ITU Transformation

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





does ITU need Transformation now?

ITU Transformation

Case for Change



Seismic changes in our external environment



Technological advancements, ensuring ITU walk the talk



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
 ✓ Internal Controls ✓ Risk Management ✓ Safety and security 	 ✓ Data Culture ✓ Efficient and effective systems, processes and tools across ITU ✓ Excellence in conferences, meetings and events ✓ Facilitate digital transformation 	 ✓ Enabling environment & management ✓ Leadership culture ✓ Organizational structure and processes are optimized and aligned to deliver mandate ✓ Talent management 	 ✓ Alignment with financial management best practices ✓ Enhanced transparency and availability of financial information ✓ Strengthened results-based budgeting and financial management (RBM)

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. risk1.2 Compliance w rules, values & objectives	2.1 Mastery of modern businesstechnology & work modalities2.2 Top service quality to internal & external clients	3.1 Right people in right place3.2 Career growth & talent	4.1 Efficient, informed & accountable decisions at lowest appropriate level4.2 Pivotability of resources

Outcomes



Paving the way for Organizational Excellence

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Accelerated Initiatives

High

Impact

Low



Visualization & Tracking of Transformation Progress









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The Transformation Process



Transformation-level Risk Management Transformation-level Change Management & Communication

Example

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

Real Life Example: Functional Mobility



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



How can I identify colleagues with relevant skills?

9

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

Stephen

Sibyl

Yayeh



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





Mobility policy not applied

Bureaucractic 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





«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





Ouestions?

Thank you