



International Telecommunication Union Workshop
"Tools to support the formation of industry policy and regulation: ICT statistics and assessment of the quality of service provision"
Yerevan (Republic of Armenia), March 27-28, 2025

Venue: [Hotel Holiday Inn Yerevan, Amiryan Street 2](#)

OUTLINE

Name	"Tools to support the formation of industry policy and regulation: ICT statistics and assessment of the quality of service provision"
Format	Offline (physical) in Yerevan, Republic of Armenia
Tasks	Workshop objectives: <ul style="list-style-type: none">• To familiarize participants with the ICT indicators collected by ITU through annual questionnaires,• Review national approaches and methodologies for data collection in other countries in the region/world and exchange practical experiences with experts• To study the tools for assessing the quality of ICT services
Dates	27-28 March 2025
Duration	2 days
Conditions of participation	Free for all interested

TARGET AUDIENCE

- Government agencies responsible for the formation of public policy
- Regulators
- Telecom operators, industry associations
- Representatives of universities, research centers and other interested organizations

Farid Nakhli, Programme Coordinator, ITU Regional Office for the CIS

Farid Nakhli received his Master of Science (Engineering) degree from the Belarusian State University of Informatics and Radioelectronics in 2009. From 2008 to 2015, he worked in the system of the Ministry of Communications and Informatization of the Republic of Belarus. He managed projects on the analysis and development of state strategies for ICT development, monitoring the level of development of ICT infrastructure and e-government, regulation and standardization, and the development of application software.

In 2015, he joined the Corporate Strategy Department of the International Telecommunication Union (ITU) in Geneva as a Consultant on Planning and Management. Since 2016, he has been working as a Program Coordinator in the ITU Regional Office, where his responsibilities include strategic advice on digital infrastructure, cybersecurity, digital transformation of key economic sectors, ICT statistics, as well as managing ICT development projects and organizing regional events.

Professional certificates:

- CCNP (Cisco certified network professional) – 2012
- PMP (Project management professional) – 2014

Speaks Russian, English, French and Belarusian.

Vahan Hovsepyan, Senior Community and Public Policy Advisor, RIPE NCC

Vahan Hovsepyan is in charge of developing cooperation and engaging stakeholders, including RIPE NCC members, governmental agencies, academic institutions and industry development organisations.

Vahan has obtained EMBA from Quantic School of Business and Technology, and M.A. from the Armenian-Russian (Slavic) State University. He has also completed courses at the Maastricht School of Management and the John F. Kennedy School of Government.

Vahan has extensive experience working in and with industry development organisations, IXPs and international organisations. He is leading Internet Measurement Day (IMD) and Central Asia Peering and Interconnection Forum (CAPIF) activities at RIPE NCC.

Jose Luis Cervera Ferri, Lead Project Manager, ITU ICT Statistics Division

José L. CERVERA-FERRI is the Senior Project Manager at ITU of the project “Promoting and Measuring Universal and Meaningful Connectivity”. He has contributed to setting international statistical standards as author of UNCTAD’s “Manual on Measuring the Digital Economy” and co-author of the ITU “Manual on Measuring ICT access and use by households and individuals”. For more than 20 years he has managed and been involved as expert in technical assistance projects financed by the World Bank, the European Commission and other international agencies to improve the statistical capacity of developing and transition countries in more than 30 countries. Before joining the ITU, he managed the consultancy company DevStat and worked at the Spanish National Statistical Institute. He holds a MSc in Mathematics (Statistics and Operations Research) by University of Valencia (Spain).

Mikita Klimovich, Consultant of the Department of Telecommunications and Regulation of the Radio Frequency Spectrum, Ministry of Communications and Informatization of the Republic of Belarus

Klimovich Nikita Aleksandrovich was born on January 11, 1997 in Minsk, Republic of Belarus.

In 2019, he graduated the educational institution "Belarusian State Academy of Communications" with a degree in "Infocommunication Systems Engineer" and received a bachelor's degree.

Since June 2021, he has been enrolled in the civil service at the Ministry of Communications and Informatization of the Republic of Belarus, where he is currently a consultant of the Telecommunications and Radio Frequency Spectrum Regulation Department.

In accordance with his job responsibilities, Nikita, among other things, carries out work in the field of national and international statistics in the field of communications. Nikita participates in the work on interaction of the Ministry with international organizations (International Telecommunication Union, Regional Commonwealth in the Field of Communications, International Organization of Space Communications Intersputnik, European Organization of Space Communications Eutelsat, International Mobile Satellite Organization, European Conference of Postal and

Telecommunications Administrations and Telecommunications Administrations of other countries), as well as in the preparation of materials for Plenipotentiary Conferences of the International Telecommunication Union, meetings of the Council of Heads of Communications Administrations of the Regional Commonwealth in the Field of Communications, international conferences, meetings, events.

Riina Vuorikari, ITU Consultant

Dr Vuorikari is an independent expert with over 25 years of experience in digital skills and digital education. Since 2022, she has co-chaired EGH's sub-group on ICT Skills. In 2022, Dr Vuorikari led the EU's update of its Digital Competence Framework for Citizens and contributed to the Digital Skills Indicator 2.0. Between 2017-2022, she was a member of Eurostat's Information Society Statistics Working Group while working at EU's Joint Research Centre. Today, she collaborates with the ITU, World Bank and EU to enhance citizens' digital competence.

Albert Toneyan, Independent member of Board of Directors of Team Telecom Armenia

Albert is the Co-founder and Director of WEB- the first internet service provider in Armenia, the Vice president of Internet Society NGO, the Registry of .hwj and .am domains, the president of ArmIX fund as well as a member of Internet Governance Council of the Republic of Armenia.

Toneyan studied at the faculty of Physics of Yerevan State University, is a PhD student at the Chair of Physics of Moscow State University. He is a leading scientist, associate professor at Yerevan State University. Throughout his scientific activity, has written about 40 publications.

Alex Semenyaka, Community Development Officer – Technical Advisor, RIPE NCC

Alex ("Oleksiy") is Community Development Officer – Technical Advisor for the RIPE NCC.

He helps lead the RIPE NCC's engagement with membership, the RIPE community, technical bodies, academia, law enforcement and other Internet stakeholders. As Technical Advisor, Alex also follows Internet industry and government developments related to ICT, particularly in the former Soviet countries, monitors and attends industry conferences and meetings, representing the RIPE NCC, and works with internal stakeholders to enhance the RIPE NCC's training activities.

Pavel Pliakin, Head of Development and Digital Transformation Department, Republican Unitary Enterprise for Supervision on Telecommunications "BelGIE"

Pliakin Pavel graduated from the educational institution "Belarusian State University of Informatics and Radioelectronics" in 2013 with a degree in "radio communication, broadcasting and television systems" and received a bachelor's degree. In 2015, he graduated from the master's program of the educational institution "Belarusian State University of Informatics and Radioelectronics" with a degree in "telecommunication networks" and received a master's degree in technical sciences. In 2022, he completed retraining at the educational institution "Academy of Public Administration under the President of the Republic of Belarus" in the specialty "business administration".

Since September 2024, he has been appointed to the position of Head of the Development and Digital Transformation Department, where at present, in addition to the main tasks of the digital development of the enterprise, he is engaged in the development of a system for assessing the quality of telecommunication services and the development of a mobile application for testing the quality of cellular mobile telecommunication services.

Sattar Zhumaseitov, Deputy Director of the State Radio Frequency Service of the Ministry of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan

Sattar Zhumaseitov oversees the work on measuring the quality parameters of communication services, monitoring the radio frequency spectrum, radio electronic means and (or) high-frequency devices in the State Radio Frequency Service of the Ministry of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan.

Sattar Zhumaseitov has extensive experience in the field of telecommunications and radio frequency regulation. Before taking up the position of Deputy Director of the State Radio Frequency Service, he worked at the Republican Center for Radio Frequencies, where he monitored the radio frequency spectrum in the country.

WORKSHOP PROGRAM AND SCHEDULE

Moderator: Nastassia Lahutsik, Digital Technology Analyst, ITU Regional Office for the CIS

Day 1	
09:30-09:50	Opening <ul style="list-style-type: none"> Natalia Mochu, Regional Director of the ITU Regional Office for the CIS Armen Unanyan, Head of Telecommunications Department of the Public Services Regulatory Commission (PSRC) of the Republic of Armenia Kristine Gyonjyan, Director, Union of Operators, Armenia
09:50-10:30	Session 1: ITU activities in the area of quality of service <ul style="list-style-type: none"> Farid Nakhli, Programme Coordinator, ITU Regional Office for the CIS
10:30-11:00	Session 2: Overview of ITU activities in ICT statistics <ul style="list-style-type: none"> Jose Luis Cervera Ferri, Senior Project Manager "Promoting and Measuring Universal and Meaningful Connectivity", ITU
11:00-11:30	Coffee break
11:30-13:00	Session 3: Best practices of international organizations and countries <ul style="list-style-type: none"> Vahan Hovsepyan, External Relations Coordinator, RIPE NCC Albert Toneyan, Independent member of Board of Directors of Team Telecom Armenia Alex Semenyaka, Community Development Officer – Technical Advisor, RIPE NCC Pavel Pliakin, Head of Development and Digital Transformation Department, Republican Unitary Enterprise for Supervision on Telecommunications "BelGIE" Sattar Zhumaseitov, Deputy Director of the State Radio Frequency Service of the Ministry of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan
13:00-14:00	Lunch break
14:00-15:30	Session 4: Administrative Indicators. Fixed Networks <ul style="list-style-type: none"> Mikita Klimovich, Consultant of the Department of Telecommunications and Regulation of the Radio Frequency Spectrum, Ministry of Communications and Informatization of the Republic of Belarus
15:30-16:00	Coffee break
16:00-18:00	Session 5: Administrative Indicators. Cellular Networks <ul style="list-style-type: none"> Mikita Klimovich, Consultant of the Department of Telecommunications and Regulation of the Radio Frequency Spectrum, Ministry of Communications and Informatization of the Republic of Belarus
Day 2	
09:30-11:30	Session 6: Administrative Indicators. Other <ul style="list-style-type: none"> Mikita Klimovich, Consultant of the Department of Telecommunications and Regulation of the Radio Frequency Spectrum, Ministry of Communications and Informatization of the Republic of Belarus
11:30-12:00	Coffee break
12:00-13:30	Session 7: Household and Individual Level Indicators

	<ul style="list-style-type: none"> • Jose Luis Cervera Ferri, Senior Project Manager "Promoting and Measuring Universal and Meaningful Connectivity", ITU
13:30-14:30	Lunch break
14:30-16:00	Session 8: Household and Individual Level Indicators <ul style="list-style-type: none"> • Jose Luis Cervera Ferri, Senior Project Manager "Promoting and Measuring Universal and Meaningful Connectivity", ITU
16:00-16:30	Session 9: Measuring Digital Skills <ul style="list-style-type: none"> • Riina Vuorikari, ITU Consultant
16:30-17:00	Wrap up and workshop closing