

**8th World Telecommunication/ICT Indicators
Meeting (WTIM-10)**
Geneva, Switzerland, 24 - 26 November 2010



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8th World Telecom/ICT Indicators Meeting



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PARTNERSHIP ON
MEASURING ICT
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- Partnership launched in June 2004 at UNCTAD XI
- Partnership objectives:
 - To work with NSOs, regulators, ministries, etc. to develop a common set of ICT indicators in general and in key sectors
 - Enhance the capacity of National Statistical Offices and other stakeholders on collection and processing of ICT indicators
 - Develop a global database on ICT statistics

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Members of TGEG

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The TGEG Process

- Following preparation of a conceptual draft from ECA in December 2006, several meetings in Africa, Europe and Latin America discussed development of the indicators
- From February 2010 the Finland Government through VTT supports the TGEG in developing the indicators, with participation of all TGEG members
- Several meetings (Geneva, Korea, etc.) and email exchanges, teleconf were carried out to review work on progress from VTT and make recommendations



Objectives of the e-Gov indicators

- To capture and measure readiness of government (including in developing countries) in terms of information technology deployment (infrastructure, investment, HR, etc.) and exploitation
- To measure access to government services
- To measure use of ICT in decision making and its role in the governance process
- To promote administrative efficiency
- To obtain high quality and internationally comparable data
- To promote ICT investments, etc.



Some criteria for selecting the e-Government indicators

Indicators shall be

- relevant in describing e-government from essential aspects
- reliable in providing robust data for decision-making
- available now or in the near future required for data collection
- understandable from citizens, companies and other government bodies benefitting from e-government services or deploying them
- statistically robust and accordingly comparable and consistent in order to form a basis for statistical practice and to be applied for benchmarking
- linked to benefits arising from e-government indicators to users
- Streamlined and systemic in its structure, data collection, etc.

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Challenges in developing e-government indicators

- Feasibility and collection of statistically robust e-government data
- Definitions of e-government vary in scope - harmonisation
- What units of which levels should be included as respondents
 - National, regional, local, organisational
- Measurement of intensity and quality of offering of e-services
- Viable, operational and statistical categorization of e-government services
- Heterogeneity of governments and government units globally
- Digital divide and cost burden of collecting e-government data
- Defining and deciding unambiguous and clear set of indicators
- Dynamic and flexible changes of indicators by emerging requirements

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Draft list of 8 e-Gov indicators proposed by TGEG members

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No	Name of Indicator
EG1	% of persons employed in central government institutions routinely using computers
EG2	% of persons employed in central government institutions routinely using the Internet
EG3	% of central government institutions with a Local Area Network (LAN) connecting at least two computers
EG4	% of central government institutions with an Intranet


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No	Name of Indicator
EG5	% of central government institutions with Internet access by type of access (narrowband, broadband)
EG6	% of central government institutions with a web presence
EG7	% of central government institutions offering data services targeted to mobile phone users
EG8	% of central government institutions offering online services by level of sophistication of service

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Specifications of indicators

Each indicator will be accompanied with:

- definition and purpose
- data requirement
- method of data collection and data sources
- formula and how the indicator is calculated
- model questions
- interpretation
- methodological issues or operational limitations
- notes

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The Way forward

- Collect input from WTIM participants
- Collect input from all stakeholders by 31st December 2010 through itca@uneca.org
- Complete Technical Specifications by February 2011
- Organize teleconferences and email exchanges between TGEg members
- All countries are encouraged to collect data on e-government, based on the list of e-government indicators developed by the Partnership
- Translate and disseminate final document by June 2011
- The finalized list of e-government indicators should be endorsed by the UN Statistical Commission, the latest in 2012

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Thank You !

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