

Building the foundations for high-quality ICT statistics from administrative sources

Best practices in data collection from operators

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ZICTA

26th September 2024

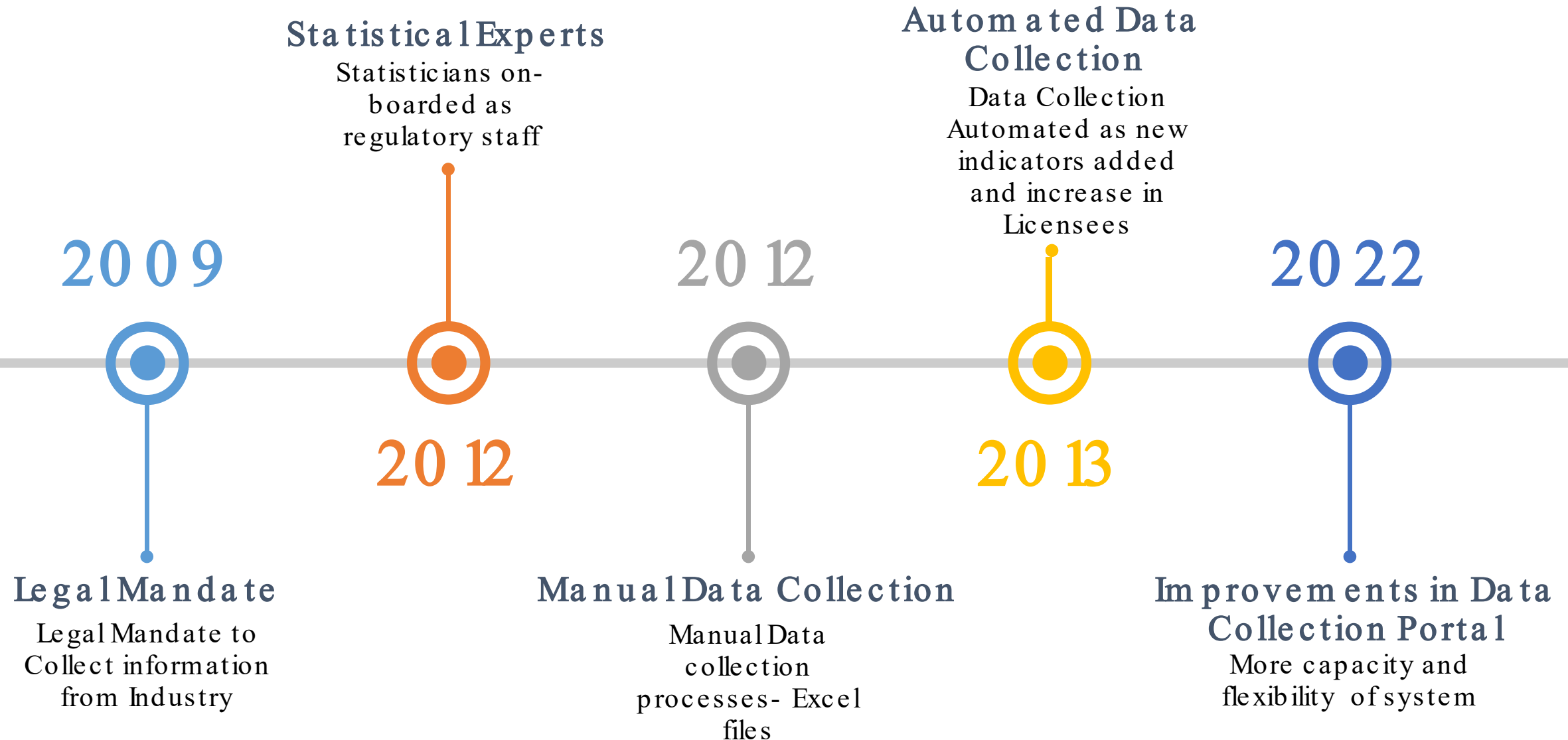
itu.int/egti2024

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Developments in Administrative Data Collection

Continuous Improvements and Innovations



Synopsis of Data Collection Tools Used over Time

NOTE:
You may insert new rows where you feel the list of options provided is not exhaustive. However, remember to provide correct UNITS for entries inserted rows.

 ZAMBIA INFORMATION & COMMUNICATIONS TECHNOLOGY AUTHORITY

NAME OF MNO	Select MNO
QUARTER SUBMITTED	Q3
DATE SUBMITTED	15/04/2022

CLICK ON THE LINKS IN RED FONTS BELOW TO ACCESS THE TEMPLATES

BILLING INFORMATION	TARIFF INFORMATION
EMPLOYMENT	VOLUME INFORMATION
FINANCIAL INFORMATION	INTERCONNECTION INFORMATION
NETWORK INFORMATION	QUALITY OF SERVICE

ZICTA DATABANK

 ZICTA

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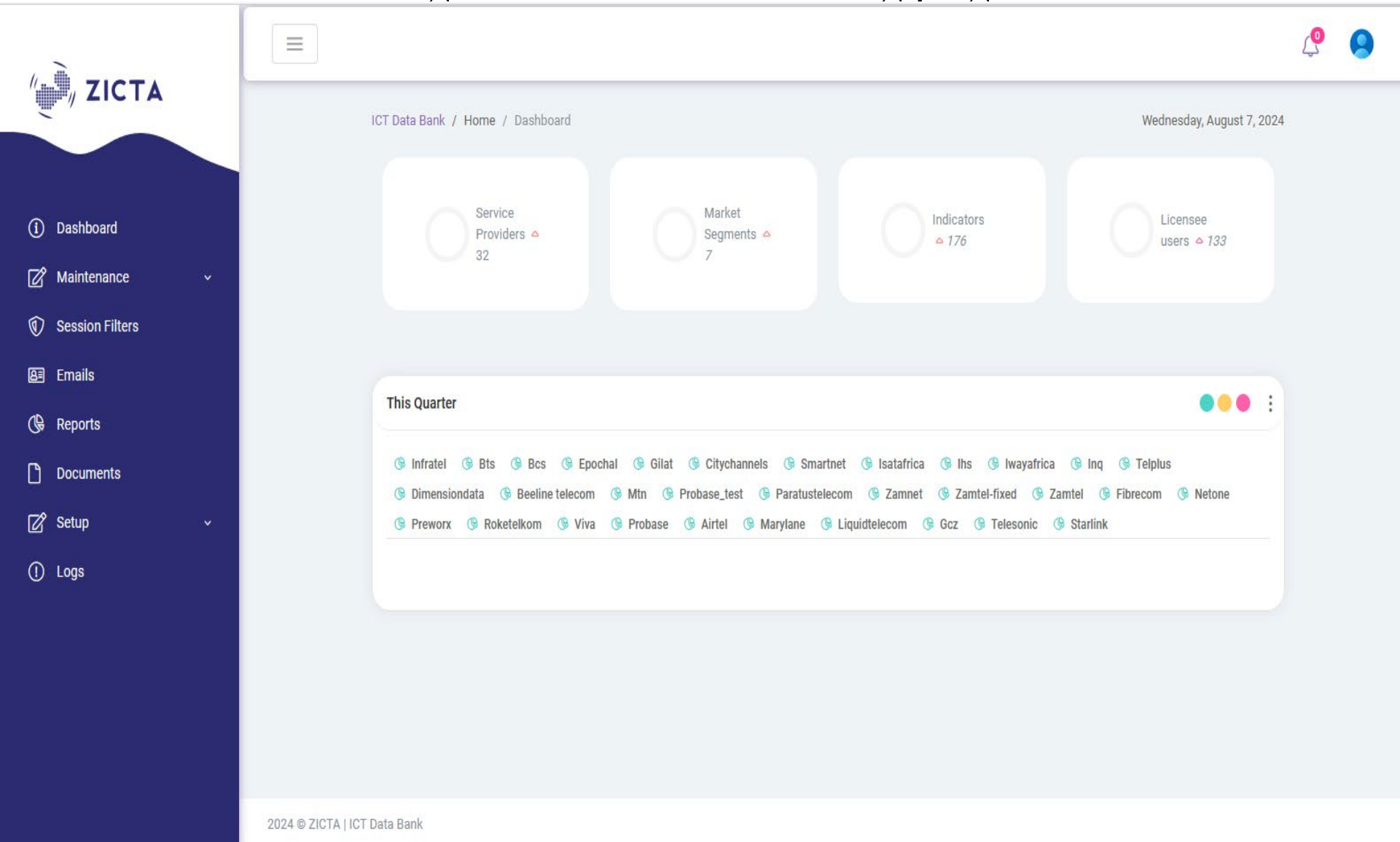
Email Templates



New Platform

Key Features of the Current Platforms

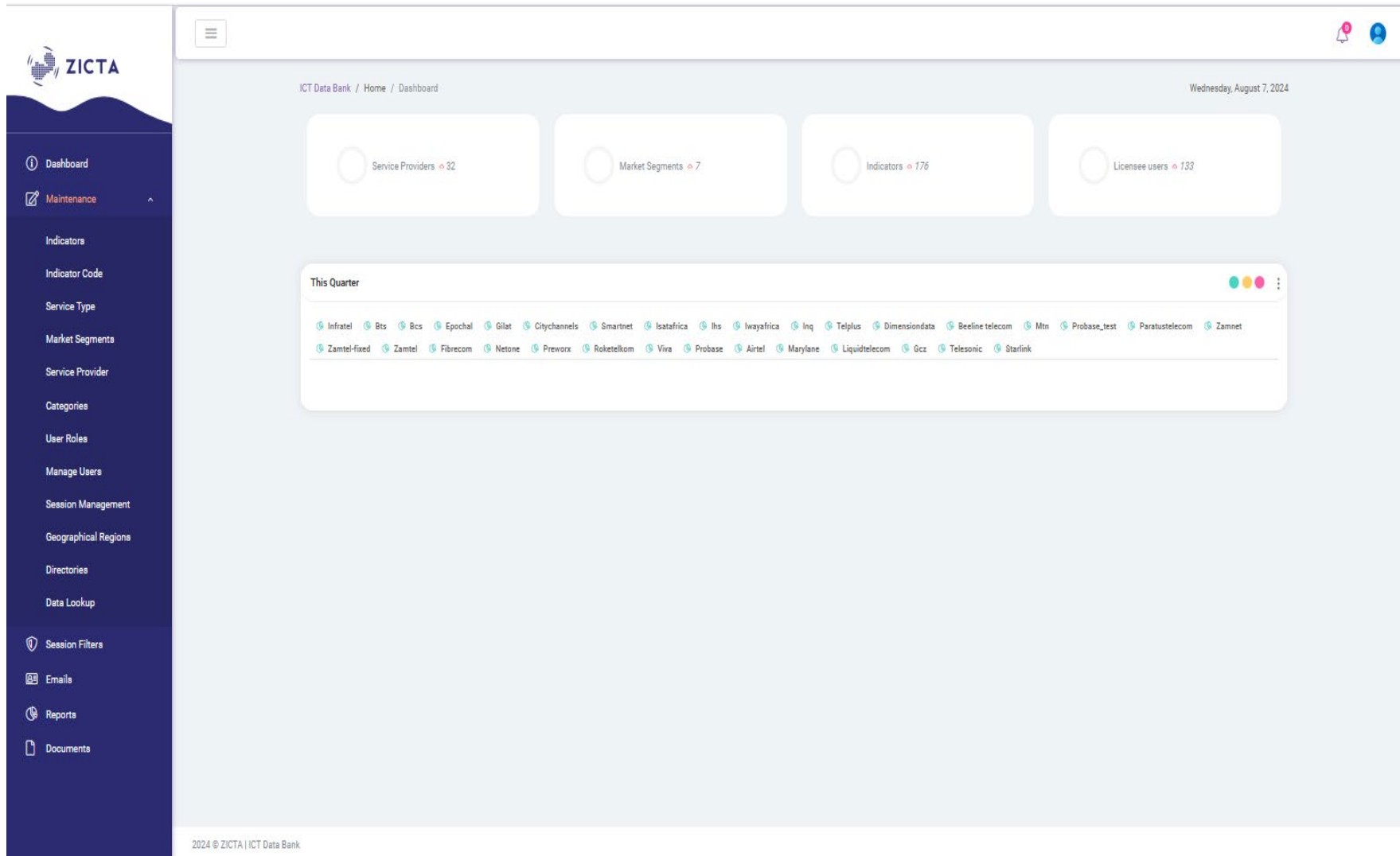
Regulator's View- Landing page & Dashboard Elements



- Reflects all operators, market segments, indicators, licensee users & active licensees
- Ability to maintain in the system - Add & modify operators, indicators etc.
- Generate Reports based on data
- Track compliance

Key Features of the Current Platforms

Maintenance of System



- Review Indicators
- Review market Segments
- Manage users
- Define User Roles
- Onboard Service Providers

Key Features of the Current Platforms

Indicator Management

ICT DATA BANK / Indicators / List

Wednesday, August 7, 2024

Indicators

Create Indicators

Indicators List

Search

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Name	Market Segment	Category	Service Type	Quarterly Reporting	Description	Maker	Checker	Status	Date Created	Last Modified	Actions
Billing - Fixed Billing and Complaints	PSTN	Financial Information	Telecom	No	PSTN Billing information & Complaints	Super	Ian	Active	20/05/2022 15:01:34	27/10/2023 08:07:12	Options
Billing - ISP Billing and Complaints	ISP	Billing	Telecom	No	ISP Billing information & Complaints	Super	Ian	Active	20/05/2022 15:01:34	27/10/2023 08:06:51	Options
Billing - Mobile Billing and Complaints	MNO	Billing	Telecom	No	Billing information	Super	Ian	Active	20/05/2022 15:01:34	27/10/2023 08:05:10	Options
Domestic Retail tariffs	SADC Roaming	Financial Information	Telecom	No	Domestic retail tariffs	Super	-	Inactive	20/05/2022 15:01:34	20/05/2022 15:01:34	Options
Employment - Courier Employment Information	Courier	Employment	Postal/Courier	Yes	Employment information	Super	Super	Active	20/05/2022 15:01:34	23/06/2022 14:50:56	Options

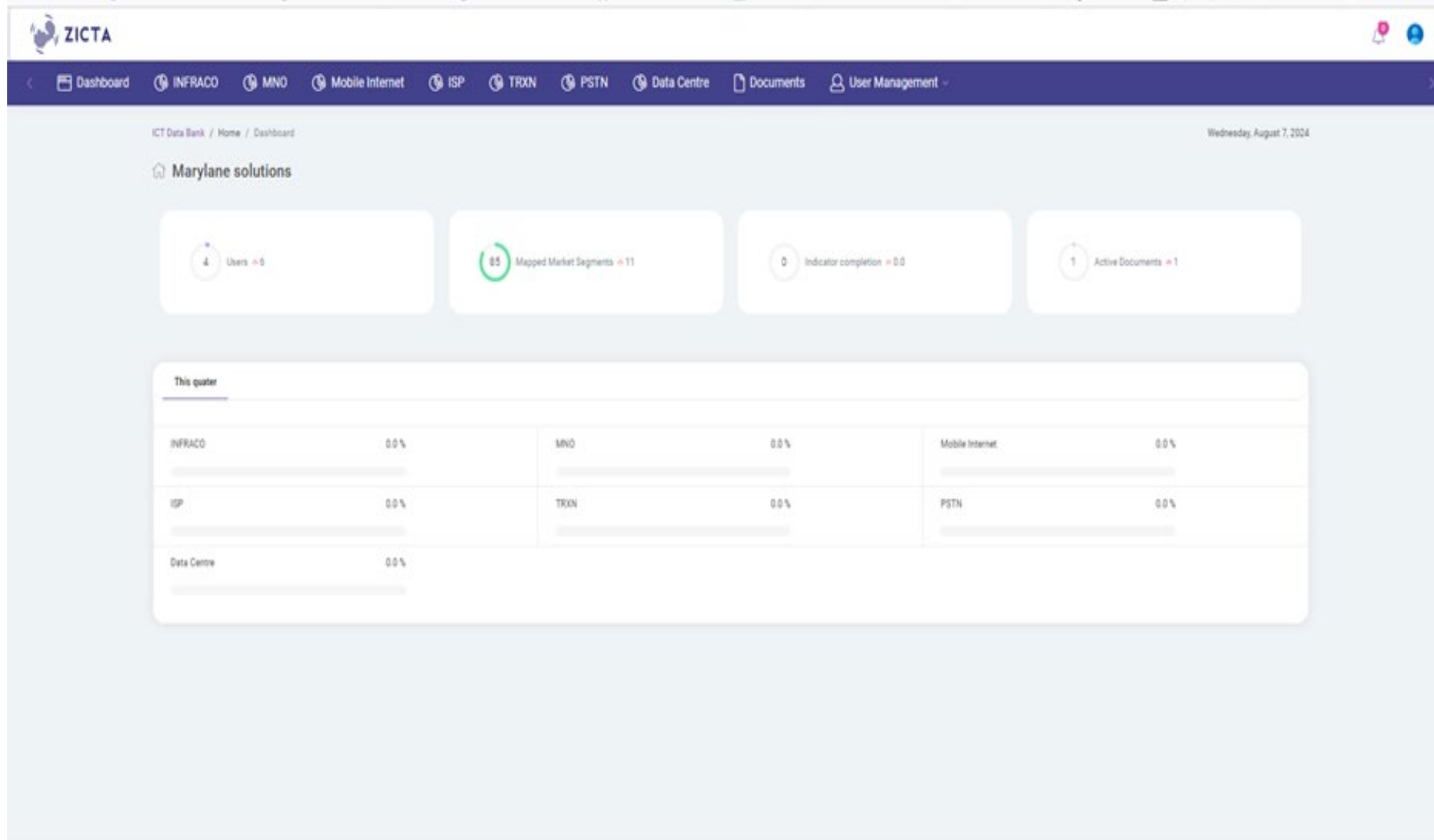
Setup View Edit Deactivate

https://databank.zicta.zm/admin/setup?load=logs

- Market Segments
- Category of Indicator
- Frequency of Reporting
- Status of indicator categories
- Options for creating, viewing, editing & activating indicators

Key Features of the Current Platforms

Operator's View- Landing page & Dashboard Elements



- Reflects only active market segments for licensee
- Progress on compliance
- Generate Reports based on licensee data
- User management and control

Key Features of the Current Platforms

Operator's View- Date entry Window Example

New ISP Submissions
Data Submissions Indicators

Indicators

Search

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Name	Market Segment	Category	Description	Status	Actions
Billing - ISP Billing and Complaints	ISP	Billing	ISP Billing information & Complaints	Pending	Options -
Employment - ISP Employment	ISP	Employment	ISP employment statistics	Pending	Options -
Financial - ISP Revenue by Service	ISP	Financial Information	N/A	Submitted	Options -
Financial - ISP Taxes	ISP	Financial Information	N/A	Pending	Options -
Financial - ISP Investment (CapEx)	ISP	Billing	N/A	Submitted	Options -
Network - ISP Access Network	ISP	Network Information	N/A	Pending	Submit Upload file Options -
Network - ISP Backbone Network	ISP	Network Information	-	Pending	Options -
Network - ISP GIS Information and Google Earth Network Coverage Maps	ISP	Network Information	ISP GIS information and Google earth network coverage maps	Pending	Options -
Network - ISP Network Coverage	ISP	Network Information	N/A	Pending	Options -
QoS - ISP Billing (Target Value)	ISP	Billing	N/A	Pending	Options -

Showing 1 to 10 of 24 entries

1 2 3

- Different submission formats – key-in & file upload
- Progress on compliance
- Real-time update on submission progress by indicator

USE CASES



Public Dissemination



Internal Data Analytics

SOME KEY CONSIDERATIONS



Clear Terms of Reference on scope for development



Training and Capacity Building



Detailed procedures including timelines



Collaboration and partnerships with industry

THANK YOU

GET IN TOUCH

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Communications
Technology Authority

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