Country user guide

For national focal points and country workspace teams

Live service: https://act.itu.int · Audience: people working in a country workspace (`/focal`, shareable `/a/{token}`), not ITU administration internals.

> This is the beta version of the lean self-assessment tool inspired by the GSR-26 Best Practice Guidelines. Provide feedback to treg@itu.int or complete the 1-minute feedback form at /feedback.

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1. Challenges country teams face

National teams are often asked to review regulatory governance without a shared place to do it. Typical frictions:

- **Fragmented self-review.** Knowledge sits in licences, strategies, annual reports, and people's heads. There is no single checklist of practices across the seven Essentials.
- **No shared evidence trail.** A workshop may agree that something is "in place," but the citation, assumption, and dissenting view are lost by the next meeting.
- **Hard to sequence reform.** Everything looks important. Without a way to judge impact, effort, urgency, and momentum, the workplan becomes a long unordered list.
- **Executives want a snapshot.** Leadership rarely reads 55 questions. They need a current picture of progress, not a new briefing deck each time.
- **Resource-constrained environments.** Teams cannot run a multi-month consultancy to answer every governance question. They need a lean process that still scales if capacity grows.
- **Handover risk.** Staff rotate. If the assessment lives on a personal laptop or in a closed email thread, the next focal point starts again.

ACT does not remove institutional politics. It gives the team a disciplined place to record what is Done, what is not, and what you will do next.

2. Solution ACT offers

ACT is the practical companion to the GSR-26 Best Practice Guidelines *Regulatory Governance Essentials*. It translates **seven Essentials** into a **lean self-assessment** of **55 practices**, then a working sequence:

02 Assess	03 Gaps	04 Roadmap	05 Action Plan	06 Heatmap

1. **Assess** — mark each practice **Done** or **Not done**, with optional evidence.
2. **Analyse** — unmet items appear in **Gap Analysis**; you set applicability, impact, effort, urgency, and momentum.

3. **Roadmap** — applicable gaps land in **Short term / Medium term / Long term** (drag to reassign).
4. **Act** — **Action Plan** records lead and coordinating entities, managers, dates, and **implementation status**.
5. **Track** — **06 Track progress** shows a **heatmap** of those statuses. The heatmap lives only on that step.

Country work is stored on the server in a **shareable country workspace**. The national focal point creates it from **My country**, then shares a private `/a/{token}` link so invited colleagues edit the **same** assessment.

Focal points can also create an **annual cycle** (year + title) for collection history and **Compare years** when evaluated results exist. That year workflow is optional. The core country path is the workspace: 55 questions → gap → roadmap → action plan → heatmap.

The tool is both **end-result oriented** (roadmap + action plan) and **process oriented** (you discuss, document, and sequence). It does not rank countries or certify compliance.

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3. Benefits

- **A shared record**, not a black-box score. Answers, evidence notes, and gap judgements stay with the team.
- **A prioritized roadmap** you can argue with: suggested timeframe comes from your impact / effort / urgency / momentum ratings; you can drag actions to another column.
- **Named owners and a term.** Action Plan fields cover lead entity, coordinating entities, action manager, and dates.
- **A progress snapshot for internal discussions** — heatmap colours from implementation status, exportable as PDF.
- **Honest scope.** Fifty-six essentials-level questions, not a comprehensive audit. You remain in charge of choices and implementation.

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4. How to use ACT as a country team

4.1 How you get in

There are two country paths. Use one of them, not the demo.

> **Demo is not the country path. Open demo test** is only for trying the tool in the browser. It is not your country's saved workspace and is not the official record.

A. National focal point (password)

1. Open https://act.itu.int .
2. Select **Sign in** (or **Run a country assessment**).
3. On **Sign in to ACT**, enter **Username** and **Password**, then **Sign in**.
4. You land on **My country** (`/focal`): heading **Run a country assessment**.

If you have no account, your administration must assign a national focal point. ITU may send access details; country users do not operate the ITU admin console.

B. Invited colleague (shareable country link)

1. Open the URL the focal point sent. It looks like https://act.itu.int `/a/{token}`.
2. Treat that URL like a password. Do not post it in public chat or screenshots.
3. You should see a banner: country assessment · Saved on the server. Keep this secure link private.
4. You work in the **same** workspace as the focal point. Changes are shared.

If the page says **Assessment unavailable**, the link may have been rotated, typed wrongly, or cleared after a report export. Ask the national focal point for a new shareable workspace link. If the focal point cannot help, an ITU contact can issue one.

CHALLENGE	SOLUTION	BENEFIT
People mix a throwaway demo with the national file.	Focal login or `/a/{token}` only for country work.	One server-saved assessment, not five conflicting copies.

Focal point: create and share the workspace

On **My country**, if no assessment exists:

1. Confirm **Workspace title** (default **ACT country self-assessment**).
2. Select **Create assessment and share link**.
3. Copy the shareable link shown (treat like a password). Send it through a trusted channel.
4. Select **Open assessment** to enter the toolkit.

If a workspace already exists, use **Open assessment**, **New share link** (the old link stops working), or **Delete** (removes the workspace and answers from the server — the app asks you to confirm).

Dashboard progress is shown as answered questions out of 55.

4.2 01 Overview — frame the work, read the primers

The left sidebar is the country path:

Step	Label in the app
01	Overview
02	Assessment
03	Gap Analysis
04	Roadmap
05	Action Plan
06	Track progress

The brand line is **ACT meta-governance self-assessment**. Server workspaces show the country name. A note states that invited stakeholders collaborate in the same country assessment.

Overview kicker: *Actionable Core Toolkit – Governance Essentials in Practice* · tagline *ACT with a steady hand.*

1. Fill **Assessment profile**: **Assessment title**, **Organization**, **Jurisdiction**. These details are included in exports.
2. Select **Begin assessment** (or **Continue assessment** if some questions are already answered).
3. Or open **About the framework** (also on the public site as **About the Framework**).

About the Framework explains the GSR-26 Guidelines and that ACT is a bridge to practice — not to rank regulators or assess compliance. Under **Seven Essentials**, **Explore the primers** and open a box (E1–E7). From a primer you can select **Begin assessment** →.

Public pages (no login required): **About the Framework**, **About the tool**.

Completion on Overview is the share of questions with Done or Not done. The sidebar ring matches that percentage. **100%** only when **every** visible question has an implementation answer (55 of 55).

CHALLENGE	SOLUTION	BENEFIT
Starting the questionnaire without a shared reading of the Essentials.	Primers and profile fields before Begin assessment.	Later gap ratings sit in a common language.

Seven Essentials (55 questions)

ID	Short title in tabs	Questions
E1	Strategic focus	9
E2	Risk-based calibration	7
E3	Observability and evidence	8
E4	Market shaping	7
E5	Graduated supervision	8
E6	Adaptive regulation	8
E7	Regulatory coherence	9

4.3 02 Assessment — Done / Not done and evidence

Screen: **Self-assessment** / **Mark current practice**.

For each item, choose Done or Not done and capture optional evidence notes. Unmet items flow into Gap Analysis.

1. Use the Essential tabs (E1–E7).
2. Open a question. Under **Implementation** choose:
   - **Done** — *Practice is in place*
   - **Not done** — *Unmet — will appear in Gap Analysis*
3. Optionally set **Evidence status**: **No evidence**, **Self-declared**, **Documented**, **Verified**.
4. Add **Evidence notes** (documents, links, observations) and **Context notes** (assumptions).
5. Select **Next question** →. On the last item of an Essential, **Next essential** →. After E7, the app continues to Gap Analysis.
6. Work as a team. Candid answers beat optimistic ones; the record is for you, not a ranking.

Unanswered items do **not** count as complete. The chip shows answered/55 complete. Autosave on a country workspace shows **Saved on server**.

Tools (top): **Import**, **Export assessment** (JSON including Done/Not done, gaps, heatmap), **Export roadmap**, **Export action plan**, **Reset** (clears the assessment — use with care).

CHALLENGE	SOLUTION	BENEFIT
"We think this is mostly done" with no citation.	Binary status plus an evidence trail.	Gap Analysis only lists practices you marked Not done.

4.4 03 Gap Analysis — prioritise unmet practices

Sidebar label: **Gap Analysis**. Page kicker: **Prioritisation**. Heading: **Gap analysis**.

Only unmet (Not done) practices are shown. Open each gap to assess applicability, impact, effort, urgency, and momentum. Completed items leave this list.

1. Left list: **Unmet practices** (*N open*). Select a row.
2. Right panel: question, framework **Rationale**, then:

- **Why is this important in our context?**
- **Applicability**: **Yes — carry to roadmap** or **No — exclude from roadmap**. Only Applicable = Yes items appear on the roadmap.
- **Notes**
- **Impact**, **Effort**, **Urgency**, **Momentum** (each Low / Medium / High). Momentum hint: *Political or institutional momentum*.
- **Supporting resources** plus **Additional references**.

3. A gap is completed when Applicability is **No**, or all four levels are set. It then **leaves the left list**. Use **Show completed** / **Hide completed** to review.
4. Ratings are **your** judgement for this context and time. Be realistic.
5. Select **View roadmap** →.

Suggested timeframe (used on the roadmap unless you drag): higher impact, urgency, and momentum, and **lower** effort, pull toward Short term. Override later by dragging.

CHALLENGE	SOLUTION	BENEFIT
A flat list of gaps with no order.	Applicability plus four explicit ratings.	The roadmap is a sequence you chose, not a hidden score.

4.5 04 Roadmap — Short / Medium / Long, drag and drop

Screen: **Implementation pathways** / **Governance improvement roadmap**.

Define immediate actions, medium-term reforms and longer-term institutional capability needs. Only gaps identified as applicable are included. Drag actions between columns to reassign the action to another timeframe.

Columns: **Short term**, **Medium term**, **Long term** (under **Suggested timeframe**).

1. Cards show item id, action title, and I / E / U / M levels.
2. Drag a card to another column. A **Moved** tag appears if you overrode the suggestion.
3. Select **Open Action Plan** → on a card, or **Action Plan** → in the header.
4. **Export roadmap** opens a print view (see 4.8).

Empty state: *No applicable gaps yet. Mark items Not done and set Applicability to Yes in Gap Analysis.*

Reordering the Action Plan list with arrows does **not** move roadmap columns.

CHALLENGE	SOLUTION	BENEFIT
Sequencing reform across one budget year and several.	Three columns you can override by dragging.	A discussable pathway, not a frozen ranking.

4.6 05 Action Plan — owners, dates, implementation status

Kicker in the app: **Operationalize**. Heading: **Action Plan**.

Prefills come from Gap Analysis where available. Set implementation status and export the plan when ready or go back to the Gap Assessment to make any changes to the level of impact, effort, urgency and momentum.

1. Select an action in the left list. Term and I/E/U/M are shown read-only (change them in Gap Analysis / Roadmap).
2. Set **Implementation status** to exactly one of:
   - **Not started**
   - **Initiated**
   - **In progress**

- **Completed**

3. These four labels **are** the heatmap stages on **06 Track progress**. Keep them current.
4. Fill **Lead entity**, **Coordinating entities**, **Action manager name**, **Job title**, **Email address**, **Planned start date**, **Target completion date**.
5. **Next steps**: **Initial activities (0–3 months)**, **Mid-term milestones (6–9 months)**, **Completion activities (1 year)**, **Lessons learnt and good practices**.
6. Use ↑ / ↓ to change list/PDF order only.
7. **Export action plan** / **Export roadmap** as needed.

If the list is empty: *Add applicable gaps to the roadmap first, then open an action here.*

CHALLENGE	SOLUTION	BENEFIT
A roadmap with no owners.	Entities, manager, dates, and a status you will update.	The heatmap can reflect real implementation, not the original self-assessment alone.

4.7 06 Track progress — heatmap only here

Kicker: **06 Track progress**. Heading: **Progress snapshot**.

Status colours show Action Plan progress across all actions. Export the heatmap as a PDF for executives and the working team.

This heatmap is **not** shown on Assessment, Gap Analysis, Roadmap, or Action Plan. Use **06 Track progress**.

Panel title: **Roadmap heatmap**. Views:

- **By Essential** — seven tiles (E1–E7) with a rolled-up status.
- **Full grid** — one cell per practice (item id).

Export heatmap opens the browser print dialog for a **Progress snapshot** report (By Essential + Full grid). Choose **Save as PDF**. In the print dialog, **uncheck headers and footers** so the page is not stamped with the browser URL and date.

Colours

Not started (red) Initiated (yellow) In progress (orange) Completed (green)

How a cell gets its colour

- If Action Plan **implementation status** is set, that value is used (including explicit Not started).
- If status is missing: Assessment **Done** maps to **Completed**; otherwise **Not started**.

Essential tile roll-up

1. All actions Completed → Completed
2. Else any In progress → In progress
3. Else any Initiated → Initiated
4. Else → Not started

All 55 actions count (not only applicable roadmap items). One In progress practice keeps the Essential tile off Completed.

CHALLENGE	SOLUTION	BENEFIT
Executives want a snapshot, not 55 questions.	Heatmap from the statuses you maintain on the Action Plan.	A current picture for internal discussion — still not a certification.

4.8 Export roadmap and action plan the same way

Export roadmap and **Export action plan** also open a print window. Use the browser Print dialog → **Save as PDF**, and **uncheck headers and footers**.

Export assessment under Tools downloads JSON (backup / transfer), not the heatmap PDF.

After some report downloads on a server workspace you may be asked: **Keep on server** or **Delete after download**. Deleting clears the share link. Only delete if you intend to stop the workspace.

4.9 Keep status current

The heatmap is only as honest as **Implementation status** on each Action Plan item. When work starts, moves, or finishes, open **05 Action Plan**, set Initiated, In progress, or Completed, then reopen **06 Track progress**.

Once you have set a status on the Action Plan, that value wins over Assessment Done for the heatmap.

4.10 Annual cycles (focal points)

Still on **My country**, below the workspace:

- **Create assessment year** — Year, Title, **Create annual cycle**.
- **Country assessment history** — **Manage** → a cycle (open/close collection, invitations, national results when that workflow is in use).
- Sidebar **Compare years** — year-over-year view of evaluated national perception results for your country (Done rates / gaps), when two evaluated years exist.

Use cycles when you need a dated collection round or comparison. Day-to-day collaboration on the 55 questions, roadmap, action plan, and heatmap is the **country workspace**.

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5. Feedback

- In-app: https://act.itu.int /feedback — **Feedback form** (1-minute; five questions). **Send feedback**.
- Email: treg@itu.int

The same invitation appears in the footer on country pages.

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6. What the tool will not do

From **About the tool**:

- **Provide all answers** — not a comprehensive, all-encompassing review; essentials. Meant for resource-constrained environments and scalable to more advanced governance models.
- **Make choices for you** — you are in charge.
- **Do the work** — a plan needs implementors. You need to ACT upon it.

Results support institutional reflection. They are not a certification, audit finding, or official ITU country rating.

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7. Tips (from About the tool)

1. Use this guide to navigate the assessment and create the roadmap and action plan.
2. Provide candid, factual responses. Discuss as a team. Document evidence.
3. Assess impact, effort, urgency, and momentum for your context. Subjective; use best judgement.
4. Keep implementation status in the system for a snapshot at any time.

5. Use the record, roadmap, action plan, and heatmap in internal discussions, including with executives.
6. Apply the learning outside the tool.

Glossary

Term	Meaning in ACT
Done / Not done	Implementation answer on each of 55 questions
Evidence status	No evidence / Self-declared / Documented / Verified
Gap	A practice marked Not done
Applicability	Yes carries the gap to the roadmap; No excludes it
Short / Medium / Long term	Roadmap columns
Implementation status	Not started / Initiated / In progress / Completed — heatmap stages
Country workspace	Server-saved assessment at /focal/workspaces/… or /a/{token}
Shareable link	Secret URL; rotate with New share link if exposed