PARTNERSHIP ON MEASURING ICT FOR DEVELOPMENT

2008 Global Event on Measuring the Information Society

Geneva, 27-29 May 2008

Final Report


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1. The 2008 Global Event on Measuring the Information Society was organized by the Partnership on Measuring ICT for Development[1] to discuss the latest progress made in measuring Information and Communication Technologies (ICTs) globally. It was held in Geneva from 27 to 29 May 2008. The agenda is contained in Annex 1.

2. The Global Event was co-chaired by Ms. Maral Tutelian, Director General, Central Administration of Statistics of Lebanon, and by Mr. Tony Clayton, Director of Economic Analysis, Office of National Statistics of the United Kingdom.

3. The meeting was attended by 151 delegates from 66 UN member countries, and 22 intergovernmental organizations, NGOs and civil society organizations. The participants included representatives from national statistical offices and other government offices responsible for ICT statistics, telecommunication regulatory authorities, ICT-related Ministries, and other stakeholders interested in the measurement of the information society.

Session 1: Opening and introduction

4. The Global Event was inaugurated by Dr. Hamadoun Touré, Secretary General of ITU. Dr. Touré noted that the desire of countries to increase the availability of ICT to support development has highlighted the growing need for reliable, comprehensive and comparable statistical information. This is important on a national level to help governments identify their progress, their strengths and their weaknesses and to tackle and finally overcome barriers to wider and better access to ICTs. ICT statistics help policy makers to review progress and put their achievements into perspective; they can also be critical for the business decisions and the development of the private sector. In recognizing the multi-stakeholder strength and achievements of the Partnership on Measuring ICT for Development, Dr. Touré noted that a truly global and inclusive Information Society can only be realized through a global partnership.

5. Ms. Lakshmi Puri, Acting Deputy Secretary General of UNCTAD welcomed the participants to the Global Event. She noted that the importance of ICTs in the global economy is growing continuously. The ICT producing industry plays an important role as a supplier of ICT goods and services, and can be an important source of employment. Trade in ICT products (particularly in ICT services) is growing fast. Several developing countries have become main producers and exporters of ICT products, and South-South trade of ICT goods has overtaken North-South as well as North-North trade. To ensure that the poorest countries are not being left out of the global Internet economy, more comparable data on e-business and e-commerce are needed to monitor these developments, to formulate appropriate policies, and to design the necessary capacity building programmes. In addition, the international community urgently needs to better understand the impact of ICT use on overall development, since initial studies have shown that ICTs can have a positive impact on economic growth, trade and enterprise performance. Largely thanks to the Partnership, the issue of ICT measurement has entered into the mainstream ICT for development agenda. At the same time, a large number of developing countries are requesting assistance

[1] ITU, OECD, UNCTAD, UIS, ECA, ECLAC, ESCAP, ESCWA, World Bank, and Eurostat.

in the development of their statistical work and this is an area where the international community needs to respond urgently.

6. Ms. Martine Dirven, Director, Division of Production, Productivity and Management, Economic Commission for Latin America and the Caribbean (ECLAC) spoke of her organization's wide-ranging work to advance ICT measurement and the analysis of ICT impact in the region. The way that ECLAC has established clear links between its ICT policy framework (the regional action plan eLAC) and the ICT measurement work carried out by its information society observatory (OSILAC) could provide guidance to other developing country regions. The regional action plan eLAC looks at ICTs as instruments for economic development and social inclusion, and has a long-term vision (until 2015) in line with the Millennium Development Goals (MDGs) and those of the World Summit on the Information Society (WSIS); it has concrete qualitative and quantitative goals to be achieved. Statistical working groups have been established that allow governments to identify common needs and plan further work on ICT in households, ICT use in enterprises, ICT in education and e-government. In addition, ECLAC has started to analyze the impact of ICT on economic growth and labour productivity, establishing links to different surveys and looking at specific issues such as the role of broadband in ICT use. In the future, ECLAC hopes to address gender issues in ICT use, and the role of ICT for youth and education.

7. Mr. Ralf Becker, Chief, Economic Statistics and Classifications Section, UN Statistics Division (UNSD)[2], speaking on behalf of Mr. Paul Cheung, Director of the UNSD, noted that statistic professionals, whose main goal is to describe the evolution of society in measurable terms, have to develop methodologies to keep up with the challenge of measuring the impact of ICTs. While changes caused by a widening use of ICT, such as increases in productivity, have been recorded in traditional mainstream statistics, these changes have not always been traced back to its source in advances in ICT use. International standards have to be developed, and the Partnership's core list of ICT indicators and definitions for ICT statistics have paved the way for the production of consistent ICT statistics across countries. The UN Statistical Commission (UNSC) endorsed the core list and encouraged countries to use it in their data collection programmes. The UNSC will continue reviewing the progress on ICT statistics and its recommendations can be adopted in the global statistical system, in order to further advance national ICT statistics and produce rich, internationally comparable data on ICTs and their impact on our societies. Any development of statistical concepts and methods should be carried out with the objective to increase the worldwide production of comparable statistics.

8. At the same time, the UNSC encouraged the Partnership to continue working to improve and update the list of indicators, especially with regard to measuring the use of ICT in education and in government, the contribution of ICT to economic growth and social development, and the barriers to ICT use. The Partnership should assist countries in building their capacities to collect ICT data. ICT statistics should be integrated into the regular statistical programmes and frameworks of national statistical offices, and into programmes stemming from the Marrakech Action Plan or the National Strategies for the Development of Statistics.

Session 2: Global overview of Information Society measurement

Policy aspects of Information Society measurement

[2] The UNSD services the UN Statistical Commission, which is the apex decision-making body of international statistics.

9. During the session, it was acknowledged that ICT measurement can serve internationally agreed development goals, such as the Millennium Development Goals. Information society measurements are also essential to the monitoring of the outcomes of the World Summit on the Information Society, and an integral part of its follow-up. There is a need to increase the availability of the core ICT indicators, but it was also proposed that ICT measurement be taken a step further, in particular by improving the statistical, analytical and policy frameworks, and focusing on the social and economic impact of ICTs.

10. The WSIS makes clear reference to the Millennium Development Goals and seems to assume that there is a positive impact of ICT on development. It also highlights the need to measure the Information Society. However, it lacks a clear framework on how this should or could be done. The ten WSIS targets are not quantified, and it is not clear who is responsible for tracking them[3]. These gaps leave a clear role (and challenges) for the Partnership, which is encouraged to try to identify ways of measuring the targets and also to identify a framework on how to measure the impact of ICTs. There is currently no clear guidance on how to measure the impact of ICTs and while there have been some attempts to measure the economic impact of ICTs, social impacts have hardly been addressed.

11. To understand social impacts of ICTs, it might be necessary to employ a mix of quantitative and qualitative data. For example, ICTs can help reduce poverty by offering increased political participation (empowerment) but this is not an easy phenomenon to measure and it might be necessary to use soft data.

12. There are many examples of how governments, donors and investors use ICT statistics to adjust policies. The linkages between measurement and policies are complex and statistics can provide support to existing policies; they can lead to new policies; they may help monitor and evaluate the effectiveness of policies and they may also prevent policies from being implemented.

The global status of ICT statistics

13. The Partnership publication "The Global Information Society: A statistical view 2008"[4], which was launched during the meeting, assesses progress in measuring the information society by showing available ICT indicators and exploring remaining data gaps. There has been an increase in the collection of ICT data by developing countries, although data availability in the developing world remains limited.

14. The main substantive progress has been in the availability of the indicators included in the core list, but major data gaps and regional differences exist. While ECLAC has made major progress through its close cooperation with NSOs, ECA's work remains closely linked to the regional SCAN-ICT project, which highlights the importance of involving the academic sector and taking into account specific regional requirements. ESCWA's member states increasingly recognize the need to measure the information society, but so far few have started collecting the related statistical indicators.

15. The initiatives of the UN Regional Commissions for information society measurement can be instrumental in advancing the availability of ICT statistics and indicators. More developing nations need to incorporate ICT statistics into their regular statistical surveys, since this information is vital for making effective decisions on linking national economies into global information networks and for taking advantage of the opportunities such technologies as the Internet offer for development.

[3] See the ten WSIS targets at http://www.itu.int/wsis/tunis/newsroom/background/wsis-stocktaking.html

[4] http://www.unctad.org/en/docs//LCW190_en.pdf

16. Current ICT statistics are not able to adequately measure the effect and impact of ICTs and more indicators must be identified. While the inclusion of ICT indicators in the Millennium Development Goals is proof of the recognition that ICTs are an important development enabler, the indicators themselves are insufficient to describe their actual impact. There is an urgent need for impact measurement. If it is not possible to measure the economic, social and political impact of ICTs on poverty reduction and human and social development, governments, investors and donors will not grasp the opportunity. New indicators should also serve to measure the multiplier effect of ICT investments.

Session 3: International standards on ICT statistics

Revision of the core list

17. The Partnership core list of ICT indicators was recalled and proposals for a revision of the core list were presented. Revisions of the existing core indicators focus on infrastructure, household and business indicators. The revisions include the refining of definitions, rewording of the indicators, as well as the deletion of some infrastructure indicators. Changes are meant to improve the accuracy of the indicators and to avoid duplications between the indicators.

18. For example, the indicator A3 “Computers per 100 inhabitants” is often based on estimates. More reliable data are collected through the indicator HH 5 (Proportion of households with a computer) and it was suggested to delete the indicator A3. Similarly, it was suggested to delete the indicators A11 and A12 (radio sets and television sets per 100 inhabitants) since both should be collected through household surveys as they are included in the household indicators (HH1 and HH2).

19. Revisions were also suggested for the tariff indicators A8 and A9, to use the OECD’s low user basket for mobile tariffs and broadband tariffs to measure the availability of Internet access.

20. On mobile phone indicators, participants suggested that it would be particularly relevant for countries with a large informal sector (which is the case in many developing countries) to measure the use of mobile phones by businesses. However, this indicator is untested so far.

21. New indicators were discussed, including to measure ICT expenditure in households and businesses, ICT investment by governments, motivation for the adoption of ICTs, cost vs. quality of service. While these indicators are considered important, they will not be included in the core list right now since they remain largely untested. The emphasis will be to refine existing indicators, including their response categories and classificatory variables.

22. The new classifications ISIC rev. 4 and the CPC were presented and countries that are working with ISIC rev. 3 and rev. 3.1 were advised to adapt their classifications to the new ISIC rev. 4. The UNSD reminded participants that countries are expected to switch to ISIC rev. 4 by 2009.

New indicators on ICT in education

23. Given the new dynamics in the education sector in the information age and its importance in achieving the MDGs, there is a growing need to monitor trends in the paradigm shift in the teaching-learning process as well as the versatile skills demand on the labour market. Therefore, the Partnership has been working on the measurement of ICT use in

education and nine new core indicators were recommended for inclusion in the Partnership's list. The recommended list of ICT in education indicators resulted from a consultation process led by UIS with stakeholders during the past year.

24. The core indicators measure the percentages of schools with electricity, radio- and television-based education, telecommunications infrastructure and Internet connections, student-to-computer ratios, the percentage of students enrolled by gender at the tertiary level in ICT-related fields and that of ICT-qualified teachers in schools.

25. Participants agreed to the proposed indicators, which need to be refined after pilot-testing with the possibility of expanding the list in the future to measure the intensity of ICT use in education, progress in ICT skills and impact on educational achievements. The proposal includes the creation of a working group with 20 countries, which will participate in the pilot test and review the proposed questions and methodological definitions.

Session 4: Measurement of ICT impact

26. An important part of the meeting considered the measurement of the impact of ICTs on socio-economic development, and participants expressed strong interest in this issue. Given that ICTs are general purpose technologies, their impact depends on a range of complementary factors (for example, investments in intangibles, innovation, skills, new business models and structural changes), and on how the technologies are used.

27. In recent years, multifactor productivity in the OECD member countries has not been driven by ICT investment, but by complementary investments, such as organisational change, and intangibles, which interact with ICT to increase productivity. The role of ICT in economic growth and productivity can be measured through multipliers:

- Forward linkages capture the output of the ICT-producing sector that is needed as an input into other economic sectors.
- Backward linkages capture the input of other economic sectors that is needed to produce ICT goods and services.
- The products of the ICT-producing sector create final consumer demand.

28. In Latin America and the Caribbean, ECLAC has begun to measure the impacts of ICTs. Even if there have been a number of data restrictions, some important results have been achieved. The analysis has found that there is a positive effect of ICTs on economic growth even if the ICT-producing sector plays a small part in the region's economy. However, in comparison with more developed economies, the region has a lower ICT impact on GDP growth. The reason is based on the complementary characteristics of ICTs, which to have full impact require a better balance between ICT expenditures and other knowledge-related factors that jointly determine the absorptive capacities of technology across countries. These complementary factors include economic, social and institutional components that model the productive structures, and which can be aimed, for example, to incorporate more knowledge into the production of goods and services. Developed economies have better achieved these complementarities, particularly in terms of technological development and innovation. That is why the impact of ICT on GDP growth is higher in some developed economies when compared to Latin American countries.

29. The experience of the United Kingdom in measuring ICT impacts by linking firm level data from different surveys shows that innovation is not a linear process. Measuring ICT investment is difficult and surveys about self assessed impacts are unreliable. Measurement differences between countries can be significant. On the other hand, micro data analysis and indicators give insight into the role of ICT and complementary assets in multifactor

productivity. Most importantly, studies should capture better what firms do with ICT rather than how much they spend on it.

30. UNCTAD's case study on ICT and firm labour productivity in Thailand showed that computers and Internet access can have a positive effect on sales per employee and labour productivity. In the Thai manufacturing sector, the effects were found to be larger for large and middle-aged firms concerning computers, but larger for small and young firms regarding Internet access.

31. A reason for the gap in explaining multifactor productivity is that intangibles are badly measured and not capitalised. Work is ongoing to improve these measures, such as measuring own-account software, retrieving information from micro data work, and considering other sources of data such as skills surveys. Some countries have already linked ICT surveys to innovation surveys, and this approach is in the programme of work of the OECD. During the discussion, participants suggested that e-applications be measured, in addition to ICT investment, since finding out what is done with ICT is key to impact analysis.

32. The Partnership was asked to give advice to countries in order to study the economic impact of ICTs, including on the standardization of analytical methods that would allow international comparability. Discussions showed that if the right basic data are available, existing analytical methods for ICT impact measurement could already be applied by developing countries.

33. The measurement of the impact of ICTs on different industries, different countries and regions, and its effects on different groups of people presents challenges as to what and how to measure. Despite these difficulties, the outcomes of recent research have demonstrated that there are sufficient choices for estimating a minimum set of ICT impact indicators. Micro-data are a valuable resource for analysing the differences in impact as a result of a "digital divide" or differences in the way ICTs are used. However, a minimum set of basic ICT use indicators are necessary.

34. The Partnership on Measuring ICT for Development has shown the value of coordinated approaches to ICT access and use measurement. Participants suggested that there could also be value in coordinated approaches to ICT impact measurement. Furthermore, the contribution of the Partnership to international debates is critical. In this context, the Partnership was encouraged to try to identify ways to measure the WSIS targets.

35. In measuring the impact of broadband Internet on individuals and households, several interesting findings were presented. Analysis of existing data sources show gender differences in ICT access and use (in particular related to age, place and type of usage), the emerging importance of mobile and ubiquitous Internet, the increase in time spent on the Internet and on multitasking, and the growing 'blurring' of the dividing line between private and working lives. While the digital access divide is declining in many countries, the digital usage divide is increasing and it affects mainly the socially excluded, disadvantaged and marginalised groups. Multivariate micro data analysis from (mainly) ICT household surveys can be used to better understand the digital usage divide, and can help policy-makers to design policies that will make innovative use of ICTs in order to produce better educational, social and digital outcomes.

36. E-government services are continuously expanding in several countries around the world and there is strong interest in measuring the results of e-government investments. The World Bank's measurement framework suggests a 'stakeholders–based' methodology to design surveys that evaluate the impacts of e-government projects. The methodology was applied to e-government projects in India, showing that some of the impacts were the reduction of corruption, enhanced efficiency and transparency, a reduction in errors, a higher

quality of services, and a greater ability of public services to cope with growth. The successful implementation of e-government depended not only on the technology, but also on other enablers such as institutional change, political support, capacity development, and skills and education.

37. The impact of ICT on households and individuals has also been researched in Africa. A large scale sample survey on ICT usage in 17 African countries generated basic information and analysis of ICT in Africa and provided an initial evaluation of recent policy outcomes geared at the creation of an equitable information society. A key finding of the survey is that communication services are not affordable for large numbers of people, and that even a modest reduction in mobile prices is likely to result in increased usage by consumers and entry into the communications market by non-users. The survey results have been used to formulate policy recommendations aimed at promoting investment in and the development of a competitive ICT sector.

Session 5: Future ICT measurement issues

38. In the Partnership, work is in progress to develop indicators on measuring e-government. UNECA has discussed the subject at the regional level and as a result has developed proposals for a number of indicators on the use of ICT by government organizations. The Partnership's Task Group on eGovernment will further examine the proposal and continue work on developing comparable methods on the measuring of ICT use in Government.

39. In Europe, web-based tools to measure impact and user satisfaction of eGovernment services are being proposed in order to improve and better target such services. However, the measurement of eGovernment from the demand side, through household and business surveys, appears more feasible in the near future. During the Global Event, Brazil presented an interesting example of how ICT is changing the way public services are used. Stakeholder-based approaches could be applied in measuring e-government impacts for users of services.

40. The meeting highlighted the importance of gender-disaggregated ICT data and demonstrated how much we don’t know about the gender gap and how to address it. The gender gap is wide in both developing and developed countries, whether or not there is high or low Internet penetration. There are different reasons for the gender gap, and more data can show differences that can help analyze and understand the gender gap. As a result, it was suggested that some core ICT indicators, such as cellular subscribers, various business measures, as well as access to ICT in education should be measured for both men and women.

41. Participants also considered the important issue of measuring security and trust in an online environment. OECD and Eurostat model surveys are measuring security and trust in doing business on the Internet. The surveys include questions designed to measure barriers to households and businesses using the Internet for commercial purposes. The surveys find, among other things, that privacy and security concerns are not major barriers for households to do business on the Internet, but businesses still must convince consumers that e-commerce is safe. More businesses are using firewalls over time, and central governments are better equipped to deal with Internet security issues. On the latter, the collection of official indicators on e-government and security remains a challenge.

42. It was suggested that Governments that are interested in finding out more about the link between security and trust and the use of ICT could look at additional sources of data on perceptions, opinions, consumer complaints, and crime statistics to better understand the

risks associated with e-commerce. Businesses can improve on the technical information given to users, providing clearer definitions and guidance on using e-commerce.

43. The meeting also presented the work under way to create a global ICT Database using the platform of the UN Data Portal. The Partnership's Task Group on Database Development will further discuss the inclusion of the core ICT indicators that are compiled by national agencies and aggregated by the Partnership in the UN Data Portal, and will explore the possibility of using the Statistical Data and Metadata Exchange (SDMX) standards to reduce the reporting burden on countries and on the Partners. The Partnership could conduct workshops or training on SDMX standards for developing countries, with a view to achieving more streamlined data transfers.

Session 6: Strategies to enhance Information Society measurement

44. The session addressed different strategies to improve ICT measurement worldwide, by improving capacity building in developing countries, but also by showcasing specific regional and national strategies.

45. UNCTAD, ITU, ECLAC, UNESCO, ESCWA, the World Bank and ECA all provide capacity building assistance to developing countries with regards to ICT measurement. The work of these agencies is coordinated through the Partnership Task Group on Capacity Building and each one of them has specialized itself on either a regional or sectoral dimension of ICT measurement. Capacity building efforts by the Partners involve regional and national workshops, the development of training material and the delivery of courses for the benefit of ICT collectors. UNCTAD recently published the Manual for the Production of Statistics on the Information Economy and has developed a training course on the same subject matter. ITU is currently working on a complementary Manual on household surveys. The World Bank and the European Commission provide financial support to the capacity building efforts on ICT measurement. The OECD has developed methodological tools (e.g. its Guide to Measuring the Information Society) as well as a network of experts who can deliver technical assistance.

46. Countries shared their appreciation of the Partnership activities in capacity building. They also recommended additional actions to further increase the impact of the Partnership. This includes building networks of experts from countries faced with comparable conditions to foster the dialogue and exchange of experience. Another suggestion was to create a newsletter or other similar communication tools that would disseminate more systematically and regularly information regarding the activities and output of the Partnership.

47. The need to shift the Partnership's technical assistance efforts towards enhancing analytical capacities in countries was also emphasized. Participants stressed the importance of involving not only NSOs but also other national stakeholders involved in ICT data collection.

48. The European Commission presented its experience with benchmarking its I2010 initiative. The initiative aims at developing a competitive, inclusive and innovative information society. The implementation of the initiative is being benchmarked through a series of indicators collected at the European level. The outcome of this exercise is very positive and the main success factors include the dialogue between users and collectors, dialogue on best-practices, and a stress on coherence.

49. Singapore presented its experience with regards to the collection of ICT statistics. Singapore has a decentralized statistical system and it is the Infocomm Development Authority (IDA) which is -among others- in charge of the collection, dissemination and

analysis of the ICT data. Its strategy is based on the management of stakeholders' expectations, data sharing with other agencies and the use of alternative sources and methodologies to collect data. The experience of Singapore has shown that ICT measurement is a necessary tool to plan and monitor the development of the country's ICT industry. The support and inputs of all stakeholders is critical. ICT surveys must be focused and demand-driven to ensure that their results are truly relevant, meaningful and useful to all interested parties.

50. A major challenge to information society measurements, including impact measurement, remains the global data gap. Therefore, it is essential to examine a number of different strategies to enhance the availability of ICT statistics, at the national, regional and international levels. Developing countries that lack resources and capacities to develop their ICT statistical programmes will need assistance. The Partnership has been working during the past few years to support countries through different projects, workshops and training courses. This work should be continued and further expanded, and the international donor community should provide the necessary support to this work. The Partnership's work on information society measurements can also benefit the follow up of the WSIS, since it can help assess the progress towards the achievement of the WSIS goals[5].

51. The Partnership will continue to raise awareness among the policy makers, and the OECD Ministerial meeting on the future of the Internet economy in Korea, June 2008, will provide an excellent forum for this. The OECD meeting will focus on fostering creativity, confidence and convergence to allow the Internet to positively contribute to economic and social development goals. The meeting is expected to deliver a declaration, and a policy framework which will be based on analytical work. The Declaration is expected to stress the importance of improving the measurement of ICT.

Main outcomes and recommendations of the meeting

- **The Partnership should continue revise the core list of ICT indicators as proposed in the meeting. The Partnership proposal on a new core set of ICT in education indicators was agreed to by the participants.** Two weeks after the Global Event, the Partnership will send the revised core list of indicators for comments to all countries. The deadline for comments will be 31 July 2008. The Partnership's Task Group on ICT in Education will pilot test the education indicators, questions and methodology. The revised core list of indicators, including the new education indicators, will be submitted to the 40th session of the UNSC in New York, February 2009.

- **The Partnership should continue developing indicators on measuring e-government.** The Partnership's Task Group on eGovernment will examine current regional proposals and develop comparable methods to measure ICT use in Government.

- **The Partnership should expand its work on measuring ICT impact.** The Partnership should use a coordinated approach to ICT impact measurement, and advice countries on methodologies to analyze the social and economic impact of ICTs, so as to allow international comparability.

[5] Immediately after the Global Event, the Partnership presented a progress report of its work to the 11th session of the Commission on Science and Technology for Development, being held at the same time in Geneva, under its agenda item on the WSIS follow-up.

- In the context of measuring ICT impact, **the Partnership should identify ways to use ICT statistics in order to measure progress in the achievement of the WSIS targets and the MDGs.**

- **The Partnership should continue developing international standards for ICT measurement.** The Partnership should seek to improve the statistical, analytical and policy frameworks for ICT measurement, and any development of statistical concepts and methods should be carried out with the objective to increase the worldwide production of comparable statistics.

- **Further attention must be paid to collecting gender and age-disaggregated data**, in particular regarding ICT use by households, ICT use by employees, ICT in education and e-government.

- **The Partnership should expand its work on capacity building** and the international community should urgently provide technical assistance to developing countries to develop their work on ICT statistics.

- **The Partnership should continue raising political awareness of the importance of ICT measurement.** The Partnership could improve its communication tools, and build networks of experts in order to foster the exchange of experiences.

- **Countries should include ICT statistics in their regular statistical programmes.** The development of official ICT statistics should involve all national stakeholders (data producers, providers and users).

- Ms. Maral Tutelian, co-Chair of the Global Event, will make a short report of the meeting at the 40th session of the UNSC in New York, February 2009.

ANNEX 1

2008 Global Event on Measuring the Information Society
Geneva, 27-29 May 2008

Palais des Nations, room XXV

Agenda

Tuesday, 27 May 2008

Chair: *Ms. Maral Tutelian, Director General, Central Administration of Statistics, Lebanon*

10:00 – 11:00 **Session 1: Opening and introduction**

- Dr. Hamadoun Touré, Secretary General, ITU
- Ms. Lakshmi Puri, Acting Deputy Secretary General, UNCTAD
- Ms. Martine Dirven, Director, Division of Production, Productivity and Management, ECLAC
- Mr. Ralf Becker, Chief, Economic Statistics and Classifications Section, UN Statistical Division

11:00 – 13:00 **Session 2: Global overview of Information Society measurement**

11:00 – 12:00 **Policy aspects**

- ICTs and MDGs (Bruno Lanvin, INSEAD)
- WSIS follow-up and implementation (Charles Geiger, UNCTAD)
- ICT statistics for policy making (George Sciadas, Statistics Canada)
- Country presentation (Nagwa El Shenawy, Egypt)

12:00 – 13:00 **Global status of ICT statistics**

- Presentation of Partnership 2008 publication (Sheridan Roberts, consultant)
- Example of regional initiatives (Doris Olaya, ECLAC, Makane Faye, ECA, Mansour Farah, ESCWA)

Followed by a discussion

Lunch break

15:00 – 18:00 **Session 3: International standards on ICT statistics**

15:00 – 16:30 **Revision of the core list**
(facilitator: Martine Dirven, ECLAC)

- Partnership core list of indicators (Susan Teltscher, UNCTAD)
- Revision of infrastructure core indicators (Vanessa Gray, ITU, Frédéric Bourassa, OECD)
- Revision of household and business core indicators (Sheridan Roberts)
- ICT sector and ICT products: new classifications based on ISIC 4 and CPC 2 (Vincenzo Spiezia, OECD)
- ICT usage surveys in the EU (Albrecht Wirthmann, Eurostat)

Followed by a discussion

16:30 – 18:00 **New indicators on ICT in education**
(facilitator: Mansour Farah, ESCWA)
- Presentation of ICT in education core indicators proposal (Claude Akpabie, UIS)
- Country presentation (Mr. Mohammed Ragheb, Egypt)
- Country presentation (Ms. Hanan Alyafai, Oman)

Followed by a discussion

18:15 – 19:30 Cocktail

Wednesday, 28 May 2008

Chair: *Mr. Tony Clayton, Director, Economic Analysis, Office of National Statistics, United Kingdom*

10:00 – 13:00 Session 4: Measurement of ICT impact
(facilitator: Michail Skaliotis, Eurostat)
- Measuring ICT impact on growth: a survey of recent findings (Vincenzo Spiezia, OECD)
- ICT and growth in Latin America (Martine Dirven, ECLAC)
- ICT impacts by linking firm level data from different surveys (Tony Clayton, UK)
- ICT and labour productivity, case study of Thailand (Diana Korka, UNCTAD)
- Broadband impacts on Internet use by households and individuals (Pierre Montagnier, OECD)
- Impact/assessment of e-government projects in India (Deepak Bhatia, World Bank)
- ICT household measurements in Africa (Alison Gillwald, University of the Witwatersrand, South Africa)

Followed by a discussion

Lunch break

15:00 – 18:00 Session 5: Future ICT measurement issues

15:00 – 16:30 **Measuring E-Government**
(facilitator: Ms. Khopotso Tsotetsi, South Africa)
- E-government indicators (Makane Faye, ECA)
- eGovMoNet (Mikael Snaprud, University of Agder, Norway)
- Country presentation on e-government (Mariana Balboni, Brazil)

Followed by a discussion

16:30 – 18:00 **Advancing the ICT measurement agenda**
(facilitator: Ms. Helani Galpaya, LIRNEasia)
- Measuring ICT and gender (Sophia Huyer, WIGSAT)

- Measuring security and trust in the online environment (Martin Schaaper, OECD)
- Global ICT database (David Cieslikowski, World Bank)

Followed by a discussion

Thursday, 29 May 2008

Chair: *Ms. Maral Tutelian, Director General, Central Administration of Statistics, Lebanon*

10:00 – 12:00 **Session 6: Strategies to enhance Information Society measurement**
(facilitator: George Sciadas, Statistics Canada)

- Capacity building programmes of Partners (UNCTAD, ITU, UIS, Regional Commissions, World Bank)
- The EU I2010 benchmarking framework and its implementation (Luca Protti, European Commission)
- Country presentation (Cher Keng NG, Singapore)
- OECD Ministerial Meeting on the Future of the Internet Economy (Martin Schaaper, OECD)

Followed by a discussion

12:00 – 13:00 **Session 7: Conclusion and the way forward**

- Chairs' summary
- Closing of the meeting