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| ITU logo | INTERNATIONAL TELECOMMUNICATION UNION**TELECOMMUNICATIONSTANDARDIZATION SECTOR**STUDY PERIOD 2017-2020 | TD 056  |
| **TSAG** |
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| **Question(s):** | N/A | Geneva, 1-4 May 2017 |
| **TD(Ref:** [**SG13 - LS 11**](http://ifa.itu.int/t/2017/ls/sg13/sp16-sg13-oLS-00011.docx)**)** |
| **Source:** | ITU-T Study Group 13 |
| **Title:** | LS on the insufficient responses on the questionnaires disseminated by SG13 on Cloud Computing Scenarios in Developing Countries |
| **Purpose:** |  |
| **LIAISON STATEMENT** |
| **For action to:** | TSAG |
| **For comment to:** | - |
| **For information to:** | - |
| **Approval:** | ITU-T Study Group 13 meeting (Geneva, 17 February 2017) |
| **Deadline:** | N/A |
| **Contact:** | Leo LehmannOFCOMSwitzerland | Tel: +41 58460 5752Email: Leo.Lehmann@ties.itu.int |
|  | Rim.Belhassine-Cherif Tunisia TelecomTunisia | Tel: +216 71 105 707Email: Rim.Belhassine-Cherif@tunisietelecom.tn |
|  | Elliot N KabaloZICTAZambia | Tel: +260 21 1 246702Email: ekabalo@zicta.zm |

Following the Study Group 13 meeting of 29 April 2016, and with the objective to collect data for the development of a new supplement on *“Scenarios and Requirements Regarding Consumption and Provision of Cloud Computing Services in Developing Countries”* by Q5/13 (Q5/13: *Applying networks of future and innovation in developing countries*), two questionnaires on Cloud Computing scenarios in developing countries (one for Cloud Service Customers (CSC) and the second for Cloud Service Providers (CSP)) were disseminated and addressed to ITU members from Developing Countries with request to kindly share these questionnaires with the CSCs and CSPs in their countries, including entities which are not ITU-T members.

The deadline for responses was initially set for 20 June 2016 then extended to 30 November 2016 by the 27 June - 8 July 2016 meeting of SG13. During this period, many actions were taken in order to promote these questionnaires such as:

* Making the questionnaires available online and in word document format, in order to facilitate for a wide range of feedback methods for the respondents;
* Promotion of the questionnaires by the members of Q5/13 among their contacts;
* Dissemination via Regional Offices;
* Dissemination during the SG13 July 2016 meeting;
* Dissemination during the WTSA-16.

Unfortunately, after the extension of the deadline, only two additional responses from Cloud Service Providers were received. The total number of responses received was 8 for the CSC questionnaire, and 18 for the CSP questionnaire with the majority of responses from Africa.

Consequently, the number of responses received may not be sufficient for an accurate study. Additionally, since the majority of respondents were from Africa with respondents from developing countries in other regions holding back, the analysis would be skewed to the scenario in Africa.

It has generally been observed that the number of responses from developing countries to questionnaires dealing with technical aspects is always low in comparison with questionnaires on policy and regulatory issues.

For the reasons mentioned above and to prevent similar future occurrences, advice from TSAG is solicited on ways to improve the number of responses from developing countries and in particular those concerning technical issues.