

ITU Academy

New features and revised guidelines

Guiomar Levi-Setti & Célia Pellet

October 2023



1

What's new on the ITU Academy?

How does development happen on the ITU Academy?

- Meeting with our service provider on weekly basis to:
 - Troubleshoot difficult cases
 - Discuss proposals for new features and analyse potential solutions with budget estimations
 - Receive updates on current developments
- Internal team meeting at the end of the year (or when needed) to:
 - Discuss proposed new features and prioritization
 - Provide updates on current developments

Collect feedback, proposals and potential solutions from

- Users
- ITU staff and course coordinators
- Partner course coordinators (ATC and any other delivery partner)



ITU Academy is constantly improved and augmented...

What is new since the start of the programme?

- Features to accommodate the ATC programme:
 - Webpage for each Centre
 - Registration process & payment processes had to be tailored for each Centre
- Features related to courses
 - Added course restrictions (gender, country, age)
- Features related to users
 - Added profile fields (nationality, date of birth)
- Automation of ITU Academy (#Phase1)
 - Training outline
 - Data management (*in progress*)
 - Emails (*in progress*)

ITU Academy is constantly improved and augmented...

What is coming next?

- Features related to the ATC programme:
 - Improvement of the registration process
 - Restoring the institutional contact capability
- Features related to accessibility and inclusivity:
 - Translation in 6 languages
 - Accessibility plugins
- Automation of ITU Academy (#Phase2)
 - End of Training Report data
 - Additional emails

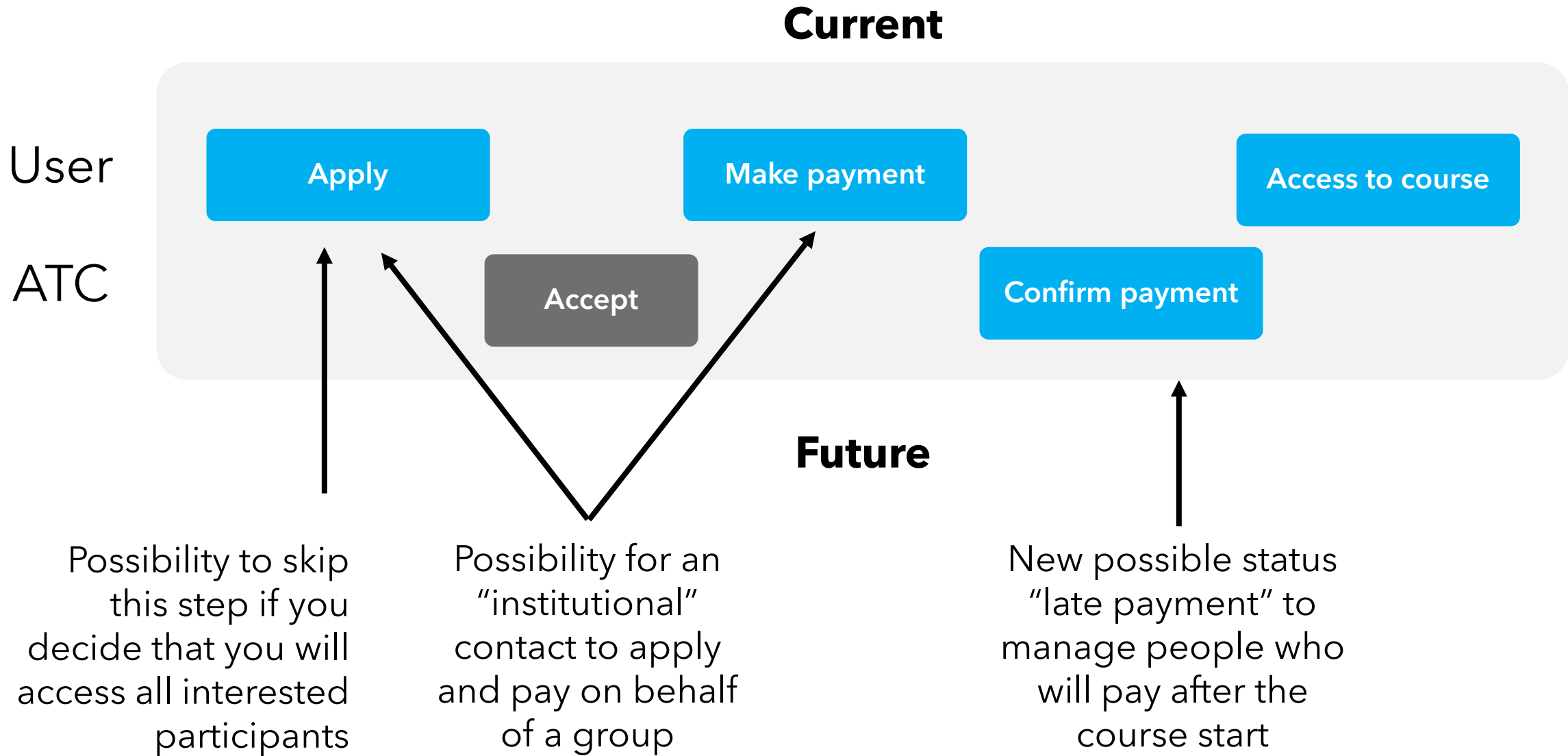
Big picture

- Front-end redesign
- Enhanced user dashboard
- Learning paths (linked to the institutional contact capability)

The big scary thing...

Payment process





Let's get your ideas...

Any questions?

2

In terms of ATC programme operational guidelines, what's one area where you feel you need more clarity regarding the ITU Academy?

Discuss with the members of your table

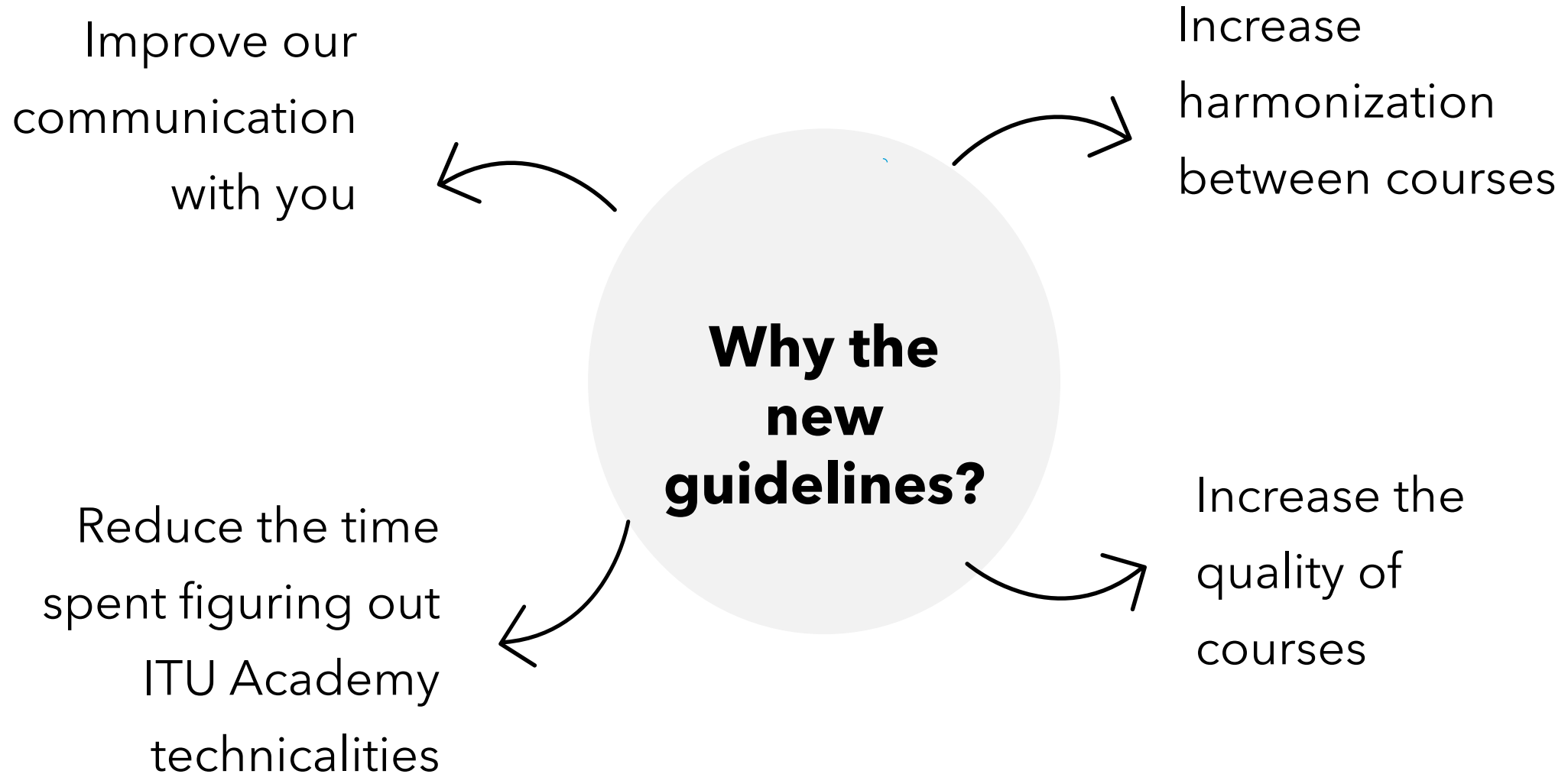
Making ITU Academy easier

New and improved guidelines

What is the current situation?

1. Guidance about organizing a course on ITU Academy is in various documents or emails
2. These documents sometimes contradict each other or current practice
3. These documents are not available in a comprehensive and accessible manner to course organizers





Easily accessible, all explanations & templates in one place

Microsoft Teams ITU Academy PM (available to all course coordinators)

Comprehensive document

10 Step checklist



Each step explained

links

Folder with all our templates

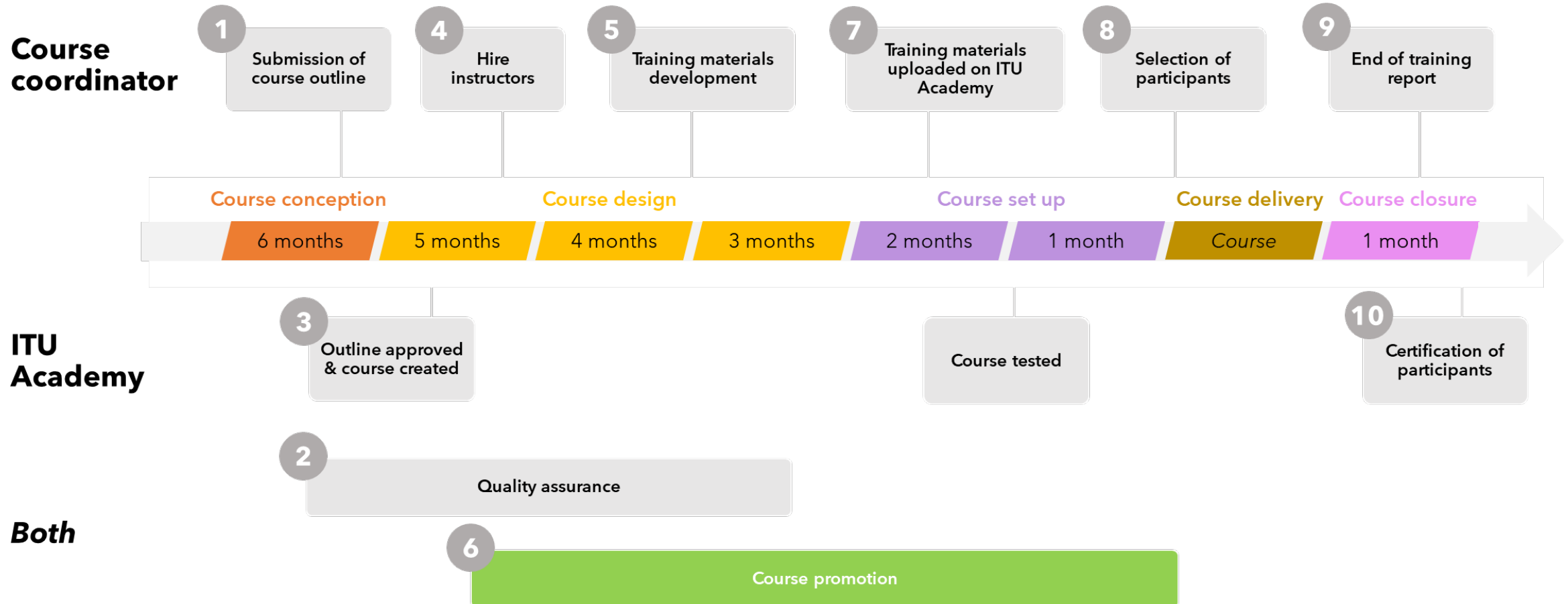
Template TO

Template slides

Template EoT

...

The 10 steps of an ITU Academy course



Next steps

