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| A close up of a sign  Description automatically generated | **Second Inter-Regional Meeting (IRM-2) to prepare for the WTDC-25****Virtual, 29 September 2025** |  |
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|  | **Document** **IRM25-2/INF/7-E** |
|  | **26 September 2025** |
|  | **English only** |
| Director, Telecommunication Development Bureau |
| Key Performance Indicators (KPIs) |
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| **Agenda item:** 6**Summary:**The 2022 World Telecommunication Development Conference (WTDC-22), held in Kigali, Rwanda, adopted the Kigali Action Plan (KAP) as the roadmap for ITU-D’s priorities, scope of activities, and the expected outputs and outcomes. To ensure its effective implementation in line with results-based management (RBM) principles, WTDC-22 requested the Telecommunication Development Advisory Group (TDAG) to develop measurable Key Performance Indicators (KPIs) to guide monitoring and assess impact.This document informs about the KPIs adopted by TDAG at its 31st meeting in 2024, which were further used by the TDAG Working Group on ITU-D Priorities (TDAG-WG-ITUDP) in developing the outcome KPIs to be proposed for inclusion in the Baku Action Plan for consideration by WTDC-25. **Expected results:** IRM-2 is invited to note this document. **References:** WTDC-22 Kigali Action Plan Documents [TDAG-23/2](https://www.itu.int/md/D22-TDAG30-C-0002/en), [TDAG-24/2](https://www.itu.int/md/D22-TDAG31-C-0002/en) & [TDAG WG ITUDP/21](https://www.itu.int/md/D22-TDAG.WG.ITUDP-C-0021/en) |

**Introduction**

The 2022 World Telecommunication Development Conference (WTDC-22), held in Kigali, Rwanda, adopted the [Kigali Action Plan](https://www.itu.int/en/publications/ITU-D/Pages/publications.aspx?parent=D-TDC-WTDC-2022&media=electronic) (KAP) as the roadmap for ITU-D’s priorities, scope of activities, and the expected outputs and outcomes. To ensure its effective implementation in line with results-based management (RBM) principles, WTDC-22 requested the Telecommunication Development Advisory Group (TDAG) to develop measurable Key Performance Indicators (KPIs) to guide monitoring and assess impact.

The KPIs were developed and reviewed by 30th meeting of TDAG in 2023. Following aggregation and further refinement, the 31st TDAG meeting in 2024 adopted a comprehensive set consisting of 25 output KPIs and 18 outcome KPIs. These indicators provide Member States with a measurable basis to track progress under the Kigali Action Plan.

Further to this effort, the [TDAG Working Group on ITU-D Priorities (TDAG-WG-ITUDP)](https://www.itu.int/en/ITU-D/Conferences/TDAG/Pages/2024/TDAG_WG_ITUDP.aspx), established by TDAG-24, undertook a review of the current ITU-D priorities and related enablers with a mandate to make proposals to WTDC-25, building on the experience of the implementation of the Kigali Action Plan. As part of this exercise, the KPIs adopted by TDAG-24 were used to develop a proposal for the upcoming WTDC Action Plan.

This document presents the KPIs adopted by TDAG at its 31st meeting in 2024, which were further used by the TDAG-WG-ITUDP in developing the outcome KPIs to be proposed for inclusion in the Baku Action Plan for consideration by WTDC-25. The document is being provided for ease of reference in developing KPIs for WTDC-25.

**Annex 1: Kigali Action Plan Key Performance Indicators (KPIs)**

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| ITU-D priorities | Outcome indicators |
| Affordable connectivity  | Number of countries with a national emergency telecommunication plan as part of their national and local disaster risk reduction strategies. |
| Number of least developed countries (LDCs), land-locked developing countries (LLDCs), and small island developing states (SIDS) with broadband plans. |
| Percentage of countries with available data where at least 90 per cent of the population is covered by 3G network or higher. |
| Digital transformation  | Number of countries having adopted a digital sectoral strategy at the national level. |
| Number of countries having adopted innovation strategies and initiatives. |
| Enabling policy and regulatory environment  | Number of countries with digital skills strategies at national level. |
| Number of countries advancing to the next generation of regulation (G1-G4) and/or to a higher level of preparedness for the digital transformation (G5). |
| Percentage of Member States that submitted valid data no older than two years for at least 80 per cent of the indicators of the ITU World Telecommunication Indicators short questionnaire. |
| Percentage of Member States submitting valid data no older than three years for at least 80 per cent of the indicators for the ITU’s household questionnaire. |
| Percentage of Member States that submitted valid gender disaggregated data no older than three years for the indicator ‘Share of individuals using the Internet’. |
| Percentage of Member States that submitted valid location disaggregated data (rural/urban) no older than three years for the indicator ‘share of individuals using the Internet’. |
| Percentage of Member States that submitted valid data no older than three years for at least five of the information and communication technologies (ICTs) skills listed in the questionnaire. |
| Inclusive and secure telecommunications/ICTs for sustainable development  | Number of countries having adopted cybersecurity strategies in their national development agenda.  |
| Number of countries with a computer incident response team (CIRT). |
| Number of Member States increasing commitment to cybersecurity measured through the Global Cybersecurity Index (GCI). |
| Number of countries with online child support systems identified (e.g., helplines, referral systems). |
| Resource mobilization, partnerships and international cooperation[[1]](#footnote-1) | Number of ICT development agreements signed between ITU and partners to support implementation of the Kigali Action Plan. |
| ITU-D Enablers |  Indicators (mainly outputs) |
| Diversity and inclusion | Number of countries having developed a digital inclusion policy and strategy at national level. |
| Commitment to environmental sustainability | Number of countries having adopted an e-waste policy, legislation or regulation at national level. |
| Membership-driven | Number of new ITU-D members. |
| Excellence in human resources and organizational innovation | Number of staff training and development initiatives undertaken by BDT staff.  |
| Average level of staff performance. |
| Percentage of OP budget implementation. |
| Number of project agreements signed per year. |
| Percentage of projects on track. |
| Regional presence | Number of information and communication technologies (ICTs) development agreements implemented in collaboration with UN agencies and other partners. |

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| Output indicators (ITU-D products and services) |
| Development of policy frameworks and knowledge products | Number of handbooks, technical reports and papers developed[[2]](#footnote-2). |
| Number of Member States assisted in developing policy frameworks. |
| Number of tools /frameworks/ resources developed.  |
| Number of best practice guidelines elaborated. |
| Capacity development | Number of professionals trained and certified in telecommunications/information and communication technologies (ICTs) topics. |
| Number of individuals trained in basic and intermediate digital skills. |
| Number of ITU Academy users. |
| Number of individuals participating in capacity development activities led by BDT. |
| Provision of data and statistics | Number of data points available in published dataset.  |
| Number of weekly users on ITU Datahub. |
| Percentage of Member States approving the new IDI methodology. |
| Number of digital companies tracked to monitor emissions, energy use and climate commitments. |
| Provision of technical assistance | Number of Member States having received technical assistance. |
| Number of WTDC resolutions implemented. |
| Number of project agreements signed per year. |
| Convening platforms | Number of partnerships signed. |
| Percentage of partnerships signed with United Nations agencies to achieve the Sustainable Development Goals (SDGs) related to telecommunication/information and communication technology (ICT) development matters. |
| Number of participants in regional development forums (RDFs), regional dialogues, and BDT-led events. |

**Annex 2: Proposal to WTDC-25 - Key Performance Indicators (KPIs)**

Draft working document: [TDAG WG ITUDP/21](https://www.itu.int/md/D22-TDAG.WG.ITUDP-C-0021/en)

1. **Affordable connectivity**

| Outcomes | KPIs |
| --- | --- |
| Improved broadband connectivity in developing countries, least developed countries (LDCs), small island developing states (SIDS) and landlocked developing countries (LLDCs), countries with economies in transition and countries with specific needs | Number of countries with broadband plans [Disaggregated LDCs), (LLDCs), (SIDS] |
| Improved telecommunication/ICT infrastructure and service, in particular broadband coverage | Percentage of countries with available data where at least 90 per cent of the population is covered by 3G network or higher. [Disaggregated LDCs, LLDCs, SIDS, All countries] |
| Strengthened capacity of Member States to use telecommunications/ICTs for disaster risk reduction and management, to ensure availability of emergency telecommunications | Number of countries with a national emergency telecommunication plan as part of their national disaster risk reduction strategies. |

1. **Digital transformation**

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| Outcomes | KPIs |
| Enhanced capacity to accelerate digital transformation and sustainable development through the use of new and emerging telecommunications/ICTs and services | Number of countries having adopted a digital sectoral strategy at the national level. |
| Enhanced human and institutional capacity of the ITU membership in telecommunications/ICTs to foster digital transformation  | Number of countries having adopted innovation strategies and initiatives. |
| Strengthened capacity to develop and integrate telecommunication/ICT innovation and digitalization in national development agendas  |
| Enhanced capacity to develop telecommunication/ICT strategies and solutions on climate-change adaptation and mitigation and the use of green/renewable energy  | Number of countries having adopted an e-waste policy, legislation or regulation at national level. |

1. **Enabling policy and regulatory environment**

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| Outcomes | KPIs |
| Strengthened capacity of Member States to enhance their telecommunication/ICT policy, legal and regulatory frameworks conducive to sustainable development and digital transformation  | Number of countries advancing to the next generation of regulation (G1-G4) and/or to a higher level of preparedness for the digital transformation (G5 |
| Strengthened capacity of Member States to produce and collect high quality, internationally comparable statistics which reflect developments and trends in telecommunications/ICT, empowered by new and emerging technologies and services, based on agreed standards and methodologies | Percentage of Member States that submitted valid data no older than two years for at least 80 per cent of the indicators of the ITU World Telecommunication Indicators short questionnaire. |
| Percentage of Member States submitting valid data no older than three years for at least 80 per cent of the indicators for the ITU’s household questionnaire |
| Percentage of Member States that submitted valid gender disaggregated data no older than three years for the indicator ‘Share of individuals using the Internet’. |
| Percentage of Member States that submitted valid location disaggregated data (rural/urban) no older than three years for the indicator ‘share of individuals using the Internet’. |
| Percentage of Member States that submitted valid data no older than three years for at least five of the information and communication technologies (ICTs) skills listed in the questionnaire. |

1. **Resource Mobilization and International Cooperation**

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| Outcomes | KPIs |
| Strengthened resource-mobilization strategy through cooperation with international and regional financial and development institutions | ***\*\*****Total Project Funds raised* |
|  | ***\*\*****Ratio of internal/external sources for Project Funds* |
|  | ***\*\*****Total number of contributing partners to ITU-D Projects* |
|  | Number of ICT development agreements signed between ITU and partners to support implementation of the WTDC Action Plan. |
| Strengthened United Nations-wide joint planning, collaboration and cooperation and with financial and development institutions at the international and regional levels on achieving the 2030 SDGs related to telecommunication/ICT development matters. |

1. **Inclusive, safe and secure telecommunications/ICTs for sustainable development**

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| Outcomes | KPIs |
| Increased literacy and awareness of cybersecurity issues, including online Child Protection | Number of countries having adopted cybersecurity strategies in their national development agenda. |
| Enhanced capacity of Member States to develop national cybersecurity strategies and CIRTs | Number of countries with a computer incident response team (CIRT). |
| Strengthened partnerships to adequately resource and support capacity building and cybersecurity activities | Number of Member States increasing commitment to cybersecurity measured through the Global Cybersecurity Index (GCI). |
| Increased child online protection | **\*\****Number of countries with a child online protection policy/strategy.* |
| Number of countries with online child support systems identified (e.g., helplines, referral systems). |
| Strengthened capacity of the ITU membership to develop strategies, policies and practices for digital inclusion and equity, in particular for the empowerment of women and girls, persons with disability | Number of countries having developed a digital inclusion policy and strategy at national level |

*\*\* These KPIs were not included in those agreed by TDAG-24; they are newly proposed by members of the TDAG Working Group on ITU-D Priorities for consideration in the WTDC-25 Action Plan.*

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1. Output indicators for:

**ITU-D Priority:** Resource mobilization and international cooperation.

**ITU-D Enablers**: Partnerships and international cooperation, and Resource mobilization. [↑](#footnote-ref-1)
2. Study Groups outputs. [↑](#footnote-ref-2)