



Capacity building Workshop on Information and Communication Technology (ICT) indicators

Saint Lucia
24-27 February 2014

Main findings and recommendations

ICT Data and Statistics Division
BDT/ ITU



Workshop objectives

- Information sharing/training on international standards and methodologies on ICT measurement
 - Telecommunication/ICT indicators
 - ICT statistics in household surveys
 - International goals and targets
- Stocktaking of existing sources of ICT indicators and identification of data gaps and measurement challenges in Caribbean countries
- Assessment of priority data needs for policy making in Caribbean countries
- Assessment of national coordination mechanisms on ICT statistics in Caribbean countries
- **Formulation of conclusions and recommendations**

Telecommunication administrative data

- Overall data availability in the **Caribbean**:
 - **Mid/low response rate** to ITU questionnaires: 57% for the Short Questionnaire 2013, 38% Long Questionnaire 2013 and 29% price data questionnaire 2013.
- Recommendations:
 - **Plan in advance the data submission**: dates, country focal points, coordination between national data producers
 - Explore the possibility of a common approach to the set of minimum indicators requested to the Telecom/ICT service providers operating throughout the region

Telecommunication administrative data

- Indicator issues in the **Caribbean**:
 - Mobile broadband taking off in the region, **updated data on active mobile-broadband subscriptions and 3G coverage missing** in several countries
 - Incomplete revenue and investment data for the region; **not clear the scope of investment and revenue data reported**
- Recommendations:
 - Work with operators to **ensure compliance with activity criteria** in the reporting of active mobile-broadband data. Collect data on 3G coverage
 - Add **notes in the reporting of revenue and investment data** clarifying the scope. Work with operators to ensure confidentiality while producing aggregated data annually

Telecommunication administrative data

- Agreement on the policy/regulatory relevance of:
 - i. Data on fixed (wired)-broadband by speed
 - ii. Data on international Internet bandwidth
- Recommendations:
 - Collect data on **fixed (wired)-broadband by speed** (<25% of countries in the region submitted data in 2013)
 - Work with operators for the collection of data on "International Internet bandwidth" (**important to know which capacity is collected**)

Telecommunication administrative data

- New ITU indicators:
 - Data on **Internet data traffic not yet collected** in the Caribbean
 - Relevance of pay TV in the region
- Recommendations:
 - Work with operators with a view to collecting data on **Internet traffic indicators**
 - i. Fixed (wired)- broadband Internet traffic
 - ii. Mobile-broadband Internet traffic
 - Collect data on pay-TV subscriptions following the latest ITU definitions

Telecommunication administrative data

- Expert Group on Telecommunication/ICT Indicators:
 - **Limited participation** of Caribbean countries in the main ITU forum of discussion of administrative indicators.
- Recommendation:
 - Register to the EGTI **online** forum and **actively participate** in the discussions
 - Explore the means of having the view of Caribbean countries (in terms of ICT data) conveyed in the ITU meetings on ICT indicators: WTIS, EGTI and EGH meetings

Household ICT statistics

- Overall:
 - **Response rate** to ITU HH long questionnaire 2013 was 10% (2 countries) and to HH short questionnaire 2013 was 24% (5 countries)
 - Some household access indicators (HH1 to HH4 and HH6) **are available from census 2010 round. Some data are available but some are not reported/disseminated**
 - The individual usage indicators are **not widely available from survey. Very few countries have data on these indicators, and if they do they are not for 2012/2013.**
- Main data sources and surveys: standalone ICT surveys – not available, multi-purpose HH surveys are available in some countries
- Main **data gaps**: some data exist for HH4 and HH6 (households with computers/Internet) and HH7 (Internet users) collected by some countries that conducted the census; most of the **ICT usage indicators** are not available
- **Funding of surveys** is an issue for almost all of the countries in the Caribbean region

Household ICT statistics

- Recommendations:
 - **Ministries, NRAs and NSOs should coordinate** in terms of ICT measurement (see national coordination)
 - Countries should consider **including** in their NSDS the item on ICT statistics
 - **NSOs should report ICT-related statistics** regularly through the ITU *Households Questionnaire* that is sent to the focal point in the NSO every year.
 - Complete the questionnaire for all years where information is available for at least one of the ICT core indicators.

Household ICT statistics

- An **ICT household survey** could be conducted every two years. In between, **questions on the use of Internet, and household access to Internet and computer should be added** to existing regular national households surveys, such as labour force surveys, household income expenditure surveys.
- Raise **awareness** on the importance of collecting ICT statistics for policy-making and national data users' needs

Household ICT statistics

- Recommendations (cont):
 - The *ITU Manual for Measuring ICT Access and Use by Households and Individuals 2014 edition* should be used as the main reference document for defining and collecting ICT household statistics
 - Experts from countries are **encouraged to join the ITU Expert Group on Household indicators (EGH)** and its online discussion forum
 - **Assistance** to countries on the collection of ICT household statistics could be provided based on needs of countries and requests made to ITU

International Development Targets

- Ongoing process of revision of international development targets also related to ICTs: **SDGs and WSIS + 10**
- Recommendations:
 - **Coordinate with national administrations** participating in the revision **in order to provide statistical support** to the definition of targets and indicators

National coordination

- ICT data collection and dissemination involves a number of different stakeholders at the national level
- **Coordination among ICT Ministries, NRAs and NSOs should be enhanced** in the region in order to improve the ICT data production and dissemination
- A **national coordination mechanism could be established** in countries of the region (e.g. inter-agency committee), which brings together regularly all stakeholders involved in ICT statistics (ICT Ministries, sector Ministries, regulators (NRAs), NSOs, data users), to discuss data priorities based on policy needs, and manage and harmonize data production and dissemination

Other issues identified

- Importance of having a database system that could be used by countries in collecting, storing and disseminating ICT statistics
- ITU to **review the feasibility** of developing a database solution that could be used by developing countries in collecting, storing and disseminating ICT statistics
- ITU should continue its **collaboration** with regional agencies, such as ECTEL, CARICOM and OECS, in improving availability of comparable ICT statistics in the region

Resources

- ITU statistics:
<http://www.itu.int/ITU-D/ict/>
- ITU data collections/questionnaires
<http://www.itu.int/en/ITU-D/Statistics/Pages/datacollection/default.aspx>
- ITU Handbook, Manual and Expert Groups:
<http://www.itu.int/ITU-D/ict/definitions/>
- Partnership on Measuring ICT for Development and WSIS Statistical framework:
<http://www.itu.int/ITU-D/ict/partnership/index.html>