

# ITU Asia-Pacific ICT Indicators Workshop

14-16 March 2018  
Manila, Philippines

## Final Report



20 March 2018

## **ITU Asia-Pacific ICT Indicators Workshop**

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### **Final report**

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The **ITU Asia-Pacific ICT Indicators Workshop** was held from 14 to 16 March 2018 in Manila, Philippines. The workshop was hosted by the Department of Information and Communications Technology (DICT) Philippines, which is the primary administrative entity of the government that plans, develops, and promotes the national ICT development agenda.

The workshop was attended by 91 participants from 10 countries representing ministries, regulators and national statistical offices (see annex 1). It is to be noted that very few (less than five) participants attended previous ICT indicators workshop conducted by ITU. Therefore, there was a need to provide a complete overview of the ITU's work on ICT indicators and the definition and methodology of ICT indicators collected and disseminated by ITU.

#### **Workshop Objectives**

The main objectives of the workshop were as follows:

- Identify ways to improve availability and quality of ICT statistics in the countries in the region.
- Understand the definitions and methodologies for administrative and household ICT indicator with particular emphasis on those that will be used in IDI 2018.
- Strengthen countries' capacity to collect, produce, analyze, and disseminate indicators and statistics on telecommunication/ICT.
- To have better understanding and appreciation of the:
  - Global activities on ICT statistics and corresponding targets;
  - ITU Data Collection: Methodologies, Questionnaires, Schedules;
  - Definitions and Standards: Telecommunication Indicators and ICT Household Indicators; and
  - ICT Development Index.

- To understand and strengthen the role of national ICT statistics focal point.
- To identify and share experiences and challenges in the coordination of data collection of ICT indicators and attempt to address the challenges.

### **Country experience**

India, Vanuatu, Sri Lanka, Philippines (PSA and NPC) took turns to share their experiences related to data collection and challenges, mechanisms on national coordination and improvements necessary for effective coordination related to ICT data collection and dissemination.

Most participants are aware of at least some of the producers of statistics in the country mainly the NSO, the regulator as well as the sector ministry. Coordination activities vary; from countries reporting no (or ad-hoc) coordination to those reporting interagency committee (Philippines) and Inter-ministerial Committees (India). However most recognised that coordination is important moving forward.

### **National Coordination**

ICT data collection and dissemination involves a number of different stakeholders at the national level. It was stressed to participants that coordination among stakeholders reduces respondent burden, close data gaps, enable comparability of ICT statistics through the use of globally accepted definitions. Data providers should also be engaged to stimulate a higher response rate.

There are best practice examples of coordination on ICT statistics in several countries and are presented during the workshop.

### **Recommendations:**

Coordination among national stakeholders should be enhanced in order to improve the ICT data production and dissemination, and reduce data gaps. The NSO should play an active role in this regard.

National coordination mechanisms should be actively pursued (e.g. interagency committee), which bring together regularly all stakeholders involved in ICT statistics to discuss data priorities based on policy needs, and manage and harmonize data production and dissemination.

### **National Focal points (NFPs)**

The importance of having NFPs who will ensure collection and coordination of data within the country was stressed. It may also be necessary to have an NFP for administrative data

from the regulator / ministry and another NFP for household data from the national statistical office.

NFPs should be aware of international discussions on ICTs, register and actively participate in the ITU expert groups (EGTI and EGH) and attend ICT indicator meetings.

It is also essential to inform and update the ITU of any changes in NFP contact details.

### **Telecommunication Administrative Data**

Definition and methodology of telecommunication/ICT indicators included in the ITU Telecommunication/ICT Indicators Handbook were presented and discussed extensively during the workshop. Examples and country experience sharing were also included during the sessions dedicated to this set of indicators. It was noted that some countries do not reply at all to the questionnaire in respect of telecommunication administrative data. Other failures include the submission of incomplete questionnaire, delay in data submission and incomplete coverage of the service providers. In some cases there was a lack of database system for data collection and storage.

### **Recommendations**

These are the recommendations:

- Identify a national focal points who will coordinate the collection of ICT data in the country and will submit the data to ITU;
- Pay attention to the deadlines for submitting the data;
- Compile data from operators/ISPs before the data collection of ITU;
- Include definition of indicators in national questionnaires;
- Put in place a quality assurance system for data verification;
- Establish an online data collection, database storage and retrieval system; and
- Collect data on new telecom indicators (bandwidth, broadband traffic)

ICT indicators collected from regulators/ministries were presented and a better understanding of these indicators were achieved through question and answer sessions as well as quizzes specially designed to evoke discussion.

### **Expert Group on Telecommunication/ICT Indicators (EGTI)**

Very few workshop participants have registered to be a member of the EGTI (forum for discussion of administrative indicators).

### **Recommendations:**

The NFP is to be a member of the EGTI online forum and actively participate in the discussions.

The NFP should *inter alia* observe the following:

- All data should be submitted by operators to NRA/sector ministry, for the purposes of policy decision making needs, and submission to ITU; and
- The ITU Handbook should be used as the main reference document for defining and collecting telecommunication administrative data, taking note of updates to current edition.

### **ICT Household Statistics**

Definition and methodology of ICT household indicators included in the ITU Manual for Measuring ICT access and use by households and individuals were presented and discussed extensively during the workshop. Examples and country experience sharing were also included during the sessions dedicated to this set of indicators.

Participation from NSOs was limited and more efforts should be made in the future to involve NSOs given that they are responsible for collecting ICT demand side data based on household surveys and in order to foster national coordination on ICT measurement. The few representatives from NSOs participating in the workshop were very engaged in the discussions and could help promote ICT statistical data collection in their country.

The workshop was reminded that collection of household data should ideally be led by the NSO in close coordination with the sector ministry / regulator. Main survey vehicles include:

- Module in existing HH surveys Questions; and
- Stand-alone ICT household surveys

### **Recommendations:**

Countries that have not yet begun the collection of ICT indicators using a household survey (module or stand-alone ICT survey) should begin urgently; in particular those data required in the IDI and SDGs.

Countries should also report ICT statistics regularly through the ITU Household Questionnaires.

The ITU Manual for Measuring ICT Access and Use by Households and Individuals 2014 edition and new indicators added thereafter should be used as the main reference document for defining and collecting ICT household statistics.

National focal point is encouraged to join and participate the ITU Expert Group on Household indicators (EGH) and its online discussion forum, and attend the face-to-face meetings.

### **ICT Development Index (IDI)**

The IDI was presented and extensively discussed through sample calculations and a hands-on exercise using IDI 2017 data. This succeeded in participants understanding and appreciating the underlying contextual framework of the IDI and the methodology used in its derivation.

The final indicators to be included in IDI 2018 were presented, discussed and debated. Quiz for each indicator were asked to test the understanding of the indicators.

### **Recommendations:**

Data producers are encouraged to collect and submit (timely) data to be included in the IDI.

Efforts should have started to collect data to be included in the IDI in 2018, to be collected in short questionnaire 2018 (30 March 2018).

### **Conclusion**

It was highlighted that it is important for participants to share the knowledge gained during the workshop with other national stakeholders, in particular the data producers and users so as to strengthen the national ICT data collection system. It is expected that countries will be able to submit the data that will be included in the IDI 2018. ITU expressed its willingness to provide answer to any question that will arise after the workshop related to ICT definitions and methodologies.

The organization of the workshop, including content, facilities and logistical arrangements were excellent, as well as assistance during the workshop. This has contributed significantly to the successful conduct of the workshop. Majority of participants who provided feedback indicated that they found the quality of speakers, balance of the sessions and usefulness of the workshop to be excellent (see workshop evaluation).

**2018 ITU-ASIA PACIFIC ICT INDICATORS WORKSHOP**  
**Novotel Araneta Center, Quezon City, Philippines | 14-16 March 2018**  
**List of International Participants**

<b>No</b>	<b>Last Name</b>	<b>First Name</b>	<b>Country</b>
1	Kumar	Gyanen	Fiji
2	Bansal	Jitin	India
3	Goyal	Karan	India
4	Pandey	Arvind	India
5	Pandey	Uma Shanker	India
6	Pulickaparampil Thomas	Mathew	India
7	Singh	Anand Kumar	India
8	Joshi	Rajendra Kumar	India
9	Hosseiniun	Saba	Iran
10	Asri	Syuhada	Malaysia
11	Rahim	Nurfazilla	Malaysia
12	Danzandorj	Ariunbold	Mongolia
13	Seri	Billy	Papua New Guinea
14	Guruge	Chaminda Srilal Fernando	Sri Lanka
15	Herath Mudiyansele	Shanika Amali Wijerathne	Sri Lanka
16	Walallawita Kankanamge	Nishantha Pradeep	Sri Lanka
17	Wijesingha Arachchilage	Sandamali	Sri Lanka
18	Kaewnoparat	Nawat	Thailand
19	Suktai	Saowaluck	Thailand
20	Jimmy	Roger	Vanuatu

**List of Philippine participants**

<b>No.</b>	<b>Last Name</b>	<b>First Name</b>	<b>Organization</b>
<b>Government</b>			
1	Ibrahim	Monchito	Department of Information and Communications Technology
2	Villorente	Denis	Department of Information and Communications Technology
3	Cabanlong	Allan	Department of Information and Communications Technology
4	Silor	Alan	Department of Information and Communications Technology
5	Ortega	Cheryl	Department of Information and Communications Technology
6	Padre	Antonio Edward	Department of Information and Communications Technology
7	Rodriguez	Ariel	Department of Information and Communications Technology
8	Romasanta	Arlene	Department of Information and Communications Technology
9	Sy	Reynaldo	Department of Information and Communications Technology
10	Tancontian	Erlito	Department of Information and Communications Technology
11	Varilla	Philip	Department of Information and Communications Technology
12	Isidro	Alona	Department of Information and Communications Technology
13	Sudario	Juli Ana	Department of Information and Communications Technology
14	Armamento	Elizabeth	Department of Information and Communications Technology
15	Cabrera	Yvette	Department of Information and Communications Technology
16	Calupitan	Nimir	Department of Information and Communications Technology
17	Dela Cueva	Genie	Department of Information and Communications Technology
18	Dela Rosa	Evamay	Department of Information and Communications Technology
19	Estrelles-Nuqui	Madonna	Department of Information and Communications Technology
20	Faytaren	Maria Cynthia	Department of Information and Communications Technology



21	Garabiles	Dominador	Department of Information and Communications Technology
22	Ner	Katrina	Department of Information and Communications Technology
23	Parnacio	Rey	Department of Information and Communications Technology
24	Peralta	Mina	Department of Information and Communications Technology
25	Prudente	Elmer	Department of Information and Communications Technology
26	Querubin	Mc Cloven	Department of Information and Communications Technology
27	Sara	Joly Mae	Department of Information and Communications Technology
28	Sevilla	Benjz Gerard	Department of Information and Communications Technology
29	Simene	Guilbert	Department of Information and Communications Technology
30	Tadina	Ruben	Department of Information and Communications Technology
31	Tardio	George	Department of Information and Communications Technology
32	Tendenilla	Jocelyn	Department of Information and Communications Technology
33	Toledo	Eric	Department of Information and Communications Technology
34	Abejo	Socorro	Department of Information and Communications Technology – Consultant
35	Alison	Michelle	IT and Business Process Association of the Philippines
36	Alvarado	Ranier	House of Representatives
37	Gaffud	Carole	IT and Business Process Association of the Philippines
38	Pio Roda	Ramon	Department of Science and Technology
39	Semana	Maria Teresita	Commission on Higher Education
40	Urbano	Elizabeth	Department of Education
41	Veloso	Aaron James	Office of the President – Office of the Cabinet Secretary
42	Magno-Garcia	Maria Teresa	Department of Information and Communications Technology
43	Ramos	Alana	Department of Information and Communications Technology
44	Kuan	Romualdo	Department of Information and Communications Technology
45	Cruz	Fatima Blaise	Department of Information and Communications Technology

46	Cabana	Maria Kathrina	Department of Information and Communications Technology
47	Dela Vega	Alexcenah	Department of Information and Communications Technology
48	Eleazar	Jasmin	Department of Information and Communications Technology
49	Almario	Robin	Department of Information and Communications Technology
50	Trinidad	Stephen Randolph	Department of Information and Communications Technology
51	Corpuz	Julius Jan	Department of Information and Communications Technology
52	Ebora	Zeus Joseph	Department of Information and Communications Technology
53	Valenton	Dan Joshua	Department of Information and Communications Technology
54	Caluag	Erwin James	Department of Information and Communications Technology
55	Angeles	Daryl	Department of Information and Communications Technology
56	Mediran	Johnniño Luigi	Department of Information and Communications Technology
57	Aguilar	Anna Teresa	Department of Information and Communications Technology
58	Punzalan	Aubrey Suzy	Department of Information and Communications Technology
59	Aguilar	Mychaella Jan May	Department of Information and Communications Technology
60	Penullar	Rochelle	Department of Information and Communications Technology
61	Dulatre	Avelina	Department of Information and Communications Technology
62	Mapagu	Evangeline	Department of Information and Communications Technology
63	Alcantara	Melmida	Department of Information and Communications Technology
64	Salak	Teresita	Department of Information and Communications Technology
Regulator			
65	Acero	Francis Euston	National Privacy Commission
66	Cabute	Ronald	National Telecommunications Commission
67	Flaminian	Vanessa	National Telecommunications Commission

68	Lee	Jesusa	National Telecommunications Commission
69	Raza	Olivia Khane	National Privacy Commission
National Statistics Office			
70	Astrologo Jr.	Candido	Philippine Statistics Authority
71	Bantang	Justin	Philippine Statistics Authority



## ITU Asia-Pacific ICT Indicators Workshop

Venue: Function Hall: The Tent

Novotel Araneta Center, Quezon City, Philippines

14 – 16 March 2018

### Agenda

Day 1, Wednesday, 14 March 2018 National and Global Data Collection Venue: The Tent	
08:30 – 09:00	Registration
09:00 - 09:30	<b>Welcome Ceremony</b> <ul style="list-style-type: none"> <li>• Welcome Remarks – Syed Ismail Shah Head, ITU Area Office for South-East Asia</li> <li>• Opening Remarks – Monchito B. Ibrahim Undersecretary, Department of Information and Communications Technology</li> </ul> <p><i>Token of appreciation</i>  <i>Moderator: Maria Teresa Magno Garcia</i>  <i>Director, National ICT Governance Service</i>  <i>Department of Information and Communications Technology</i>  <i>Master of Ceremonies: Alana Gorospe Ramos, DICT</i></p>
09:30 - 09:45	<b>1. Introduction</b> <ul style="list-style-type: none"> <li>1.1 Introduction and objective of the workshop</li> <li>1.2 Practical information for participants</li> </ul> <p><i>Speaker: Wisit Atipayakoon, Project Officer, ITU Regional Office for Asia and the Pacific</i>  <i>Moderator: DICT</i></p>
09:45-10:15	Group photo and coffee break
10:15-10:45	<b>2. Global ICT data collection: Overview of ITU's work on ICT statistics</b> <ul style="list-style-type: none"> <li>2.1 Collection and validation of global administrative and household ICT statistics</li> <li>2.2 Development of internationally comparable ICT indicators</li> <li>2.3 Dissemination of ICT trends and analysis</li> </ul> <p><i>Speaker: Esperanza Magpantay, Senior Statistician, BDT/ITU</i>  <i>Moderator: H E Koay, ITU Consultant</i>  <i>Discussion</i></p>
10:45-12:30	<b>3. National ICT data collection – country experiences (purpose, legal provisions, data processing, dissemination and use of data)</b> <i>Speakers:</i> <ul style="list-style-type: none"> <li>3.1 India Experience – Mr. Arvind Pandey, Director, Ministry of Communications, India</li> <li>3.2 Vanuatu Experience – Mr. Roger Jimmy, Market Analyst, Telecommunication Radiocommunication Regulator, Vanuatu</li> </ul> <p><i>Moderator: Wisit Atipayakoon, Project Officer, ITU Regional Office for AP</i>  <i>Discussion</i></p>
12:30-14:00	Lunch break
14:00-15:30	<b>4. National ICT data collection (cont.)</b>

	<p><i>Speakers:</i></p> <p>4.1 Sri Lanka Experience – Telecommunications Regulatory Commission of Sri Lanka</p> <p>4.2 Philippine Experience – Mr. Candido Astrologo, Assistant National Statistician, Philippine Statistics Authority</p> <p>4.3 The Data Privacy Act: Implications for Data Collection and Research – Atty. Atty. Francis Euston Acero, National Data Privacy Commission, Philippines</p> <p><i>Moderator: H E Koay, ITU Consultant</i></p> <p><i>Discussion</i></p>
15:30 – 16:00	Coffee break
16:00 -17:00	<p><b>5. National ICT data collection (cont.)</b></p> <p>Round table discussion</p> <p><i>Moderator: Esperanza Magpantay, Senior Statistician, BDT/ITU</i></p> <p><i>Discussion</i></p>
<b>END OF DAY 1</b>	

Day 2, Thursday, 15 March 2018 ICT Indicators – Overview Gauguin Room 3/F	
09:00-09:15	Interaction and discussion: recap from day 1 <i>Speaker: Wisit Atipayakoon</i> <i>Master of Ceremonies: Alexcenah S. Dela Vega, DICT</i>
9:15-10:15	<b>6. Fixed-telephone network, mobile-cellular network and international bandwidth indicators</b> 6.1 Fixed-telephone indicators 6.2 Mobile-cellular indicators 6.3 International bandwidth indicators 6.4 Compilation 6.5 QA <i>Speaker: H E Koay, ITU Consultant</i>
10:15 - 10:45	Coffee break
10:45 – 12:30	<b>7. Broadband and other indicators</b> 7.1 Fixed-broadband, mobile-broadband and bundled telecommunication services indicators 7.2 Quality of service, traffic, revenue and investment, employment and Pay TV indicators <i>Speaker: Esperanza Magpantay, Senior Statistician, BDT/ITU</i>
12:30-14:00	Lunch break
14:00 – 15:30	<b>8. ICT Access and Use by Households and Individuals</b> 8.1 Introduction 8.2 ITU Manual for Measuring ICT Access and Use by Households and Individuals 8.3 Statistical standards and classifications <i>Speaker: H E Koay, ITU Consultant</i>
15:30-16:00	Coffee break
16:00 – 17:30	<b>9. ICT Access and Use by Households and Individuals</b> 9.1 Core indicators 9.2 Reporting data to ITU <i>Speaker: Esperanza Magpantay, Senior Statistician, BDT/ITU</i>
<b>END OF DAY 2</b>	

Day 3, Friday, 16 March 2018 The IDI in Focus Gauguin Room, 3/F	
09:00-09:15	Interaction and discussion: recap from day 2 <i>Speaker:</i> <i>Master of Ceremonies: Alexcenah S. Dela Vega, DICT</i>
09:15 – 10:15	<b>10. The ICT Development Index (IDI)</b> 10.1 Conceptual framework and methodology 10.2 Sub-indices and indicators  <b>11. Step by step sample calculation of IDI 2017</b> 11.1 Access sub-index 11.2 Use sub-index 11.3 Skills sub-index 11.4 Combining the sub-indices to get the IDI <i>Speaker: Esperanza Magpantay, Senior Statistician, BDT/ITU</i>
10:15 – 10:30	Coffee break
10:30 – 11:30	<b>12. Hands-on exercise</b>  <b>13. IDI 2017 – Results for the Asia and the Pacific region (extract from MISR 2017)</b> <i>Speaker: Esperanza Magpantay, Senior Statistician, BDT/ITU</i> <i>Discussion</i>
11:30 – 12:45	<b>14. IDI 2018 Access Sub-index and indicators</b> <b>Definitions, reporting data, examples and hands-on exercises</b>  <i>Percentage of households with a computer</i> <i>Percentage of households with Internet access</i>  <i>International Internet bandwidth (bits/s) per Internet user</i> <i>Percentage of population covered by mobile networks</i> <ul style="list-style-type: none"> <li>• At least 3G</li> <li>• At least LTE / Wimax</li> </ul> <i>Fixed broadband subscriptions by speed tiers as a percentage of total fixed broadband subscriptions</i> <ul style="list-style-type: none"> <li>• 256 kbits/s – 2 Mbits/s</li> <li>• 2 Mbits/s – 10 Mbits/s</li> <li>• Equal to or above 10 Mbits/s</li> </ul> <i>Discussion:</i> <i>Speaker: Esperanza Magpantay, Senior Statistician, BDT/ITU</i>
12:45 – 14:00	Lunch break
14:00 – 15:30	<b>15. IDI 2018 Use sub-index and indicators. Definitions, reporting data, examples and hands-on exercises</b>  <i>Percentage of individuals using the Internet</i> <i>Percentage of individuals who own a mobile phone</i>  <i>Active mobile-broadband subscriptions per 100 inhabitants</i> <i>Mobile broadband Internet traffic per mobile broadband subscription</i>

	<p><i>Fixed broadband Internet traffic per fixed broadband subscription</i></p> <p><i>Discussion</i></p> <p><i>Speaker: Koay Hock Eng, Consultant, ITU</i></p>
15:30 – 16:00	<p><b>16. IDI 2018 Skills sub-index and indicators. Definitions, reporting data, examples and hands-on exercises</b></p> <p><i>Proportion of individuals with ICT skills</i></p> <p><i>Mean years of schooling</i></p> <p><i>Gross enrolment ratio(secondary)</i></p> <p><i>Gross enrolment ratio (tertiary)</i></p> <p><i>Discussion</i></p> <p><i>Speaker: H E Koay, ITU Consultant</i></p>
16:00 – 17:00	<p><b>17. Conclusion and Way Forward</b></p> <p><i>Conclusion and way Forward – Esperanza Magpantay, ITU</i></p> <p><b>Closing Remarks</b></p> <ul style="list-style-type: none"> <li>• Esperanza Magpantay, ITU</li> <li>• Maria Teresa Magno Garcia, DICT Philippines</li> </ul>
<b>END OF WORKSHOP</b>	