Joint ITU/ECA Regional Workshop on
Information and Communication Technologies (ICT) Indicators
Gaborone, Botswana
26-29 October 2004

Host: Botswana Telecommunications Authority (BTA)

ITU Data Collection, Dissemination and other activities

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ITU Statistical Obligation

- As a United Nations agency, the ITU has an obligation to produce statistics covering its sector. This is in line with other specialized agencies that publish statistics covering their respective field of operations. This forms part of the global statistical system of the UN.

- Inside ITU, Resolution No. 8 (Istanbul, 2002) calls on the Director of the BDT *"...to survey countries and produce world and regional reports, in particular on...world telecommunication development*."

- ITU Indicators is the main source of internationally comparable data on telecommunications

Data collection – How and what

HOW?

- Two Telecommunication Indicator Questionnaires per year addressed to government agencies responsible from ICT/telecom *or* operators
- Online research
- Annual reports

WHAT?

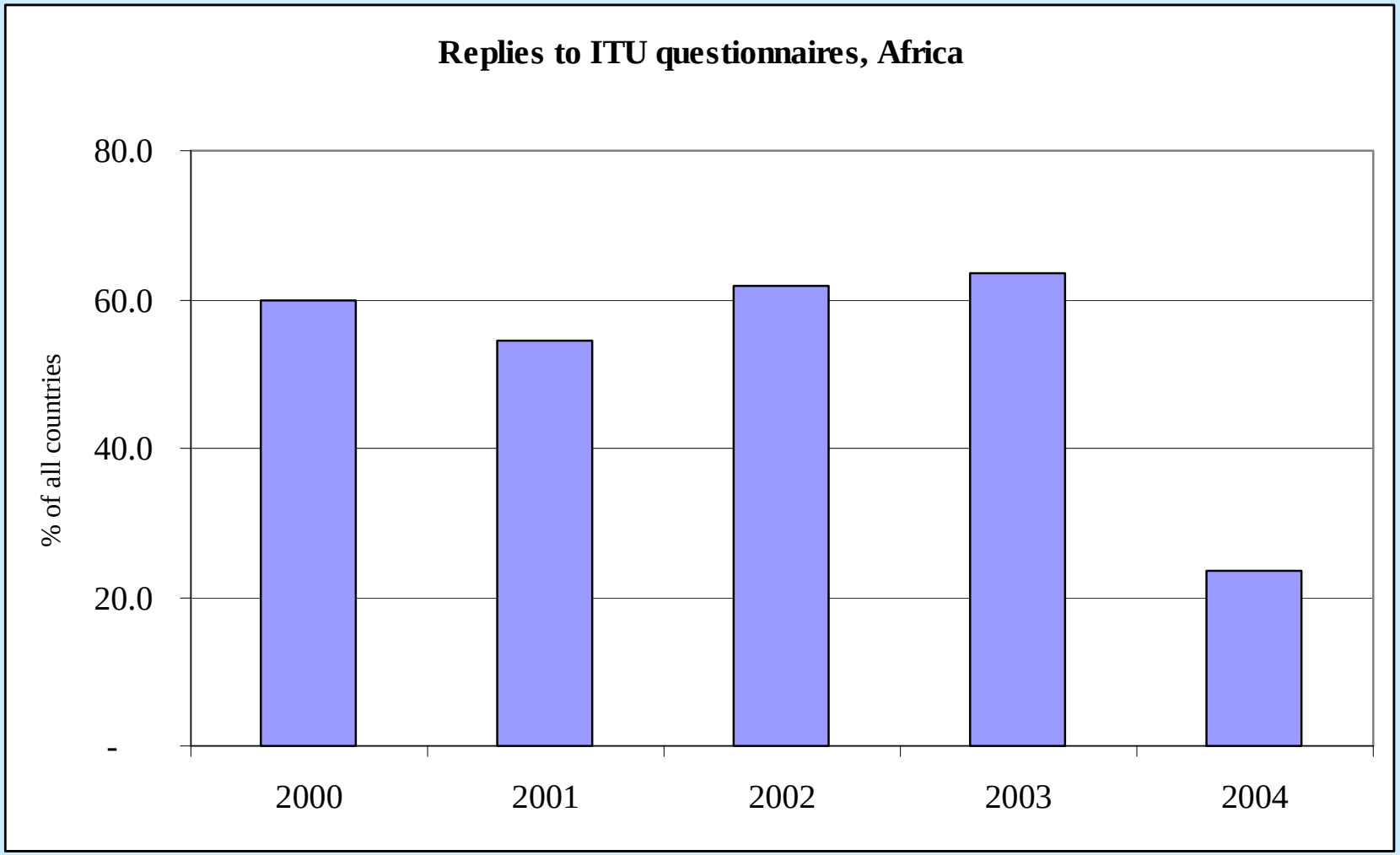
- Telephone network
- Mobile services
- Traffic
- Staff
- Quality of Service
- Tariffs
- Revenues & Investment
- Broadcasting
- Information Technology

Data is entered into the World Telecommunication Indicators Database

Data Collection - Challenges

- Not every country returns/answers questionnaire
- Incomplete data: Not all questions get answered
- More work to aggregate operators' data since the fall of monopoly
- Operators data or annual reports sometimes not available
- Newer ICT data hard to obtain from developing countries
- Not all national statistical agencies collect ICT statistics

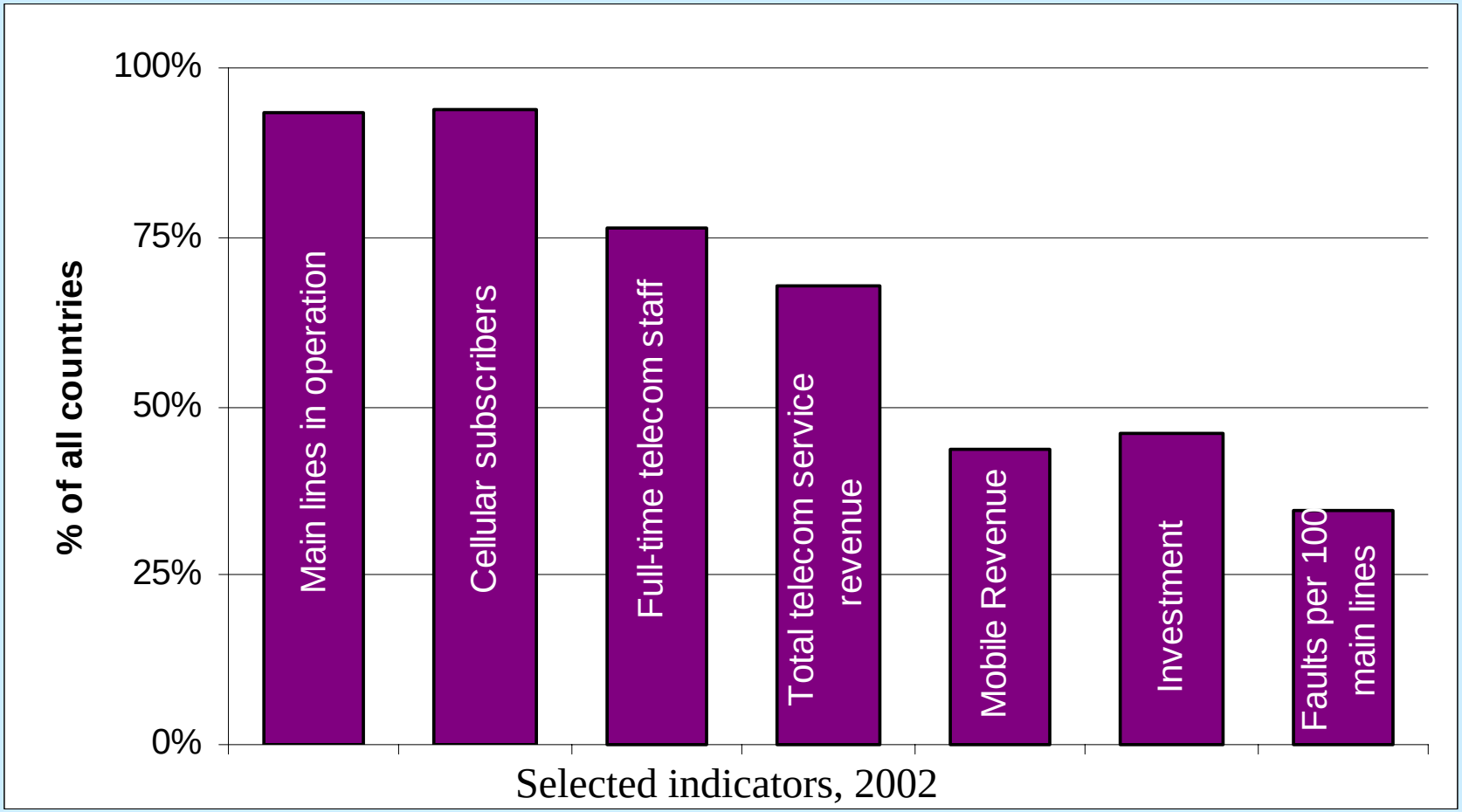
Data Collection - Questionnaires



Source: ITU World Telecommunication Indicators database

Data Collection - Challenges

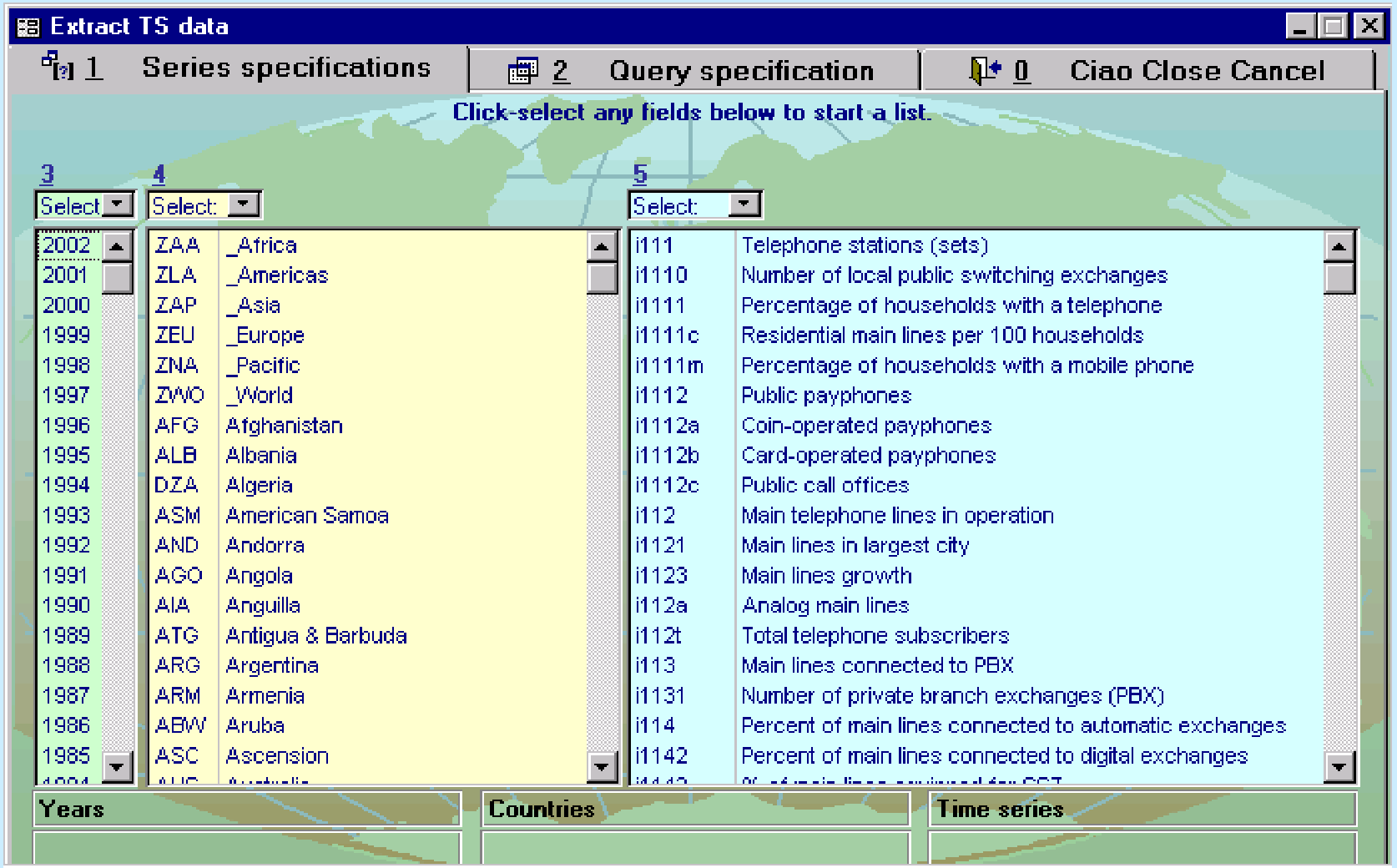
Incomplete data: Not All questions get answered



Storage - ITU data

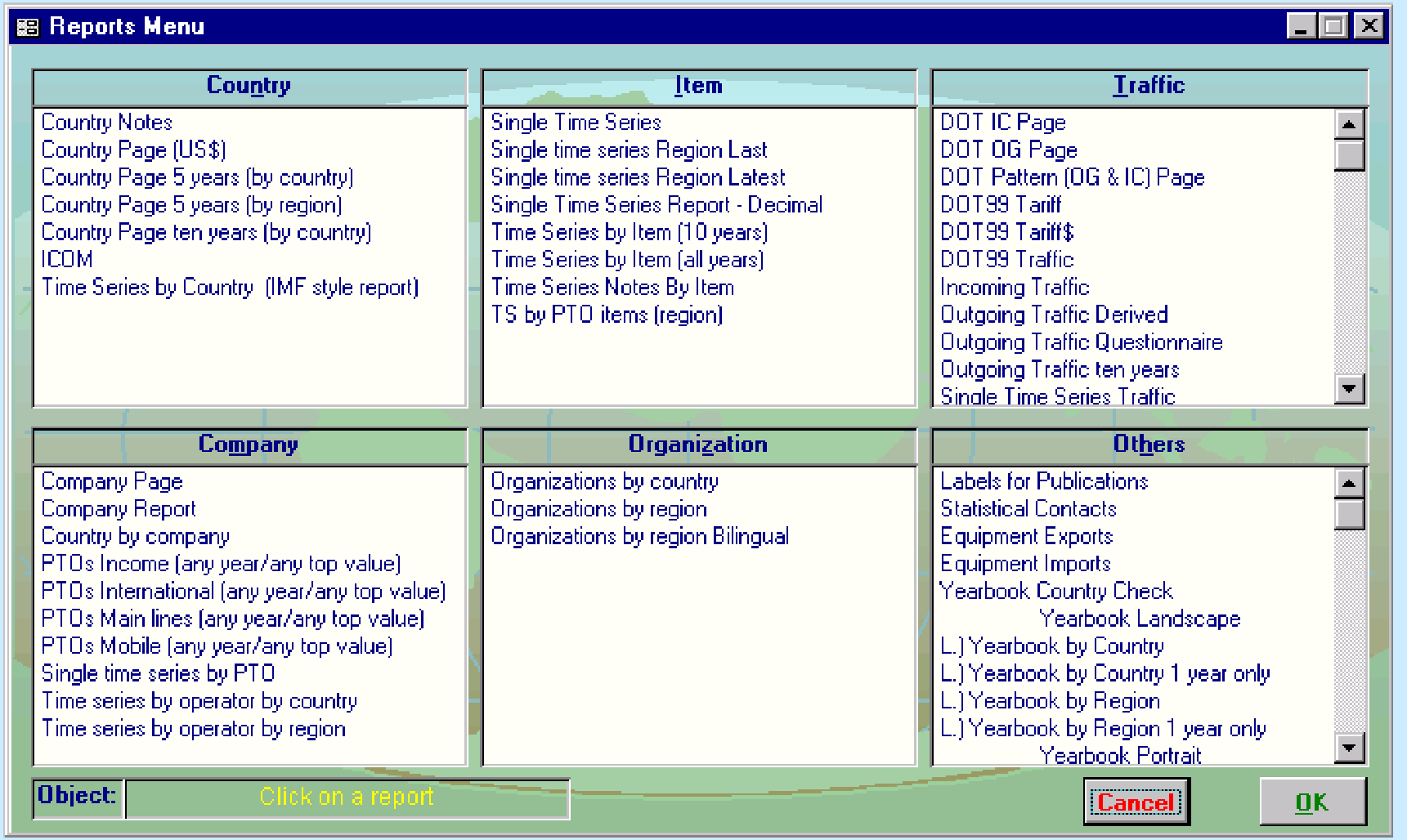
- Data stored include:
  - annual numerical data (indicators)
  - industry/country operators' information (contact details, operators functions, short description, etc.)
- Updated regularly to cope with the fast changing ICT environment
  - New indicators added
  - "Old" indicators kept in the database for future use

Data Retrieval - ITU purposes



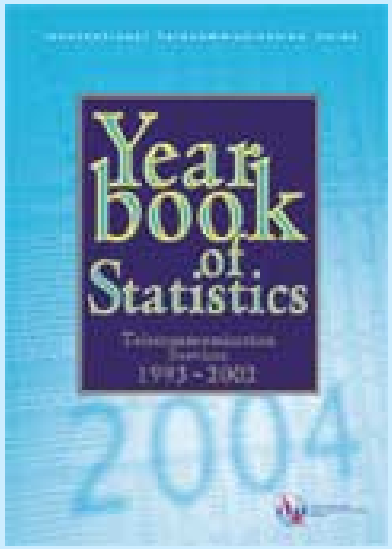
- Using MS ACCESS application, we can:
  - Query/ extract data depending on users needs

Data presentation - (ITU internal purposes)

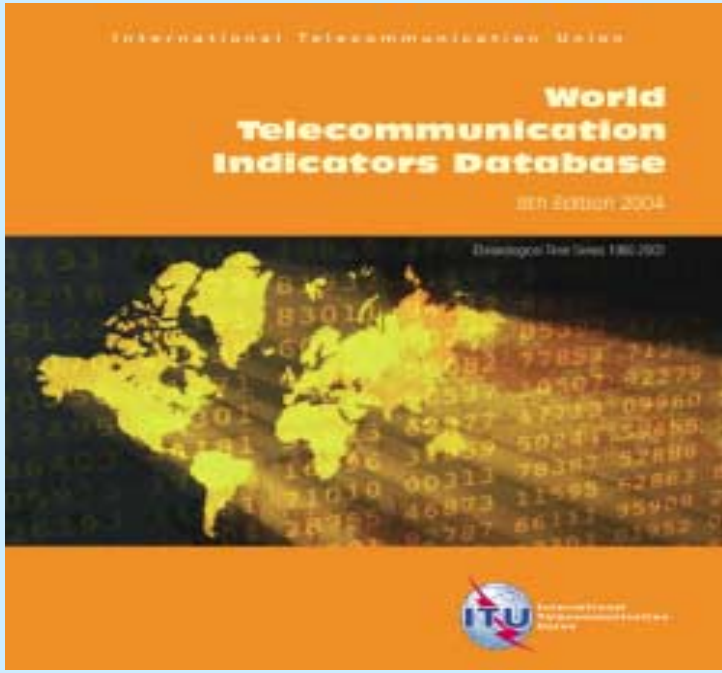


- Reports either by indicator, by country, by region and by operator can be generated using above window.

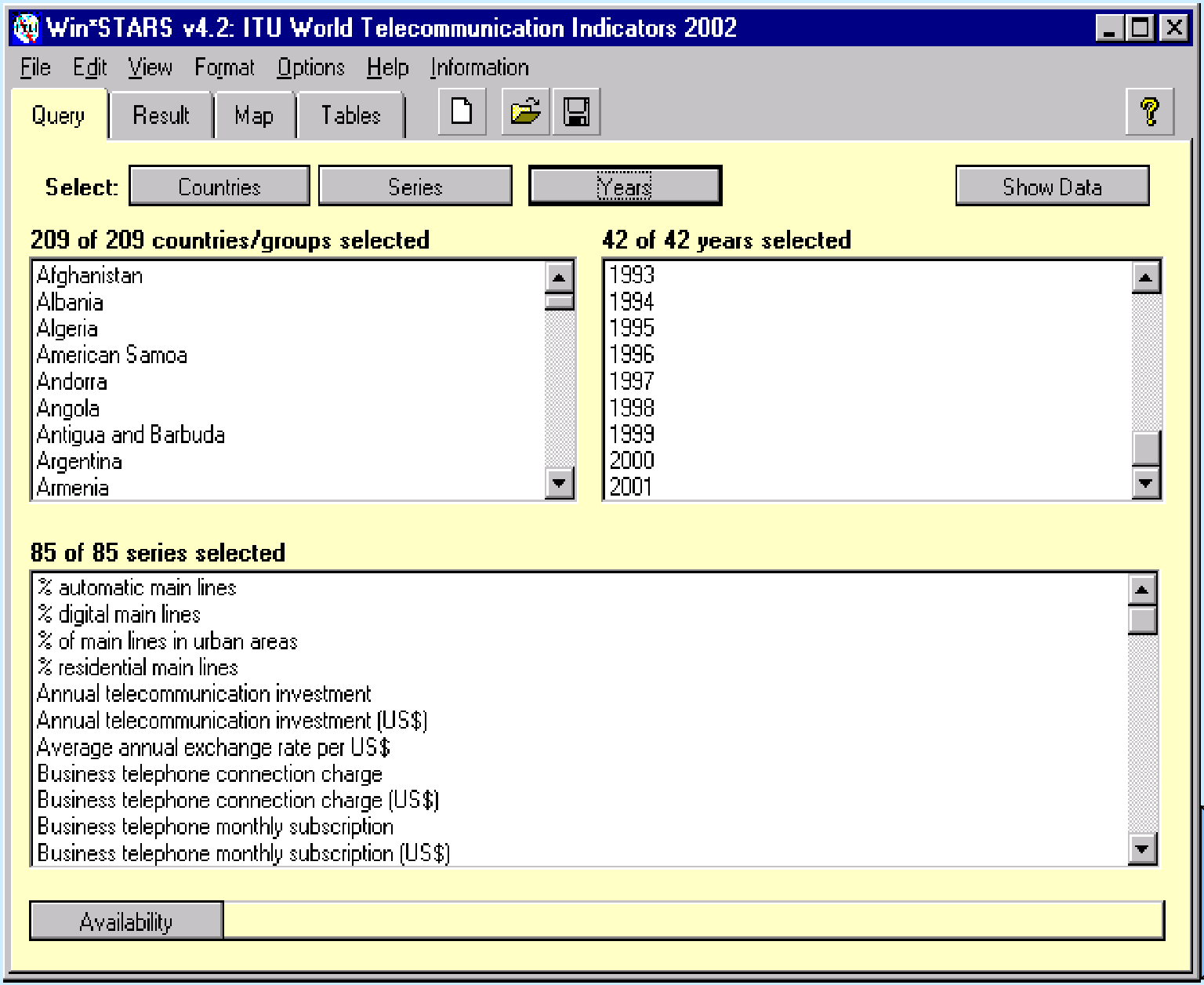
Data dissemination



- **Yearbook of Statistics**
  - Published annually for almost 3 decades
  - Covers 80 ICT/telecom indicators for almost 200 economies
- **World Telecommunication Indicators Database**
  - Time series data for the years 1960, 1965, 1970 and annually from 1975-2003
  - Covers 80 ICT/telecom indicators for almost 200 economies
- Online, at **www.itu.int/ict/statistics**



Dissemination - World Telecommunication Indicators



Dissemination - Regional Publications

- Regional Telecommunication Indicators
  - Specifically prepared for regional Telecom events
  - Contains 3 parts: Overview, regional statistics and directory of telecommunication operators
  - Asia Pacific Telecommunication Indicators 2002 released in Telecom Asia 2002

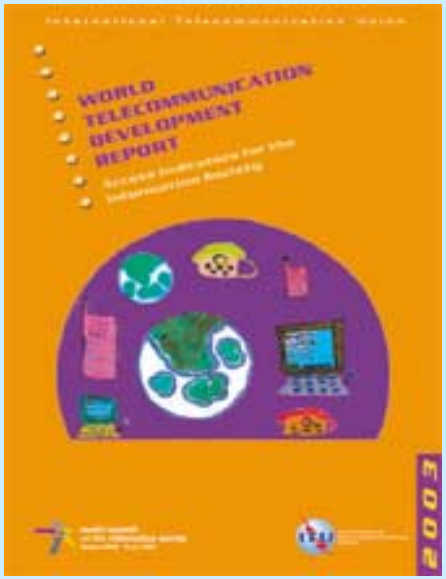
Other forms of dissemination

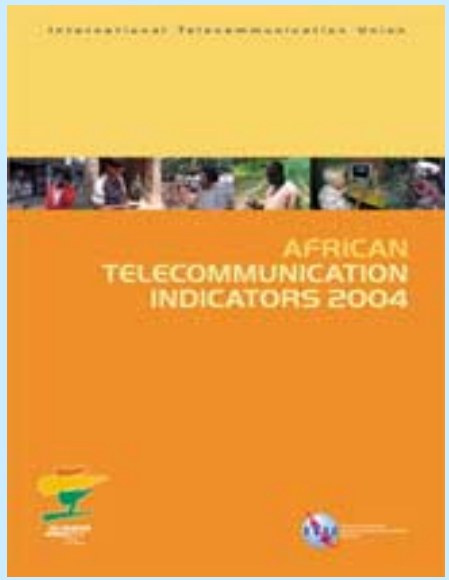
- Free statistics published in our ICT website for basic indicators, cellular subscribers, information technology and data for top operators (http://www.itu.int/ITU-D/ict/statistics/)

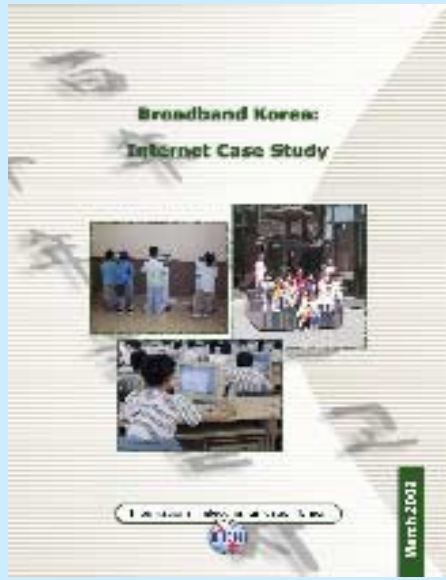
- Requests made by users either by phone, fax or email

Analysis

- Analysis
  - World Telecommunication Development Report
  - Regional Reports on ICT/telecom developments
  - Case Studies (www.itu.int/ict/cs)

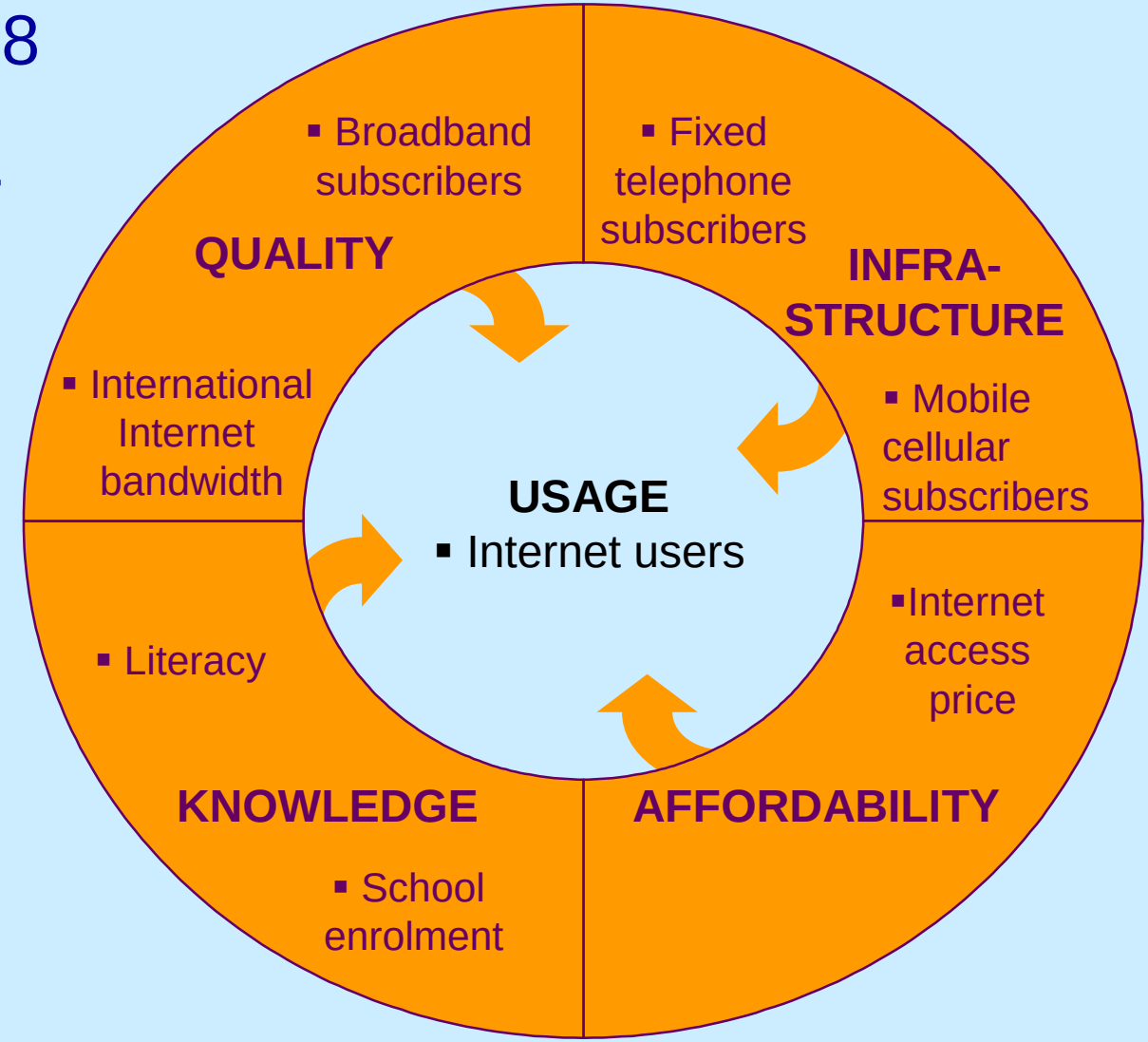






Analysis - Digital Access Index, 2003

- The DAI ranks 178 economies according to their ability to access ICTs
- Based on 5 categories and 8 indicators
- Classifies economies into: high, upper, medium, low

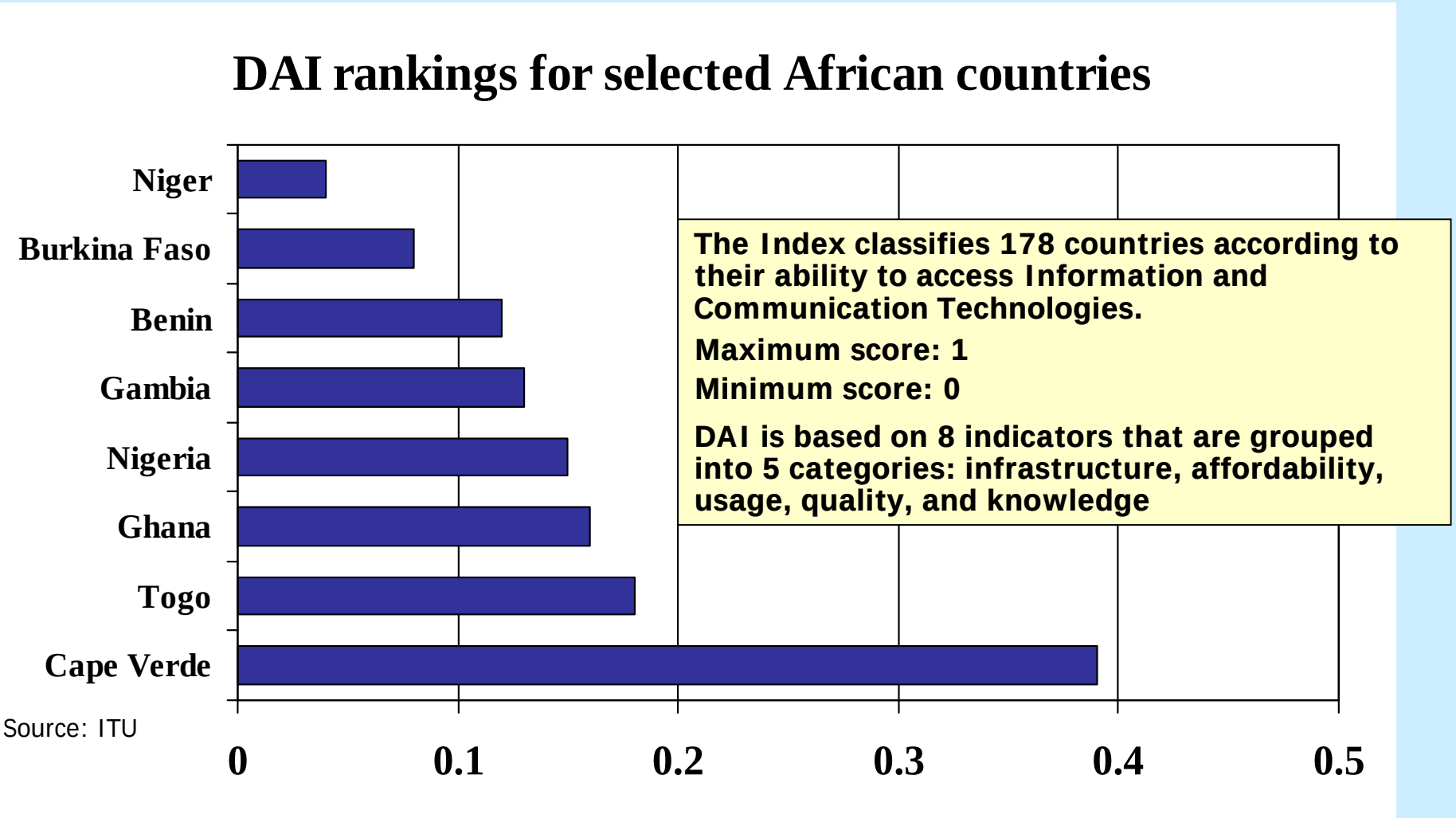


DAI Top 20

	Economy	Infra-structure	Afford-ability	Know-ledge	Quality	Usage	DAI
1	Sweden	0.94	0.99	0.99	0.64	0.67	0.847
2	Denmark	0.89	0.99	0.99	0.66	0.60	0.828
3	Iceland	0.89	0.99	0.96	0.50	0.76	0.820
4	Korea (Rep.)	0.74	0.99	0.96	0.74	0.65	0.817
5	Norway	0.84	0.99	0.99	0.55	0.59	0.793
6	Netherlands	0.78	0.99	0.99	0.61	0.60	0.792
7	Hong Kong, China	0.93	1.00	0.83	0.68	0.51	0.790
8	Finland	0.81	0.99	0.99	0.55	0.60	0.786
9	Taiwan, China	0.98	0.99	0.95	0.56	0.45	0.786
10	Canada	0.69	0.99	0.97	0.64	0.60	0.779
19	**Australia**	**0.75**	**0.99**	**0.99**	**0.42**	**0.57**	**0.74**
20	Belgium	0.75	0.99	0.99	0.63	0.36	0.74

Source: ITU, 2003.

DAI – Some results



Administrative data versus survey data

- Regulators/ministries can collect data through administrative records (regular data supply from operators)
- In certain areas administrative data needs to be complemented by surveys:
  - Internet usage (as opposed to subscription!)
  - ICT availability in households (PCs, Internet, etc)
  - Consumer satisfaction, household telecom expenditure
- Collaboration with National Statistical Office is crucial in carrying out surveys

Who gets what

- Operators have access to national and regional telecommunication trends
  - Track market position and potential
  - International benchmarking exercises
- Regulators/ministries receive (national & regional) overview
  - Identify trends and benchmark results
  - Make informed policy decisions
  - Make regional/international comparisons
- Public is informed on trends and services
- Investors identify new market opportunities
- ITU fulfills its commitment with regard to bridging the digital divide

International cooperation & coordination

- International cooperation and coordination
  - The Millennium Development Goals: ITU tracks target 18 of the MDGs
  - World Summit on the Information Society (WSIS)
  - Partnerships: “Partnership on Measuring ICT for Development” (ITU, UNCTAD, OECD, World Bank etc.)
  - Conferences/workshops/meetings

Conclusion

- Avoid information overload (focus on core indicators)
- Close coordination between regulator, ministries and operators (optimal information supply)
- Indicators should be clearly defined
- Information needs to be consistent and comparable, in type, in form and in timeliness
- Consider international efforts to collect/harmonize ICT/Telecom statistics for maximum comparability (ITU)

ITU Information and Communication Technology - Microsoft Internet Explorer

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ICT Indicators

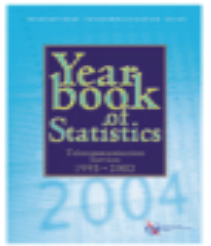
The ITU's Telecommunication Indicator Reports present an analysis of trends and developments in the global telecommunications sector, backed by official statistics from the world's leading source of telecommunication information. These reports and databases are available online.

- **Partnership on Measuring ICT for Development** -
- **UN Millennium Development Goals**
  - UN MDG Database
  - ICT MDG Storyline -
  - ICT and MDG (Chapter 4 of the WTDR 2003) -
- Register for notification of new publications
- Information sharing: a synopsis of our work

- **Telecommunication Indicators Handbook**
  - HTML (English, français, español), PDF
- **Draft v1.1 March 2003**
  - Word (English; French; Spanish)
- **Draft Proposed additional indicators**

What's New

Publications



- Yearbook of Statistics - Chronological Time Series 1993-2002 New !
- African Telecommunication Indicators 2004 - Press Release
- World Telecommunication Development Report 2003: Access Indicators for the Information Society (WTDR) - Press Release
  - **Digital Access Index (DAI)**
- World Telecommunication Indicators Database - **Last update 30 June 2004**

Event

- Monitoring the Information Society: Data, Measurement and Methods (Geneva, 8-9

http://www.itu.int/ict