

# ITU Transformation

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*Paving the way for Organizational Excellence  
Council Info Session*

June 2024



# Agenda

- **Why** does ITU need transformation?
- **What** will ITU be transforming?
- **How** will the transformation work?
- **Real** Life Example
- **Timeline**

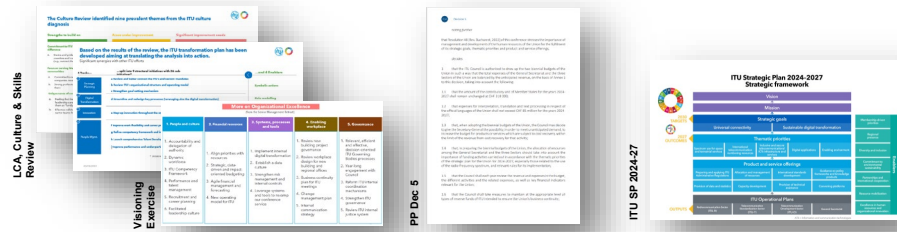


# Why

does ITU need Transformation now?

# Case for Change

- ➔ Seismic changes in our external environment
- ➔ Technological advancements, ensuring ITU walk the talk
- ➔ Providing a stimulating and rewarding work environment for staff health and wellbeing
- ➔ Recommendations made across several past diagnostic activities and reviews

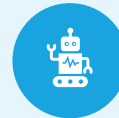


## Organisational Excellence

... positive impact on the effectiveness of all ITU services provided to members and all stakeholders.



**Governance**



**Systems, Processes and Tools**



**People and Culture**



**Resource Optimisation**



# ITU ChangeMakers Programme



## The Vision - focused from 14 to...

### Pillars

1. Governance	2. Systems, Processes, & Tools	3. People and Culture	4. Resource Optimization
<ul style="list-style-type: none"><li>✓ Internal Controls</li><li>✓ Risk Management</li><li>✓ Safety and security</li></ul>	<ul style="list-style-type: none"><li>✓ Data Culture</li><li>✓ Efficient and effective systems, processes and tools across ITU</li><li>✓ Excellence in conferences, meetings and events</li><li>✓ Facilitate digital transformation</li></ul>	<ul style="list-style-type: none"><li>✓ Enabling environment &amp; management</li><li>✓ Leadership culture</li><li>✓ Organizational structure and processes are optimized and aligned to deliver mandate</li><li>✓ Talent management</li></ul>	<ul style="list-style-type: none"><li>✓ Alignment with financial management best practices</li><li>✓ Enhanced transparency and availability of financial information</li><li>✓ Strengthened results-based budgeting and financial management (RBM)</li></ul>

### Outcomes

## ...8 outcomes succinctly describing ITU's vision for transformation

### Pillars

1. Governance	2. Systems, Processes, & Tools	3. People & Culture	4. Resource Optimization
1.1 Preventative measures ag. risk 1.2 Compliance w rules, values & objectives	2.1 Mastery of modern business technology & work modalities 2.2 Top service quality to internal & external clients	3.1 Right people in right place 3.2 Career growth & talent	4.1 Efficient, informed & accountable decisions at lowest appropriate level 4.2 Pivotality of resources

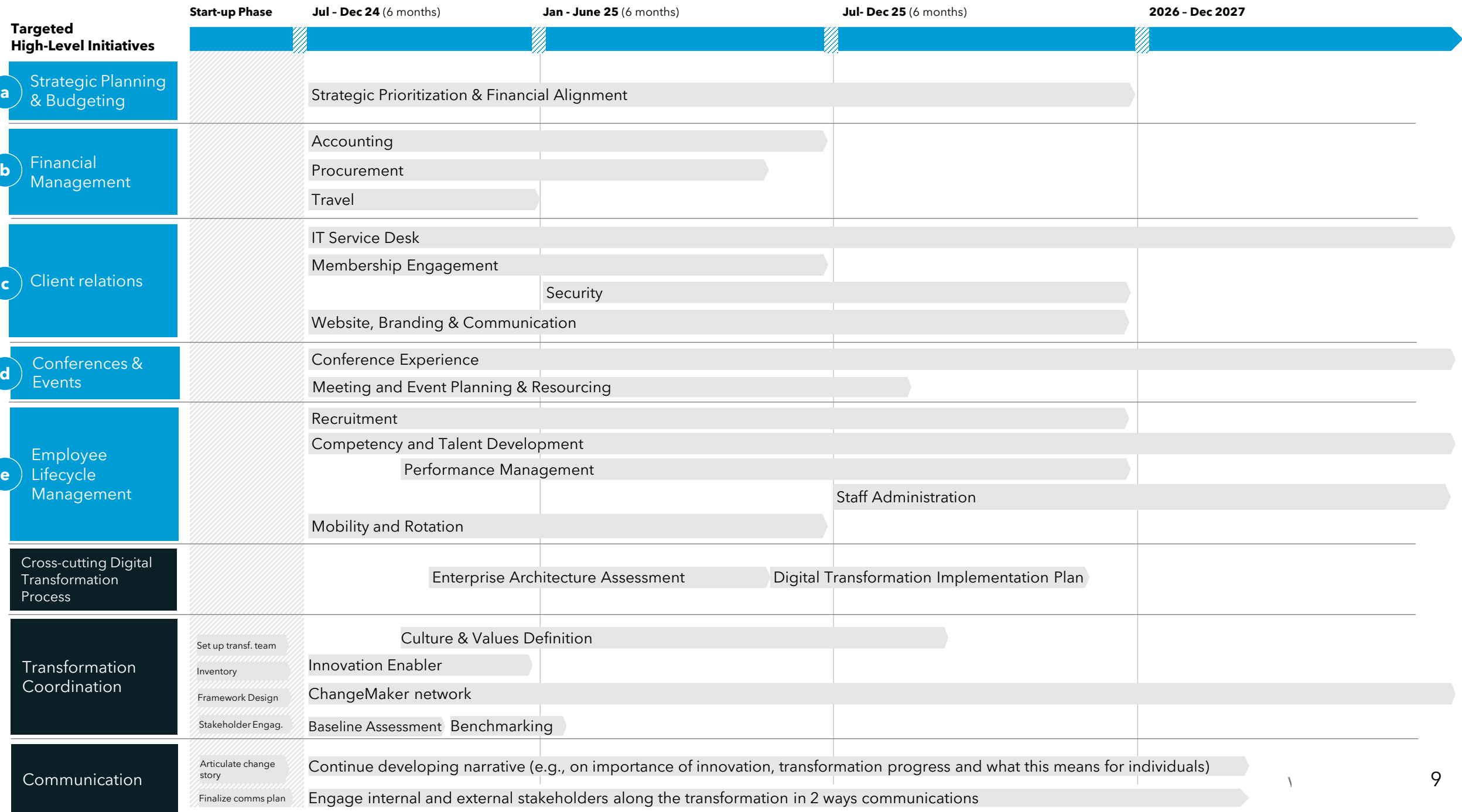
### Outcomes

# What

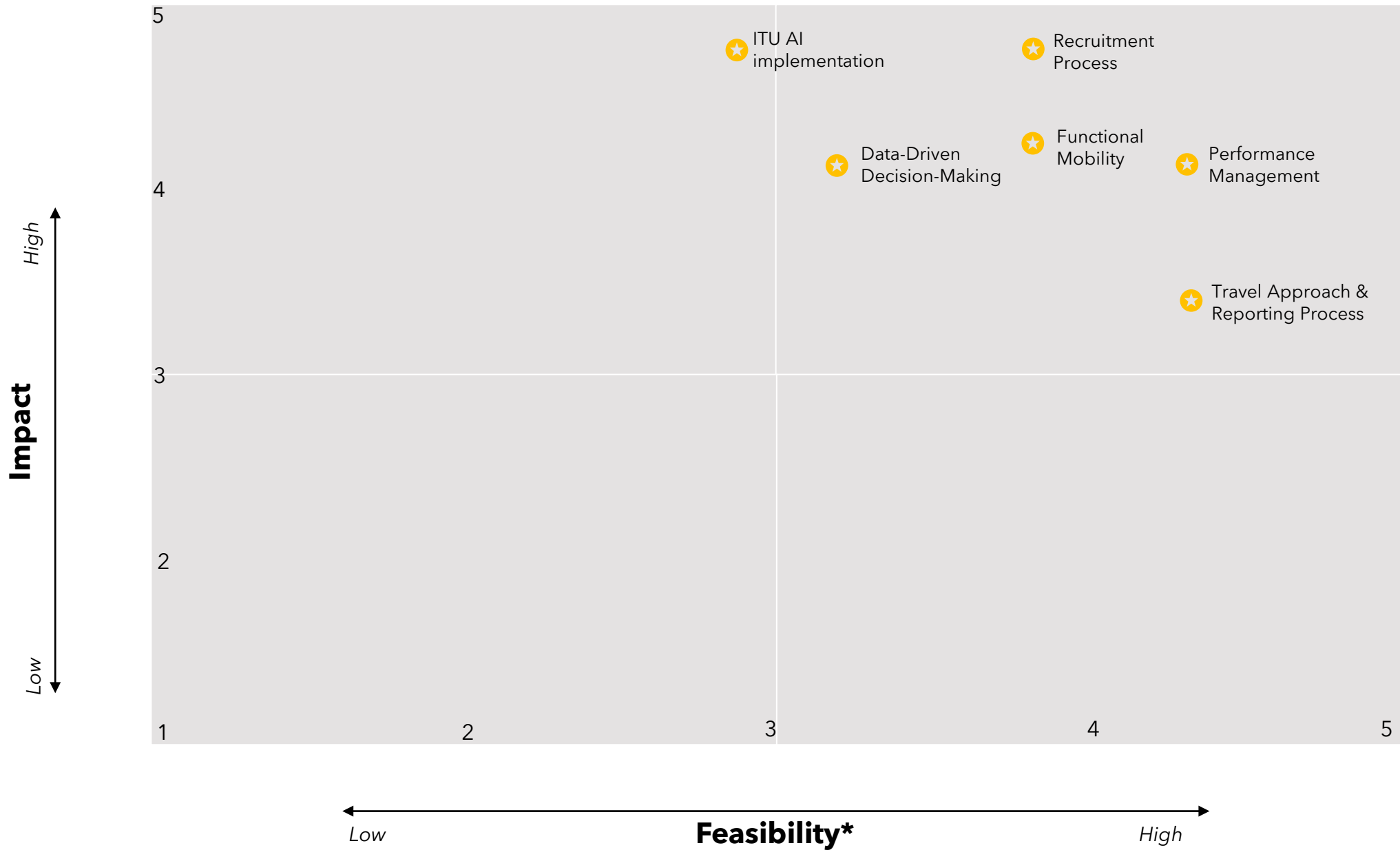
will ITU be transforming?


*Paving the way for Organizational Excellence*





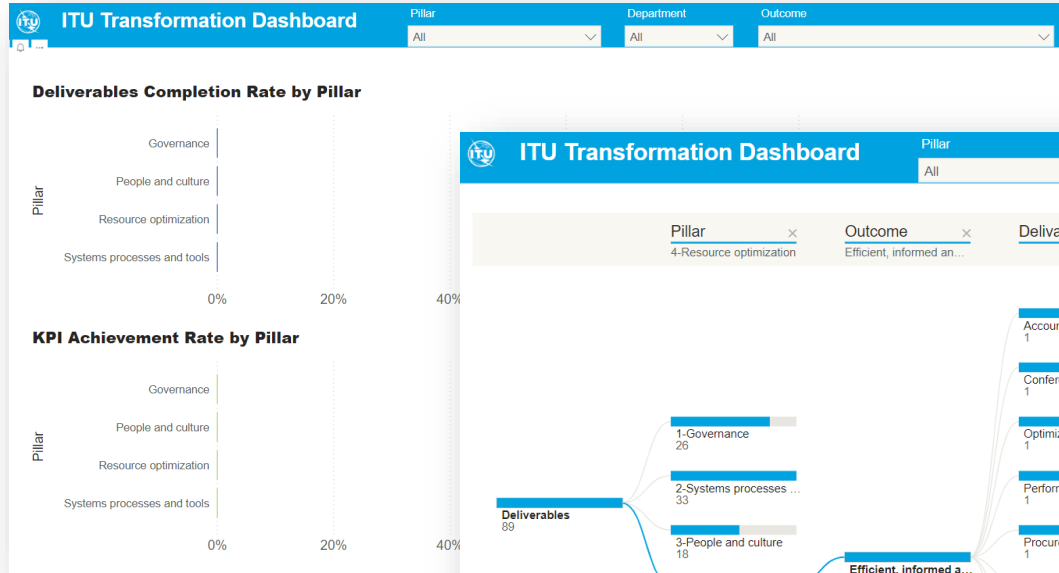
# Accelerated Initiatives



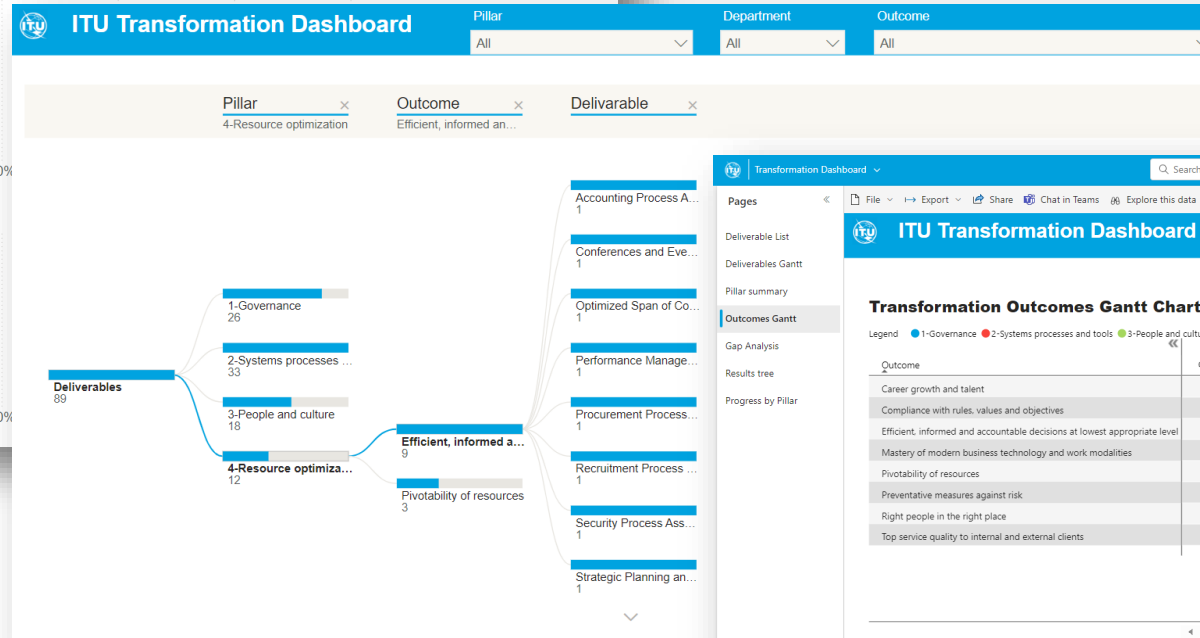
**\*Feasibility:** 

- Resources
- Interdependencies
- Change Readiness

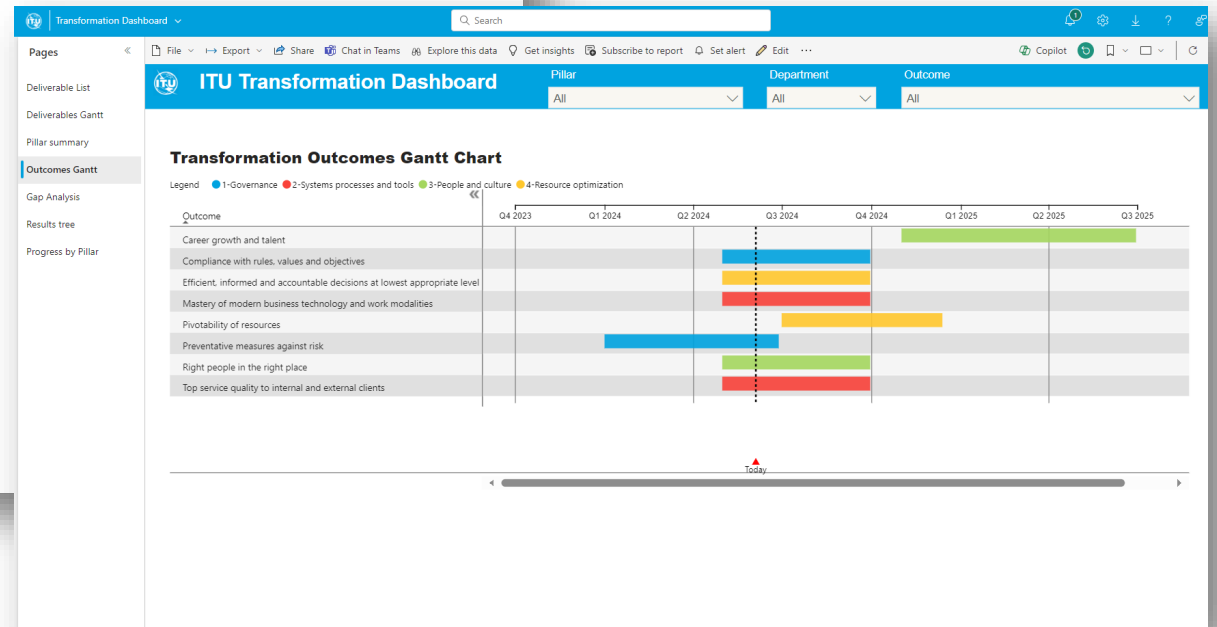
# Visualization & Tracking of Transformation Progress



**Deliverables & KPIs**



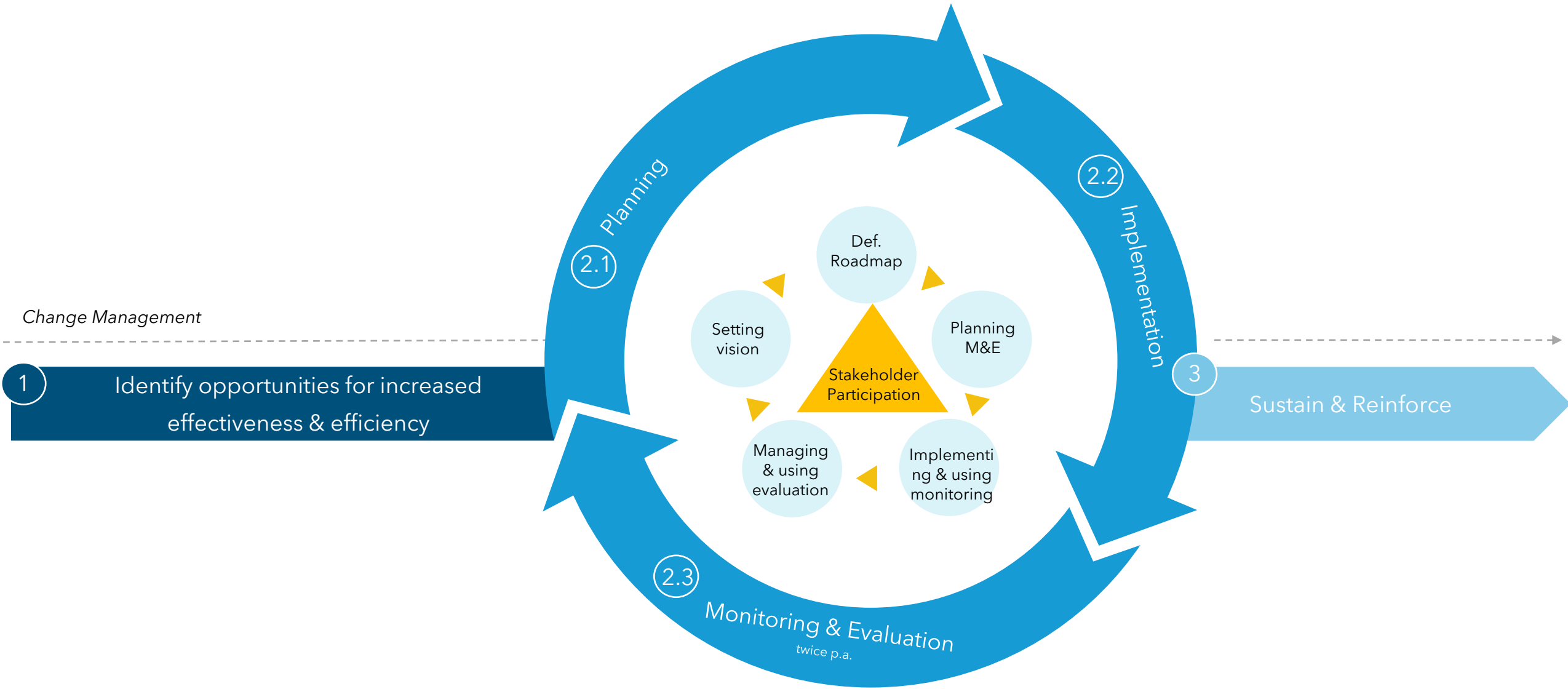
**Decision Tree**



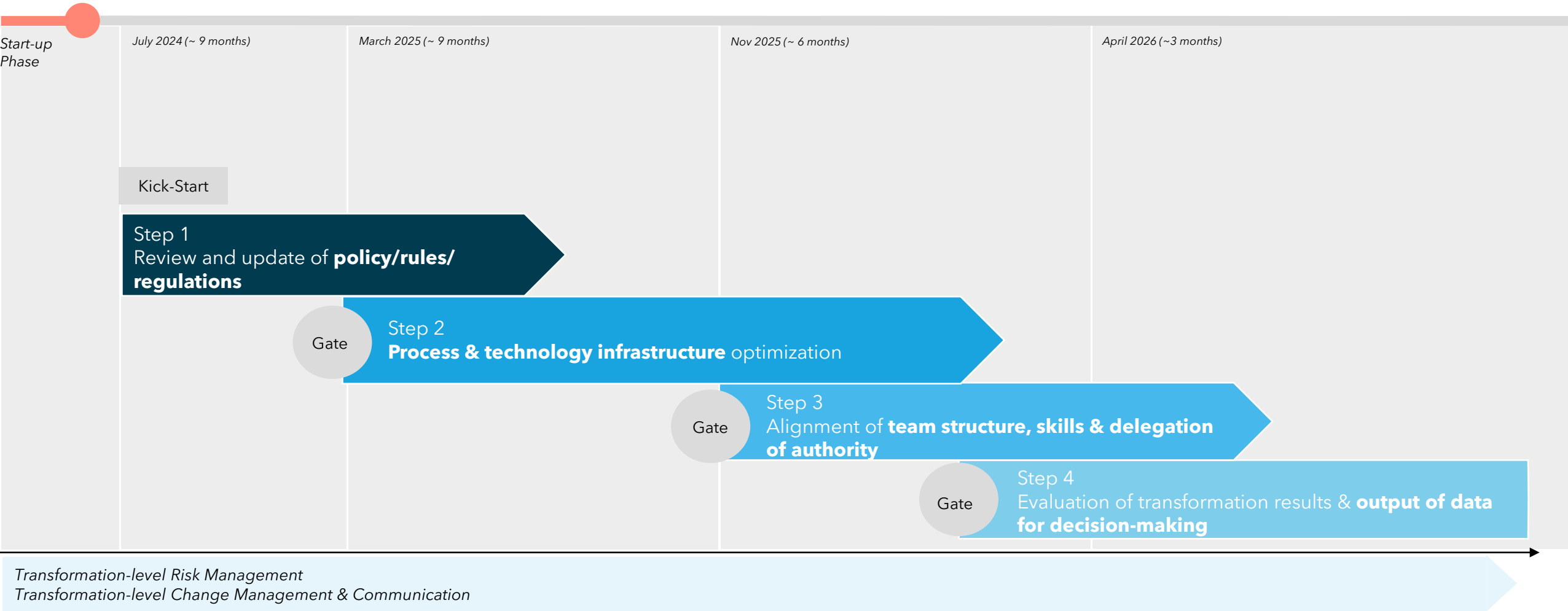
**Outcome Chart**

# How

will the transformation work?



# The Transformation Process



# Example

*Leveraging Mobility to transform the ITU structure for Enhanced Flexibility and Agility*



# Real Life Example: Functional Mobility



Lyndsey  
*How can I find support for my project?  
I don't know anyone who can do this!*



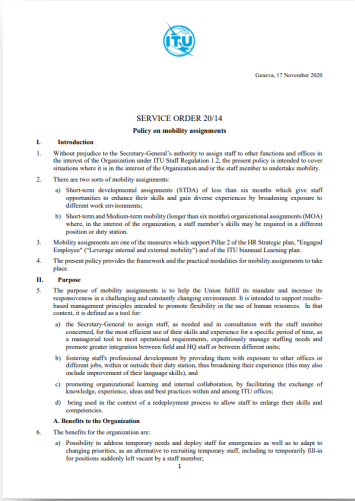
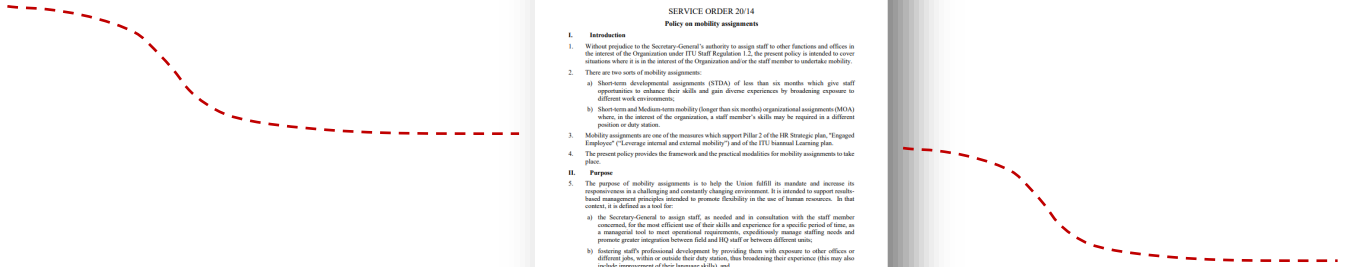
Yayeh  
*How can I identify colleagues with  
relevant skills?*



Sibyl  
*I am working in the GS. I would love to learn  
more about the mandate and operations.*



Stephen  
*For the success of the transformation it will  
be crucial to help managers find the right  
talent for evolving needs.*



Service Order 20/14



Mobility policy not applied  
Bureaucratic Process  
Static Profiles not able to adapt to changing needs  
Working in Silos  
Risk: Not having the right skills in the right place at the right time  
No optimal resource allocation -> financial loss

# Leveraging Mobility to transform the ITU structure for Enhanced Flexibility and Agility

Lyndsey  
How can I find support for my project?  
I don't know anyone who can do this!

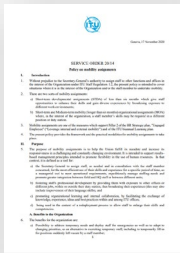
Yayeh  
How can I identify colleagues with relevant skills?

Sibyl  
I am working in the GS. I would love to learn more about the mandate and operations.

Stephen  
For the success of the transformation it will be crucial to help managers find the right talent for evolving needs.

ongoing

## Step 1 Review, update of **policy/rules/ regulations**



Service Order 24/XX

## Step 2 Process & technology infrastructure optimization

-  Clear procedures

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-  Facilitated movement of resources

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-  Incentivized

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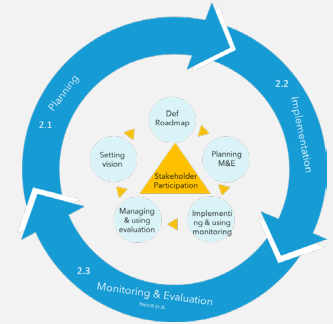
-  Holistic System, incl. Roster

## Step 3 Alignment of **team structure, skills & DoA**

-  Clear responsibilities

Dec 25

## Step 4 Evaluation of results & **output of data for decision-making**



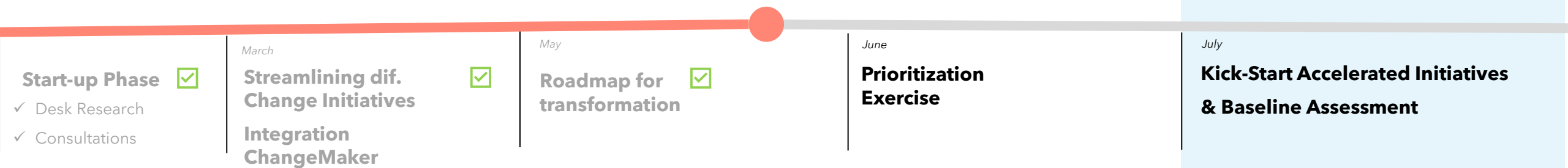
**«The right person in the right place at the right time»**

# Timeline

# Transformation Roadmap - Timeline

Kick-start

Step 1  
Review and update of **policy/rules/regulations**



**Questions?**

**Thank you**