

# Agenda



*Technical Webinar on Indicators on ICT access and use by households and individuals*

**Clinic on submitting the ITU household questionnaire**

*27 March 2025*

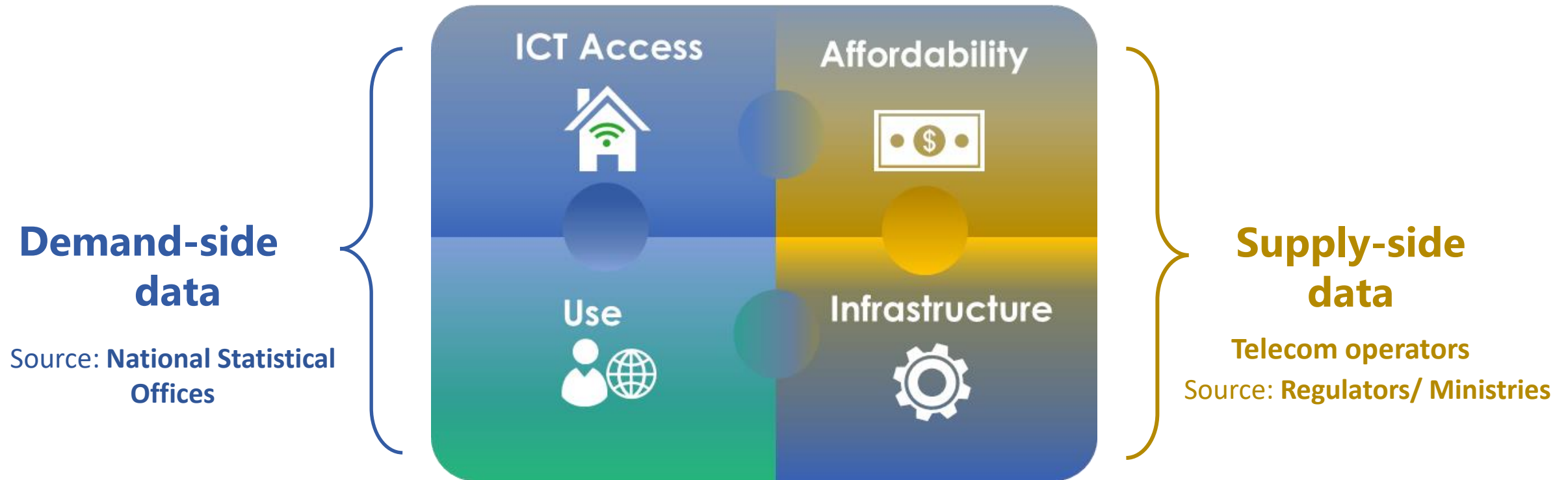
# Overview of questionnaire, submission of contact information and survey metadata

**Viviana Umpierrez**, Statistician

International Telecommunication Union (ITU)

ICT Data and Analytics Division

# How to measure ICTs?



Core ICT indicators approved by the UN Statistical Commission



# Key aspects of the Household questionnaire



## When?

- Once a year** in either of these two periods:
- March to April
  - September to October



## How?

Through the Qualtrics online platform.  
**Notification sent by email.**



## What?

- Survey metadata
- 23 ICT household Indicators at many levels of disaggregation.

# Household Data Collection Schedule 2025

2025

Jan

Feb

Mar

Apr

May

Jun

Jul

Ago

Sept

Oct

Nov

Dec



Questionnaire on ICT Access  
and Use by Households and  
Individuals

Open 5 weeks

24-Mar-2025  
Deadline: 30-Apr-2025

Open 4 weeks

15-Sept-2025 (second round)  
Deadline: 16-Oct-2025



For more detailed  
information regarding  
this questionnaire,  
please visit:

[ITU Data Collection  
Schedule 2025](#)



The indicators collected  
in this questionnaire  
are defined in the:

[Manual for Measuring  
ICT Access and Use by  
Households and  
Individuals](#)



# Questionnaire Overview



Includes indicators related to the Sustainable Development Goals



Welcome



Contact Information



Survey Information



Questionnaire Upload



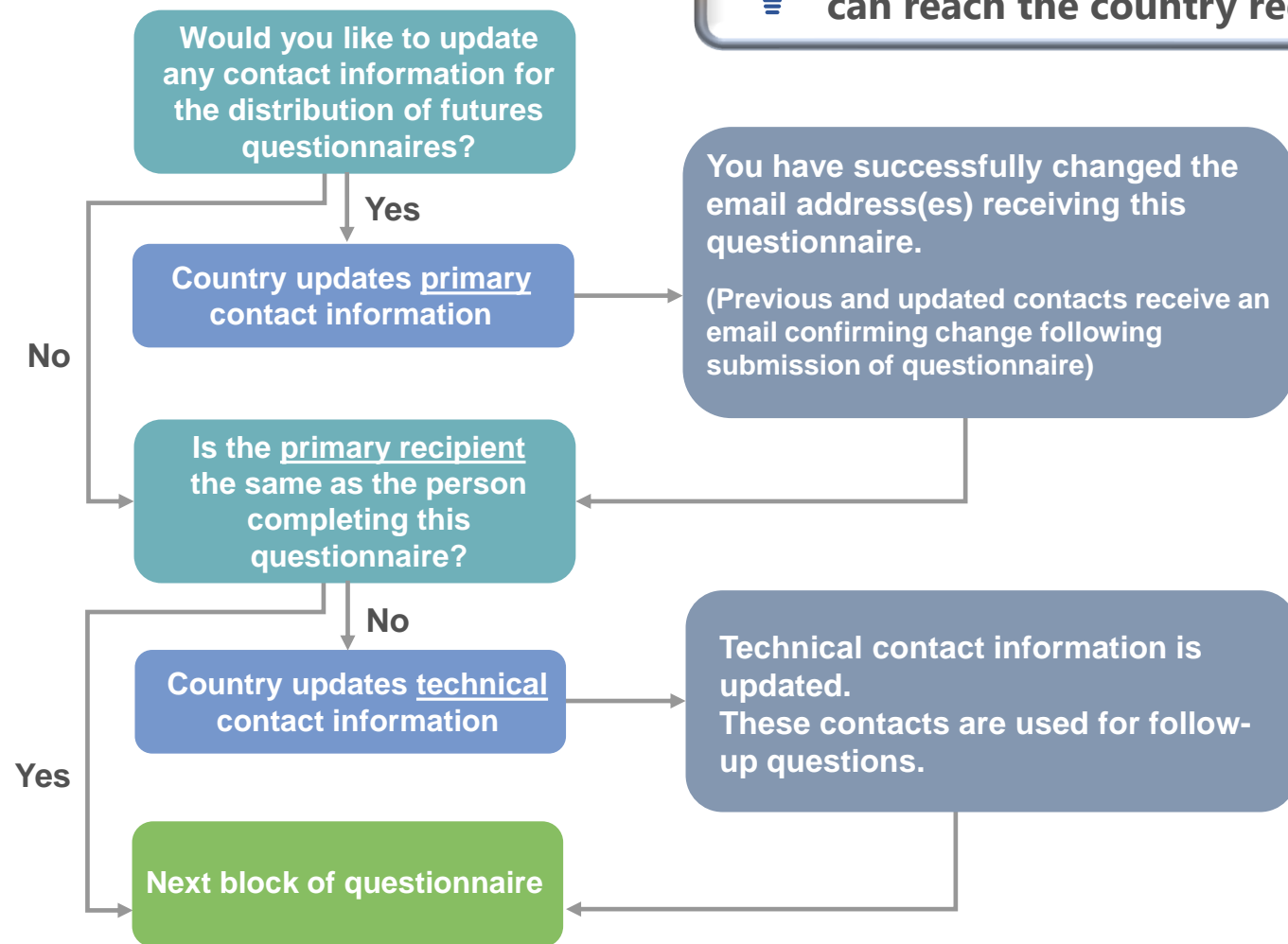
Submission



# Contact Information



Contact information is important because it is the only way the ITU can reach the country regarding ICT household-related queries.





# Survey Information

Survey year for which data are provided

1

## General Survey Information

Ask for the following indicators

- Survey name (English)
- Survey name (Original language)
- Organization/department
- Contact Person
- Period (must include the year)
- Legal basis
- Survey's website URL

2

## Survey Information Matrix Questions

Five Matrix table questions

- Survey type
- Collection technique
- Sampling unit
- Frequency of survey
- Selection of the person replying to the individual ICT questions

3

## Detailed Survey Information

Request the following

- Sampling frame and Sampling design
- Response rate
- Non-response treatment
- Weighting methods
- Standard errors
- Non-sampling error
- In-scope households
- In-scope individuals for individual ICT questions
- Reference period for individual-level ICT questions



# General Survey Information



**Metadata is important to be completed at the highest level of detail to ensure transparency, quality, and to enable coherent analysis and meaningful comparisons of the country's progress over time.**

1

## General Survey Information

Ask for the following indicators

- Survey name (English)
- Survey name (Original language)
- Organization/department
- Contact Person
- Period (must include the year)
- Legal basis
- Survey's website URL



# Survey Information

2

## Survey Information Matrix Questions

Five Matrix table questions

**Survey type:** Data collected through what type of survey? ICT standalone survey or as a module in another survey or census?

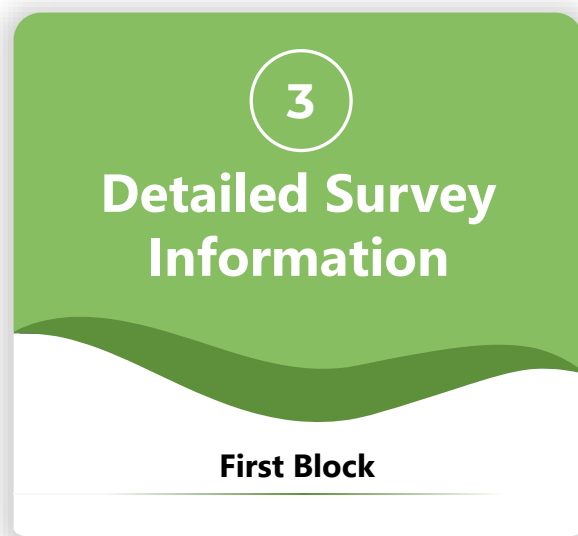
**Collection technique:** How do enumerators record responses? Key indicator for understanding potential survey limitations and changes affecting comparability over time.

**Sampling unit:** Are both households and individuals sampled?

**Frequency of survey:** Is the survey conducted annually? Less frequently? Essential to understand data collection trends, policy priorities

**Selection of the person replying to the individual level ICT questions:** Randomly selected? Head of household replied for all? Important to identify possible differences among countries

# Detailed Survey Information



**Sampling frame:** the basis for sample extraction. like a household register or census, noting inaccuracies like undercoverage and duplication.

**Sampling design:** includes stratification, stages, coverage, and criteria like geographic scope and household characteristics. Indicate if strata are subnational.

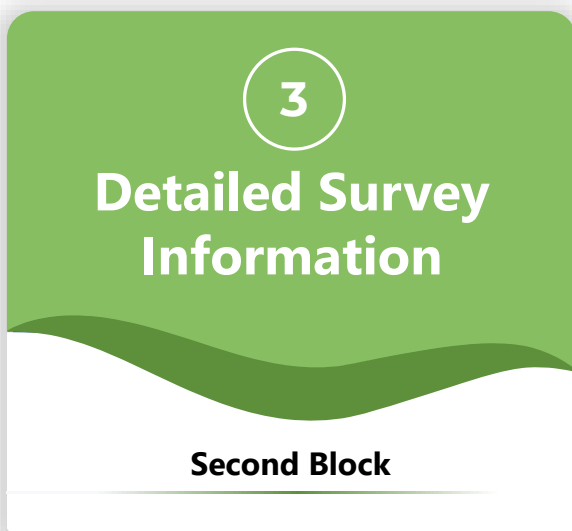
**Response rate:** the percentage of units that responded, broken down by unit type, main variables (e.g., Internet access), and major disaggregations (e.g., gender, urban/rural, age groups).

**Non-response treatment:** indicate if imputations were made for non-response, including all treatments, e.g., imputation rules for units and items/variables.

**Weighting methods:** includes any final benchmarking/post-stratification against independent estimates

**Non-sampling errors:** covers actions to minimize these errors and known biases (e.g., non-response, frame errors, questionnaire bias)

# Detailed Survey Information



**Sampling size (design):** number of statistical units included in the sample design.

**Sampling size (effective):** number of statistical units effectively included in the sample, if different from the design sample.

**In-scope households:** Describe the target population characteristics (e.g., all households, households with members aged 15-74), especially any major scope or coverage limitations.

**In-scope individuals for individual level ICT questions:** contains three questions: (1) **Minimum age** of in-scope individuals; (2) **Maximum age** of in-scope individuals (leave blank if no maximum); and (3) **Other relevant information** on in-scope individuals.

**Reference period for individual-level ICT questions:** Specify the number of recent months used as a reference. Leave blank if no reference period is used. If the reference period varies by question, provide details in the notes for the corresponding indicators.

# In summary for the Survey metadata

- It is essential to provide the survey information in the most complete manner possible.
- Contact information is important because it is the only way the ITU can reach the country regarding ICT household-related queries.
- Survey metadata is important to be completed at the highest level of detail to ensure transparency, quality, and to enable coherent analysis and meaningful comparisons of the country's progress over time.

*Technical Webinar on Indicators on ICT access and use by households and individuals*

## **Clinic on submitting the ITU household questionnaire**

*27 March 2025*

# **Questionnaire upload**

**Nathan Menton**, Statistician

International Telecommunication Union (ITU)

ICT Data and Analytics Division



Funded by  
the European Union

Organized by



# Data submission

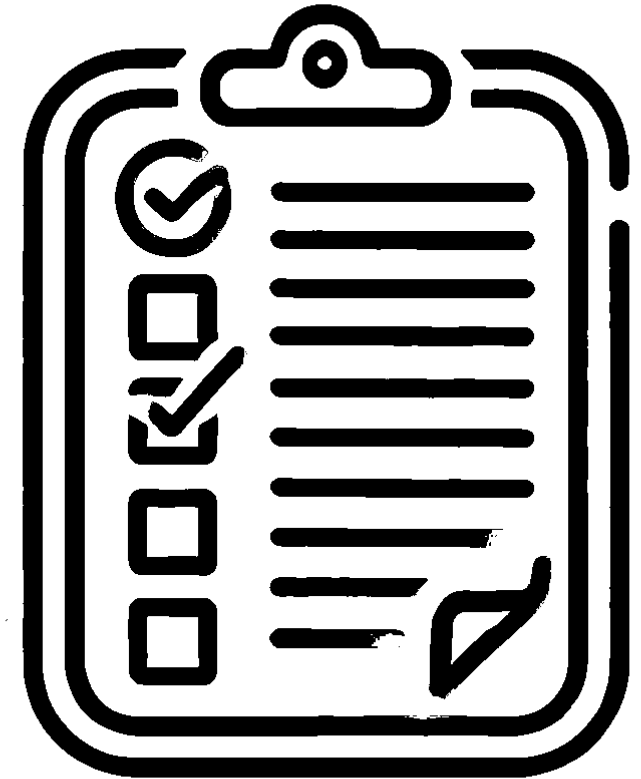
## New questionnaire schedule

- **Detailed questionnaire** can be submitted in March or September
- Short questionnaire is discontinued

## Questionnaire overview

- All data from same household survey
- Provide numbers of households or individuals – **NOT percentage shares**
- Reference period: last three months
- Notes are required where definitions differ from ITU recommendations
- Except for data disaggregated by age (sheet 2b in the Excel), notes are not required regarding age-scope

**Questionnaire is in English - translations available on ITU website**





# Data requested

## Household core indicators

- 23 core household indicators
- Most comprised of multiple sub-questions

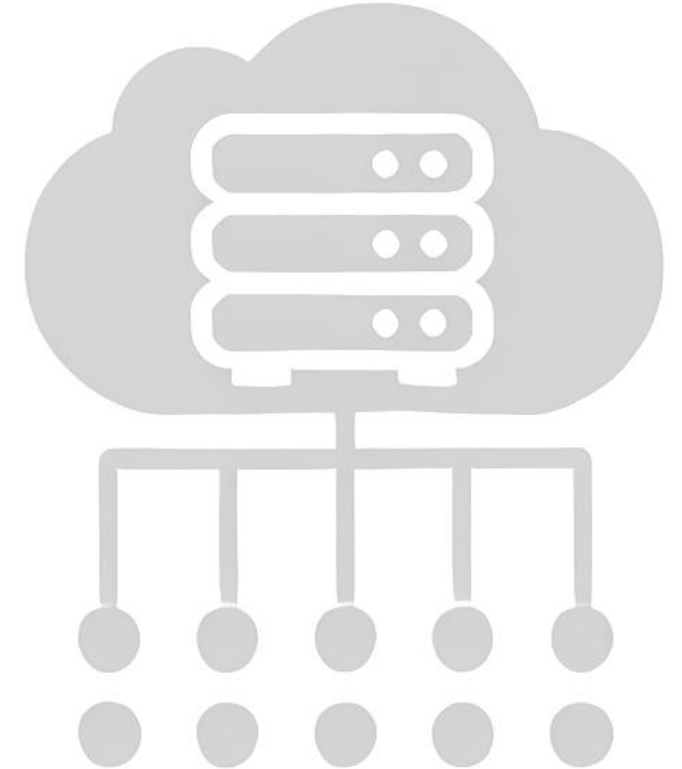
## Disaggregations

- Household level: Urban/rural, household composition
- Individual level: Urban/rural, age, educational attainment, labour force status, occupation, each also disaggregated by gender

## ICT skills

- **NEW** ICT skill levels – by skill area and overall
- No new questions required, existing microdata can be used
- ITU household questionnaire restructured

<https://www.itu.int/en/ITU-D/Statistics/Pages/publications/manual.aspx>



## Tabular Excel format

Survey Completion  
0% ————— 100%

### QUESTIONNAIRE UPLOAD

The ITU ICT Household Long Questionnaire requests data on detailed ICT indicators. Please indicate the number of households or individuals rather than percentage shares for each indicator. The reference period for all indicators in this questionnaire is the **last 3 months**.

You may add any metadata regarding the data points in the Notes, e.g. anything relating to differing definitions, methodology, or time periods. Notes are not needed where definitions are the same as those in the [Manual for measuring ICT access and use by households and individuals](#). Notes related to the in-scope of the survey are also not needed as this information has already been captured in the earlier responses to the survey information section of the questionnaire. Please note that questions related to ICT skills have been [revised from the 2020 Manual](#) according to [recent EGH recommendations](#).

Data can be submitted in either of the following options:

- Using the following downloadable questionnaire: [ITU Households Questionnaire 2025](#). **NOTE: If you choose this option the downloadable questionnaire MUST be used to provide data.**


- Data must be submitted using the downloadable questionnaire (or version from [ITU website](#))
- **Benefits:** Simple way to view and review data
- **Disadvantages:** Can be time-consuming to complete

# Tabular Excel format

- Worksheets for each disaggregation – household/individual data also in separate worksheets
- **Note** definitions in a separate sheet – note code to be used across sheets in Note column
- Validation macro available
  - Checks that shares of totals are not greater than 100%
  - Checks that sums of disaggregations are not greater than totals

2a) ICT Usage by gender and urban/rural				2a)			
The numbers included here should be population estimates (i.e. weighted sampling values).				The numbers incl			
For definitions and further information on the indicators see the ITU Manual for Measuring ICT Ac				For definitions and further information on the i			
No.	Indicators	All individuals		Gender			
				Male		Female	
		Value	Note	Value	Note	Value	Note
TOTAL TARC	TOTAL TARGET POPULATION (NUMBER OF IN-SCOPE INDIVIDUALS):						
HH5	Number of individuals who used a computer (from any location) in the last three months						
COMPUTER	Desktop						
	Laptop (portable) computer						
	Tablet (or similar handheld computer)						

 <b>Questionnaire on Information and Communication Technology (ICT) Access and Use by Households and Individuals</b>	
<Double click> on top of the chapter to open it	
Instructions	
1a	ICT Access by urban/rural and household composition
2a	ICT Usage by gender and urban/rural
2b	ICT Usage by age and gender
2c	ICT Usage by highest education level received and gender
2d	ICT Usage by labour force status and gender
2e	ICT Usage by occupation and gender
Notes	
<Double click> on "check data" to verify the consistency of your data	
<input type="button" value="Check data"/>	

## Flat file submission

- Alternative simple submission option via csv
  - requires only simple mapping of country indicator codes to ITU codes
- Five headings required are provided in a template (Note: use CodeID not Code)
- **Benefits:** One-time mapping simplifies future submissions
- **Disadvantages:** Cannot visually confirm mapping is correct or detect logical errors
  - **Future plans:** Online tool for countries to self-validate data submissions

- Using a csv format. You may download a template with example data, the codebook, and an example of how ICT skill levels should be calculated through the below links.
  - [CSV file](#) (template)
  - [Code description](#)
  - [ICT skills calculations](#) (example)

The csv file should contain data under the following headings:

Code ID	Country	DataYear	Value	Notes
<i>CodeID (from code description file)</i>	<i>Country name</i>	<i>Year of data</i>	<i>Numeric value (totals not percentages)</i>	<i>Text describing differing definitions, methodology, or time periods.</i>

# Flat file format

- Code description file provides a guide to mapping national indicator codes to ITU codes
- Mapping can be done in R, Python or other database tools
- Sample mapping framework
  - Questions or indicators mapped to **Basecode** (~170 unique basecodes)
  - Mapping socio-economic questions to socio-economic columns (e.g. Gender, Age group) or directly to suffixes (e.g. *\_HHCMale*, *\_HHC15to24*)

Code	Code	Basecode	Basecode Description	Indicat	Geographic designation	Household composition (children under 15)	Gender	Age group	Education level	Labour force status	Occupation
5941	HHU422_HHCRural_HHCMale	HHU422	Number of individuals who used a computer (from any	HH5	Rural	Total	Male	Total	Total	Total	Total
5942	HHU422_HHCRural_HHCFemale	HHU422	Number of individuals who used a computer (from any	HH5	Rural	Total	Female	Total	Total	Total	Total
5943	HHU4212_HHTotalIndividual	HHU4212	Number of individuals who used the internet (from any	HH7	Total	Total	Total	Total	Total	Total	Total
5944	HHU4212_HHCMale	HHU4212	Number of individuals who used the internet (from any	HH7	Total	Total	Male	Total	Total	Total	Total
5945	HHU4212_HHCFemale	HHU4212	Number of individuals who used the internet (from any	HH7	Total	Total	Female	Total	Total	Total	Total
5946	HHU4212_HHCUrbanUsers	HHU4212	Number of individuals who used the internet (from any	HH7	Urban	Total	Total	Total	Total	Total	Total
5947	HHU4212_HHCUrban_HHCMale	HHU4212	Number of individuals who used the internet (from any	HH7	Urban	Total	Male	Total	Total	Total	Total
5948	HHU4212_HHCUrban_HHCFemale	HHU4212	Number of individuals who used the internet (from any	HH7	Urban	Total	Female	Total	Total	Total	Total
5949					Rural	Total	Total	Total	Total	Total	Total
5950					Rural	Total	Male	Total	Total	Total	Total
5951					Rural	Total	Female	Total	Total	Total	Total
5961					Total	Total	Total	Total	Total	Total	Total
5962					Total	Total	Male	Total	Total	Total	Total
5963					Total	Total	Female	Total	Total	Total	Total
5964					Urban	Total	Total	Total	Total	Total	Total
5965					Urban	Total	Male	Total	Total	Total	Total
5966					Urban	Total	Female	Total	Total	Total	Total
5967					Rural	Total	Total	Total	Total	Total	Total
5968					Rural	Total	Male	Total	Total	Total	Total
5969					Rural	Total	Female	Total	Total	Total	Total
5970					Total	Total	Total	Total	Total	Total	Total
5971					Total	Total	Male	Total	Total	Total	Total
5972					Total	Total	Female	Total	Total	Total	Total

	A	B	C	D	E	F
1	CodeID	Country	DataYear	Value	Notes	
2	1234	CountryX	2022	10000	This is a note	
3	1234	CountryX	2022	10000		
4	1234	CountryX	2022	10000	This is a note	
5	1234	CountryX	2022	10000		
6	1234	CountryX	2022	10000	This is a note	
7	1234	CountryX	2022	10000		
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						



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*27 March 2025*

# Guidelines for calculating ICT skill levels

**Nehal DESAI**, Statistical Assistant  
International Telecommunication Union (ITU)  
ICT Data and Analytics Division



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the European Union

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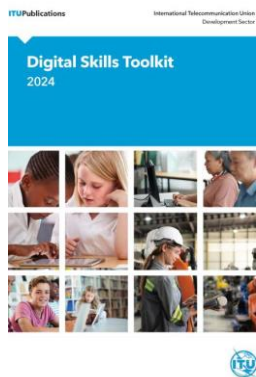
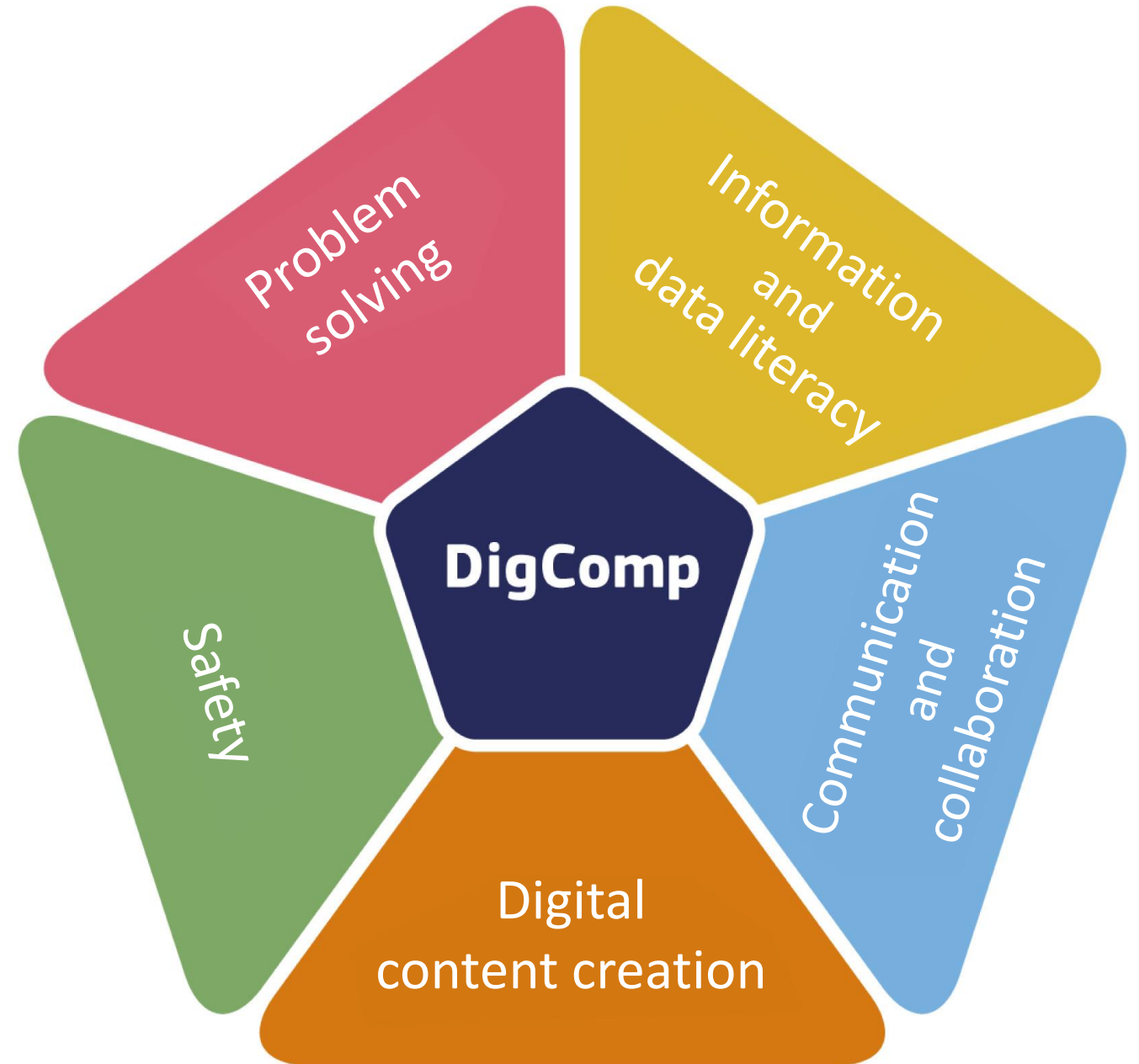


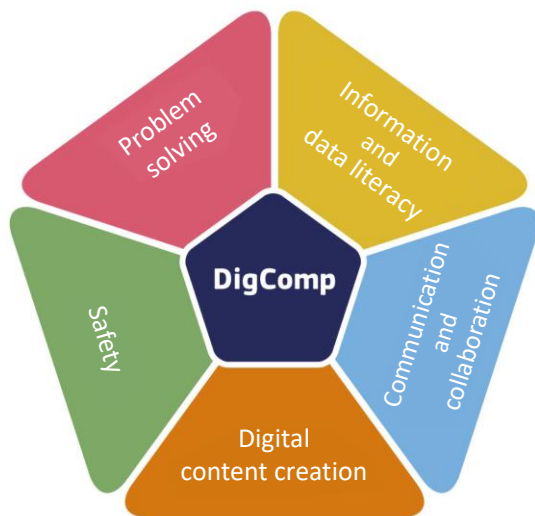
# **How to calculate the ICT *SKILLS* aggregates for individuals**

- 1. Skill levels assessed by five skill areas***
- 2. Skills levels converted to overall skill indicator***



# 5 skills areas that form digital competence





### ***Information and data literacy***

Verifying the truthfulness of information found online

Finding information about goods or services

Accessing news or books in a digital format

Finding health information

### ***Communication and collaboration***

Sending content in messages

Making calls (telephoning over the Internet/VoIP)

Participating on social networking platforms

Taking part in consultations via the Internet to define civic or social issues

### ***Digital content creation***

Editing text documents, spreadsheets or presentations using digital tools

Duplicating or moving data, information and content in digital environments

Creating content combining different digital media

Using spreadsheet software

Programming or coding in digital environments

### ***Safety***

Taking security measures to protect devices and online accounts

Taking measures to protect privacy on your device, account or app

### ***Problem solving***

Connecting new devices

Installing software or apps

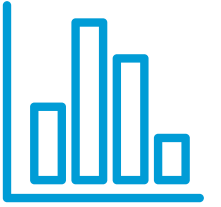
Using Internet or mobile banking

Doing an online course or accessing online learning material

Purchasing or ordering goods or services

# ***1. Skills levels assessed by five skill areas***





## Method of aggregation

**Skill levels assessed for each individual** by skill area

- Based on number of activities within skill

Skill level	# of activities
None	0
Basic	1
Above basic	> 1

- Not assessed in skill areas **where fewer than two activities** collected
- Weighted **equally** within each skill area

## Benefits

- More **diverse activities included** → More comprehensive measure of ICT skills
- Direct measurement** of the share of **individuals** with different levels of skills
- Requires no additional data collection (additional activities already in core list of ICT indicators)

# Worked example

Person	Raw data																				Sums of raw scores					Raw scores converted to levels				
	Information and Data (INFO)				Communication & Collaboration (COM)				Content creation (CONT)				Safety (SAFE)		Problem solving (PROB)				Sampling weight		INFO	COM	CONT	SAFE	PROB	INFO	COM	CONT	SAFE	PROB
A	1	1	1	1	1	0	1	1	1	1	1	1	0	1	1	0	1	1	1	1.00	4	3	4	2	4	AB	AB	AB	AB	AB
B	1	0	0	0	1	0	0	0	1	0	0	0	1	0	1	0	0	0	0	1.50	1	1	1	1	1	B	B	B	B	B
C	1	0	0	1	1	0	0	1	1	0	0	1	0	1	0	1	0	0	1	1.25	2	2	2	1	3	AB	AB	AB	B	AB
D	1	1	0	0	1	1	1	0	1	1	0	0	0	0	0	1	0	0	1	0.75	2	3	2	0	2	AB	AB	AB	N	AB
E	1	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	1.33	2	0	0	1	1	AB	N	N	B	B
F	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0.50	0	1	0	0	1	N	B	N	N	B
G	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2.00	0	1	0	0	0	N	B	N	N	N
H	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.67	0	0	0	0	0	N	N	N	N	N
Total	5.83	3.08	1	2.25	4.5	1.25	1.75	4.25	4.5	1.75	1	2.25	0	5.08	1	4.08	1.75	1.5	2.25	3										
Share	65%	34%	11%	25%	50%	14%	19%	47%	50%	19%	11%	25%	0%	56%	11%	45%	19%	17%	25%	33%										



**Criteria 1:** Individuals should be assessed on the number of activities **within a skill area** they report having done in the last three months and weighted **equally** within each skill area

Criteria 2:	None	Basic	Above basic
	0 activities	1 activity	More than 1 activity

# Worked example

Raw data																				Sums of raw scores					Raw scores converted to levels						
Person	Information and Data (INFO)				Communication & Collaboration (COM)				Content creation (CONT)				Safety (SAFE)		Problem solving (PROB)				Sampling weight	INFO	COM	CONT	SAFE	PROB	INFO	COM	CONT	SAFE	PROB		
A	1	1	1	1	1	0	1	1	1	1	1	1	0	1	1	0	1	1	1	1	1.00	4	3	4	2	4	AB	AB	AB	AB	AB
B	1	0	0	0	1	0	0	0	1	0	0	0	0	1	0	1	0	0	0	0	1.50	1	1	1	1	1	B	B	B	B	B
C	1	0	0	1	1	0	0	1	1	0	0	1	0	1	0	1	0	0	1	1	1.25	2	2	2	1	3	AB	AB	AB	B	AB
D	1	1	0	0	1	1	1	0	1	1	0	0	0	0	0	0	1	0	0	1	0.75	2	3	2	0	2	AB	AB	AB	N	AB
E	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	1.33	2	0	0	1	1	AB	N	N	B	B
F	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0.50	0	1	0	0	1	N	B	N	N	B
G	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2.00	0	1	0	0	0	N	B	N	N	N
H	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.67	0	0	0	0	0	N	N	N	N	N
Total	5.83	3.08	1	2.25	4.5	1.25	1.75	4.25	4.5	1.75	1	2.25	0	5.08	1	4.08	1.75	1.5	2.25	3											
Share	65%	34%	11%	25%	50%	14%	19%	47%	50%	19%	11%	25%	0%	56%	11%	45%	19%	17%	25%	33%											



**Criteria 1:** Individuals should be assessed on the number of activities **within a skill area** they report having done in the last three months and weighted **equally** within each skill area

Criteria 2:	None	Basic	Above basic
	0 activities	1 activity	More than 1 activity

# Worked example

Raw scores converted to levels

Person	INFO	COM	CONT	SAFE	PROB		INFO	COM	CONT	SAFE	PROB
A	4	3	4	2	4		AB	AB	AB	AB	AB
B	1	1	1	1	1		B	B	B	B	B
C	2	2	2	1	3		AB	AB	AB	B	AB
D	2	3	2	0	2		AB	AB	AB	N	AB
E	2	0	0	1	1		AB	N	N	B	B
F	0	1	0	0	1		N	B	N	N	B
G	0	1	0	0	0		N	B	N	N	N
H	0	0	0	0	0		N	N	N	N	N



**Criteria 1:** Individuals should be assessed on the number of activities **within a skill area** they report having done in the last three months and weighted **equally** within each skill area

**Criteria 2:**

None	Basic	Above basic
0 activities	1 activity	More than 1 activity



# Worked example

Levels converted to Y/N

Person																
	INFO	COM	CONT	SAFE	PROB	INFO		COM		CONT		SAFE		PROB		
	Basic	Above basic	Basic	Above basic	Basic	Above basic	Basic	Above basic	Basic	Above basic	Basic	Above basic	Basic	Above basic		
A	4	3	4	2	4		0	1	0	1	0	1	0	1	0	1
B	1	1	1	1	1		1	0	1	0	1	0	1	0	1	0
C	2	2	2	1	3		0	1	0	1	0	1	1	0	0	1
D	2	3	2	0	2		0	1	0	1	0	1	0	0	0	1
E	2	0	0	1	1		0	1	0	0	0	0	1	0	1	0
F	0	1	0	0	1		0	0	1	0	0	0	0	0	1	0
G	0	1	0	0	0		0	0	1	0	0	0	0	0	0	0
H	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0



**Criteria 1:** Individuals should be assessed on the number of activities **within a skill area** they report having done in the last three months and weighted **equally** within each skill area

**Criteria 2:**

None	Basic	Above basic
0 activities	1 activity	More than 1 activity

## ***2. Skills levels converted to overall skill indicator***



## EGH recommendations

- EGH agreed that countries collecting data on the 5 skill areas should calculate overall digital skill levels for individuals
- Countries collecting data for only 3 or 4 of the skill areas encouraged to calculate overall skills levels for use at **the national or local level**

Category	Definition
Above basic skills	Above basic skills in all five areas
Basic skills	At least basic skills in all five areas – can be basic or above basic, but not all five at above basic
4 of 5	<i>Basic or above basic</i> in any <b>four areas</b> and <b>no skills in one area</b> (at least basic in four of five areas).
3 of 5	<i>Basic or above basic</i> in any <b>three areas</b> and <b>no skills in two areas</b> (at least basic in three of five areas).
2 of 5	<i>Basic or above basic</i> in any <b>two areas</b> and <b>no skills in three areas</b> (at least basic in two of five areas).
0-1 of 5	No skills in <b>four or five areas</b> (at least basic in one or fewer of five areas).

# Worked example

Levels converted to Y/N

Person	INFO		COM		CONT		SAFE		PROB		Sampling weight	OVERALL					Above basic
	Basic	Above basic	Basic	Above basic	Basic	Above basic	Basic	Above basic	Basic	Above basic		0-1 out of 5	2 out of 5	3 out of 5	4 out of 5	Basic	
A	0	1	0	1	0	1	0	1	0	1	1.00	0	0	0	0	0	1
B	1	0	1	0	1	0	1	0	1	0	1.50	0	0	0	0	1	0
C	0	1	0	1	0	1	1	0	0	1	1.25	0	0	0	0	1	0
D	0	1	0	1	0	1	0	0	0	1	0.75	0	0	0	1	0	0
E	0	1	0	0	0	0	1	0	1	0	1.33	0	0	1	0	0	0
F	0	0	1	0	0	0	0	0	1	0	0.50	0	1	0	0	0	0
G	0	0	1	0	0	0	0	0	0	0	2.00	1	0	0	0	0	0
H	0	0	0	0	0	0	0	0	0	0	0.67	1	0	0	0	0	0
Total	1.5	4.3	4.0	3.0	1.5	3.0	4.1	1.0	3.3	3.0		2.7	0.5	1.3	0.8	2.8	1.0
Share	17%	48%	44%	33%	17%	33%	45%	11%	37%	33%		30%	6%	15%	8%	31%	11%



**Criteria 1:** Individuals should be assessed on the number of activities **within a skill area** they report having done in the last three months and weighted **equally** within each skill area

**Criteria 2:**

None	Basic	Above basic
0 activities	1 activity	More than 1 activity

When you have finished preparing these data, please upload your questionnaire or csv file using the button below.

Drop files or click here to upload

**Please provide the survey year for which data are provided in this questionnaire and then select Save and continue.**

*If you would like to submit data for an additional year(s) please contact ITU ([indicators@itu.int](mailto:indicators@itu.int)).*

Survey year

2023



Do you expect to have new or updated data on ICT access and use by households and individuals that can be shared in September 2025? If you select no, you will not be contacted during the next ITU data collection round.

☐ Yes

☐ No

☐ Unsure

You have uploaded:

File name	File size (bytes)	Survey year
ITU_Households_Questionnaire_2025.xls	7009792	2023

**If this is not correct please return to the previous page(s) to reupload your file(s).**

**If you feel comfortable about the answers you have provided, please select Submit to finish the questionnaire.**



Submit

## Questionnaire submission

# Submitting questionnaire

- Drag and drop completed file – csv or tabular Excel – **Survey year must be entered**
- If respondents do not expect new or updated data **they will not be contacted in September**
- Confirmation of uploaded file and data year provided prior to submitting questionnaire
- Automated thank you message with all responses sent post-submission
- ITU to follow up if any clarification needed

# Thank you for your attention!

For questions and feedback: [indicators@itu.int](mailto:indicators@itu.int)

For more information on the revised ICT skills indicators:

[https://www.itu.int/en/ITU-D/Statistics/Documents/publications/manual/ITU\\_HHManual\\_ICTskills\\_rev2025.pdf](https://www.itu.int/en/ITU-D/Statistics/Documents/publications/manual/ITU_HHManual_ICTskills_rev2025.pdf)

Report of the EGH subgroup available here:

[https://www.itu.int/itu-d/meetings/egh2024/wp-content/uploads/sites/28/2024/09/EGH2024\\_ICTSkillsReport.pdf](https://www.itu.int/itu-d/meetings/egh2024/wp-content/uploads/sites/28/2024/09/EGH2024_ICTSkillsReport.pdf)

