



# **REPORT ON THE NATIONAL CAPACITY-BUILDING WORKSHOP ON ICT INDICATORS**

**Tirana, Albania      4 – 5 June, 2014**

The ITU Capacity-building Workshop on ICT Indicators in Albania was organized in collaboration with the Ministry for Innovation and Public Administration of Albania that kindly hosted the event in the premises of the National Agency on Information Society (NAIS) in Tirana, on 4-5 June 2014.

The workshop was addressed to experts who are directly responsible for collecting and/or producing ICT statistics in the Ministry for Innovation and Public Administration/NAIS, the Electronic and Postal Communication Authority (AKEP, the regulator), the Institute of Statistics of Albania (INSTAT, the national statistical office) and the Albanian operators. The workshop was attended by 35 participants from five Albanian public administrations and seven Albanian telecommunication operators. ITU was represented by Mr Ivan Vallejo, Market Analyst, ICT Data and Statistics Division, ITU/BDT, and Mr José Cervera, Director of DevStat and consultant to ITU.

The main objectives of the workshop were:

- i. stocktaking of the status of ICT statistics, data gaps and measurement challenges in Albania;
- ii. information sharing / training on international standards and methodologies for ICT indicators;
- iii. presentation of international benchmarks to measure ICT developments, current areas of policy attention and emerging trends;
- iv. assessment of priority data needs for policy making in Albania;
- v. formulation of conclusions and way forward on how to enhance ICT measurement in Albania.

Mr Lorin Ymeri, Chief of Cabinet of the Ministry for Innovation and Public Administration, moderated the opening session that featured a keynote speech by the Director of Department for Digital Agenda for ICT, Ms Vilma Tomço, on behalf of the Minister for Innovation and Public Administration. Ms Elsa Dhuli, Director of Economic Statistics of INSTAT, gave some opening remarks on the work carried out by INSTAT in the area of ICT access and use by households and businesses and Mr. Altin Rrapaj, Director of Economic Regulation of AKEP, presented the perspective of the Albanian regulator on ICT data collection. On behalf of ITU, Mr Ivan Vallejo took the floor in the opening ceremony to address some remarks to the participants, and thanked the commitment of the Albanian administration in the organization of the workshop. Ms Irena Malloli, Director of Electronic, Postal Communications and Integration of NAIS, closed the opening sessions by giving an overview of the processes and the stakeholders involved in the production and dissemination of official ICT statistics in Albania.



**Opening session, from left to right:** Ms Elsa Dhuli, Director of Economic Statistics, INSTAT; Mr José Cervera, consultant to ITU; Ms Irena Malloli, Director of Electronic, Postal Communications and Integration, NAIS; Mr Ivan Vallejo, ICT Data and Statistics Division, ITU; Mr Lorin Ymeri, Director of Cabinet, Minister for Innovation and Public Administration; Ms Vilma Tomço, Director of Digital Agenda for ICT Department, Ministry for Innovation and Public Administration; Mr Altin Rrapaj, Director of Economic Regulation, AKEP.

The workshop was conducted over one and a half days, and included 10 presentations that were delivered by ITU, NAIS, INSTAT and AKEP. The first technical session provided an overview of the work on ICT measurement undertaken globally by the ICT Data and Statistics Division, ITU/BDT, including the Measuring the Information Society report, the ICT Development Index (IDI) and the ICT Price Basket (IPB).

The session also presented the work of the ITU expert groups in the area of ICT statistics – the Expert Group on Telecommunication/ICT Indicators (EGTI) and the Expert Group on ICT Household Indicators (EGH) – and the World Telecommunication/ICT Indicators Symposium (WTIS). The session was closed with a presentation of the different mechanisms for the national coordination of ICT statistics, and a discussion of the role of the different stakeholders involved in the data production and dissemination in Albania.

Three sessions were devoted to the discussion of ICT data collected from household surveys and censuses. The new ITU *Manual for Measuring ICT Access and Use by Households and Individuals* and the revised list of core ICT household indicators were presented. INSTAT explained its work in the area of ICT statistics from household and business surveys. Building on the strengths of INSTAT's ICT data collection from households – such as the recent Population and Housing Census and the inclusion of questions on ICTs in the Living Standards Measurement Survey and the Household Budget Survey – it was discussed how to extend it to include all indicators collected at the international (ITU) level, taking also into account the requirements of the European Statistical System.



Experts attending the workshop (left) and ITU presentation (right).

Three sessions were dedicated to the discussion of ICT data collected from operators. Throughout these sessions, experts from the Albanian operators participated in the discussions and provided a complementary view to that of data collectors. The main indicators included in the ITU *Handbook for the Collection of Administrative Data on Telecommunications/ICT* were presented, with a focus on the measurement of broadband services. AKEP showed the processes and forms for the collection of ICT statistics from operators in Albania, and the ongoing revision of these forms. The session was closed with a discussion of the indicators on revenue and investment in telecommunications.

In addition to the technical discussions, ITU presented the response of Albania to the ITU statistical questionnaires and highlighted the main areas that require further improvement (e.g. fixed-broadband subscriptions broken down by speed, ICT data from household surveys). It was also highlighted the role of the two expert groups (EGTI and EGH) as the ITU fora for the discussion of ICT indicators, and participants were encouraged to register and take a proactive role in the discussions and decisions concerning the ITU data collection.

In accordance with the feedback and input from the participants, a set of conclusions and recommendations were adopted. The conclusions highlight the current status of ICT measurement in Albania and propose some guidelines on the way forward.

The participants were pleased of the outcome of the workshop. ITU expressed its gratitude to the participants for their active involvement in the discussions and thanked the Ministry for Innovation and Public Administration/NAIS for hosting such a useful and informative workshop.