chair of the Forum. The six Vice-Chairs of the WTPF were:

- Ms Magdalena Gaj (Poland);
- Mr Rashid Ismailov (Russia);
- H.E. Mr Rowland Espinosa Howell (Costa Rica);
- Mr Majed M. Almazyed (Saudi Arabia);
- H.E. Mr Blaise Louembé (Gabon); and
- Mr Rabindra N. Jha (India).

The Forum adopted by consensus the following Opinions:

- Opinion 1: Promoting IXPs as a long-term solution to advance connectivity
- Opinion 2: Fostering an enabling environment for the greater growth and development of broadband connectivity
- Opinion 3: Supporting Capacity Building for the deployment of IPv6
- Opinion 4: In Support of IPv6 Adoption and Transition from IPv4
- Opinion 5: Supporting Multi-stakeholderism in Internet Governance
- Opinion 6: On supporting operationalizing the Enhanced Cooperation Process

¹ The full list of members of the IEG is available at: <http://www.itu.int/md/S13-WTPF13IEG3-ADM-0002/en>

3 ITU Activities

Over the period covered by this Report, ITU continued a programme of activities in key areas: cybersecurity, climate change, e-health, accessibility of ICTs, emergency telecommunications, Internet issues, and the promotion of broadband.

- 3.1 Cybersecurity
- 3.2 Climate change
- 3.3 E-health
- 3.4 Accessibility
- 3.5 Emergency telecommunications
- 3.6 Internet issues
- 3.7 The Broadband Commission for Digital Development

3.1 Cybersecurity

The Global Cybersecurity Agenda (GCA) provides a framework within which an international response to the growing challenges to cybersecurity can be addressed. Resolution 130 (Rev. Guadalajara, 2010) endorses the GCA as the ITU-wide strategy on Cybersecurity. The GCA is built upon five strategic pillars:

(1) Legal Measures

As part of the Hyderabad Action Plan, ITU is assisting Member States in understanding the legal aspects of cybersecurity. For example, the publication, [Understanding Cybercrime: A Guide for Developing Countries](#), has been updated to its sixth edition (September 2012). Within the [ITU/EC project](#), ITU has assisted countries in the Caribbean, Sub-Saharan Africa and Pacific Islands in harmonizing ICT regulations and legislations, including cybercrime legal frameworks.

(2) Technical and Procedural Measures

In order to identify cyberthreats and countermeasures to mitigate risks, ITU-T has developed Recommendations on security requirements, guidelines and specifications for ICT and IP-based systems. ITU-T provides an international platform for the development of the protocols, systems and services that protect current and Next-Generation Networks (NGN). ITU-T's work to promote secure communication services reviews enhancements to security specifications for mobile end-to-end data communications and considers security requirements for web services and application protocols. [ITU-T Study Group 17](#) (SG17) is the lead study group on security and identity management and has been studying and standardizing Recommendations in the areas of: cybersecurity; anti-spam; identity management; X.509 certificates; information security management; ubiquitous sensors networks; telebiometrics; IPTV security; virtualization security towards cloud computing security and security architecture and application security, often in cooperation with external Standards Development Organizations (SDOs) and consortia. ITU-R has established clear security principles for IMT (3G and 4G) networks (Recommendations ITU-R M.1078, M.1223, M.1457, M.1645 and M.2012). It has also issued recommendations on security issues for digital satellite systems (Rec. ITU-R S.1250) and performance enhancements of transmission control protocol over satellite networks (Rec. ITU-R S.1711).

(3) Organizational Structures

ITU is working with Member States to provide concrete assistance and, in partnership with IMPACT, is deploying capabilities to build capacity at the national and regional levels. As of today, [149 countries](#) have joined the collaboration, and have access to the Global Response Centre (GRC). ITU has also assisted in the establishment of National Computer Incident Response Teams (CIRTs) to ensure the protection of national Critical Information Infrastructures. CIRTs can also serve as trusted focal points for reporting incidents, and assisting in preventing, detecting, investigating cyber-related incidents. By December 2013, ITU-IMPACT had conducted technical assessments in over 50 countries for the establishment of CIRTs and Cyber Drills in over 55 participating countries. These Cyber Drills aim to enhance the communication and participating teams' incident response capabilities, as well as strengthening cooperation between countries in mitigating cyber-threats.

(4) Capacity-Building

ITU organizes on a regular basis [regional cybersecurity forums](#) for all ITU regions, using these as a capacity-building vehicle and as an operational platform for cooperation at the regional and international levels. In May 2013, BDT launched the LDC Project to enhance the cybersecurity capacity, capability, readiness, skills and knowledge of the 49 UN-designated Least Developed Countries (LDCs). The "Enhancing Cybersecurity in LDCs" project aims at supporting LDCs in strengthening their cybersecurity capabilities to better respond to cyberthreats.

(5) International Cooperation

The GCA is based on international cooperation and strives to engage all relevant stakeholders in a concerted effort to build confidence and security in the use of ICTs. In its role as the lead facilitator for [WSIS Action Line C5](#), ITU has organized several events at the annual WSIS Forum including high-level dialogues, workshops and action line facilitation meetings uniting stakeholders to facilitate sharing of experiences and help promote confidence and security in the use of ICTs. ITU has established partnerships with industry leaders such as Symantec, Kaspersky Labs, (ISC),² ABI Research and ASICO, among others. ITU has also developed partnerships with various regional and international Cybersecurity-related organizations and initiatives, including the Commonwealth Cybercrime Initiative, the CyberLympics, ENISA and FIRST. At the request of the High-Level Committee on Programmes (HLCP), ITU, in collaboration with the UN Office on Drugs and Crime (UNODC) and some 35 UN agencies, developed a UN-wide framework on Cybersecurity & Cybercrime, endorsed by the UN Chief Executives Board for Coordination (CEB) in November 2013. ITU is leading the [Global Cybersecurity Index](#) (GCI) project to rank national cybersecurity capabilities. The project will identify performance metrics, and publish regional indices and a global index. The GCI project is a joint effort between ITU and ABI Research, a market intelligence company specializing in global technology markets. The GCI was launched at ITU Telecom World in November 2013.

The Child Online Protection (COP) Initiative

Within the framework of the GCA, the Child Online Protection ([COP](#)) Initiative was established by ITU as an international collaborative network for action to promote the online protection of children worldwide. ITU has entered into a second phase of the COP Global Initiative with the appointment of a new COP patron, H.E. Laura Chinchilla, President of Costa Rica, in November 2010. In May 2011, Ms Deborah Taylor Tate, the former US FCC Commissioner and 2009 WITSD Laureate on COP, was appointed as the first COP Special Envoy. In July 2013, the First Lady of Nigeria, H.E. Dame Patience Jonathan, was appointed ITU's Champion for Child Online Protection.

ITU is working with countries to develop *National Case Studies* (for example, in Costa Rica), to show and share best practices in building national frameworks on COP and to enable the development of global policies related to COP in other countries. A *COP National Strategy Guide* has been developed for use in countries with no Internet safety framework and countries that are in the process of developing a national framework. The Guide is under revision by the COP Partners. ITU has prepared country profiles with countries' legislation, strategy and other documentation, which are currently under review by Member States, to strengthen COP efforts.

The [Council Working Group on Child Online Protection](#), established in 2009, helps facilitate the input and guidance of membership and COP partners on child online protection topics. The ITU-T Joint Coordination Activity on Child Online Protection continues under ITU-T Study Group 17, which works with ITU-D SG1 and CWG-COP, to study the COP activities in various countries. In partnership with the Internet Watch Foundation (IWF), ITU is assisting countries to access the expertise and resources of the IWF and to establish efficient and cost-effective methods of fighting online child sexual abuse content. In June 2013, ITU sponsored a pilot project with IWF to establish a hotline in Uganda. In partnership with IMPACT and the CTO, ITU has helped establish national frameworks for Nigeria, Ghana, Sierra Leone, Gambia, Mauritius, Oman, Brunei and Cameroon. In partnership with the African Child Online Protection Education and Awareness Centre (ACOPEA) and Facebook, ITU has run a pilot training community activists in key safety messages and tools.

3.2 Climate change

ITU has been working since 2007 on the positive role of ICTs to address the causes and effects of climate change, and promote sustainable development. Over this period, ITU has expanded knowledge on the use of ICTs to tackle environmental challenges through the publication of over 20 reports and the organization of over 40 high-level events, such as the series of [ITU symposia on ICTs, the environment and climate change](#) and the [Green Standards Weeks](#). This work has been conducted primarily following Resolution 182 (Guadalajara, 2010), as well as by [WTDC Resolution 66 \(Hyderabad, 2010\)](#), WTSR Resolutions [73](#) and [79](#) (Dubai, 2012), Resolutions [671, 672, 673 and 750](#) (WRC-12) and Resolution [ITU-R 60](#) (RA-12). ITU's mandate in this domain has also been reinforced by Article 11 of the ITRs, which covers energy efficiency and e-waste.

Resolution 182 has been mainstreamed into relevant Study Groups activities through: the approval of new ITU-T recommendations (such as the L.1400 series of standardized methodologies for assessing the environmental impact of ICTs); the allocation of spectrum for climate monitoring and meteorological applications; and support to ITU Member States to build capacity to use ICTs for climate change adaptation measures. ITU Study Groups working on environment and climate change now include ITU-T SG5, ITU-D SG2 and ITU-R SG7.

ITU's Focus Group on Smart Water Management is championing a multistakeholder approach to the development of 'smart' water-management systems; incorporating the views of irrigation, agriculture, environment and communications ministries, as well as those of the ICT industry and relevant intergovernmental and non-governmental organizations. A Focus Group on Smart Sustainable Cities (FG-SSC) was also created in 2013. FG-SSC acts as an open platform for smart-city stakeholders (including municipalities, academic and research institutes, NGOs, and ICT organizations, industry forums and consortia) to exchange knowledge in the interests of identifying the standardized frameworks needed to support the integration of ICT services in smart

cities. In 2012, ITU together with the Intergovernmental Oceanographic Commission of UNESCO and the WMO established a Joint Task Force on Green Cables Systems, which is leading studies to facilitate the deployment of dual-purpose submarine telecommunication cables in high seas, exploring the scientific and societal needs, new engineering technology requirements for sensor standards and testing protocols, as well as the business opportunities, and legal implications to promote the development of submarine telecommunication cable projects fit for climate monitoring and disaster warning.

In addition, ITU contributes to the work of the UN system in this area, by participating regularly in major UN processes and conferences, in particular in the Conferences of Parties to the [UN Framework Convention on Climate Change \(UNFCCC\)](#) and the [2012 UN Conference on Sustainable Development \(Rio+20\)](#). ITU is also working to reduce its own environmental footprint as an organization. For further details of ITU's activities on ICTs and climate change, refer to www.itu.int/climate, and reports [C11/22](#), [C12/15](#) and [C13/33](#).

3.3 E-health

Resolution 183 (Guadalajara, 2010) frames and guides ITU activities in the area of e-health. One major milestone was the publication in 2012 of the joint ITU-WHO "[National e-Health Strategy Toolkit](#)", a significant collaboration between ITU and WHO, and a landmark in understanding eHealth, what it can do, and why and how it should be applied to healthcare today.

Another major deliverable was the launch of the [ITU-WHO Mobile Health for Non-Communicable Diseases Initiative](#), a new partnership focused on the use of mobile health (mHealth) technology to improve the prevention, treatment and policy enforcement of Non-Communicable Diseases (NCDs). The initiative will scale-up successful mHealth pilots in eight priority countries, focusing on operational projects and standard operating procedures to prevent NCDs using mHealth.

With regards to study groups, ITU has expanded its work in the area of standardization of e-health applications through [ITU-D Study Group 2, Question 14: ICT for e-health](#), [ITU-T Study groups 16 and 17](#) and the [ITU-T Focus Group on Machine-to-Machine \(M2M\) Service Layer](#), which was initiated by [ITU-T Study Group 11](#) and developed five deliverables related to e-health in the context of M2M (standardization activities and gap analysis; ecosystems; use cases; requirements and architectural framework; APIs and protocols guideline). A new ITU-T Recommendation H.810 with design guidelines for personal health devices was approved in December 2013, and two more standards are planned for approval in early 2014: on e-health data records exchange and on the description of classes of e-health monitoring services (ITU-T Y.2065). Finally, the ITU Secretary-General participates actively in the *ITU-WHO Commission on Information and Accountability for Women and Children's Health*. Further details can be found on the ITU website.

3.4 Accessibility

ITU activities in promoting telecommunications/ICT accessibility for persons with disabilities, including age-related disabilities were reinforced in 2010 with the approval of Resolution 175 (Guadalajara, 2010) and the revision of WTS Resolution 70 (Rev. Dubai, 2012). ITU's mandate in this domain was also reinforced during WCIT-12, with the inclusion of a new Article 12 covering access for persons with disabilities to international telecommunication services in the ITRs.

ITU has advanced in making the organization more accessible for staff and delegates with disabilities through the approval of the new ITU Accessibility Policy, endorsed by ITU Council 2013. This Policy is the first to be adopted by the membership of a UN agency. ITU has now undertaken to address the barriers that limit the full participation of persons with disabilities in ITU's activities. In addition ITU has established the ITU Accessibility Fund, open for voluntary contributions from ITU membership, which seeks to contribute to the implementation of Resolution 175.

Relevant work continues in ITU Study Groups for promoting the accessibility of ICT devices, services and applications for persons with disabilities in: [ITU-T Study Group 2 Question 4/2 on "Human factors related issues for the improvement of the quality of life through international telecommunications"](#); [ITU-T Study Group 16, which is the lead Study Group for telecommunication/ICT accessibility for persons with disabilities](#), its Working Party 2 on Multimedia services and accessibility and [Question 26/16 on "Accessibility to multimedia systems and services"](#); ITU-D Study Group 1 (Question 20-1/1); ITU-R Study Groups 1 and 6; [Dynamic Coalition on Accessibility and Disability \(DCAD\)](#); the [ITU-T Joint Coordination Activity on Accessibility and Human Factors \(JCA-AHF\)](#); and the ITU-T [Focus Group on Audio-visual Media Accessibility \(FG AVA\)](#). An Inter-Sector Rapporteur Group on Audiovisual Media Accessibility (IRG-AVA) was established in December 2013 which studies topics related to audiovisual media accessibility, aiming at developing draft Recommendations for "Access Systems" that can be used for all media delivery systems, including broadcast, cable, Internet, and IPTV.

ITU continued expanding available knowledge on ICT accessibility and access to ICTs for persons with disabilities, mainly through the organization of awareness-raising and capacity-building events and the development of new reports such the ["Making TV accessible"](#), ["Making mobile phones and services accessible"](#), the recent ["The ICT Opportunity for a Disability-Inclusive Development Framework"](#) and a series of Technical Reports on Audiovisual Media Accessibility, prepared by the [ITU-T Focus Group on Audiovisual Media Accessibility \(FG AVA\)](#). For details of ITU's activities on these issues, kindly refer to www.itu.int/accessibility, [C12/INF/11](#), [C13/42](#) and [C14/5](#).

3.5 Emergency telecommunications

ITU has continued to help countries better prepare for, and mitigate, the impact of natural disasters. ITU-D and private-sector partners co-organized practical training sessions to enable personnel to learn to use effectively emergency satellite communication systems, rapid deployable base stations, global positioning systems, and WiMAX technologies. The target group comprised national disaster management staff from various government agencies, humanitarian NGOs, students, and local communities.

For disaster response/relief, ITU stands ready to provide assistance involving the deployment of emergency telecommunication equipment in the aftermath of disasters. ITU assisted Member States with developing their national ICT emergency plans and early warning systems, on request. Over 40 countries benefitted from ITU help with designing national emergency telecommunication plans, including climate mitigation and adaptation issues. All ITU regions benefitted from ITU-D assistance towards disaster risk reduction – countries in the Americas, Africa, and Asia-Pacific benefitted from ITU assistance involving the deployment of emergency telecommunication equipment and vital communication links for logistics and coordination operations for other humanitarian organizations, as well as telemedicine facilities for medical staff attending to victims

of disasters. Several partnership agreements were also concluded, bringing to ITU both in-kind and financial contributions. Further information is available at <http://www.itu.int/emergencytelecoms>.

The ITU-T SG13 meeting in February-March 2013 approved ITU-T Y.2705, Minimum Security Requirements for Interconnection of Emergency Telecommunications Service (ETS). ITU-T SG2 has continued to progress the work on a draft new Supplement to provide guidelines for Member States which are selecting Message Identifiers for Land Mobile Alerting Broadcast Capabilities and for Civic Purposes. The ITU-T Focus Group on Disaster Relief Systems, Network Resilience and Recovery (FG-DR&NRR) was established in January 2012 to identify requirements to telecommunication to better cope with disasters, identify existing standards and works and necessary standards. It will be concluded by June 2014 and its work will be taken over by ITU-T SG2, the parent group of this FG. Together with WMO, ITU held a Common Alerting Protocol (CAP) Implementation Workshop in April 2011. Another CAP Implementation Workshop sponsored by ITU, OASIS and WMO was held in April 2013.

3.6 Internet issues

This Section highlights some of ITU's activities related to ITU's mandate under Resolutions 101, 102, 133 and 180.

Internet Protocol (IP) Networks, NGN and future Internet

ITU-T SG13 has led ITU's standardization work on NGNs and continues to advance its work on future networks, software-defined networking (SDN) and cloud computing. Cloud computing is a vital part of SG13 work, which develops standards that detail requirements and functional architectures of the cloud computing ecosystem, covering inter- and intra-cloud computing and technologies supporting XaaS (X as a Service). This work includes infrastructure and networking aspects of cloud computing models, as well as deployment considerations, interoperability requirements and data portability, and three Recommendations were approved.

ITU-T SG15 is responsible for studies on optical transport networks and access network infrastructures, with Recommendations on IP-based networks, future networks and NGN. This work includes studies focusing on timing, synchronization, measurement, performance, speed, reliability, installation and maintenance. G.fast, a new ITU broadband standard that promises up to 1 Gbit/s over existing copper telephone wires, is expected to be approved in 2014, and work has begun on next-generation home broadband networking transceivers, *G.hn*, and a narrowband counterpart aimed at smart-grid applications, *G.hnem*. Based on a longstanding collaboration with IETF, two Recommendations were approved in 2012 on Multiprotocol Label Switching – Transport Profiles (MPLS-TP), urgently needed by operators to increase network efficiency and reduce costs.

ITU-T SG16 continues to work on media coding for a wide variety of applications, including content delivery over the Internet and managed IP networks, in particular addressing IPTV systems and the joint work with ISO/IEC JTC1 SC29/WG11 on a new video compression codec (Recommendation ITU-T H.265 on High-Efficiency Video Coding (HEVC), consented in January 2013). New work on e-health standardization is also progressing in ITU-T SG16. The Internet of Things - Global Standards Initiative (GSI) ([IoT-GSI](#)) and the Joint Coordination Activity on IoT ([JCA-IoT](#)) advanced IoT standardization work in definition, overview, requirements, functional frameworks, architectures, identification, applications and services, including a work plan and global IoT standards roadmap.

The [Focus Group on Machine-to-Machine](#) (M2M) Service Layer was established in January 2012 to evaluate the M2M landscape and M2M work being undertaken by regional and national SDOs. ITU-R has approved Report M.2224 on Wide Area Sensor Networks and Recommendation ITU-R M.2002 for M2M access networks. ITU-D SG1 and SG2 continue to address IP-related issues such as [NGN Interconnection](#), [VoIP](#), [Access technology for broadband telecommunications including IMT](#) and [migration strategies from existing networks to NGNs for developing countries](#). BDT is implementing Internet broadband wireless connectivity to provide free or low-cost digital access for schools and hospitals, and for underserved populations in rural and remote areas in selected countries. For example, a mobile WiMAX Broadband Network was implemented in Djibouti in 2013. Other beneficiary countries include Burundi, Burkina Faso, Lesotho, Rwanda and Swaziland. ITU-R has approved four Recommendations relevant to broadband Internet access by satellite networks (Recommendations ITU-R [S.1709-1](#), [S.1711-1](#), [S.1782](#) and [S.1783](#)).

IPv6

The [IPv6 Group](#), established to conduct further activities towards the implementation of WTSA-08 Res. 64, WTDC-10 Res. 63 and Res. 180 (Guadalajara, 2010), concluded in June 2012. BDT is involved in many activities related to IPv6, under Res. 180 (Guadalajara, 2010). Several workshops and training sessions on IPv6 have been organized, often in collaboration with regional organizations such as the Regional Internet Registries (RIRs). BDT is providing technical assistance on IPv6 issues to many developing and LDCs (e.g. Cote d'Ivoire, Yemen, Caribbean countries). ITU and APNIC will conduct a new two-year capacity-building project to foster the implementation of IPv6 and assist in the further deployment of IP networks in the Asia-Pacific region, as [announced](#) at the *Connect Asia-Pacific Summit*, Bangkok, Thailand on 18 November 2013. APNIC and the ITU Asia-Pacific Centre of Excellence work together on IPv6 migration and security capacity-building.

ITU-T SG16 held a transcontinental IPTV experiment over IPv6 in February 2012. Following requests from ITU membership, a global IPTV IPv6 test bed was set up among several ITU members, with the support of the ITU secretariat, connecting ITU headquarters and countries such as Japan, Singapore, etc., to test interoperability of IPTV equipment/service, as well as other IPv6-based technologies, and to promote IPv6 capability deployment in developing countries. ITU-T SG17 continued its work on "Technical security guideline on deploying IPv6" and "Security management guideline for implementation of IPv6 environment in telecom organizations".

Internet-related public policy issues

The [Council Working Group on international Internet-related public policy issues \(CWG-Internet\)](#) was established by Council 2011 Resolution 1336, in accordance with Resolutions 102 and 140 (Rev. Guadalajara, 2010). Previously, this group was established as the Dedicated Group as an integral part of WG WSIS, open only to all Member States, in accordance with WTSA Resolution 75 (Johannesburg, 2008), and Council Resolution 1282 (Mod. 2008). CWG-Internet provides a forum for ITU Member States to identify, study and develop matters related to international Internet-related public policy issues (including those in [Annex 1](#) of Council 2009 Res. 1305), in open consultation with all stakeholders. CWG-Internet has held three meetings since its creation. Public open consultations were conducted on combatting spam, IPv4 public policy issues and development aspects of the Internet.

The Intergovernmental Organization (IGO) coalition (composed of 40 IGOs, including ITU), is discussing the issue of protecting IGO names and acronyms in new gTLDs with ICANN. ITU continued its role as an observer in ICANN's GAC. Following WTPF-13 and Council 2013, the ITU

Secretary-General announced the launch of the [“Open Talks”](#) as a series of informal consultations on Internet-related public policy issues, with a focus on the role of Governments in the multistakeholder model of Internet governance. The ITU Secretary-General, recognizing that the Internet-related policy making processes concern a wide range of different stakeholders and the broader public, launched a range of informal, open and inclusive discussion formats, such as:

- a) A World Café, held on 8 October 2013 at the ITU Headquarters in Geneva, Switzerland.
- b) A [Town Hall meeting](#), held on 25 October 2013 at IGF 2013, in Bali, Indonesia.
- c) An [Online Crowdsourcing platform](#) launched on 15 October 2013.

These informal consultations have proved fruitful, bringing in new perspectives and involving a range of stakeholders. The [report](#) of the ITU Open Talks was presented to CWG-Internet in 2013. ITU participates every year in the annual IGF. Particular attention was paid to raising awareness of ITU initiatives in the areas of Internet and Climate Change, Accessibility and Disability, and Child Online Safety. Activities related to WTPF-13 are described in Section 2.6.

In Internationalized Domain Names (IDN), ITU continues to investigate emerging technologies such as Digital Object Architecture which, with a namespace based on Unicode 3.0, provides native support for IDNs. For ENUM, [updated Information on ENUM](#) is being maintained by ITU-T, including information on Approved ENUM Delegations and on ENUM trials. With regards to International Internet Connectivity (IIC) and IXPs, BDT continues to provide assistance to developing countries and LDCs on the creation of national IXPs, and on achieving efficient and cost-effective regional Internet connectivity, including in the EAC and SADC countries.

3.7 The ITU/UNESCO Broadband Commission for Digital Development

The *ITU/UNESCO Broadband Commission for Digital Development* was created in 2010 by ITU and UNESCO to advocate the importance of broadband for achieving the MDGs. Its work benefits from the active participation and engagement of its community of more than sixty Commissioners and their organizations, which includes top industry executives, heads of UN agencies, academics and policy-makers. The Commission continues to elicit considerable media interest. The Commission meets twice each year and is entirely self-funding. The Commission has published many reports, including its annual *The State of Broadband* report, as well as reports on broadband and climate change, education, the gender digital divide, and sustainable development, as well as a number of country case studies, in collaboration with BDT. Significant achievements included the publication of an Open Letter and Broadband Manifesto calling for broadband to be given greater recognition in international frameworks. The Broadband Commission’s work has been referred to in several UN GA Resolutions on *ICT for Development*.

Radiocommunication Sector

ITU-R

Strategic Goals

To ensure interference-free operations of radiocommunication systems by implementing the Radio Regulations and regional agreements, as well as updating these instruments in an efficient and timely manner through the processes of world and regional radiocommunication conferences.

To establish Recommendations intended to assure the necessary performance and quality in operating radiocommunication systems.

To seek ways and means to ensure the rational, equitable, efficient and economical use of the radio-frequency spectrum and satellite-orbit resources and to promote flexibility for future expansion and new technological developments.

Objectives

Objective 1

Promoting, fostering and ensuring cooperation

Objective 2

Meeting the membership's spectrum and orbit access requirements

Objective 3

Producing Recommendations on radiocommunication services

Objective 4

Disseminating information and know-how

Objective 5

Providing support and assistance to the membership

Results achieved

ITU-R's mission is defined in Article 1 of the ITU Constitution: "to ensure the rational, equitable, efficient and economical use of the radio-frequency spectrum by all radiocommunication services". The activities undertaken by ITU-R since PP-10 comply with ITU-R's mission and strategic objectives. The Radiocommunication Sector remains committed to pursuing its five strategic objectives as defined by Resolution 71 (Rev. Guadalajara, 2010). For information on the implementation of the 2011, 2012 and 2013 Operational Plans, see:

<http://www.itu.int/en/ITU-R/information/Pages/performance-reports.aspx>.

Objective 1: Promoting, fostering and ensuring cooperation

To promote, foster and ensure cooperation and coordination among all Member States in decision-making on radiocommunication issues, with the participation of Sector Members and Associates, as appropriate.

Outputs

- R.1.1 World Radiocommunication Conference 2012
- R.1.2 Radio Regulations Board
- R.1.3 Radiocommunication Assembly 2012
- R.1.4 Radiocommunication Advisory Group (RAG)
- R.1.5 World Radiocommunication Seminar (WRS)

R.1.1 World Radiocommunication Conference (WRC)

A [Conference Preparatory Meeting for WRC-12](#) was held in Geneva on 14-25 February 2011, with over 1,100 participants from 109 Member States and 69 Sector Members, and adopted the CPM Report to WRC-12. A third and final [Information Meeting on WRC-12 Preparation](#) took place in Geneva on 7-8 November 2011.

The [ITU World Radiocommunication Conference \(WRC-12\)](#) was held in Geneva from 23 January to 17 February 2012. It addressed successfully all 33 agenda items, relating to terrestrial and satellite radio services, meteorological applications, aeronautical mobile services, digital broadcasting, emergency communications and cognitive radio. WRC-12 adopted a partial revision of the Radio Regulations (RR, which entered into force on 1 January 2013), modified several Resolutions and Recommendations, and adopted 44 new or revised Resolutions and four new or revised Recommendations. The Conference handled 26,000 documents electronically. 3,042 participants (from 163 Member States and 101 Sector Members) connected 8,000 devices to ITU networks.

The first session of the [Conference Preparatory Meeting for WRC-15](#) was held immediately after WRC-12 and approved the structure of the ITU-R study groups. Information sessions on WRC-15 preparation were held during the World Radiocommunication Seminar (WRS) in December 2012 and the [first ITU-R inter-regional Workshop on WRC-15 preparation](#) was held in Geneva on 4-5

December 2013. BR participates actively in the preparatory meetings of the regional groups (APT, ASMG, ATU, CEPT, CITEL, RCC) for the preparation of both WRC-12 and WRC-15.

R.1.2 Radio Regulations Board (RRB)

The work of the [Radio Regulations Board \(RRB\)](#) focused, especially after WRC-12, on new and revised Rules of Procedure (see [circular letters](#) CCRR/42 to 49) and on the studies requested by WRC-12. The Board also discussed issues submitted by Administrations in relation to decisions concerning the status of satellite networks. Finally, the RRB has regularly addressed some difficult and recurring cases of harmful interference, taking proactive decisions for their resolution. The RRB met three times in 2011, as well as in 2012 and 2013.

R.1.3 Radiocommunication Assembly (RA-12)

The [ITU Radiocommunication Assembly \(RA-12\)](#) was held in Geneva on 16-20 January 2012, attended by 526 delegates from 102 Member States and 37 Sector Members, Associates and academia. Adoption and approval of Recommendations was streamlined by the designation of the Procedure for Simultaneous Adoption and Approval (PSAA) as the '*default*'. All periods of consultation by correspondence were harmonized to two months. A key achievement was the adoption of Recommendation on IMT-Advanced radio interfaces (ITU-R M.2012). Concerning the adoption of a continuous time standard, RA-12 requested ITU-R SG7 to further consider this issue to address the concerns of countries, and this issue is now on the WRC-15 Agenda. RA-12 Resolution ITU-R 62 related to conformance and interoperability was adopted.

R.1.4 Radiocommunication Advisory Group (RAG)

The [Radiocommunication Advisory Group \(RAG\)](#) continued to study specific issues, such as the application of market prices to ITU-R publications. It adopted its conclusions on the evolution of the BR information systems in 2012 and on the Strategic Plan of the ITU-R Sector in 2013. It also recommended that Handbooks related to Spectrum Management be made available free of charge via download, which was approved by Council in 2013.

R.1.5 World Radiocommunication Seminar (WRS-12)

WRS-12 took place in Geneva, Switzerland, on 3-7 December 2012, attended by 400 participants from 92 Member States and 30 Sector Members and international organizations. WRS-12 focused on regulatory aspects of the use of the radio-frequency spectrum and satellite orbits, with the application of the provisions of the [ITU Radio Regulations](#), as well as the latest technological developments, including in broadcasting. The first two days were dedicated to covering aspects of international frequency management and radiocommunication standardization of the terrestrial and space services, including related work of the ITU-R Study Groups. The last three days enabled participants to get hands-on experience with ITU notification procedures, as well as with the software and electronic publications made available by the Radiocommunication Bureau to the Administrations of ITU Member States and to the ITU-R Sector Members. WRS-12 enabled participants to gain deeper insight into the revised Radio Regulations, following the WRC-12, and gave them essential technical and regulatory background information to assist them to prepare for the next ITU [WRC-15](#) to be held in Geneva, 2-27 November 2015.

Objective 2: Meeting membership's spectrum and orbit access requirements

To meet the requirements of the membership for spectrum, orbit access and operations in application of the Constitution, in the light, *inter alia*, of the accelerating convergence of radiocommunication services.

Outputs

- R.2.1 Processing of space notices and other related activities
- R.2.2 Processing of terrestrial notices and other related activities
- R.2.3 Improvement (e.g. user-friendly) of BR software

R.2.1 Processing of space notices and other related activities and

R.2.2 Processing of terrestrial notices and other related activities

BR has kept membership informed through [circular letters](#) on WRC-12 decisions (CR/345, 343, 336, 334, 333, 331), Rules of Procedure (CR/355, 351, 346, 342, 339, 329, 326), RRB meeting minutes (CR/352, 350), HFBC schedules (CR/353, 349, 341, 335, 328, 324), notice forms (CR/338, 337), emergency communications (CR/323) and general issues (CR/348, 347, 344, 332, 327, 325). The BR continued to process notices to space and terrestrial services according to the procedures in the RR and Regional Agreements within the defined periods. The processing of notifications was undertaken and despite a much higher number of received notices (106,911) than expected (50,000), all submissions were examined and published within the statutory limits. Processing of notices, in relation to BR's responsibilities under the RR, was carried out with increased efficiency as a result of new software tools. Satellite cost recovery resulted in 99% of invoices being paid in due time, with a total recovery exceeding CHF 12 million in 2011 and 2012. Significant progress was made in resolving recurring cases of harmful interference in the UHF band (broadcasting and mobile) and in the Ku-band (fixed-satellite service), through several multilateral meetings conveyed by the BR between the administrations concerned.

R.2.3 Software development

New development and the upgrading of the processing software continued to progress the implementation of the decisions introduced by WRC-07 and WRC-12 and to improve efficiency.

Objective 3: Producing Recommendations on radiocommunication services

To produce Recommendations on radiocommunication services in order to achieve connectivity and interoperability in applying modern information and communication technologies, as well as to provide for the most efficient use of spectrum and orbit resources.

Output

R.3.1 & R.3.2 Study groups, working parties, task groups and joint groups

R.3.1 Study Group activities

In 2011, ITU-R Study Group work included preparations for WRC-12 and RA-12, including the CPM Report to WRC-12. The work programme focused on high-interest areas such as mobile communications, broadband wireless access, digital broadcasting and emergency communications. The IMT-Advanced programme entered its final phase, with the conclusion of the evaluation process of the radio interface technologies.

In 2012, electronic access to documentation became the standard practice. More than 130 new or revised ITU-R Recommendations were submitted for approval. A new edition of the Handbook on Spectrum Monitoring was approved which reflects the latest technological advances and is of particular benefit to developing countries. Work has started on the evaluation of standards on the satellite component of IMT-Advanced and on the compatibility of broadband wireless access systems and fixed-satellite service networks in the 3400-4200 MHz band. IMT-Advanced standards were approved at RA-12 (Recommendation ITU-R M.2012), with two radio interface technologies selected — LTE-Advanced and Wireless MAN-Advanced.

In 2013, over 140 new or revised ITU-R Recommendations were studied. Many of these relate to WRC-15. Sixty new or revised ITU-R Reports and a revised Handbook were approved. Major achievements include: new ITU-R recommendations on 3DTV; new ITU-R recommendation on the technical details of UHD TV; continuing development of ITU-R recommendations on IMT-Advanced; a revised recommendation and report on the use of MSS systems in the event of natural disasters; revised recommendations on the protection criteria for Cospas-Sarsat search and rescue; a new ITU-R recommendation dealing with Powerline Telecommunications (PLT), inductive systems, RFID and spectrum management during major events; publication of the Handbook on ITU-R propagation prediction methods for interference and sharing studies; and preparatory studies for WRC-15.

Further studies were conducted on the continuous time standard, with intense discussions within the ITU membership and with other organizations relating to the suppression of the leap-second, a matter which will be referred to the RA-15 and WRC-15. Studies on new radiocommunication techniques and applications (such as cognitive radio systems) and on the potential for radiocommunications to reduce the impact of human activity on the environment are in progress.

R.3.2 Emmy Award for a new audio broadcast standard

ITU-R Study Group 6 on broadcasting service received a 2011 Emmy Award for Technology and Engineering from the National Academy of Television Arts and Sciences of the United States. The award recognized the work relating to Recommendation ITU-R BS.1770-2 on a unified worldwide algorithm for standardizing loudness metering in television broadcasting.

Objective 4: Disseminating information and know-how

To respond to the needs of the membership by disseminating information and know-how on radiocommunication issues, and by publishing and distributing relevant materials, in coordination and collaboration, as appropriate, with the other Bureaux and the General Secretariat.

Output

R.4.1 ITU-R publications

R.4.1 ITU-R Publications

Since PP-10, the BR has issued many key publications, including the [Final Acts of WRC-12](#) and the [Radio Regulations \(Edition of 2012\)](#) and associated Appendices, Resolutions, Recommendations and [ITU-R Recommendations](#). BR has also issued various service publications (e.g. Lists IV, V, VI and VIIA). Various regulatory bulletins and reports have been issued, including the IFIC, HFBC schedules, IFL (terrestrial services), SRS and terrestrial plans.

In 2011, [Handbooks](#) covered the deployment of broadband wireless access and of IMT-2000 systems, spectrum monitoring, Earth exploration-satellite service, satellite time and frequency transfer and dissemination, and digital TV. 165 ITU-R Recommendations, and 56 ITU-R Reports were published.

In 2012, the ITU published 113 ITU-R Recommendations, as well as 74 ITU-R Reports, as well as the following handbooks: Spectrum Monitoring; Land Mobile (including wireless access) – Volume 5: Deployment of Broadband Wireless Access Systems; Migration to IMT-2000 Systems – Supplement 1 (revision 1) of the Handbook on Deployment of IMT-2000 Systems; Earth Exploration – Satellite Service. In addition, services publications such as the BR International Frequency Information Circular (BRIFIC, both space and terrestrial) were published on a bi-weekly basis, and a BRIFIC-space in DVD-ROM was prepared. The following maritime publications were issued: Manual for Use by the Maritime Mobile and Maritime Mobile-Satellite Services (Maritime Manual); and the List of Ship Stations and Maritime Mobile Service Identity Assignments (List V).

In 2013, two Handbooks were issued on Climate Change and ITU-R propagation prediction methods for interference and sharing studies. In addition, ITU-R also published 140 Questions, 2 Opinions, ITU Recommendations and Reports on DVD ROM (First and Second Editions), the Book of ITU-R Resolutions (2012 Edition), 25 BR International Frequency Information Circular (BR IFIC) and 11 high-frequency broadcasting schedule. The BR also updated the maritime service publications: List of Coast Stations and Special Service Stations (List IV); List of Ship Stations and

Maritime Mobile Service Identity Assignments (List V); and the Maritime Manual. 223,941 notices for coast and ship stations were processed in 2012 to keep these publications up-to-date. The total income from selling these publications reached CHF 14.5 million. The free online policy adopted in 2012 has resulted in a significant increase of the distribution of the Radio Regulations to the Membership and to the broader general public.

Objective 5: Providing support and assistance to the membership

To provide support and assistance to the membership, mainly to developing countries, in relation to radiocommunication matters, ICT network infrastructure and applications, in particular with respect to: (a) bridging the digital divide; (b) gaining equitable access to radio-frequency spectrum and to satellite orbits; and (c) providing training and producing relevant training materials for capacity building.

Outputs

- R.5.1 Assistance to members, in particular developing countries and LDCs
- R.5.2 Liaison/support to development activities
- R.5.3 Seminars

R.5.1 Assistance to members, particular developing countries and LDCs

The BR maintained strong cooperation with international organizations such as the International Maritime Organization (IMO), International Civil Aviation Organization (ICAO), World Meteorological Organization (WMO), and with regional organizations (APT, ASMG, ATU, CEPT, CITELE and RCC) to ensure effective preparation for WRC-12. BR also strengthened its relations with the UN Office for Outer Space Affairs (UN-COPUOS). BR staff coordinated the High Frequency Broadcasting Conference (HFBC) schedules and presented the relevant software and broadcasting service procedures to regional coordination groups – for example, the High Frequency Coordination Conference (HFCC), the Arab States Broadcasting Union (ASBU), and the African Broadcasting Union (ABU). BR also liaised closely with standards-making bodies through participation in various forums such as Global Standards Collaboration (GSC), World Standards Collaboration (WSC) and 3rd Generation Partnership Projects (3GPP), and supported the work of ITU-D Study Groups on topics such as spectrum management, IMT, digital broadcasting and emergency communications. Liaison and coordination with ITU-T also took place, particularly in the area of power line telecommunications (PLT).

R.5.2 Liaison/support to development activities

Assistance was also provided to developing countries and support to BDT on aspects of radio-wave propagation, digital broadcasting, digital dividend and spectrum management. In cooperation with the African Telecommunication Union (ATU), specific assistance was provided to the 48 Sub-Saharan African administrations in reviewing the UHF part of the GE-06 Plan relating to digital television broadcasting, resulting in a regional consensus on modifications to the GE-06 Plan to

relocate broadcasting below 694 MHz and make the 700 and 800 MHz bands available for the mobile service in the region.

R.5.3 [Seminars](#)

The BR disseminated know-how and training in frequency management issues through [seminars, workshops and meetings](#). The [World Radiocommunication Seminar 2012 \(WRS-12\)](#) focused on the results of WRC-12 and WRC-15 preparation, the application of the provisions of the RR, and latest technological aspects of radiocommunication. From 2012, the BR has also organized regional seminars in Costa Rica (100 Participants/11 countries), Paraguay (with 120 participants/12 countries), Cameroon (150 participants/35 countries), Fiji (60 participants/18 countries) and Tunisia (70 participants/15 countries). These Seminars included a one-day Forum to discuss pressing spectrum issues, such as Innovation and Challenges (Costa Rica), Digital Dividend (Paraguay), Future of UHF Band (Cameroon), Future of C-Band (Fiji), Cognitive Radio and white spaces (Tunisia). The BR also participated in other ITU seminars relating to spectrum management, space radiocommunication applications, Climate Change and Emergency Telecommunications, and liaised with other international, regional and national organizations on the development of standards.

Telecommunication Standardization Sector

ITU-T

Strategic Goals

To develop interoperable, non-discriminatory international standards (ITU-T Recommendations).

To assist in bridging the standardization gap between developed and developing countries.

To extend and facilitate international cooperation amongst international and regional standardization bodies.

Objectives

Objective 1

Promoting cooperation

Objective 2

Producing global standards

Objective 3

Bridging the standardization gap

Objective 4

Disseminating information and know-how

Results achieved

The following is a summary of the results achieved from the end of 2010 to mid-2014 by the ITU-T Sector and Telecommunication Standardization Bureau (TSB) as a function of its defined objectives and outputs.

Objective 1: Promoting cooperation

To promote and foster cooperation among Member States, Sector Members and Associates in decision-making on telecommunication/ICT standardization matters.

To cooperate and collaborate with the other ITU sectors, standardization bodies and relevant entities (e.g. Global Standards Collaboration, World Standards Cooperation), in order to avoid duplication and inconsistencies to the extent possible, identify relevant areas for future standardization projects to be initiated within ITU-T while remaining aware of the ongoing work in other standards bodies, and to ensure that the work of ITU-T creates added value by promoting international collaboration, coordination and cooperation, with a view to harmonizing activities.

Outputs

- T.1.1 World Telecommunication Standardization Assembly
- T.1.2 WTSA regional consultation sessions
- T.1.3 Telecommunication Standardization Advisory Group (TSAG)
- T.1.4 ITU-T general assistance and cooperation

T.1.1 World Telecommunication Standardization Assembly (WTSA) *and*

T.1.2 WTSA regional consultation sessions

Preparations for the World Telecommunication Standardization Assembly 2012 (WTSA-12) and WCIT-12 preparatory meetings were conducted in 2012: APT (Australia); RCC (Uzbekistan); Arab States (Egypt); Americas (Argentina); Africa (South Africa); Caribbean (Trinidad & Tobago). WTSA-12, held in Dubai, United Arab Emirates, on 20-29 November 2012, saw a record 102 Member States participating. TSB continuously updates the [WTSA Action Plan](#). Key outcomes of WTSA-12 include:

- WTSA-12 maintained the number of study groups at ten, and appointed four new Chairs. Members of leadership teams come from 35 countries, including 24 developing countries.
- WTSA adopted 50 Resolutions, one Opinion and six new ITU-T Recommendations. WTSA-12 adopted the first-ever ITU-T Resolutions on e-health, software-defined networking (SDN), e-waste, and engagement of academia in ITU-T's work.
- WTSA-12 strongly supported ITU-T's "Bridging the Standardization Gap" programme. WTSA-12 and the Global Standards Symposium (GSS) that preceded it emphasized the importance of collaboration and cooperation with other standards bodies, as well as vertical sectors

(e.g. transportation, utilities, banking, and health). GSS considered the impact of technological convergence, which means that the traditional demarcations between the work of different standards bodies are becoming blurred. With the integration of ICT into traditional industries, ICT standardization is no longer limited to the confines of the ICT industry.

- WTSA-12 established a new Review Committee as a forum to discuss issues and come up with suggestions on how ITU-T can retain its position as the global ICT standards body, and best ensure that it remains the place to come to develop international standards.

T.1.3 Telecommunication Standardization Advisory Group (TSAG)

Since 2012, TSAG has been offering captioning and fully-fledged remote participation services including audio/video/active interventions in all six official UN languages.

T.1.4 ITU-T general assistance and cooperation

ITU-T works closely with other Standards Development Organizations (SDOs) in many collaborative standardization efforts such as the annual Global Standards Collaboration (GSC) and the World Standards Cooperation (WSC, a partnership of ITU, ISO and IEC).

Joint workshops have been held with IEEE (such as “100G and beyond”). A joint ITU-T and ISO/IEC Joint Technical Committee 1 leadership meeting was held in November 2012. An MoU with the national standards organizations ARIB, TTC (Japan), CCSA (China) and TTA (Republic of Korea) was signed in July 2011 to pave the way for regional standards, developed in these four key regional bodies, to be internationally recognized. A revised MoU with ETSI and ITU was concluded in July 2012 that takes into account the complementary roles of the two organizations. ITU-T has over 60 collaboration agreements with various Forums / Consortiums.

ITU-T has strengthened its cooperation with other UN Agencies and organizations in relation to mitigating climate change, including collaboration with WHO, WMO, UNESCO-IOC, UNU, UNIDO, UNESCO, UNEP, UNFCCC and via the Global e-Sustainability Initiative. In 2011, the Deputy Director of TSB represented ITU-T as Technical Liaison on the ICANN Board, and ITU-T held a seat on the ICANN Nomination Committee. ITU-T leads two Dynamic Coalitions in the IGF on Accessibility and Disability, and on Internet and Climate Change.

ITU-T participates in the Inter-Agency Support Group (IASG) for the UN Convention on the Rights of Persons with Disabilities (UNCRPD). ISO, IEC and ITU have worked jointly to publish ISO/IEC Guide 71/ITU-T Supplement, Guide for addressing accessibility in standards.

The annual Chief Technology Officer (CTO) meeting took place in Bangkok (2013), Dubai (2012), and Geneva (2011). The CTO Group has triggered many new initiatives in ITU-T over recent years, including recommendations: to modernize the current ICT standardization landscape and set priorities for new issues in standards work; to accelerate technical standardization in e-health; to establish a focus group on network resilience in the event of disasters; and to boost work on smart grids, cloud computing, smartphone security, and SDN.

The ITU Kaleidoscope academic conferences are peer-reviewed events organized by ITU-T, which were generously hosted by Pune, India; Cape Town, South Africa; Kyoto, Japan. In June 2014, the sixth ITU Kaleidoscope event, “Living in a converged world – impossible without standards?”, will take place in Saint Petersburg, Russian Federation, with IEEE-ComSoc as a technical cosponsor.

The number of events which ITU-T hosts or is engaged in has sharply increased over the years. TSB now organizes around 150 physical meetings, about 800 virtual meetings and close to 50 workshops per year. Furthermore, there are a couple of hundred Rapporteur meetings per year.

Objective 2: Producing global standards

To develop efficiently, effectively and in a timely manner the required global telecommunication/ICT standards (ITU-T Recommendations), consistent with ITU's mandate and the needs and interests of the membership (such as narrowing the digital divide, improving health and safety and protecting the environment, and facilitating access to telecommunications/ICTs by persons with disabilities).

To standardize services and applications meeting global user needs that rely not only on state-of-the-art technologies but also on matured, proven technologies.

To identify ways and means to achieve interoperability of services and equipment.

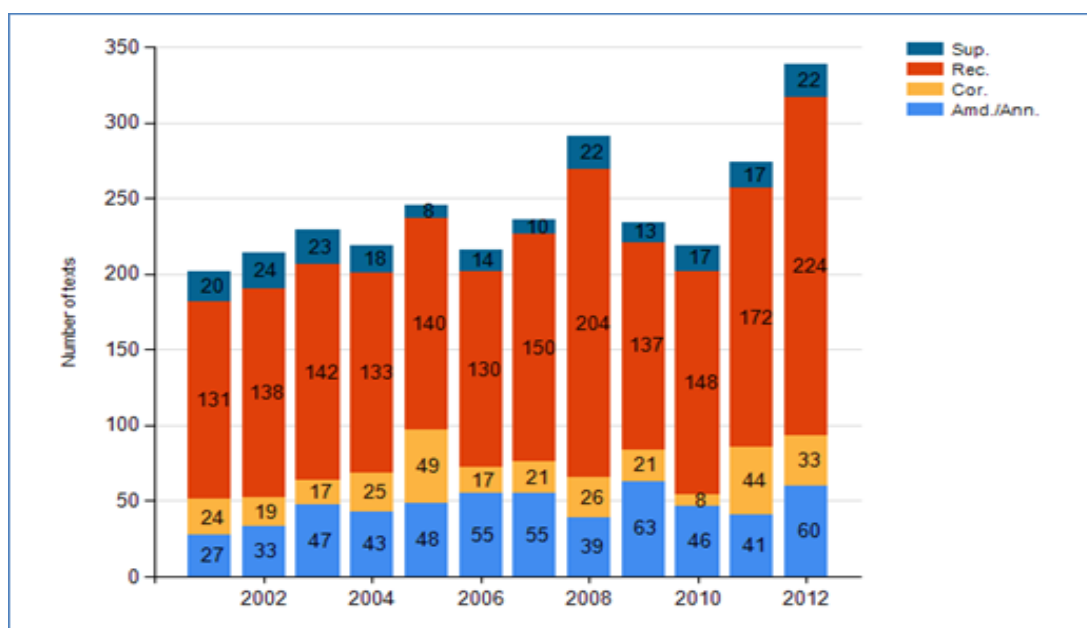
Outputs

T.2.1 ITU-T Study Groups

T.2.1 Study Group activities

At any time, close to 1,000 draft ITU-T Recommendations are being worked on by some 650 editors in around 150 Study Group Questions. The year 2012 saw 339 texts approved – the highest ever in a single year (see Figure 1 below).

Figure 1: Number of approved ITU-T Recommendations, Amendments, Corrigenda & supplements, 2001-2012



The new High-Efficiency Video Coding (HEVC) standard ITU-T H.265 was approved in 2013, ten years after its landmark predecessor ITU-T H.264 (which currently accounts for over 80% of all web video). ITU-T H.265 for video codecs uses 50% less bandwidth to provide comparable quality to ITU-T H.264 (used in most web video applications, DVDs, Blu-ray and mobile), and will deliver real efficiencies in the bandwidth used by operators to deliver highly popular video services.

First-stage approval of G.fast (ITU-T G.9701) was reached in December 2013, the new ITU broadband standard capable of achieving access speeds of up to 1 Gbit/s over existing copper wires within a 250-metre range of a distribution point. Final approval is scheduled for 2014. Following many years of collaboration with IETF, two Recommendations on MPLS-TP (ITU-T G.8113.1; ITU-T G.8113.2) were approved at WTSA-12.

A set of standardized methodologies on the environmental assessment of ICTs was approved, among them ITU-T L.1400. ITU's [one-size fits all universal mobile phone charger standard](#) (ITU-T L.1000, Universal power adapter and charger solution for mobile terminals and other hand-held ICT devices) was further improved. [New standards](#) that will enable cost-effective smart grid applications were consented (such as distribution automation, smart meters, smart appliances and advanced recharging systems for electric vehicles). A suite of global technical cybersecurity standards was approved to provide a framework for exchanging information on cybersecurity.

ITU-T's [Focus Group on Cloud Computing](#) saw strong support from industry and led to the creation of a new Working Party on cloud computing in ITU-T SG13. The first global agreement on international mobile roaming charges ([ITU-T D.98](#)) was reached in 2012. WTSA-12 approved [ITU-T D.195](#), shortening time periods for settlement of accounts for international telecommunication services. A Collaboration on Intelligent Transport Systems Communication Standards was launched.

In a bid to find a globally-agreed solution to concerns that patent hold-ups may reduce innovation and competition, ITU hosted a patent roundtable on 10 October 2012. An accelerated series of meetings has taken place since to progress the issues of injunctions and non-discrimination as well as the meaning of "reasonable" in RAND (Reasonable and Non-Discriminatory).

ITU-T's [Focus Group on Smart Cable Television](#), established by ITU-T SG9 (2012-06) approved a [Technical Report](#) covering Smart Cable Television use cases, provisional requirements, transport, content and application delivery, usability and accessibility, and multi-screens.

See also sections 3.1 (Cybersecurity), 3.2 (Climate Change), 3.3 (e-health), 3.4 (Accessibility); 3.5 (Emergency Communications); 3.6 (Internet issues).

Thirteen regional groups (three in the Americas, three in the Arab Region, five in Africa, two in Asia Pacific), associated to ITU-T Study Groups 2, 3, 5, 12 and 13, are now active.

New focus groups were launched, all of which have concluded their work: Smart Grids; Cloud Computing; Smart Cable Television; Audiovisual Media Accessibility; Car Communications; Future Networks; and Driver Distraction. Still running are the Focus Groups on Disaster Relief Systems, Network Resilience and Recovery; Bridging the Gap: from Innovation to Standards; Smart Sustainable Cities; Smart Water Management; and Machine-to-Machine Service Layer.

To strengthen collaboration and cooperation with ITU-R SG6, ITU-T SG9 and SG12 have established an Intersector Rapporteur Group (IRG) on audiovisual quality assessment ([IRG-AVQA](#)). Another IRG was established by ITU-R SG6, ITU-T SG9 and ITU-T SG16 on Audiovisual Media Accessibility

([IRG-AVA](#)). A third IRG on integrated broadcast-broadband systems (IRG-IBB) was proposed by ITU-T SG9 to ITU-R SG6 and is likely to be established soon.

ITU's C&I programme is based on four pillars: (1) Conformity assessment programme; (2) Interoperability events; (3) Capacity-building; (4) Establishment of test centres in developing countries. Following the presentation of a business plan by the consultancy KPMG, Council 2012 approved the C&I Action Plan which was further fine-tuned at Council 2013. ITU hosted or supported interoperability testing event on ITU-T Q.3900 series for NGN Testing, ITU's IPTV standards and ITU-T G.hn on home networking. ITU-T SG11 has established a Correspondence Group (CG) to discuss collaboration between ITU-T and testing laboratories (TL) for ITU C&I programme. The CG will also analyse and propose a TL recognition procedure.

Objective 3: Bridging the standardization gap

To provide support and assistance to developing countries in bridging the standardization gap in relation to standardization matters, information and communication network infrastructure and applications, and relevant training materials for capacity building, taking into account the characteristics of the telecommunication environment of developing countries.

Outputs

- T.3.1 Bridging the standardization gap
- T.3.2 Training activities, including workshops and seminars

T.3.1 Bridging the standardization gap

For the first time, the number of participants from developing countries outnumbered that of participants from developed countries in Study Group meetings in 2010. Since 2007, a total of 41 new countries have participated in ITU-T's work that had not previously done so, including 16 countries in 2011. Most of ITU-T's Study Groups have seen a strong increase in participation in the current study period. In particular, participation by the Africa region rose.

The mentoring programme introduced for new delegates to ITU-T Study Groups in August 2011 continued to grow. Remote participation is now offered during all study group meetings at no cost (using a call-back option). Opening and closing plenaries benefit from full interpretation. Contributions to study groups can be translated into six languages if received two months before a meeting. Some of the Recommendations approved by AAP are also being translated. The new service for the membership of direct document posting was much appreciated. The fellowship programme, available for eligible countries to attend meetings of any of the ten ITU-T study groups, finds strong resonance. Full or partial fellowships are awarded to facilitate participation from LDCs or Low-Income Developing Countries, depending on budget availability. In 2014, TSB published a guide to help developing countries to set up a national standardization secretariat to enhance the involvement of developing countries in ITU-T study groups. NSN, Microsoft, Cisco and

the Government of the Republic of Korea have contributed to the Bridging the Standardization Gap fund.

T.3.2 Training activities

Regional *Bridging the Standardization Gap* (BSG) workshops were held: in 2011, in Fiji, Algeria and Moldova; in 2012, in Laos and India, as well as Forums on conformance and interoperability; and in 2013, in Myanmar. A two-week tutorial on ITU-T Recommendations for Optical Fibres, Cables, and Systems took place in Mexico in September 2011, based on ITU-T's *Handbook on Fibre Optic Cables*. One regional standardization forum for the Arab region was held on 27 January 2014 in Tunis. Three more regional standardization forums are planned in 2014 for other regions. In July 2012, TSAG established a TSB Director's ad hoc Group on Education about Standardization to stimulate ICT standardization in academic curricula. Tutorials targeted for delegates and for those in leadership positions took place in 2012 in Geneva, Korea and Thailand, as well as a tutorial for the new Study Group and TSAG leadership teams in January 2013. ITU-T's first e-learning online course, a two-hour course on ITU-T A.1 (ITU-T's working methods) was launched in January 2014. An e-learning course on quality of service for mobile networks is will be released in 2014.

Objective 4: Disseminating information and know-how

To respond to the needs of the membership and others by disseminating information and know-how through the publication and distribution of ITU-T Recommendations and relevant materials (e.g. manuals), by collaborating with ITU-D on bridging the standardization gap between developing and developed countries, and by promoting the value of ITU-T in order to encourage increased membership.

Outputs

- T.4.1 ITU-T publications
- T.4.2 ITU Operational Bulletins
- T.4.3 Database publications
- T.4.4 Relevant TSB databases
- T.4.5 International telecommunication numbering resources
- T.4.6 Promotion

T.4.1 Publications

About 10,000 pages of ITU-T Recommendations are produced each year, as well as Supplements, technical papers, Operational Bulletins, TechWatch reports, climate change reports, and focus group deliverables. A dozen Technology Watch reports have been published since PP-10. In 2013, the topics were "Big Data: Big today, normal tomorrow" (November 2013); "Location matters: Spatial standards for the Internet of Things" (September 2013); "The Mobile Money Revolution" (two reports, May 2013); "Smart Cities – Seoul: a case study" (February 2013). In March 2011, a new and improved version of ITU-T Study Group 17's *ICT Security Standards Roadmap* database was made available.

T.4.2 Operational Bulletins

Each year, 24 *Operational Bulletins* are published and some 20 annexes on the lists of codes are kept up-to-date.

T.4.3 Database publications and

T.4.4 Relevant TSB databases

In order to perform the administration and registration function for the international numbering resources (INR) under the purview of ITU-T more efficiently and precisely, database systems for many of the INRs have undergone a major revamp including a more intuitive user interface. Currently, the following are available to ITU members:

- national-only numbers for emergency services and other services of social value (E.129)
- ITU-T E.164 Country Codes & International Shared Country Codes
- ITU-T E.118 Issuer Identifier Number (IIN)
- ITU-T E.212 Mobile Country Codes and Mobile Network Codes (MCC&MNC)
- ITU-T E.218 Terrestrial trunk radio Mobile Country Codes (TMCC)
- ITU-T Q.708 Signaling Area Network Code (SANC) & International Signaling Point Code (ISPC).

T.4.5 International telecommunication numbering resources

In July 2011, the ITU-T E.164 Country Code 211 and ITU-T E.212 Mobile Country Code 659 were assigned to the Republic of South Sudan. More than 70 ITU-T Q.708 Signalling Area/Network Codes (SANCS) have been assigned since 2011 and the total number of assigned SANCS has reached 998, which means 64.97% of SANCS in the range 2-7 have been allocated. Over 200 reports of [misuse of numbering resources](#) have been received by the end of 2013 and around 30% of the reports got replies.

T.4.6 Promotional activities

About 100 ITU-T [newslog stories](#) are now published annually. The new ITU blog carries lengthier 'feature' stories by TSB staff or third parties, providing key third-party validation of ITU-T work. The release of the ITU-T standard on the [new video codec](#) gained the greatest media attention, followed closely by the new broadband standard [G.fast](#). Over 500 press stories feature ITU-T's work annually. The ITU-T e-Flash, issued around ten times a year, reaches more than 3,000 subscribers. About half a dozen video interviews were published in 2013. Social media has been used as an effective outreach mechanism, with certain ITU-T activities reaching 3 million readers.

ITU-T has seen robust continuing support from its membership in 2011, 2012 and 2013. Membership of ITU-T increased in 2011 for the first time in a decade, and has grown by 18% since then (as of December 2013). This includes ITU-T Academia membership which has now reached 45. Participation by the African region in ITU-T study group meetings has risen significantly.

Telecommunication Development Sector

ITU-D

Strategic Goals

To promote the availability of infrastructure and foster an enabling environment for telecommunication /ICT infrastructure development and its use in a safe and secure manner.

To provide assistance to developing countries in bridging the digital divide by achieving broader telecommunication/ICT-enabled socio-economic development.

To expand the benefits of the information society to the membership in cooperation with public and private stakeholders, and to promote the integration of the use of telecommunications /ICTs into the broader economy and society as drivers of development, innovation, well-being, growth and productivity globally.

Objectives

Objective 1

To foster international cooperation on telecommunication/ICT issues

Objective 2

To assist in the development of telecommunication/ICT infrastructure

Objective 3

To enhance the deployment and the safe use of ICT applications and services

Objective 4

To create a policy and regulatory environment conducive to telecommunication/ICT development

Objective 5

To build human and institutional capacity and foster digital inclusion

Objective 6

To provide concentrated assistance to LDCs, SIDS, LLDCs, and assist in disaster management

Results achieved

The following is a summary of the results achieved in from January 2012 to mid-2014, by ITU-D and the BDT, organized around defined objectives and outputs. The ITU-D Performance Report 2012 also gives a comprehensive description of the results of BDT's activities.

Objective 1: To foster international cooperation on telecommunication/ICT issues

To foster international cooperation among ITU-D Members and other stakeholders on telecommunication/ICT development issues, by providing a pre-eminent forum for discussion, information-sharing and consensus building on telecommunication/ICT technical and policy issues.

Outputs

- D.1.1 World Telecommunication Development Conference
- D.1.2 Regional Telecommunication Development Conference
- D.1.3 Telecommunication Development Advisory Group (TDAG)
- D.1.4 Telecommunication Development Study Group Meetings (STG)

D.1.1 World Telecommunication Development Conference (WTDC) *and*

D.1.2 Regional Telecommunication Development Conference

The [World Telecommunication Development Conference \(WTDC\) 2014](#) will be held in the United Arab Emirates, on 30 March-10 April 2014. In preparation for WTDC-14, BDT organized six Regional Preparatory Meetings ([RPMs](#)) in 2013.

D.1.3 Telecommunication Development Advisory Group (TDAG)

The [TDAG](#) met annually during 2011-2013 to advise the BDT Director on the implementation of the WTDC Action Plan. TDAG has two dedicated Correspondence Groups on the elaboration of ITU-D contributions to the Strategic Plan 2016-2019 and on Resolutions and Recommendations.

D.1.4 Telecommunication Development Study Groups

In accordance with WTDC Resolution 2 (Rev. Hyderabad, 2010), WTDC-10 maintained two Study Groups 1 and 2, determined the Questions to be studied by them, and adopted the list of Chairs and Vice-Chairs. [ITU-D Study Groups](#) are progressing well with their final outputs (including reports, surveys, guidelines and recommendations. New tools and services have been introduced (including live captioning, multilingual remote participation, an e-Forum survey platform, and case study library).

Objective 2: To assist in the development of telecommunication/ICT infrastructure

To assist the membership in maximizing the utilization of appropriate new technologies, including broadband, to develop their telecommunication/ICT infrastructures and services, and to design and deploy resilient telecommunication/ICT network infrastructure.

Output

- ICT infrastructure development

D.2.1 ICT infrastructure development

Broadband Infrastructure: A series of [regional forums, workshops and seminars](#) were carried out in close collaboration with TSB and BR in all regions to develop ICT infrastructures and services. ITU assisted several countries in preparing wireless broadband master plans and national broadband policies (NBPs) for their transition from PSTN to NGN (www.itu.int/ITU-D/tech/events/index.html).

To provide practical tools for promoting the built-out and management of broadband wireless networks to ITU Membership through technical skill transfer, [Guidelines](#) for developing countries have been finalized in collaboration with ITU-D SG2 (Q.25/2 and Q.26/2). [Guidelines on the migration to NGN](#) and for Access technology for broadband, including IMT, have been developed. Furthermore, [guidelines on telecommunications design in areas exposed to natural disaster](#) were finalized. [The ITU/Craig and Susan McCaw Broadband Wireless Network project for Africa](#) for providing low-cost broadband connectivity and developing ICT applications for schools and hospitals is being implemented in several African countries. BDT is implementing Internet broadband wireless connectivity and developing ICT applications to provide free or low-cost digital access for schools and hospitals, and for underserved populations in rural and remote areas in selected countries. A study has been finalized for Connecting the Arab Internet through IXPs. A new project to develop the first global online ITU Interactive Terrestrial Transmission Maps (for optical fibers and microwaves) has been launched as a mapping platform for national backbone connectivity is made available [online](#). In the framework of ITU-D Study Group Question 10-3/2: “Telecommunications/ICTs for rural and remote areas”, Question 26: “Migrating from existing networks to Next-Generation Networks (NGN) for developing countries: technical, regulatory and policy aspects”, and Question 25/2: “Access technology for broadband telecommunications, including IMT, for developing countries”, the final reports as well as the respective annexes containing updated information on the subject matters in addition to the advanced country case study analysis have been finalized.

Conformance and interoperability (C&I): In accordance with WTDC Resolution 47, regional forums and training courses on C&I were conducted in collaboration with TSB and BR. Direct assistance to developing countries has been provided. Memoranda of Understanding (MoUs) were signed with regional laboratories to develop C&I testing and regional training for different C&I domains – see the materials available [online](#). A set of Guidelines on C&I for developing countries on establishment of conformity and assessment test laboratories in different regions are now

available [online](#). Assessment Studies to promote harmonized C&I programmes on a regional basis are being conducted. In 2013, an [assessment study for the SADC region](#) has been finalized.

Spectrum management: The [Spectrum Management System for Developing Countries \(SMS4DC\)](#) is now in use in over 40 countries, and two workshops were conducted in Africa. Spectrum management training courses were conducted in different regions via the Centres of Excellence (CoEs). Development of a comprehensive [Spectrum Management Training Programme \(SMTP\)](#) is underway. In Asia-Pacific, assistance was provided to Myanmar, PNG, Bangladesh, Thailand, Cambodia, and Lao PDR, and in Africa to Madagascar, Burundi, Gabon, Guinea-Bissau, and Kenya (under the ITU-EU-HIPSSA project). A report on digital dividend was released in 2012 and a [report on spectrum management trends](#) was finalized in 2013. Two projects on human exposure to electromagnetic radiation (EMF) were implemented in Latin America.

Transition from analogue to digital broadcasting: Guidelines on the digital broadcasting transition were updated and a [report on broadcasting trends](#) released in 2012. Within the ITU-Korea Communications Commission (KCC) and ITU-MIC Japan projects, over 15 countries were assisted in developing their own roadmap. Technical assistance was provided to Burundi, Chad, Gabon, Mali, Rwanda, and Congo (DRC), as well as Southern African Development Community (SADC) countries. In partnership with the Caribbean Telecommunications Union (CTU) and the Caribbean Broadcasting Union (CBU), ITU Regional Workshops on Spectrum Management and Frequency Coordination (broadcasting and digital dividend) meetings were held in 2012/13, as well as a Workshop on Digital TV Migration and the Digital Dividend in 2012.

More than [ten workshops and frequency coordination meetings](#) were organized in cooperation with BR and the CoE network. A [Global ICT Forum for Human Capacity Development 2012](#) was hosted by CFL and the South Africa Department of Communications. A concept paper for the digital television transition in the Arab Region was prepared in 2012, and a roadmap was approved for the Africa region at the 2nd ITU-ATU Digital Migration Summit.

Objective 3: To enhance the deployment and the safe use of ICT applications and services

To foster the development of strategies to enhance the deployment and the secure, safe and affordable use of ICT applications and services towards mainstreaming telecommunications/ICT in the broader economy and society.

Output

D.3.1. Cybersecurity and ICT applications deployment

D.3.1 Cybersecurity and ICT applications deployment

In cybersecurity, BDT has operationalized the Global Cybersecurity Agenda through activities aimed at support Member States in countering cyberattacks, by: facilitating the establishment of CIRTs (with more 50 countries assessed and 15 underway); building capacity through technical

workshops, hands-on training and assessment with more than 100 countries assisted in the period 2010-2014 and more than 3,000 people trained; and fostering international cooperation through cooperation agreements with key stakeholders and the UN System. See section 3.1 for details.

For ICT applications, ITU published the joint ITU-WHO “National e-Health Strategy toolkit” in 2012 to make National eHealth planning tools available to UN Member States. To assist countries in implementing the toolkit, several workshops were organized to strengthen human capacity at the government level to conduct national eHealth strategy development and planning. ITU launched a joint programme in partnership with WHO in 2012 to use mobile to address NCDs through scalable mHealth solutions. Additional extra-budgetary resources were raised to support ICT use for maternal and child health and to combat NCDs through partnerships with WHO and industry associations (e.g. the International Federation of Pharmaceutical Manufacturers and Associations, Verizon Foundation and BUPA, a health-care and health insurance company) – see Section 3.3.

ITU published a number of reports on best practices, such as “Mobile Government for responsive governments and connected society, 2011”, “Scaling e-Health services in step with ICT transformation, 2011”, “Innovative ways of appropriating mobile telephony in Africa (2010)”, “National e-Strategies for Development, Global Status and Perspectives, 2010”. A knowledge-sharing event was organized during the World Health Assembly in May 2013, and BDT has also developed a “Toolkit for ICT-based services using mobile for e-government services”.

Objective 4: To create a policy and regulatory environment conducive to telecommunication/ICT development

To assist the membership to create and maintain an enabling policy and regulatory environment, including the establishment and implementation of sustainable national policies, strategies and plans, through sharing best practices and collecting and disseminating statistical information on telecommunication/ICT developments.

Outputs

D.4.1 Enabling environment enhancement

D.4.1 Enabling environment enhancement

Regulation: ITU continues to convene the largest gathering of the global ICT regulatory community at its annual Global Symposium for Regulators (GSR), held in [Colombia in 2011](#), [Sri Lanka in 2012](#), and [Poland in 2013](#). The [Global Regulators-Industry Dialogue \(GRID\) session of the GSR](#) fosters a productive dialogue between regulators and the industry on topical ICT issues. Twenty-five GSR Discussion Papers were prepared and three sets of [best practice guidelines](#) adopted since 2010. A [new Forum for private sector Chief Regulatory Officers \(CROs\)](#) was created in 2012. GSR 2014 will be held in Bahrain from 3-5 June 2014. At the regional level, the annual Forum on Telecommunication/ICT Regulation and Partnership in Africa (FTRA) provides a platform for policy-

makers, regulators and the private sector to address key issues. The [Global Regulators' Exchange](#) (G-REX) offers regulators the opportunity to share experiences. The [ICTEye](#) and the ICTDec portals were redesigned to be more interactive, to enhance the data collection and visualization experience (e.g. statistics, regulatory and tariff policies). The content management system of the joint [ITU-infoDev ICT Regulation Toolkit](#), featuring insightful and up-to-date analysis on key regulatory issues as well as best practices, was completely redesigned to make it more user-friendly. The TREG Regulatory Knowledge Center and the [Regulatory Blog](#) were upgraded.

[Regional seminars on economic and financial aspects of telecommunications/ICT](#) were organized annually in coordination with ITU-T Study Group 3 Regional Groups meetings. Several seminars and workshops were also carried out by the ITU Regional Offices, focusing on specific areas of ICT policy and regulation, as well as costing and pricing issues. The [2010/2011](#), [2012](#) and [2013](#) editions of the flagship report, [Trends in Telecommunication Reform](#), are available from the [ITU bookshop](#) in all six ITU official languages. The [Broadband Thematic Reports Series](#) was launched in 2012 focusing on cutting-edge policy, regulatory and economic aspects of broadband. Eleven thematic reports were released and nine country case studies have been developed. BDT published [12 reports focusing on economic and financial matters including costing and tariffs methodologies](#).

ITU-D continued its work on the collection, verification, processing and analysis of ICT data and statistics for over 200 economies through four annual questionnaires, in the World Telecommunication/ICT Indicators Database, accessible via CD-ROM, the ITU Statistics website and the ICT Eye online portal. The ICT Eye portal has been enhanced to provide access to data in a more interactive format (including via charts, maps and customized reports). ITU-D teamed up with Google to make available some of its data through the Google Public Data Explorer. ITU-D issued the following publications during 2011-2014:

- Yearbooks of Statistics (for 2011, 2012 and 2013 year-ends);
- ICT Facts & Figures 2013, which quantified the global digital gender gap for the first time;
- Handbook for the Collection of Administrative Data on Telecommunication/ICT, 2011;
- Measuring the WSIS Targets - A statistical framework, 2011 (jointly with the Partnership on Measuring ICT for Development);
- Measuring the Information Society Reports 2011, 2012 and 2013;
- The Little Data Book on ICT 2011, 2012 and 2013 (published jointly with the World Bank);
- Manual for Measuring ICT Access and Use by Households and Individuals, in early 2014.

BDT has organized a series of workshops at the country and regional levels to discuss methodologies, definitions, survey vehicles and data collection efforts for ICT indicators (e.g. Angola, Azerbaijan, Bhutan, Fiji, Jordan, Philippines, and Uruguay). The annual World Telecommunication/ICT Indicators Symposium (WTIS) is the main global forum to discuss ICT statistics. The Expert Group on Telecommunication/ICT Indicators met back-to-back with WTIS. The Expert Group on ICT Household Indicators was launched in May 2012. ITU-D is an active member of the Partnership on Measuring ICT for Development and a member of its Steering Committee. The Partnership Task Group on measuring e-government finalized the development of new e-government indicators in 2011. The Partnership Task Group on WSIS, led by ITU, prepared the first set of measurable indicators for each of the ten WSIS targets. In 2013, the Partnership

carried out a survey to collect data from all countries on the WSIS targets, as an input to the Partnership's final WSIS+10 quantitative assessment report. In 2013, the Partnership launched a new Task Group on Gender co-chaired by ITU and UNCTAD.

Objective 5: To build human and institutional capacity and foster digital inclusion

To build human and institutional capacity in order to improve skills in the development and use of telecommunication/ICT networks and applications, and to foster digital inclusion for people with special needs, such as persons with disabilities, through awareness-raising, training activities, sharing information and know-how and the production and distribution of relevant publications.

Output

- D.5.1 Human capacity building
- D.5.2 Digital inclusion

D.5.1 Human capacity building

Launched in 2012, the ITU Academy is an ITU-D initiative intended to assist developing countries by making available ICT education, training and development opportunities. Work is being undertaken to develop high-quality training materials in various domains, guided by the ITU membership, including Spectrum Management, and Quality of Service.

Since 2010, the Centres of Excellence (CoE) initiative has expanded to include more than 60 partners worldwide as BDT's main capacity-building mechanism. Since 2011, 223 training workshops and 57 online courses were organized for 5,783 participants in over 80 countries and over 95 organizations. Ten further capacity-building events were financed via the regular budget, involving 1675 participants from 65 countries and 63 organizations. Six train-the-trainer sessions were conducted for sixty instructors. In 2012, guidelines for the implementation of the new CoE programme were endorsed by TDAG, providing a framework for the new CoE initiative from 2015.

D.5.2 Digital inclusion

ITU-D has shared with ITU Members some 800 innovative and best practices on digital inclusion through its [Digital Inclusion blog](#). The [USFs and Digital Inclusion](#) report identifies ways that USFs can be used to promote the digital inclusion of women and girls, persons with disabilities, youth and Indigenous Peoples. Information on regional digital inclusion events is available in the reports submitted to the Regional Preparatory Meetings for WTDC-14.

Women and Girls: ITU-D actively encourages girls and young women to prepare for a career in the ICT sector by promoting an International Girls in ICT Day on the fourth Thursday of April every year in line with Resolution 70 (Rev. Guadalajara, 2010). This event benefits from an outreach of over 70,000 girls in 121 countries in every region of the world. The ITU-D [Girls in ICT Portal](#) houses over 570 programmes to support women and girls in the ICT sector. The report, [A Bright Future in ICTs: Opportunities for a New Generation of Women](#), and materials for Girls in ICT Day events are

available to organizers via this Portal for use in their events. The ITU–Telecentre.org Foundation’s [Women’s Digital Literacy Campaign](#) has trained 920,000 women to be digitally literate.

Accessibility of ICTs for persons with disabilities: ITU-D has developed tools for Member States to enable them to design their own policies and regulatory measures to ensure ICTs are accessible for persons with disabilities, including the [Making TV Accessible](#) report in 2011 and the [Making Mobile Phones and Services Accessible](#) report in 2012, available via the ITU-D Digital Inclusion website. A Model e-Accessibility Policy report will be published in 2014.

Indigenous peoples: More than 600 indigenous peoples in the America region were trained through [online courses](#) on project management, provided in cooperation with Fondo Indigena, to assist indigenous communities and contribute to their social and economic development.

Youth: To ensure youth can easily access these innovative learning opportunities and career resources, ITU-D has developed a database of digital literacy training materials and other learning resources. In 2014, ITU-D will publish a report on ICTs, youth employment, and entrepreneurship.

Objective 6: To provide concentrated assistance to LDCs, SIDS, LLDCs, and assist in disaster management

To provide concentrated and special assistance to least developed countries (LDCs) and countries in special need, and to assist ITU Member States in responding to climate change and integrating telecommunications/ICTs in disaster management.

Output

D.6.1. Special assistance, emergency telecommunications and climate change

D.6.1 Special assistance, emergency telecommunications and climate change

ITU deployed emergency equipment to Japan following the devastating earthquake and tsunami in March 2011. ITU organized a workshop to share expertise on emergency communications. In 2012, ITU and the Ministry of Communications of Japan organized a Symposium on Disaster Communications. In 2013, ITU, WHO and UNHCR contributed emergency telecommunications equipment to Mali. Assistance in disaster preparedness was provided to several ITU Member States through training events. BDT also assisted countries in designing National Emergency Telecommunication Plans, Contingency Plans and Operating Procedures and with hands-on training events. Concentrated assistance was provided to selected LDCs (Bangladesh, Comoros, Ethiopia, Guinea, Haiti, Madagascar, Mali, Mauritania, Nepal, Niger, Somalia, Timor-Leste, Uganda, and Zambia) and several SIDS (Cabo Verde, Kiribati, Micronesia, and Tuvalu) in infrastructure development, sector reform, e-applications and services, and rural telecom development. Expertise was also provided in planning and management of emergency telecommunications, e-waste management, and climate change adaptation. Under Resolution 34 (WTDC-10), rebuilding assistance was provided to countries emerging from war or disaster. In May 2011, ITU-D organized a Forum on Digital Inclusion for LDCs. In 2012, Guatemala, Colombia, Japan and Thailand benefitted from ITU capacity-building workshops. ITU is assisting Sudan and Uganda with installing an early warning system.

General Secretariat

ITU-GS

Strategic Goals

Effectiveness and efficiency in the planning, management, coordination and delivery of services to support the Union and its membership, ensuring the implementation of the financial and strategic plans of the Union and coordinating intersectoral activities as identified in the ITU basic texts.

Objectives

Objective 1	Objective 2	Objective 3	Objective 4	Objective 5	Objective 6
Overall management and coordination of the activities of the Union	Planning, coordination and execution	Support and delivery of services	Use of human, financial and capital resources	Providing ICT support services	Providing a platform

Objective 1: Overall management and coordination of the activities of the Union

Overall management and coordination of the activities of the Union, ensuring that the goals and objectives of the Strategic Plan are met.

Output: Overall Management and coordination of the activities of the Union

Sections:

- GS.1.1 ITU and the United Nations
- GS.1.2 Official visits and missions
- GS.1.3 Management activities
- GS.1.4 Auditing and IMAC
- GS.1.5 Legal affairs
- GS.1.6 Ethics

GS.1.1 ITU and the United Nations

Introduction

ITU participates in and collaborates with the UN system, its governance processes, subsidiary mechanisms and its inter-agency coordination networks, in order to strengthen synergies and foster information-sharing. The ITU General Secretariat, assisted by the UN Liaison Office in New York, coordinates ITU's external relations and ensures that its priorities are strengthened and reflected in the UN system. Over recent years, these efforts have been rewarded by greater priority being given to telecommunications/ICT as a vehicle of economic and social development. See ITU Council reports [C11/INF/6](#), [C12/INF/1\(Rev.1\)](#), [C13/INF/10](#), and [C14/INF/7](#).

UN Governance and subsidiary mechanisms

ITU participates annually, as observer, in the UN General Assembly (GA), the Economic and Social Council (ECOSOC) and the Commission on Science and Technology for Development (CSTD). Through its UN Liaison Office in New York, ITU follows key issues related to ITU's mandate and activities, including prioritizing the use of ICTs for development, reporting on the WSIS follow-up process and ensuring that ITU's work is reflected in relevant resolutions of the above-mentioned bodies, including the General Assembly's annual resolution on ICT for development. ITU has also: participated in UN plenaries, high-level dialogues and panel discussions; hosted thematic side-events; engaged in bilateral meetings with Heads of State/Government, UN Officials and other relevant actors; followed key negotiations; contributed ICT-related inputs to a number of the UN Secretary-General's annual reports; and prepared and contributed to thematic reports.

UN Summits and Conferences

ITU participates regularly in UN Summits and Conferences, advocating recognition of ICTs as vital enabling tools for sustainable development. ITU achieved recognition of ICTs in the outcome documents of the Fourth UN Conference on LDCs (Istanbul 2011), and the UN Conference on

Sustainable Development (Rio+20). As the lead UN Agency responsible for organizing the WSIS in 2003 and 2005, ITU continues to play a key role in the implementation and follow-up of the WSIS, in coordination with other lead action line UN Agencies, through the annual WSIS Forum, inclusive WSIS+10 consultations and preparation of a High-Level event in 2014. ITU has attended meetings of the governing bodies of sister UN bodies, particularly UNESCO, UPU, WMO, WIPO and WHO.

Inter-agency Coordination

During this period, ITU has contributed actively in the Chief Executives Board for Coordination (CEB), which unites the executive heads of UN bodies twice a year, under the chairmanship of the UN Secretary-General. The ITU Secretary-General chairs the ICT-Network Information Security Special Interest Group of the High-Level Committee on Management (HLCM).

Since 2010, ITU has also successfully prioritized the issues of cybersecurity and cybercrime on the agenda of the CEB and its High-Level Committee on Programmes (HLCP), which endorsed the UN-wide framework on cybersecurity and cybercrime in 2013, elaborated in collaboration with UNODC, for enhanced coordination among UN entities. ITU continues to contribute to the joint activities of the HLCP Working Group on Climate Change and the Task Team on “Urban Risk Management and Climate Smart Cities”.

ITU is also a member of the UN Development Group (UNDG). During 2012, ITU co-hosted the CEB at its Geneva headquarters for the first time, a meeting attended by the Heads of 29 UN system organizations. ITU is the rotational Chair of the UN Group on the Information Society (UNGIS). The ITU Secretary-General is currently the Chair of UNGIS at present and chaired in 2011-2012. UNGIS aims to: develop extensive collaboration and partnerships among CEB members to contribute to the achievement of the WSIS objectives and to maintain science, technology and ICT for Development issues at the top of the UN agenda. UNGIS has been adding value to existing programmes and projects by facilitating synergies and joint efforts, so as to maximize coordinated action, coherence and effectiveness of the support available to countries in their efforts towards achieving the WSIS goals. Recent activities include the UNGIS Joint Statement by 30 UN Agencies to the dialogue on the Post-2015 Development Agenda, a joint contribution to the Rio+20 Summit, and preparation of an Action Plan on the WSIS Review.

ITU also participates actively in the work of various inter-agency mechanisms and networks, including: the Inter-Agency Network on Women and Gender Equality (IANWGE); Inter-Agency Network on Youth Development (IANYD); Expert Group on MDG Indicators; MDG Gap Task Force; UN Environment Management Group (EMG); UN Geographic Information Working Group (UNGIWG); UN System Task Team on the Post-2015 UN Development Agenda (UNTT); Executive Committee on Economic and Social Affairs (ECESA); Inter-Agency Standing Committee on Emergency Telecommunications; Inter-Agency Support Group for the Convention on the Rights of Persons with Disabilities; UN Committee on the Peaceful Uses of Outer Space; UN Communication group; Inter-Agency Task Force on Africa; and the UN Governing Bodies Secretariat Group.

Key initiatives with other UN Funds, Programmes and Specialized Agencies

ITU is also committed to include in its strategic planning and work issues such as gender equality, youth, disabilities and disaster risk reduction, among others. ITU strives to strengthen its relationship with UN organizations through joint initiatives promoting ICTs as enabling tools for development. ITU has undertaken collaborated with UNDESA, UNESCO, WHO, WIPO, WMO, UPU, UNCTAD, UNDP, UN-Women, UN-HABITAT, UNFPA, UNICEF, OHCHR, UN-OHRLS, UNOOSA, UNEP,

UNU, IOC, UNFCCC, Basel Convention, and the Global Compact on issues ranging from gender equality, youth, disabilities, health, education, climate change, poverty eradication, MDGs, sustainable development, countries with special needs, WSIS, cybersecurity, cybercrime, child online protection, and the peaceful use of outer space, among others.

ITU also signed MoUs with UNESCO on WSIS and the establishment of the Broadband Commission for Digital Development and with UPU and WMO on ethics, where ITU has offered UPU and WMO practical assistance and support. At the regional level, ITU Regional Offices jointly organize events and implement programmes with other UN regional offices and country teams, as well as the UN Resident Coordinator Office.

Collaboration with the Joint Inspection Unit of the United Nations system (JIU) and UN reform

During this period, ITU has continued to collaborate with the JIU, providing timely contributions, both direct and through the CEB, on system-wide project reviews. ITU has also incorporated JIU's online Follow-up System, put in place to track the progress of JIU recommendations. This system provides statistical information in terms of categories of acceptance, implementation and impact achieved of the JIU recommendations contained in Reports, Notes and Letters.

The UN system is currently engaged in reforms to strengthen the UN and to make it more effective, efficient, coherent and accountable. ITU has been engaged in implementing a number of reform initiatives, as appropriate, in key areas, including: human resources management; procurement; accountability (Enterprise Risk Management, Results-Based Management or RBM); accounting standards (IPSAS); and enterprise resource planning.

Post-2015 Development Agenda

Over recent years, UN Member States and the UN system have continued to review progress towards achieving the MDGs. As 2015 approaches, UN Member States have embarked in the Post-2015 UN Development Agenda and Sustainable Development Goals (SDGs) processes, towards the formulation of a development framework with a coherent set of goals integrating the three dimensions of sustainable development. The UN system, including ITU, is involved in supporting this intergovernmental process. ITU has hosted side-events, publications, open letters and manifestos geared to promote relevance and the visibility of ICTs and broadband in the future sustainable development framework. The outcome of the "BYND 2015 Global Youth Summit" (9-11 September 2013), hosted by the Government of Costa Rica, was submitted to the discussions on the post-2015 development agenda on ICT for development.

GS.1.2 Official visits and missions

Every year, ITU organizes *Ambassadors' Information Meetings* to keep the diplomatic community informed of its activities. ITU elected officials undertake many official missions every year to raise ITU's profile and promote active engagement with the ITU membership.

GS.1.3 Management activities

The Coordination Committee and the Management Coordination Group continue to meet every month to manage ITU's administrative and financial affairs to ensure the most effective use of ITU's resources in the implementation of PP decisions. Further efforts were made to review and develop new policies and methodologies to modernize ITU management practices and to enhance

and streamline ITU's business processes and implement results-based budgeting (RBB) and RBM in line with the [ITU Framework for Performance Measurement/Reporting](#).

GS.1.4 Auditing and IMAC

Council 2011 appointed the Italian supreme audit institution as the External Auditor of ITU for its 2012-2015 financial statements. The newly appointed External Auditor performed their first audit of the 2012 financial statements and presented the report to the Council in 2013. The second audit relating to the 2013 financial statements will take place in April and May 2014. Unaudited financial statements will be presented to Council 2014. The audited financial statement will be presented in a special session in Busan before the Plenipotentiary Conference. Internal Audit conducted an audit of ITU's administrative and financial processes, reviewed key administrative areas for some of the Regional Offices.

The Independent Management Advisory Committee (IMAC) set up by Resolution 162 (Guadalajara, 2010) presented annual reports to Council 2012 and 2013, containing recommendations for Council's consideration on internal and external audit functions, risk management, financial statements and accounting. IMAC's third annual report will be presented to Council 2014.

GS.1.5 Legal Affairs

Since 2010, the Legal Affairs Unit (JUR) has negotiated agreements for the hosting of meetings and Conferences (in particular, WTSA-12, WCIT-12, WTDC-14 and PP-14) and the application of headquarters and host country agreements. JUR provided general legal support and advice to WRC-12, RA-12, WTSA-12, WCIT-12, WTPF-13, Council, and Council Working Groups.

GS.1.6 Ethics

The Ethics Office prepared the Code of Ethics for ITU Personnel, the ITU Policy on Financial Disclosure, and the ITU Policy for the Protection of Staff against Retaliation for Reporting Misconduct. Confidential guidance and advice has been given to staff on various issues, including potential conflicts of interests. The Office worked with Bureaux and departments to resolve managerial or interpersonal problems.

Following the JIU report (2010), the ITU Ethics Office also provided ethics services to UPU and to WMO personnel, from 2012 until August 2013.

Objective 2: Planning, coordination and execution

Efficient planning, coordination and execution of the corporate, strategic, external relations, communication and intersectoral activities of the Union.

Outputs

- GS.2.1 Support for ITU events
- GS.2.2 Relations with Membership and other international organizations
- GS.2.3 External affairs and communications
- GS.2.4 Emerging trends in ICTs
- GS.2.5 ITU's participation in WSIS activities
- GS.2.6 Corporate strategic planning and evaluation
- GS.2.7 Coordination of intersectoral activities, including support to CWGs
- GS.2.8 Security plan in place²

GS.2.1 Support for ITU events

The C&P secretariat provided support for all ITU events. From 2011-2013, support was provided in Geneva for 44,078 participants for a total of 544 events and 1,993 (603+642+748) meeting days. Some 151,500 pages of documentation were processed in the six languages. Paperless meetings, e-participation and accessibility issues have been pursued, allowing considerable reductions in reproduction costs, and enhancing operations, delivery methods and times. To ensure optimal use of resources for ITU meetings, Resolution 165 (Guadalajara, 2010) continues to be implemented on deadlines for the submission of contributions. Preparations have already started for WTDC-14 and PP-14. Through close cooperation with the host countries, the secretariat is paving the way to provide delegations with optimal facilities for these two important conferences.

GS.2.2 Relations with the membership and international organizations

Relations with Member States, the UN and other International Organizations were strengthened to help improve ITU's visibility as the UN leading Agency for ICTs. The position of Member States in relation to the Acts of the Union can be found online at <http://www.itu.int/members/mbstates2/positions.html>. The secretariat has provided advice on new requests for Membership and followed up with official correspondence with Member States.

Sector Membership

To improve coordination and strengthen results, an ITU-wide Sector Membership team was created in 2011. A pro-active strategy was put in place, involving colleagues from the Sectors and the Regional/Area Offices to retain existing members and recruit new members. Sector Membership stabilized in 2012 and has grown slightly in the years since, following a decade of

² As a result of an internal reorganization, the Security Division was moved from HRMD to SPM, therefore this Output has been moved from Objective 4 to Objective 2.

declining numbers and revenues. As of 14 March 2014, there are 560 Sector Members, 166 Associates and 63 Academia. Over the 2011-14 period, the Council Working Group on Finance and Human Resources has analysed membership-related trends and reviewed options with a view to preparing potential reforms to propose to Council and in turn, for consideration by PP-14 – see document [CWG-FHR-3/13](#).

GS.2.3 External affairs and communications

Since PP-10, the communications and media environment has changed significantly, due to the explosion of mobile devices and digital and social tools and the shift from one-way broadcast to two-way engagement, and ITU has adapted accordingly. In February 2012, ITU's Global Communication Strategy was approved, which represents a shift in focus towards engaging with key stakeholders, ensuring their views are reflected in ITU content, and leveraging their networks to further share the ITU's messaging to key and influential communities. Today, ITU is applying a digital approach to its communications activities, integrating the following tools: video, audio, social media, branding and infographics, web and blog, media relations, content development and community outreach, capacity building, metrics and crowdsourcing.

ITU is the subject of regular articles, interviews or mentions in such major, prestigious publications as The Economist, BBC Online, La Repubblica, Le Monde, Le Temps, BBC World Service, Radio Suisse Romande and World Radio Geneva. In October 2012, the ITU website was relaunched to reinforce ITU's corporate branding with a new and more modern web design. Web accessibility was also improved, as well as the multilingual web presence. ITU also produced three editions of Statshot in 2011 and six editions in 2012. Key events in 2013 which required active communications support included WTPF 2013, WTISD, Girls in ICT Day, GSR 2013, BYND2015, Telecom World 2013 and the Connect Summits. Key events for 2014 with which communications team is supporting include: Plenipotentiary 2014, the Future Networked Car event, WTDC-2014, Council, WTISD, GSR 2014, the High-Level WSIS+10 Review event and Telecom World 2014.

ITU News magazine

ITU News is a known stalwart of ITU communications and a vital outreach tool in terms of brand, membership communications and provision of expert content and analysis. Between 2010 and 2013, the magazine was published ten times a year in English, French, Spanish, Arabic, Chinese and Russian. From 2014, it will now issue six editions per annum, while increasing its digital and mobile presence and exploring further opportunities for revenue, especially through mobile advertising. Readership of ITU News stands at around 18,800 monthly in print and 40,000 monthly online.

ICT Discovery

The ICT Discovery was opened to the public on 18 May 2012 at a ceremony attended by the Mayor of Geneva, Mr Pierre Maudet and Ambassador of the Permanent Mission of United Arab Emirates, H.E. Mr Obaid Salem Saeed Nasser Al Zaabi. Its construction was made possible by a generous contribution from the United Arab Emirates, with equipment donated by Samsung. ICT Discovery showcases the history of ICTs and how they have transformed our lives, and the promise they hold for the future. It highlights the contributions of ITU to ICTs from 1865 to the present day. Since its

opening, monthly visitors have continued to grow. The ICT Discovery has launched the first phase of its own educational programme to complement ICT classes given in schools. The ICT Discovery organizes lectures/presentations on current ICT topics and the work of ITU.

GS.2.4 Emerging trends in ICTs

ITU continues to track changes in the rapidly evolving ICT sector. Trends analysed to date include white spaces, future Internet, digital object architecture, the transition to IPv6, new gTLDs, Machine-to-Machine (M2M), cloud computing, big data, SDN, nanotechnology, the ITRs, among others. High-level briefings were organized for the elected officials and senior management. A monthly intersectoral meeting on emerging trends was set up in November 2013 to establish to identify and evaluate issues in the areas of emerging trends and ICTs. These activities have helped ITU to adjust its work programme to meet ITU's Strategic Orientations and Goals.

GS.2.5 ITU's participation in WSIS activities

As stated in ITU's Strategic Plan (2012-2015), adopted by PP-10, the implementation of the outcomes of the WSIS outcomes continues to be one of the priorities of the ITU Secretary-General. PP-10 agreed on the roadmaps for ITU's activities in its role as the sole facilitator for WSIS Action Lines C2, C5, and C6. ITU Council 2012 modified Resolution 1334, and resolved to support a High-Level Event on the Overall Review (WSIS+10) to be held in 2014 and considered the possibility of holding additional meetings for regional views on the implementation of the WSIS outcomes. ITU Council 2013 modified Resolution 1334, stating that the High-level Event in 2014 should review of the WSIS Outcomes and develop proposals on a new vision beyond 2015. It elaborates the preparatory process of the WSIS+10 High-Level Event.

The Council Working Group (CWG) on WSIS, created in 2002, continues to monitor and evaluate the actions taken by ITU with respect to implementation of WSIS outcomes. The CWG facilitates inputs from membership on the ITU implementation of relevant WSIS outcomes through its regular meetings and circular letters, questionnaires or other appropriate methods of query. The CWG is also mandated to review the preparations of ITU for the review of the progress towards the WSIS goals in 2015.

At the operational level, ITU has been carrying out the tasks assigned by the WSIS Outcomes in its capacity as:

- a) Lead facilitator (along with UNESCO and UNDP) in coordinating the multistakeholder implementation of the Geneva Plan of Action.
- b) Facilitator of Action Lines C2, C5; and C6 (on a temporary basis, at UNDP's request).
- c) Co-facilitator of Action Lines C1, C3, C4, C7 and C11; and partner for C8 and C9.
- d) Rotating Chair of the United Nations Group on Information Society (UNGIS).
- e) Steering committee member of the Partnership on Measuring ICT for Measurement.
- f) Facilitator of the WSIS Stocktaking process, including WSIS Project Prizes.
- g) Implementation of other WSIS outcomes.

All three Sectors and the General Secretariat have carried out important activities and projects that enhance the WSIS outcomes and objectives. Effective coordination of the ITU's activities in relation to WSIS has been ensured by a WSIS Task Force chaired by the Deputy Secretary-General. In response to Council Resolution 1334 and Resolution 172 (Guadalajara, 2010) on the Overall Review of the Implementation of the WSIS Outcomes (WSIS+10), ITU has taken the lead in coordinating the WSIS+10 High-level Event in partnership with all the other UN Action Line Facilitators, including UNESCO, UNCTAD, UNDP, FAO, WHO, ILO, ITC, UPU, WMO, UNEP, UNDESA, and the UN Regional Commissions. The WSIS+10 High-Level Event has been scheduled for 2014. An open and inclusive multistakeholder preparatory process in six phases has been launched in October 2013. Six Regional Development Forums for Africa, Americas, Asia-Pacific, Arab Region, CIS, and Europe were organized in 2013 to seek regional views on the implementation of the WSIS outcomes.

GS.2.6 Corporate strategic planning and evaluation

In 2011, work has been undertaken to enhance the linkages between strategic, financial and operational planning ([Resolution 72 \(Rev. Guadalajara, 2010\)](#)), and improve the implementation of RBM in ITU. In 2012, an ITU-wide RBM framework was developed, according to Resolution 151 (Rev. Guadalajara, 2010), focusing on the components of performance management and enterprise risk management. RBM capacity building and training requirements for ITU staff were identified, as well as the high-level requirements defined for IT platforms to support the RBM methodology and processes. Project roles and responsibilities, working methodology, processes and reporting procedures were also defined. In 2013, at the request of the Chair and Vice-Chairs of the Council Working Group for the elaboration of the Strategic and Financial Plans 2016-2019, an inter-bureaux taskforce developed a proposal for an ITU-wide strategic framework to be reviewed and sent to PP-14 for final approval. This proposed strategic framework may improve ITU's financial planning and cost allocation methodologies, as it should enable accurate costing of ITU's activities within the Sectors. During 2011-2013, annual progress reports on the implementation of the strategic plan for 2012-2015 and on ITU's performance towards the achievement of its objectives have been submitted to Council (as per Resolution 71 (Rev. Guadalajara, 2010)).

GS.2.7 Coordination of intersectoral activities, including support to CWGs

The General Secretariat continues to facilitate intersectoral coordination in cross-cutting areas of activity that count with the participation of more than one sector, such as:

- Cybersecurity, including child online protection (see section 3.1).
- Climate change and sustainability (see section 3.2).
- E-health ((see section 3.3).
- ICT Accessibility for persons with disabilities (see section 3.4).
- Emergency telecommunications (see section 3.5).
- Internet issues (see section 3.6).
- Gender (see Resolution 70 in part 4 below).

For each of these activities, the General Secretariat has facilitated the implementation of relevant resolutions on each area, provided strategic and content support, and promoted the efficient use of ITU resources. Secretariat services were provided by the General Secretariat to the Council

Working Groups, which also managed the operational aspects of public consultations which have been carried out on topics such as combatting spam, public policy issues concerning IPv4 addresses, developmental aspects of the Internet, among others.

GS.2.8 Safety and security measures

On 1 September 2012, Safety & Security and Protocol Services were amalgamated into the new Protocol and Security Division (PSD). The Division provides planning and coordination support for all key ITU conferences and events in Geneva and elsewhere, such as the yearly Councils, WSIS Forum, the WRC, the WCIT, the WTSA, the WTPF, and the annual ITU World Telecom events, the upcoming WTDC, WSIS+10, and PP events in 2014. ITU was elected in September 2013 as co-Chair for the Inter-Agency Security Management Network (IASMN) for the next two years.

Objective 3: Support and delivery of services

Providing support to, and delivering, efficient and accessible conferences, meetings, documentation and publications, including multilingual ones.

Outputs

- GS.3.1 Requisite linguistic and logistical services for conferences, meetings and events
- GS.3.2 Translation and text-processing services for the production of documentation and other materials in the six languages of the Union
- GS.3.3 Composition, editing, production, printing, publishing and sales and marketing services for paper and electronic publications in the six languages of the Union

GS.3.1 Linguistic and logistical services

From 2011–2013, ITU held a total of 1,993 (603+642+748) days of meetings in Geneva, and organized a number of major conferences outside Geneva. ITU conferences and meetings attracted in Geneva a total of 44,078 (13,071+16,561+14,446) participants. The interpretation service furnished a total of 8,080 (2,184+4,431+1,465) interpreter days in the six official languages. Efforts continued to focus on constant enhancement and innovation, in order to improve services to delegates and work more cost-effectively. Priority has been given to paperless operation, and significant efforts have been made in the development of multilingual e-participation.

GS.3.2 Translation and text processing

The ITU language policy, endorsed by Council document [C09/33\(Rev.1\)](#), has been implemented. Quality translation and text-processing services were provided for ITU's work, in particular round-the-clock services during major conferences, with a total output of 151,471 (53,813+62,179+35,479) translated pages from 2011-2013. A growing proportion (~34%) of the translation workload was outsourced. Although timely delivery of documentation in all six languages represents a challenge, it is estimated that around 95% of documents were delivered within the negotiated target dates. High levels of performance and efficiency was achieved, notably in terms of productivity, benchmarked against other UN agency standards. Provisional

final acts and final reports of major conferences, aligned in six languages in the editorial committee, were posted on the last day of each conference in six languages, and then promptly in their publication version soon after.

GS.3.3 Publications

ITU continued to produce flagship and routine publications, as well as multimedia graphic support, while moving to electronic media and innovative materials. There is now free online access to a growing body of ITU publications, including Recommendations, the Radiocommunications Regulations (for a trial period), ITU's Basic Texts, WCIT Final Acts, Council Resolutions and Decisions, and ITU Handbooks. The new two-tier pricing policy requested by Resolution 66 (Rev. Guadalajara, 2010) was brought into operation after PP-10. These efforts have yielded good results in terms of improved sales revenue, exceeding targets with the final results as follows: 2011: CHF 16.3 million; 2012: CHF 17.6 million; 2013: CHF estimated 18.8 million.

Objective 4: Use of human, financial and capital resources

Effective and efficient use of human, financial and capital resources of the Union.

Outputs

- GS.4.1 Budget and accounting guidelines in place
- GS.4.2 Staff regulations and human resources (HR) administrative manual in place
- GS.4.3 Long-term plan for maintenance of ITU buildings created

GS.4.1 Results-based budgeting and management

In follow-up to ITU Council [Decision 550](#) to implement International Public Sector Accounting Standards (IPSAS), ITU started applying IPSAS on 1 January 2010 and produced the first IPSAS compliant Financial Operating Report on 31 December 2010. For the first time, the closure of ITU's annual accounts, relating to 2010, was conducted in 2011 in compliance with IPSAS. IPSAS compliance was certified for 2011 and 2012, while the closure of the 2013 accounts in 2014 will follow the same IPSAS requirements. ITU is among the first agencies of the UN family to have successfully implemented IPSAS.

The implementation of IPSAS has resulted in a more detailed Financial Operating Report which makes operating costs more transparent and better enabling budgetary management. The implementation of IPSAS had a significant effect on ITU net assets after the recognition of an obligation related to the After Service Health Insurance (ASHI), which resulted in negative net assets. Despite this item, the IPSAS-compliant Financial Operating Reports produced in 2010, 2011 and 2012 received an unqualified audit opinion. The ASHI obligation is being closely monitored and mitigating solutions are being developed. The Financial Regulations and Financial Rules were amended during Council 2012 to disclose the evolution of the Reserve Account on a budgetary basis and to present the ASHI-related actuarial figures in separate line items under net assets.

The Financial Regulations and Financial Rules have been revised for the RBB presentation of the budget. Per Resolution 151 (Rev. Guadalajara, 2010), ITU presents the biennial Budget to Council under the RBB format. The draft ITU Budget requires resource allocations for each Goal and Objective in the ITU Strategic Plan (Resolution 71 (Rev. Guadalajara, 2010)).

The budget adopted by the Council for the biennium 2012-2013 amounted to CHF 323.8 million. The biennial budget for 2014-2015 amounted to CHF 331 million. Biennial budgets, efficiency gains and cost-saving measures have been implemented with a view to ensuring the most effective and economical use of ITU's resources (documents [C11/INF/11](#) and [C13/INF/12](#)).

[Council Resolution 1359](#) also instructs the Secretary-General to withdraw CHF 4 million from the Reserve Account on 1 January 2014 to set up the ASHI fund in order to take a first step towards addressing the unfunded long-term liabilities of the Union. ITU's draft Financial Plan for 2016-2019 further presents tight linkage with the draft Strategic Plan for 2016-2019 in its structure and the costing of Goals and Objectives.

ITU welcomed South Sudan as its newest Member State.

The increase in the Russian Federation's contributory unit from 10 to 15 units was greatly appreciated. The initiative to encourage academia and other organizations to participate in ITU activities was very successful, with 48 memberships established in 2011. All major ITU tenders in 2013 were published on the UN's global purchasing web portal for transparent, open and international competition.

GS.4.2 Management of human resources

A new set of policies was launched for creating a supportive working environment in order to attract and retain staff of the highest standard of efficiency and technical competence. Administrative procedures continued to be simplified and streamlined to improve ITU's e-recruitment system, with the implementation of the Employees Self Service (ESS), and the implementation of the e-Reporting system for enhancing reports, extracted from the Enterprise Resource Planning (ERP) Systems and SAP.

A new e-recruitment system was launched in December 2010, and has reduced the average time taken to fill vacancies. New policies have been established to regulate the use of special post allowances, secondments and the inter-agency mobility agreement, and to address the issue of educational requirements for posts in the General Services category.

The Pensions Insurance Compensation and Medical issues (PICMI) team focused on business continuity. During 2011, the Committee considered ways to respond better to the needs of the insured within the existing Regulations and Rules of the Fund. The Management Committee also continued to monitor medical costs in view of maintaining financial equilibrium without compromising the benefits provided under the scheme. In response to a request of the Staff Council, PICMI explored the feasibility of introducing cost-effective redundancy benefits.

There is an increase observed in medical insurance costs, due to the longevity of the insured population, with the number of retired officials representing almost 50% and a high proportion located in Geneva, with high medical costs. Regarding the provision of medical insurance, following a request from the ILO to review the financial foundation of the joint ILO/ITU Staff Health Insurance Scheme, the decision to withdraw from that scheme has been confirmed. A

Working Group constituted of officials of the HRM, FRM and LAU departments, as well as the elected representative of the ITU insured, is working on the implementation of a new medical plan, as an alternative to the ILO/ITU Staff Health insurance Scheme. The working group is also reviewing the current arrangements, with the objective of identifying and implementing a plan that allows for proactive cost management while fulfilling the overall social responsibility of the ITU toward active and retired staff. A communication plan has been prepared which includes presentations to staff and retired officials of ITU.

With regards to pension matters, the actuarial valuation as of 31 December 2011 revealed a deficit, amounting to -1.87% of pensionable remuneration, due, in part, to volatile financial markets and increasing longevity. The Pension Board agreed to raise the mandatory age of retirement (MAR), as established by the statutes of the UNJSPF to age 65, for staff recruited from 1 January 2014. A Working Group was established to develop measures to ensure the Pension Fund's long-term sustainability. Although the current actuarial deficit does not warrant any other immediate action, it was deemed imperative that no additional funding or administrative burdens be placed on the Pension Fund to jeopardize its long-term solvency.

Work has continued to develop a new performance appraisal system. New options which are inherently compatible with SAP were examined. A new ITU Competency Framework was developed to serve as a base for personal and career development, performance management, recruitment and selection. A progress report on the implementation of the HR Strategic Plan and of Resolution 48 (Rev. Guadalajara, 2010) may be found in document [C13/INF/5](#).

GS.4.3 Maintenance and upgrading of buildings

Over the period, the Facilities Management Division has followed the plan for building maintenance from 2011-2015. Major improvements were made to the Popov Room by a generous contribution from the Russian Federation. ITU entered preliminary discussions with the Host Country, Switzerland, on a project to replace the Varembe building. The annual environmental performance inventory showed an environmental footprint of 5.1tCO₂e per staff member, 39% better than the UN's overall average using 2010 data; 4.1tCO₂e per staff member or 48% higher based on 2011 data; and 4.5tCO₂e per staff member, around 40% better than the UN average.

Objective 5: Providing ICT support services

Providing ICT services to support the mission and activities of the Union.

Outputs

- GS.5.1 Information services for PP, the Council and CWGs, and world conferences and forums
- GS.5.2 Information services for the corporate governance, strategy and communications activities

GS.5.1 Information Services for Meetings

The Information Services (IS) Department focused on improving event services by expanding remote participation facilities under Resolution 167 (Guadalajara, 2010) and providing mobile applications, improving connectivity, and promoting a paper-free conference and meeting environment. An example is the online service for submission and tracking of proposals for the work of ITU conferences used during WRC-12, WTSA-12 and WCIT-12, and is scheduled to be used for PP-14 and WRC-15.

GS.5.2 Information Services (IS) for management

To protect ITU against cyberthreats and improve network security, ITU's firewall was updated. Anti-virus and host-based IPS systems provide improved monitoring, alerting, and real-time blocking of network-based attacks and vulnerability reporting. To enhance business continuity, a resilient website (including document access) has been established outside Switzerland. Unique user authentication and a strong password policy for ITU staff were established in 2011. An Information Management Policy and IT risk register were established. The ITU Library and Archives Service maintains the online *History of ITU Portal*. The IS Department has established a corporate Customer Relationship Management (CRM) tool to empower ITU, Member States, Sector Members and Associates.

Objective 6: Providing a platform

Providing a platform where stakeholders from across the ICT industry can connect, debate, share strategies, explore the latest technologies, do business and ultimately address global challenges.

Outputs

- GS.6.1 ITU Telecom World
- GS.6.2 Planning future Telecom events

GS.6.1 ITU Telecom World

Since 2011, ITU Telecom events have provided a unique networking platform for leaders from government and industry, innovators and other key stakeholders to connect, collaborate, share knowledge and explore how change can be harnessed to address global challenges, improve lives and also to understand the impact of change in the ICT industry. ITU Telecom events continue to provide a trusted platform that enables connections and conversations that matter. In accordance with [Resolution 71 \(Rev. Guadalajara, 2010\)](#), ITU Telecom held events in 2011, 2012, 2013, with further events planned during 2014 and 2015. These events provide a unique platform via:

Knowledge-sharing: Discussions and conversations at events are of the highest quality, in terms of depth of content and quality of speakers. Debate and analysis will be published in an Outcomes document available via in a limited print version and a special microsite.

Innovation & Solutions showcasing: The showfloor enables national and thematic pavilions and the ICT industry to showcase products and technologies, and highlight investment and partnership

opportunities from around the world. Through its young innovators programme, ITU Telecom events provide a platform for tomorrow's innovators to showcase their innovations and creativity.

Networking: Networking events and spaces at events are especially designed in order to facilitate top level connections across the ICT sector; connections between public/private sector, between individuals, ideas and different players from across the industry and around the world.

Platform for ITU work: ITU Telecom World provides an ideal showcase to demonstrate ITU's work in core areas. At ITU Telecom World 2013, for example, ITU's activities in the vital field of cybersecurity were highlighted in the Cybersecurity Pavilion, while at ITU Telecom World 2012, the ITU Saving Lives platform showcased two new ITU initiatives for m-Powering smart sustainable development and effective disaster management. Sector-specific initiatives were highlighted during Telecom events, including a TSP IP-TV workshop and award ceremony in 2011, along with CTO roundtables. BR topics of satellite and IMT vision were explored at ITU Telecom World 2013.

Financial results: ITU Telecom events show a marked upturn in net financial results since 2011, coinciding with the strategic shift in focus. In 2011, net results saw a steady improvement, from a loss of CHF 4.5M in 2009 to a profit of CHF 640,154 in 2012. The 2013 event is estimated to generate a net profit of CHF 1.64m (as of 4 March 2014) after contributing CHF 2.5m to ITU's budget via cost recovery payment. These positive figures serve to show that Telecom events are adapting well to new market conditions.

GS.6.2 Planning future Telecom events

ITU Telecom continues to hold consultations with the industry on how to best serve their needs, in order, to ensure that ITU Telecom events continue to serve the needs of all stakeholders. Resolution 11 (Rev. Guadalajara, 2010) has enabled ITU Telecom events to continue to develop as a key platform for discussions among policy-makers, regulators and industry leaders. ITU Telecom organized events in 2011, 2012 and 2013 (see Section 2.4). ITU Telecom World 2014 will take place in December 2014 in Doha, Qatar, with a further ITU Telecom World event is planned for 2015. A series of one-day seminars is also planned between events.

4 Implementation of ITU Decisions, Resolutions and Recommendations

Resolution 2 (Rev. Guadalajara, 2010) – World Telecommunication/information and communication technology policy forum

See Section 2.6 for information on WTPF-13. Further information is available in the report to Council 2013 on the outcomes of WTPF-13, [C13/64 \(Rev. 1\)](#).

Resolution 11 (Rev. Guadalajara, 2010) – ITU TELECOM events

Telecom World 2011 took place in Geneva on 24-27 October 2011. ITU Telecom World 2012 was hosted in Dubai by the Government of the United Arab Emirates from 14-18 October 2012. ITU Telecom World 2013 took place in Bangkok from 19-22 November 2013. Based on the experience staging ITU Telecom events from 2011-2013, it is envisaged to suggest some adjustments to Resolution 11 to ITU Member States. See Section 2.4 above and Council documents [C11/50](#), [C12/13](#), [C13/19](#), and [C14/19](#).

Resolution 25 (Rev. Guadalajara, 2010) – Strengthening the regional presence

See reports to Council in documents [C11/25](#), [C12/25](#), [C13/25](#), and [C14/25](#).

Resolution 30 (Rev. Guadalajara, 2010) – Special measures for the least developed countries, small island developing states, landlocked developing countries and countries with economies in transition for the LDCs and SIDS

Since 2010, 18 LDCs, SIDS, and LLDCs have received annual assistance in developing their ICT sectors, through financing was from the regular budget, voluntary contributions, and Funds-in-Trust. A number of projects were also implemented under Regional Initiatives. Most of these countries benefitted from support provided in emergency telecommunications, climate change adaptation and e-waste management.

Resolution 34 (Rev. Guadalajara, 2010) – Assistance and support to countries in special need for rebuilding their telecommunication sector

Since 2010, nine countries received assistance from ITU in enhancing different components of their telecommunication sectors including telecommunication policy, regulatory and legislations. The following countries listed in the Annex to the resolution received concentrated assistance under ITU-D Objective 6 which focuses on providing assistance to LDCs, SIDS and landlocked developing countries: Burundi, Eritrea, Ethiopia, Guinea, Liberia, Rwanda, Democratic Rep. of Congo, Somalia and Sierra Leone. Other countries received either ad hoc assistance or benefitted from regional initiative projects. All the countries benefitted from ongoing ITU work on disaster preparedness either within Study Group Questions, Capacity Building or in-country direct assistance. Financing of activities was from the regular budget, the ICT Development Fund, and Voluntary Contributions.

Resolution 35 (Kyoto, 1994) – Telecommunication support for the protection of the environment

Resolution 35 was the first ITU plenipotentiary resolution that introduced a mandate for ITU in the area of the use of ICTs to support environmental protection and the area of climate change. The mandate for Resolution 35 was further expanded by Resolution 182 (Guadalajara, 2010), “The role of telecommunications/ICTs in regard to climate change and the protection of the environment”. See also Council documents [C11/22](#), [C12/15](#), [C13/33](#), and [C14/33](#), as well as www.itu.int/climate.

Resolution 38 (Kyoto, 1994) – Contributory shares in Union expenditures

After review of the 2013 list of LDCs to review the contributory share in ITU expenditure in the 1/8 or 1/16 unit class, it is noted that:

- out of 49 countries included in the 2013 LDCs list, seven countries are contributing to Union expenditure in the 1/4 unit class; and
- one country, not classified as LDC and contributing in the 1/8 class until December 2013 will raise its contribution to 1/4 unit class starting from January 2014.

Resolution 41 (Rev. Guadalajara, 2010) – Arrears and special arrears accounts

Every year, the Council authorizes the write-off of interest on arrears and irrecoverable debts in accordance with the guidelines laid down by the Council in 1999, against a corresponding withdrawal from the Reserve for Debtors’ Accounts. This authorization includes the write-off of interests on arrears for members who complied with their repayment schedule and settled their contributions as well as the write-off of debts from companies whose debts are to be considered to be irrecoverable based on the correspondence received from the administrations concerned or national authorities responsible for their court-supervised liquidation.

See annual Council reports in documents [C11/36 \(Rev.1\)](#), [C12/4 \(Rev.1\)](#), [C13/11](#), and [C14/11](#).

Resolution 48 (Rev. Guadalajara, 2010) – Human resources management and development

See section GS.4.2 of this Report and annual information reports to Council in documents [C11/INF/2](#), [C12/INF/6](#), and [C13/INF/5](#).

Resolution 58 (Rev. Guadalajara, 2010) – Strengthening of relations between ITU and regional telecommunication organizations and regional preparations for the Plenipotentiary Conference

The close cooperation with the six principal regional telecommunication organizations, namely the Asia-Pacific Telecommunity (APT), the European Conference of Postal and Telecommunications Administrations (CEPT), the Inter-American Telecommunications Commission (CITEL), the African Telecommunications Union (ATU), and the Council of Arab Ministers of Telecommunications. Information represented by the Secretariat-General of the League of Arab States (LAS) and the Regional Commonwealth in the field of Communications (RCC) has been essential in the preparation for the PP-14. These organizations are now entitled to attend the Council. ITU, in particular through the regional offices, has closely followed the regional consultations and regional preparatory meetings in order to assist the countries with their preparatory work. The reports on ITU’s consultation and participation in regional preparatory meetings have been shared with the Busan Preparatory Group, the preparatory group established by the Coordination Committee.

Resolution 66 (Rev. Guadalajara, 2010) – Documents and publications of the Union

Over several years, a number of publications have been made widely available free of charge, in line with the instructions emanating from various governing bodies, Council and PP resolutions. Many publications are also available free online to Members only, via their exclusive TIES access. A pricing policy is in place to cater to Member states, Sector Members and Associates by offering pricing discounts on all remaining publications to promote accessibility and wider distribution of ITU publications, which includes the introduction of “two-tier pricing policy” and “market prices” to non-members. For LDCs, this pricing policy offers a major price discount to ensure accessibility for each country. The full publication price is only paid by Non-Member commercial users.

Resolution 68 (Rev. Guadalajara, 2010) – World Telecommunication and Information Society Day

See Section 2.2 of this Report and annual reports to Council in documents [C11/17](#), [C12/46](#), [C13/17](#), and [C14/17](#).

Resolution 70 (Rev. Guadalajara, 2010) – Gender mainstreaming in ITU and promotion of gender equality and the empowerment of women through information and communication technologies

ITU has continued undertaking initiatives to accelerate the gender mainstreaming process in ITU. An internal Gender Task Force was established in September 2012. The ITU Gender Equality & Mainstreaming Policy (GEM) was adopted by the Council during its 2013 session. This Policy commits ITU to take actions focusing on:

- Organizational Culture and Staffing;
- Programmes, Activities, Services Delivery, Implementation; and
- Governance.

ITU has worked to internationally promote the Girls in ICT Day, celebrated on the fourth Thursday of April every year, since 2011. More information is available on the ITU Girls in ICT Portal at <http://girlsinict.org/>, which houses practical information for girls and young women considering a career in ICTs, such as programmes, awards, competitions, profiles of women ICT sector role-models, and inspirational videos. On 26 April 2012, on the occasion of Girls in ICT Day, ITU launched a three-year campaign, Tech Needs Girls, with the aim of raising awareness worldwide of the key role ICTs can play in gender empowerment. The campaign has focused on promoting technology and encouraging girls to take advantage of the exciting opportunities in ICTs. The WSIS Forum included important sessions on Girls and ICTs.

The secretariat has encouraged Member States and Sector Members to submit candidatures to Chair/Vice-chair positions to support the active involvement of female experts in ITU’s work and to give equal opportunities to male and female candidatures for elected official posts and for membership of the Radio Regulations Board. Internally, several awareness-raising workshops on gender mainstreaming have been organized for ITU staff and the number of women in leadership positions has increased. Details are available in documents [C13/INF/11](#) and [C14/6](#).

Following WTS Resolution 55 (Rev. Dubai, 2012), a gender mainstreaming training was delivered to TSB staff. Staff members are continually encouraged to incorporate a gender perspective in their work. Finally, ITU has reported annually to UN Women on the implementation of the UN

system-wide policy on gender equality and the UN System Wide Action Plan (UN SWAP) on gender equality and women's empowerment. More information on activities undertaken by the sectors and the General Secretariat can be found in documents [C12/49](#) and [C13/39](#).

Resolution 71 (Rev. Guadalajara, 2010) – Strategic Plan for the Union 2012-2015

Annual progress reports on the implementation of the Strategic Plan have been presented to and endorsed by the Council in 2011,³ 2012 and 2013. As the new structure of the SP 2012-2015 was aligned with the organizational structure of ITU, these progress reports combined the Annual Activities Report (CV 102) and the Report on the Implementation of the Strategic Plan (CV 61, Resolution 71 (Rev. Guadalajara, 2010)). The BDT management requested⁴ to Council 2011 to review the structure of the outputs of the ITU-D. As a result, the 33 original ITU-D Outputs in the Annex to Resolution 71 (Rev. Guadalajara, 2010) were reviewed and a new set of 13 ITU-D Outputs were agreed.

Resolution 72 (Rev. Guadalajara, 2010) – Linking strategic, financial and operational planning in ITU

The linkages between strategic, financial and operational planning have been pursued in 2011-2014 through the elaboration of harmonized operational plans amongst the Sectors and the General Secretariat in adopting the structure of the Strategic Plan for the Union for 2012-2015. Financial planning has followed the same structure by presenting two biennial budgets for the consideration of the Council under the RBB format. Quarterly financial status reports are provided under the same RBB format. Budget control committees of conferences and assemblies report to Plenary meetings on the estimated costs resulting from the decisions taken.

Resolution 77 (Rev. Guadalajara, 2010) – Future conferences, assemblies and forums of the Union (2011-2014)

The conferences, assemblies and forums scheduled for 2011-2014 were held in the stipulated time-frames, with some slight adjustment for WCIT-12. The dates and location of WTSA-12, WCIT-12 and WTDC-14 and PP-14 were decided by the Council after consultation with Member States. The Council adopted the dates for WTSA-12 during its 2011 Session ([Resolution 1335](#)). The dates were subsequently approved by the majority of Member States by consultation through [Circular letter 48](#) of 21 October 2011. Regarding WCIT-12, due to be held following the WTSA-12, the initial dates had been set by the Council at its 2010 Session ([Resolution 1317](#)). Approval on the changes of dates and locations resulted from consultations made through [Circular letter 229](#) of 6 August 2010 and [Circular letter 48](#) of 21 October 2011.

Council 2012 approved the location and dates of WTDC-14. Consultation of all Member States was carried out through [Circular letter 125](#) of 18 September 2012. Further changes on the dates and

³ The current Strategic Plan covers the 2012-2015 period, however after its adoption by PP-10 it was put in place as from 2011; therefore the reports of implementation based on this new Strategic Plan were presented as from 2011.

⁴ [Doc. C11/30](#) reads in 1.3: "Conscious of the activities currently underway to better link the strategic, financial and operational planning of ITU, the BDT management has taken this opportunity to review the structure of the outputs of the ITU-D and streamline and improve the operational planning process in ITU-D".

place were made through [DM 14/1000](#), dated 9 January 2014 and [CL 14/174](#). At its 2011 session, the Council adopted Decision 560 setting the dates for PP-14, which were approved by all Member States following consultation made through [Circular letter 47](#) dated 21 October 2011. The RA-12 and the WRC-12 took place according to the dates provided in the Resolution.

Resolution 91 (Rev. Guadalajara, 2010) – Cost recovery for some ITU products and services

Resolution 91 (Rev. Guadalajara, 2010) endorsed the use of cost recovery as a means of funding certain products and services of ITU. The Secretary-General reported on progress to PP-02, PP-06 and PP-10 which revised the Resolution. The current methodology for identifying which of ITU's products and services, including those subject to cost recovery, in the context of the RBB framework is set out in Council Decision 535 (MOD) which came into force on 1 January 2012.

The contribution to ITU's budget from cost recovery has increased over the reporting period, both in absolute terms and as a share of the total budget. Sales of publications and satellite network filings account for about 92% of the total cost recovery income, and they contributed to the increase of 20.6% in cost recovery income. The share of cost recovery income in the total income budget was 17.1% in 2010-2011 and is estimated to increase further.

In 2013, the Council modified Decision 482 on cost recovery for satellite network filings, with regard to the charging methodology and schedule of processing charges applied to the consolidation of frequency assignments in the MIFR of different GSO networks submitted by Administrations at the same orbital position into frequency assignments of a single satellite network. In 2012, the Council agreed that free online access would be offered to the ITU Radio Regulations on a trial basis, with results on actual loss of sales to be reviewed at Council 2014 for a final decision on continued free access. In 2013, the Council agreed to grant free online access to publications, including the Final Acts of WTDC and several spectrum-related ITU-R Handbooks.

Resolution 93 (Minneapolis, 1998) – Special arrears accounts

Replaced by Resolution 41; see comments in this Resolution.

Resolution 94 (Rev. Guadalajara, 2010) – Auditing of the accounts of the Union

In accordance with Resolution 94 (Rev. Guadalajara, 2010) to consider the rotation of the External Auditor, the Secretary-General was instructed to bring this resolution to the notice of the Government of the Confederation of Switzerland and to initiate the tendering arrangement for the selection of the External Auditor in an open, fair and transparent manner.

Accordingly, on 20 September 2011, the resignation of the Swiss Federal Audit Office as External Auditor of the ITU accounts with effect from 30 June 2012 was transmitted to the Chair of Council. Following the tendering process, the Corte dei Conti, Italy, was selected as the External Auditor of the ITU accounts with effect from 1 July 2012.

Resolution 99 (Rev. Guadalajara, 2010) – Status of Palestine in ITU

Resolution 99 (Rev. Guadalajara, 2010) was fully implemented and allowed the observer from Palestine to participate in all conferences, assemblies and meetings organized under the aegis of ITU, in particular treaty-making conferences (WRC-12 and WCIT-12) and WTPF-13, as well as RA-12, WTSA-12 and WTDC-14, taking advantage of all of the rights enumerated in Resolution 99

(Rev. Guadalajara, 2010). The observer from Palestine took part in Council 2013, while the latest new Sector Members admitted were “Paltel Group” and “Watanaya Palestine Telecom” in 2007.

Resolution 101 (Rev. Guadalajara, 2010) – Internet Protocol (IP)-based Networks

Resolution 101 (Rev. Guadalajara, 2010) on “*IP-Based Networks*” was adopted in 1998 and subsequently amended. In recognition of convergence between telecommunications and IP-based networks, especially in VoIP services and NGN, Resolution 101 (Rev. Guadalajara, 2010) resolves that ITU shall identify Internet-related issues within its responsibility, collaborate with other organizations to maximize the benefits of IP-based networks and continue the study of international Internet connectivity (IIC) as an urgent matter as called for in §50 d) of the *Tunis Agenda*. ITU activities since PP-10 related to Resolution 101 (Rev. Guadalajara, 2010) are covered in the Council reports [C11/31](#), [C12/28](#), [C13/62](#), and [C14/40](#), as well as Section 3.6 of this Report.

Resolution 102 (Rev. Guadalajara, 2010) – ITU’s role with regard to international public policy issues pertaining to the Internet and the management of Internet resources, including domain names and addresses

Resolution 102 (Rev. Guadalajara, 2010) was adopted in 1998 and subsequently amended. In relation to the WSIS outcomes, Resolution 102 (Rev. Guadalajara, 2010) instructs the Secretary-General to continue taking a significant role in international discussions and initiatives on the management of Internet domain names, addresses and other resources within the mandate of ITU, and to take the necessary steps for ITU to continue to play a facilitating role in the coordination of international public policy issues pertaining to the Internet (§35 d) of the *Tunis Agenda*). It instructs the Directors of the Bureaux to support these actions. ITU activities since PP-10 related to Resolution 102 (Rev. Guadalajara, 2010) are covered in the Council reports [C11/31](#), [C12/28](#), [C13/62](#), and [C14/40](#), as well as Section 3.6 of this Report.

Resolution 119 (Rev. Guadalajara, 2010) – Methods to improve the efficiency and effectiveness of the Radio Regulations Board

The Board pursued its periodical review of the working methods and internal processes contained in Part C of the Rules of Procedure. The Summary of Decisions of each Board’s meeting has been duly published on the [RRB website](#) within statutory time limits. The members of the Board participated in WRC-12 (CV141) and the report on the activities of the RRB to WRC-12 was published as Addendum 3 to Document 4 (Report of the Director on the Activities of the Radiocommunication Sector). Since PP-10, the RRB meetings were scheduled as follows: 55th in 2010, 56th, 57th and 58th in 2011, 59th, 60th and 61st in 2012, 62nd, 63rd and 64th in 2013, 65th and 66th in 2014.

Resolution 125 (Rev. Guadalajara, 2010) – Assistance and support to the Palestinian Authority for rebuilding its telecommunication networks

The “Connect a School, Connect a Community” project is conducted in collaboration with UNRWA and the Real Madrid Foundation to promote broadband connectivity in schools located in remote, rural or underserved areas of Palestine. The project aims to improve ICT access by school children and members of the local community, including women and girls, disadvantaged and vulnerable groups, indigenous people, older persons and persons with disabilities. By the end of November 2013, the first phase of this project was implemented by connecting five schools. All computers

and network equipment were delivered, installed, and configured. The second phase of the Palestinian “Connect a School, Connect a Community” project has already been approved with funding from the ITU–ICT-DF, as well as a contribution from the TRA (UAE) and would meet the needs for ten more schools. Final preparations are at hand to carry out a mission to assess readiness for the establishment of CIRT in Palestine, to enhance national cybersecurity capabilities. This being done with the support of the Arab Regional Cybersecurity Centre, based in Oman. A number of fellowships have been provided to the Ministry of Telecommunications and Information Technology of Palestine to attend important ITU activities such as GSR11/12/13 and other regional activities.

Resolution 130 (Rev. Guadalajara, 2010) – Strengthening the role of ITU in building confidence and security in the use of information and communication technologies

Resolution 130 (Rev. Guadalajara, 2010) was adopted in 2002 and subsequently amended. The Global Cybersecurity Agenda (GCA) provides a framework within which an international response to the growing challenges to cybersecurity can be addressed. Resolution 130 (Rev. Guadalajara, 2010) endorses the GCA as the ITU-wide strategy on Cybersecurity. Within ITU, the GCA shows the complementary nature of existing ITU work programmes and facilitates the implementation of BDT, TSB and BR activities in this domain. ITU activities since PP-10 related to Resolution 130 (Rev. Guadalajara, 2010) are covered in the Council reports [C11/54](#), [C12/29](#), [C13/23](#), and [C14/23](#).

Resolution 131 (Rev Guadalajara, 2010) – Information and communication technology index and community connectivity indicators

ITU-D continues to collect, harmonize, process and publish ICT statistics collected from Member States. New indicators are being developed and existing indicators, methodologies and definitions are being reviewed through the work of the two ITU statistical expert groups, the Expert Group on Telecommunication/ICT Indicators, and Expert Group on ICT Household Indicators. These two Expert Groups work through an online discussion forum and occasional face-to-face meetings, and report to the World Telecommunication/ICT Indicators Symposium (WTIS) for adoption. The WTIS has become the largest annual global forum to discuss issues related to ICT statistics. ITU is a member of the Partnership on Measuring ICT for Development and of its Steering Committee, and cooperates closely with other members of the Partnership in its work on statistics and providing assistance to countries on ICT measurement. Through the Partnership’s Task Group on WSIS (led by ITU), ITU and partners monitor closely the implementation of WSIS and progress towards the WSIS targets. The ICT Development Index (IDI) has been published annually in the Measuring the Information Society Report. Indicators related to measuring community connectivity are part of the Partnership’s core list of ICT indicators and are collected annually by ITU through its household questionnaire and disseminated through the WTI database and the Yearbook of Statistics.

Resolution 133 (Rev. Guadalajara, 2010) – Role of administrations of Member States in the management of internationalized (multilingual) domain names

Resolution 133 (Rev. Guadalajara, 2010) was adopted in 2002 and subsequently amended. Resolution 133 (Rev. Guadalajara, 2010) instructs the Secretary-General and the Directors of the Bureaux to take an active part in all international initiatives and activities on the deployment and management of IDN. ITU activities since PP-10, related to Resolution 133 (Rev. Guadalajara, 2010), are covered in the annual reports to Council: [C11/31](#), [C12/28](#), [C13/62](#), and [C14/40](#).

[Resolution 135](#) (Rev. Guadalajara, 2010) – ITU’s role in the development of telecommunication/information and communication technologies, in providing technical assistance and advice to developing countries, and in implementing relevant national, regional and interregional projects

Numerous activities and projects on telecommunication/ICT infrastructure and technology development, cybersecurity, ICT applications and IP-based network-related issues, enabling environment, capacity-building and digital inclusion, emergency telecommunications and climate change adaptation have been implemented to assist developing countries. These activities and projects have been implemented at the national, regional and interregional levels (in particular, in the framework of the regional initiatives) in collaboration with public and private sector entities, international and regional organizations, development banks and other stakeholders. ITU also provides highly qualified technical experts to offer advice in subjects of importance to developing countries on individual or collective basis (direct assistance, trainings, etc.).

[Resolution 137](#) (Rev. Guadalajara, 2010) – Next-generation network deployment in developing countries

To respond to the need of developing countries for NGN, capacity building initiatives on NGN migration strategies considering technical and regulatory aspects were promoted in different regions through the Centres of Excellence, ITU Academies, workshops and trainings events. [Guidelines on migration to NGN and infrastructure development](#) and Migration scenarios from legacy networks to NGN in developing countries were developed to provide practical tools to assist developing countries on NGN adoption, covering technology, economic and regulatory aspects. Case studies and direct assistance on migration to NGN were provided (e.g., [Bangladesh](#) and [India, Philippines and Sri Lanka](#)). A [statistical](#) analysis on the economic aspects of NGN was released, based on the ITU Survey on Tariff Policies for 2012. And a BDT [Study](#) on NGN in a broadband environment indicated that moving to a broadband-based economy has broad benefits. In the framework of ITU-D Study Group [Question 26/2](#), the final [draft report](#) containing updated information on migration solutions to NGN has been finalized. Q.26 also considered the evolution of new trends on NGN for developing countries (e.g. network virtualization principles and cloud computing concepts) based on standards developed by ITU-T SG13 in 2011-2013.

[Resolution 139](#) (Rev. Guadalajara, 2010) – Telecommunications/information and communication technologies to bridge the digital divide and build an inclusive information society

A wide range of technical assistance has been provided to assist developing countries plan, deploy, operate and maintain accessible and resilient ICT networks and services, especially in rural and remote areas. Activities included preparation and implementation of guidelines and roadmaps for transition from analogue to digital broadcasting, wireless broadband master plans and policies for transition from PSTN to NGN, case studies and business models for sustainable use of broadband infrastructure in rural and remote areas, regional forums and seminars, training materials in close collaboration with BR and TSB, fostering the implementation of wireless Broadband Networks and NGN, as well as the digital broadcasting transition, conformance and interoperability, and spectrum management issues. TSB has published many technical reports and guidelines on implementation of ITU-T Recommendations for optical fibre cables and systems, deployment of packet-based networks and convergent networks.

[Resolution 140](#) (Rev. Guadalajara, 2010) – ITU’s role in implementing the outcomes of the World Summit on the Information Society

See Section GS.2.5 and annual Council reports [C11/33](#), [C12/72](#), [C12/55](#), [C13/66](#) and [C14/38](#).

[Resolution 145](#) (Antalya, 2006) – Participation of observers in conferences, assemblies and meetings of the Union

Resolution 145 (Antalya, 2006) has been applied and implemented throughout all Conferences, Assemblies and meetings held under the aegis of ITU since the 2010 Plenipotentiary Conference, with no particular difficulties or issues to report.

[Resolution 146](#) (Antalya, 2006) – Review of the International Telecommunication Regulations

See Resolution 171 (Guadalajara, 2010). The ITRs were reviewed and revised by WCIT-12, as described in Section 2.5 above.

[Resolution 150](#) (Rev. Guadalajara, 2010) – Approval of the accounts of the Union for the years 2006-2009

The approval of ITU’s accounts by the Council for the years 2010 to 2013 according to Resolution 150 (Rev. Guadalajara, 2010) is contained in documents [C11/112](#) (Resolution 1341), [C12/98](#) (Resolution 1350), [C13/115](#) (Resolution 1361), and [C14/26](#), Unaudited Financial Operating Report for 2013.

[Resolution 151](#) (Rev. Guadalajara, 2010) – Implementation of results-based management in ITU

See the Council documents [C11/10](#) and [C13/10](#).

[Resolution 152](#) (Rev. Guadalajara, 2010) – Improvement of management and follow-up of the defrayal of ITU expenses by Sector Members and Associates

In Resolution 152 (Rev. Guadalajara, 2010), the Plenipotentiary Conference instructed the Secretary-General, in consultation with the Directors of the Bureaux, to report to the Council on the management and follow-up of the defrayal of ITU expenses by Sector Members and Associates, highlighting any difficulty that may be encountered and proposing further improvements. Reference is made as well to Resolution 41 (Rev. Guadalajara, 2010).

At Council 2011, the Secretary-General requested greater flexibility in the implementation of the provision regarding automatic removal, as it had contributed to a significant loss of Members. The Secretary-General also requested flexibility in the negotiation of debt payment terms of Members in case of mergers and acquisitions to facilitate the recovery of past debts and attract potential new members. Council has granted the Secretary-General flexibility, while requesting annual reports on progress achieved. See annual reports to Council in documents [C11/20](#), [C12/10](#), [C13/14](#), and [C14/14](#). Resolution 152 has had a positive impact on the payment of contributions, as reflected in a better collection rate and reduction in the debt of Sector Members and Associates.

[Resolution 153](#) (Rev. Guadalajara, 2010) – Scheduling of Council sessions and Plenipotentiary Conferences

The scheduling of the Council sessions took into consideration major religious periods, as set out in Resolution 111 (Rev. Antalya, 2006), as well as other major ITU and non-ITU events. As a result,

the Council sessions were organized in July 2012 and June 2013. Furthermore, as highlighted in document [C14/37](#) (Scheduling of future conferences, assemblies and meetings of the Union, 2014-2017), many other ITU meetings, in particular the sectors' advisory groups and Council working groups, are scheduled four years in advance. In order to avoid the inconvenience of re-scheduling other meetings should the Council decide to hold its meeting at the same time, it would be desirable to include the Council sessions in this four-year plan. In order to improve the preparation of Council documents and facilitate the scheduling of other ITU meetings, it is suggested that the dates of the ordinary session of the Council be fixed by the Council on a rolling four-year basis.

Resolution 154 (Rev. Guadalajara, 2010) – Use of the six official languages of the Union on an equal footing

The Secretariat supported the Council Working Group on Languages ([CWG-LANG](#)) and submitted detailed reports on the measures taken to respond to the requirements of Resolution 154 and implement use of the six official languages on an equal footing. CWG-LANG noted with appreciation that very significant progress has been made in language work in ITU. Several items, such as structural review, optimum levels of staffing, six-language editing on an equal footing, judicious use of ICTs, and harmonization of working methods and procedures have been implemented and completed, and can now be treated as ongoing operational tasks. In other areas, such as timely and simultaneous delivery of documentation and publications, size and volume of documents, terminology and public information work, while good progress has been made, more remains to be done. The CWG-LANG report to the Council in document [C14/44](#) contains recommendations for further work towards the goal of equality of treatment of the six languages; a set of measures and principles for interpretation and translation in ITU; and a draft revised Resolution 154 to facilitate the membership's preparations for PP-14.

Resolution 157 (Rev. Guadalajara, 2010) – Strengthening of the project execution function in ITU

To strengthen project implementation in the BDT, various actions have been taken, including:

- Connect the World series of events were successfully organized in the Arab, Americas and Asia-Pacific regions. The aim was to bring together Member States and development partners and promote projects that had been identified by region as being of priority to those regions. A total of 272 project proposals were presented to the three Summits. Further, more funds have been allocated as seed money to regional initiatives resulting in increased co-financing partnership agreements and financial inflows to the BDT for project execution. See Council reports [C11/13](#), [C12/34](#), [C13/18](#), and [C14/18](#) for more information.
- Based on international and UN best practices, new Project Management Guidelines were developed and adopted integrating the RBM approach linking strategic, financial and operational planning with the aim of improving project management, monitoring, evaluation and accountability.
- Based on lessons learnt from other UN entities, a database of projects and website was developed as a vehicle for promoting and transparently showcasing implemented, ongoing projects, and new projects seeking funding.
- Training of both headquarters and field staff involved in project management was undertaken.
- A minimum of 7 per cent support cost was charged to each of the projects receiving external funding as a cost recovery measure except in very few cases such as in humanitarian projects.

- At both the General Secretariat and BDT level, resource mobilization units were established to assist in identifying and negotiating as a way to attract voluntary and funds-in-trust resources for financing projects.

Resolution 158 (Rev. Guadalajara, 2010) – Financial issues for consideration by the Council

See the Financial Operating Reports to Council in documents [C11/4](#), [C12/3](#), [C13/7](#), and the unaudited Financial Operating Report for 2013 in document [C14/26](#).

Resolution 159 (Rev. Guadalajara, 2010) – Assistance and support to Lebanon for rebuilding its telecommunication networks (fixed and mobile)

Assistance is being provided to Lebanon for the implementation of a national roadmap for the transition from analogue to digital terrestrial TV broadcasting. The initial phase of the assistance was carried out in December 2013, and this is being followed up with another mission of experts to assist in the execution of the pilot project. A request for the establishment of a “Connect a School, Connect a Community” project is being studied to allow connectivity in rural areas and provide the necessary support.

Resolution 160 (Antalya, 2006) – Assistance to Somalia

ITU provided direct assistance to Somalia for the training of engineers on the use of the SMS4DC software for management of the national spectrum. It helped develop trainees’ knowledge and skills in the areas of spectrum management using SMS4DC. Assistance for the assessment of existing spectrum utilization in Somalia is in progress. In 2013, a meeting was organized in Dubai for all interested parties (including BR, Ministry of Somalia, mobile operators, Arab Spectrum Group and GSMA). Support has been provided to Somalia to purchase the license to use SMS4DC for better management of the national spectrum. A SMS4DC license has been awarded to Somalia.

Assistance to Somalia was provided through the purchase of two sets of Test Mobile System, and training assistance to use this equipment was provided to enable the Ministry of Telecommunications to better monitor the national spectrum and identify the unused bands of spectrum for issuing new mobile licenses to generate more revenue.

Somalia also benefited from an expert training course on “Broadband Policy” (in Seoul, in 2012). ITU, UNFPA and UN Global Pulse are working with local government and mobile operators in Somalia on a Population Estimation Survey of Somalia (PESS) project to address the real issues behind internal migration, to act as an instrument to enhance statistical capacities inside Somalia, and provide accurate, credible and accepted indicators for more specific follow-up surveys. The project is at its first steps of study.

Resolution 161 (Antalya, 2006) – Assistance and support for the Democratic Republic of Congo for rebuilding its telecommunication network

In the case of the Democratic Republic of Congo (Resolution 161 (Antalya, 2006)), although political instability has impeded the provision of assistance for the rebuilding of the main ICT infrastructure, a regulatory body has now been set up and is working towards creating the necessary enabling environment. Against this background, a mobile network is now functioning, run by the public operator, la Société Congolaise des Postes et Télécommunications, SCPT. Seven Mobile/Fixed Operators (Airtel, Congo China Telecom, Congolese Wireless Network, Office

Congolais des Poste et Télécommunication, Supercell, TIGO and Vodacom) have been licensed and each given license obligations in building ICT infrastructure, especially in rural areas. ICT Infrastructure is built mainly by licensed operators. The Democratic Republic of Congo has participated in various workshops such as the Cybersecurity readiness workshop in the framework of the ITU-IMPACT partnership, the Forum for Telecommunication Regulation and Partnership in Africa (FTRA) and the Global ICT Forum on Human Capacity Development. Also, specific technical assistance has also been provided to the Democratic Republic of Congo to elaborate its respective broadband strategy and to build local expertise to develop cost and tariffs for NGN services.

Resolution 162 (Guadalajara, 2010) – Independent Management Advisory Committee

Resolution 162 (Guadalajara, 2010) instructed the Council to establish IMAC on a trial basis for four years, and to report to the 2014 Plenipotentiary Conference. In accordance with Resolution 162, the members of the Independent Management Advisory Committee (IMAC) were appointed by the Council (Decision 565, Council 2011). IMAC's first annual report was submitted to the Council in 2012. IMAC has met three times in 2012, three times in 2013 and twice in 2014, with findings of the meetings were submitted to the Chair of the Council and the Secretary-General. Reports of the Committee's meetings and its annual reports, as well as other key documents, are available to ITU Membership on IMAC's area of the ITU website, located under Governance and [ITU Council](#).

In meetings, IMAC has addressed and pursued as appropriate all areas of its responsibilities, i.e. the internal audit function; risk management; internal control; ITU's audited financial statements and financial reporting; accounting policies and practice; external audit; and evaluation. IMAC presented an annual report for the Council's approval at its 2012, 2013 and 2014 sessions, containing conclusions and recommendations to improve the oversight, internal control and governance arrangements.

A cooperation mechanism was developed with the CWG-FHR and the Council 2013 requested that the Terms of Reference of the CWG on Financial and Human Resources (CWG-FHR) include reviewing ITU's management responses to IMAC recommendations, in the same way that External Auditors' recommendations are reviewed. Council 2012 expressed interest in the performance and evaluation of IMAC. Accordingly, in 2013 IMAC carried out a self-assessment and intends to keep this assessment framework under review and carry out a [self-assessment](#) on its arrangements and performance every two years. The self-assessment carried out in 2013 is available to Council Members on IMAC's area of the ITU website, under Governance, ITU Council and is available to the Council Working Group on Financial and Human Resources. See also the annual reports to Council [C11/70](#), [C12/44](#), [C13/65](#), and [C14/22](#).

Resolution 163 (Guadalajara, 2010) – Establishment of a Council working group on a stable ITU Constitution

The extraordinary session of Council 2010 established a Council Working Group on a Stable ITU Constitution. During its five meetings, the Group reviewed each provision of the Constitution and Convention to determine whether it is fundamental and stable. Preliminary drafts of the stable Constitution and "other document" were also elaborated by the Group. A number of important issues were identified by the Group and are listed in the Final Report of the Group to Council 2013 (document [C13/49](#)), which has been circulated to the membership as per Resolution 163.

Resolution 165 (Guadalajara, 2010) – Deadlines for the submission of proposals and procedures for the registration of participants for conferences and assemblies of the Union

Pursuant to Resolution 165 (Guadalajara, 2010), the General Secretariat has studied the issue of harmonizing deadlines for the submission of proposals and the potential implications, including financial, of implementing the firm submission deadline of fourteen calendar days before the opening of ITU Conferences and Assemblies, as well as harmonizing registration procedures. As required by the resolution, reports were submitted to Council on that matter.

The harmonization of deadlines has been taken forward within two Sectors and the General Secretariat, including for meetings other than conferences and assemblies, and is reflected in the relevant Council Decision and ITU-R and ITU-T Resolutions. The implications of the 14 calendar days deadline are under monitoring. Meetings of ITU-D Sector other than the WTDC are not yet submitted to this cut-off date. A proposal in that regard has been submitted to RPM-CIS, and WTDC-14 will probably revisit ITU-D Resolution 1 to take the requested harmonization into account. An internal Group on harmonizing the procedures for registration of participants in ITU meetings has been established which made important progress in implementing several recommendations agreed upon by the Group. The recommendations are related to the following themes: Participation, invitation, accreditation; Accreditation and registration and related business processes; Operations, work methods, and infrastructure; ICTs and event websites; Security and ID badges; Human Resources; Other related services.

Resolution 167 (Guadalajara, 2010) – Strengthening ITU capabilities for electronic meetings and means to advance the work of the Union

Webcasting, VoIP webinars, ad hoc web meetings, and managed remote intervention have now been implemented, and have become an integral component of ITU working methods. Both interactive and passive (i.e. webcast) remote participation is now provided across the whole of ITU. Multilingual interactive remote participation has been provided, in close collaboration with the Interpretation service. ITU has become the lead agency in the UN system in providing this multilingual service. UNHCR, WMO, ICAO, ILO and UNESCO have all contacted ITU to learn from our experiences. Remote participation and improved audio-visual services in the meeting rooms have facilitated inclusion of people with special needs in line with the ITU policy on accessibility adopted in 2013. Training has been provided to the diplomatic community in Geneva, and training has been provided to the Chairs and Secretaries of meetings. For more information, please refer to Council documents [C11/37\(Rev.1\)](#), [C12/21](#), [C13/20\(Rev.1\)](#), [C13/INF/8](#), and [C14/20](#).

Resolution 168 (Guadalajara, 2010) – Translation of ITU recommendations

The Secretary-General has taken the necessary steps to facilitate the implementation of this resolution. In order to assist administrations wishing to translate ITU Recommendations, an explanatory text setting out the relevant procedure and conditions has been compiled, and a single contact point (Sales and Marketing Division) appointed to handle requests. The text is posted on the ITU website at: <https://www.itu.int/en/publications/SiteAssets/Res%20168%20procedure-FINAL.pdf>. During the plenipotentiary cycle since PP-10, two requests to translate ITU Recommendations have been received and handled by the secretariat: one for the ITU-T A-series Recommendations in Korean, and one for Recommendation ITU-R BS.1770-2 in Polish.

Resolution 169 (Guadalajara, 2010) – Admission of academia, universities and their associated research establishments to participate in the work of the three Sectors of the Union

By December 2013, ITU has 66 academia, with 15 participating in ITU-R, 46 in ITU-T, and 16 in ITU-D since the introduction of this category following PP-10. The Secretary-General appointed two Special Envoys for Academia to promote this new category of participation. MICT Thailand hosted an Academia workshop in November 2013 to consult members and non-members on potential improvements to Academia participation. The CWG on Finance and Human Resources was mandated by the Council to review the status of Academia, and make potential recommendations to PP-14. WTSA-12 adopted two important resolutions related to Academia, which open the door to strengthened Academia participation in ITU. Resolution 71 recommended that academia be admitted to participate in the work of the three Sectors of ITU on a permanent basis, with expanded participation, including at TSAG and WTSA. Resolution 80 asked TSAG to develop options on how to clearly acknowledge significant contributors to the development of study group deliverables of particular importance to Academia. TSAG agreed to task ITU-T SG9, in consultation with the other study groups, to explore means to implement WTSA Resolution 80 (Dubai, 2012), using contribution C.18 (Brazil) as a basis, and to report back to TSAG.

The 2012 Radio Assembly passed a resolution reiterating the text of PP-10 Resolution 169, and added further details, including: academia may have access to R Sector documentation; they may participate in working parties of the study groups in ITU-R; and, representatives of academia may serve as Rapporteur. The Resolution asked RAG to study the need for additional measures.

ITU has more than 60 Centres of Excellence as part of ITU Academy, designed to build capacity in all regions of the world, many of them in partnership with Academic institutions. BDT will soon launch a new strategy to strengthen the sustainability of this network. See Council documents [C11/11](#) and [C12/33](#), as well as [C13/114](#) (Council Resolution 1360).

Table 1: Number of Academia Contributory Units

Contributory Units	Actual	Budget	Budget	Actual	Variance	
	2010-2011	2012-2013	2014-2015	at 30 Nov 2013	e= d - a	f = e/a
	a	b	c	d		
Academia	8 3/16	125 14/16	50 8/16	49 8/16	41 5/16	504.6%

Resolution 170 (Guadalajara, 2010) – Admission of Sector Members from developing countries to participate in the work of the ITU Telecommunication Standardization Sector and the ITU Radiocommunication Sector

Efforts have been made in ITU-R and T, combined with outreach by the regional/area offices, to increase the number of members from eligible countries. Despite efforts, few have joined under this resolution. There is currently one company in ITU-R that benefits from this reduced fee and four companies in ITU-T.

Resolution 171 (Guadalajara, 2010) – Preparations for the 2012 World Conference on International Telecommunications

Pursuant to [Resolution 146](#) (Antalya, 2006), Council-09 adopted [Resolution 1312](#), thus creating the Council Working Group to Prepare WCIT-2012 (CWG-WCIT12) with terms of reference that provide for discussion of proposals for revisions to the existing ITRs, including proposals for suppressions of provisions and/or abrogation as appropriate, and of proposals relating to new and emerging issues. CWG-WCIT12 held seven meetings between 2010 and 2012. Details on preparatory work for the WCIT-12 are available in [C11/68 \(\(Rev.1\), Add 1-2\)](#) and [C12/52](#). Further to Resolution 171 (Guadalajara, 2010), and in accordance with Council Resolution 1335, WCIT-12 was held in Dubai, UAE, from 3 to 14 December 2012. WCIT-12 revised the ITRs in their entirety and adopted five new resolutions. The Final Acts of WCIT-12 are available at: <http://www.itu.int/en/wcit-12/Documents/final-acts-wcit-12.pdf>. Further information is available in [C13/3](#) and Section 2.5 above.

Resolution 172 (Guadalajara, 2010) – Overall review of implementation of the outcomes of the World Summit on the Information Society

In response to Council Resolution 1334 and Resolution 172 (Guadalajara, 2010) on the Overall Review of the Implementation of the WSIS Outcomes (WSIS+10), ITU has taken the lead in the coordination of the WSIS+10 High-level Event in partnership with all the other UN Action Line Facilitators, including UNESCO, UNCTAD, UNDP, FAO, WHO, ILO, ITC, UPU, WMO, UNEP, UNDESA and the UN Regional Commissions. The WSIS+10 High-Level Event is scheduled to be held in 2014. An open and inclusive multistakeholder preparatory process consisting of six phases has been launched in October 2013. Six Regional Development Forums for Africa, Americas, Asia-Pacific, Arab Region, CIS and Europe aiming at collection of regional views on the implementation of the WSIS outcomes were organized by BDT in 2013. More details can be found in Council documents [C11/33](#), [C12/72](#), [C12/55](#), [C13/66](#), and [C14/38](#).

Resolution 173 (Guadalajara, 2010) – Piracy and attacks against fixed and cellular telephone networks in Lebanon

As per Resolution 173, the ITU Secretary-General has written to both the State of Israel and the Republic of Lebanon, requesting them to provide a report on the actions taken by them to cease violations or harmful transmissions across the border into Lebanon, as highlighted in the Resolution. To date, the Secretary-General has not to date received the reports requested. Further work is being carried out to assist Lebanon directly on approaches to protect its networks. A project is underway for the establishment of a CIRT. This is being carried out with the collaboration of the Arab Regional Cybersecurity Centre and would ensure protection of vital infrastructure from attacks.

Resolution 174 (Guadalajara, 2010) – ITU's role with regard to international public policy issues relating to the risk of illicit use of information and communication technologies

Resolution 174 (Guadalajara, 2010) resolves to instruct the Secretary-General to take necessary measures to: i) raise the awareness of Member States regarding the adverse impact that may result from the illicit use of information and communication resources; and ii) maintain the role of ITU to cooperate within its mandate with other UN bodies in combating the illicit use of ICTs.

ITU activities since PP-10 related to Resolution 174 (Guadalajara, 2010) are covered in the Council documents [C11/54](#), [C12/29](#), [C13/23](#), and [C14/23](#).

Resolution 175 (Guadalajara, 2010) – Telecommunication/information and communication technology accessibility for persons with disabilities, including age-related disabilities

See Section 2.6 above and Council documents [C12/INF/11](#), [C13/42](#), and [C14/5](#). More information about ITU's activities in the area of ICT accessibility is available at www.itu.int/accessibility, as well as the ITU sector portals of ITU-D <http://www.itu.int/en/ITU-D/Digital-Inclusion/Pages/default.aspx> and ITU-T <http://www.itu.int/en/ITU-T/accessibility/Pages/default.aspx>.

Resolution 176 (Guadalajara, 2010) – Human exposure to and measurement of electromagnetic fields (EMF)

Resolution 176 (Guadalajara, 2010) of the Plenipotentiary Conference instructs the Directors of the three Bureaux to collect and disseminate information concerning exposure to EMF, including on EMF measurement methodologies, in order to assist national Administrations, particularly in developing countries, to develop appropriate national regulations.

Ongoing development work on exposure to electromagnetic fields has been conducted through projects and in ITU-D Study Group Question 23/1. Q23/1 finished its work and prepared a Report on technical parameters (e.g. radiation value limit, distance, antenna height above roof top); scientific results; Details on how to deal with sensitive areas such as schools and hospitals; Monitoring of installations compliance to radiation limits; procedures about how to measure radiation levels; regulatory policies; strategies for raising awareness regarding the effects of electromagnetic fields due to radio communication systems; and Country experiences.

ITU-R Working Party 1C, Spectrum Monitoring (WP 1C), of ITU-R Study Group 1 approved a new edition of the ITU Handbook on Spectrum Monitoring, which contains information on methods and use of equipment for measuring exposure to non-ionizing radiation in the frequency bands 9 kHz to 6 GHz and above 6 GHz.

ITU-T Study Group 5 "environment and climate change", Working Party 2 developed Recommendations, ITU-T K.91 "Guidance for assessment, evaluation and monitoring of the human exposure to radio frequency electromagnetic fields (RF EMF)" in 2012; ITU-T K.83 "Monitoring or electromagnetic field levels" in 2011; and an EMF-estimator software in 2013, as Amendment 3 of ITU-T K.70 "Mitigation techniques to limit human exposure to EMFs in the vicinity of radiocommunication stations", which calculates the cumulative radio frequency exposure levels in the vicinity of transmitting antennas. In addition, in December 2013 an Information Guide on Human Exposure to EMF was agreed during the last meeting of ITU-T Study Group 5. The main purpose of this document is to present in a simple way the answers to typical questions asked by the public on EMF, and to also address typical misunderstandings on EMF matters in the society.

Various ITU Workshops on human exposure to electromagnetic fields have been held: on 9 May 2013 in Turin; in August 2013 in Ecuador; and on 10 December 2013 in Lima. Another workshop will take place in Montevideo in March 2014. The ITU Centers of Excellence will incorporate training on continuous monitoring systems (based on ITU-T Recommendation K.83). Recommendation ITU-T K.83 has been implemented in various countries such as Brazil, Argentina, Ecuador, Colombia and a pilot project was developed in San Salvador. This pilot project included

monitoring systems and the development of a non-ionizing radiation map for the city of San Salvador. Assistance has also been provided to Colombia for setting up relevant regulations and harmonization in the country for the EMF issues. ITU is regularly represented in WHO meetings relating to EMF. Similarly, WHO representatives participate in EMF meetings organized by ITU.

Resolution 177 (Guadalajara, 2010) – Conformance and interoperability

Following the presentation of a business plan by KPMG, a consultancy, Council 2012 agreed on the Conformance & Interoperability (C&I) action plan, which was further enhanced at Council 2013. Under Pillar 1 (conformity assessment), ITU-T Study Groups have developed a living list of ITU-T Recommendations on key technologies suitable for C&I testing, and started some pilot projects with demonstrated market demand. All information is available on the [C&I Portal](#). ITU-T SG11 set up a correspondence group in November 2013 to study a possible ITU-T policy to ‘recognize’ test centres with the capacity to conduct conformance testing in line with ITU-T standards.

Under Pillar 2 (interoperability events programme), ITU has hosted and supported interoperability testing events on the following series of ITU-T Recommendations: ITU-T Q.3900 for NGN Testing; ITU-T H.760 for IPTV standards; and ITU-T G.hn for home networking. Under Pillar 3 (human resources capacity building), [twelve training activities](#) were organized in different regions. ITU has launched C&I training in the [ITU Academy](#). Pillar 4 aims to assist in the establishment of test facilities in developing countries. Direct assistance to a number of developing countries has been provided in establishing C&I infrastructure, regulatory framework, institutions, Mutual Recognition Agreements, funding, regional test centres and harmonized C&I programmes.

Various [guidelines](#) have been developed:

- Guidelines for developing countries on establishing conformity assessment test labs in different Regions (2012)
- Guidelines for the development, implementation and management of MRAs on conformity assessment (2013)
- Feasibility Study for a Conformance Testing Centre in SADC region (2013)
- Guidelines for establishing and defining C&I regimes for developing Countries (2014)

The ITU Secretariat finalized a C&I assessment study on regional basis to determine C&I areas of commonalities and differences in the concerned countries, covering the general aspects of the concerned region, regulatory framework and institutions, accreditation, laboratories, certification bodies and marking, and recommendations for establishing common C&I programmes and MRAs, inter alia. The progress and relevant updates were presented in Council documents [C11/38](#), [C12/48](#), [C12/INF/17](#), [C12/INF/18](#), [C12/INF/19](#), and [C13/24\(Rev.1\)](#).

Resolution 179 (Guadalajara, 2010) – ITU’s role in child online protection

Resolution 179 (Guadalajara, 2010) on “ITU’s role in child online protection” established a mandate for ITU’s work and activities in this area, pursuant to the existing ITU Council resolutions. Please refer to Section 3.1 for further details. Reports of the CWG-COP were published as Council documents [C11/45](#), [C12/51](#), [C13/38](#), and [C14/41](#). ITU activities since PP-10 related to Resolution 179 (Guadalajara, 2010) are covered in the Council documents [C11/54](#), [C12/29](#), [C13/23](#), and [C14/23](#).

Resolution 180 (Guadalajara, 2010) – Facilitating the transition from IPv4 to IPv6

ITU activities since PP10, related to Resolution 180 (Guadalajara, 2010), are covered in [C11/32](#), [C12/30](#), [C13/62](#), and [C14/40](#). See also Section 3.6 of this Report.

Resolution 181 (Guadalajara, 2010) – Definitions and terminology relating to building confidence and security in the use of information and communication technologies

Resolution 181 (Guadalajara, 2010) resolves to take into account the definition of “cybersecurity” approved in Recommendation ITU-T X.1205 for use in activities related to building confidence and security in the use of ICTs. ITU activities since PP10 related to Resolution 181 (Guadalajara, 2010) are covered in the Council reports [C11/54](#), [C12/29](#), [C13/23](#), and [C14/23](#).

Resolution 182 (Guadalajara, 2010) – The role of telecommunications/information and communication technologies on climate change and the protection of the environment

Since 2010, ITU has expanded available knowledge on the use of telecommunication/ICTs to protect the environment through the publication of over 20 new reports and the organization of over 40 high-level symposia, workshops and seminars on this topic, covering climate change adaptation, mitigation and monitoring, environmental sustainability, e-waste or energy efficiency. Resolution 182 is now mainstreamed throughout the three sectors, as a regular area of activity, including within relevant study groups. Relevant outcomes of such activities include the approval of new ITU-T Recommendations, such as the L.1400 series which provide standardized methodologies for assessing the environmental impact of ICTs, the allocation of spectrum for climate monitoring and meteorological applications and the provision of direct support to ITU Member States to build further capacity on the use of ICTs to adapt to the effects of climate change, in particular to implement early warning systems for natural disasters. ITU has also continued to contribute to the work of the UN system in the domain of environmental protection, by participating regularly in the major UN processes and conferences on this topic, such as the UN Framework Convention on Climate Change (UNFCCC). ITU has also continued to reduce its own environmental footprint as an organization. Further information is available in Section 3.2 above and documents [C11/22](#), [C12/15](#), [C13/33](#), and [C14/33](#), as well as at www.itu.int/climate

Resolution 183 (Guadalajara, 2010) – Telecommunication/ICT applications for e-health

Following the adoption of Resolution 183, ITU has expanded its activities in the area of ICT applications for e-health. Since 2010, ITU has undertaken a series of joint activities undertaken with WHO, including the [National e-Health Strategy Toolkit](#), establishment of the [ITU-WHO Mobile Health for Non-Communicable Diseases Initiative](#) and the preparation of a first baseline review on the use of ICT for Women’s and Children’s Health. With regards to study groups, ITU has expanded work in e-health applications through [ITU-D Study Group 2, Question 14: ICT for e-health](#), [ITU-T Study groups 16 and 17](#) and the [ITU-T Focus Group on Machine-to-Machine Service Layer](#). The new ITU-T Recommendation H.810 with design guidelines for personal health devices was approved in December 2013, and another Recommendation on e-health data records exchange was planned to start the approval process in February 2014. Recommendation ITU-T Y.2065 describing the classes of e-health monitoring services may be approved in March 2014. Further information is available in Section 3.3 above.

Resolution 184 (Guadalajara, 2010) – Facilitating digital inclusion initiatives for indigenous peoples

Resolution 184 seeks to modify the ITU fellowship policy to enable ITU to provide fellowships to Indigenous Peoples and to ensure their participation in workshops, meetings, seminars and training sessions. BDT has used ICTs to provide services to Indigenous Peoples: BDT has trained over 800 Indigenous Peoples from 2010 to 2013 to use ICTs as a tool for the social and economic development of Indigenous Communities (<http://www.itu.int/en/ITU-D/Digital-Inclusion/Indigenous-Peoples/Pages/Curso-de-proyectos.aspx>). Various online courses have been provided on an annual basis since 2005 on topics identified by Indigenous Peoples including “Development with Identity”, “Indigenous Peoples’ Rights”, “Governance of Indigenous Peoples”, and “Project Management for Indigenous Communities”, in partnership with Fondo Indígena. From 2010 to 2013, participation in the training was very nearly gender-balanced, as 47% of all participants were Indigenous women.

ANNEX 1

[List of ITU Member States and their contributory units](#)

ANNEX 2

Status of Member States

<http://www.itu.int/en/membership/Pages/member-states-status.aspx>