**UN 2.0- “ITU’s AI-Driven Transformation Journey “**

**Briefing Notes**

13 June 2025, 08:00 – 08:50 CET

**Chair / Moderator**  
Mr Pim Pearce – Transformation Team

**Purpose**  
ITU unveiled live AI pilots: instant multilingual translation, automated meeting summaries, resolution-mapping dashboards, and a job-description generator, showing real efficiency gains and staff upskilling in action. External cases from Capgemini (Moderna) and Deloitte confirmed that small, people-centric AI pilots can slash admin time by up to 90 %, free teams for higher-impact work, and are ready to scale across the organisation.

1. **Opening**

* The **Secretary-General Avatar** delivered a keynote on using AI to create an agile, “fit-for-future” UN 2.0 organisation.
* Emphasis on responsible adoption, staff upskilling, and the urgency to “upgrade our tech to match our ambitions.”

1. **ITU Internal Showcases**

**Language & Conference Services** **: Ms Negar Takesh and Mr Allaeddine Djouama**  
• *ITU Translate*: multi-engine machine translation for documents and web pages; GPT-4 auto-post-editing; integration with the Document Management System; watermarking and a user-feedback loop.  
• *AI Editing Tool* (beta): enforces the ITU English style guide, offers tone options, and improves source text quality for better MT output.  
• *ITU Summarize* (prototype): in-house ASR plus vector search to produce timestamped transcripts and auto-generated summary records from meeting videos.

**Strategy & PP Resolution Mapping** **: Ms Victoria Sukenik and Mr Allaeddine Djouama**  
• Parsed 127 active Plenipotentiary resolutions into XML; extracted, summarised, and vectorised instructs/actions.  
• Interactive dashboard provides category filters, addressee identification, semantic-similarity search, and graph clustering to support harmonisation and 2026 PP preparation.

**HR – Job Design** **: Ms Sheila Levet**• Prototype Gen-AI agent drafts vacancy notices and job descriptions (title, grade, unit) in seconds, drawing on a classified JD repository; aims to cut HR review time and empower hiring managers.

*Cross-cutting enablers:* human-centred design, ethical-AI training, a network of “AI Champions,” and a broad staff-upskilling programme.

1. **External Perspectives**

**Mr Felix Herrmann** **: Capgemini Invent, Head of AI Transformation (Switzerland)**

* Identified HR pain points: admin overload, data silos, weak employee experience.
* *Moderna* case study: grassroots AI adoption (agents, “super-prompts”), HR/IT integration, spikes in productivity and engagement.
* Guidance to ITU: *be curious, pilot boldly, scale iteratively; AI augments humans, it doesn’t replace them.*

**Mr Julius N. Hill (JN)** : **Deloitte, Global Consulting Partner to the UN**

* Showcased four Gen-AI use-cases active in a UN agency: situation analysis, programme design, multi-country harmonisation, and policy-to-plan compliance.
* Pilots (not proofs-of-concept) rolled out to 136 country offices; efficiency gains of 35–90 %; staff AI-confidence rose to 80 %.
* Three-phase adoption model: (1) business-case design, (2) pilot and re-imagine processes, (3) scale and build capability.

1. **Key Messages**
2. **UN 2.0 is operational** – success requires a shift in mindsets, not just new tools.
3. **People-centric, ethical AI** is paramount; staff inclusion and confidence-building are critical.
4. **Early wins** in translation, JD drafting, and resolution mapping are already delivering measurable efficiency.
5. **Partnerships matter** – Capgemini and Deloitte illustrate the value of small, outcome-focused pilots that can scale rapidly.
6. **Call to Action for staff**
   * Experiment responsibly with AI in daily workflows.
   * Share lessons and use cases with the Transformation Team.
   * Send unanswered questions to the shared inbox for follow-up.
7. **Follow-up / Next Steps**

* Circulate the session recording and slide deck to all registrants by **17 June 2025**.
* Publish a consolidated Q&A on the UN 2.0 Week site by **24 June 2025**.
* Pilot the AI Editing Tool with volunteer units in **Q3 2025**.
* Deploy the HR JD-drafting agent to hiring managers in **Q4 2025**.
* Produce an options paper on integrating Deloitte’s RBM use-cases with ITU processes by **30 September 2025**.