



17th WTIS – 1-3 December – online event



CoViD and ICT:
the Italian perspective

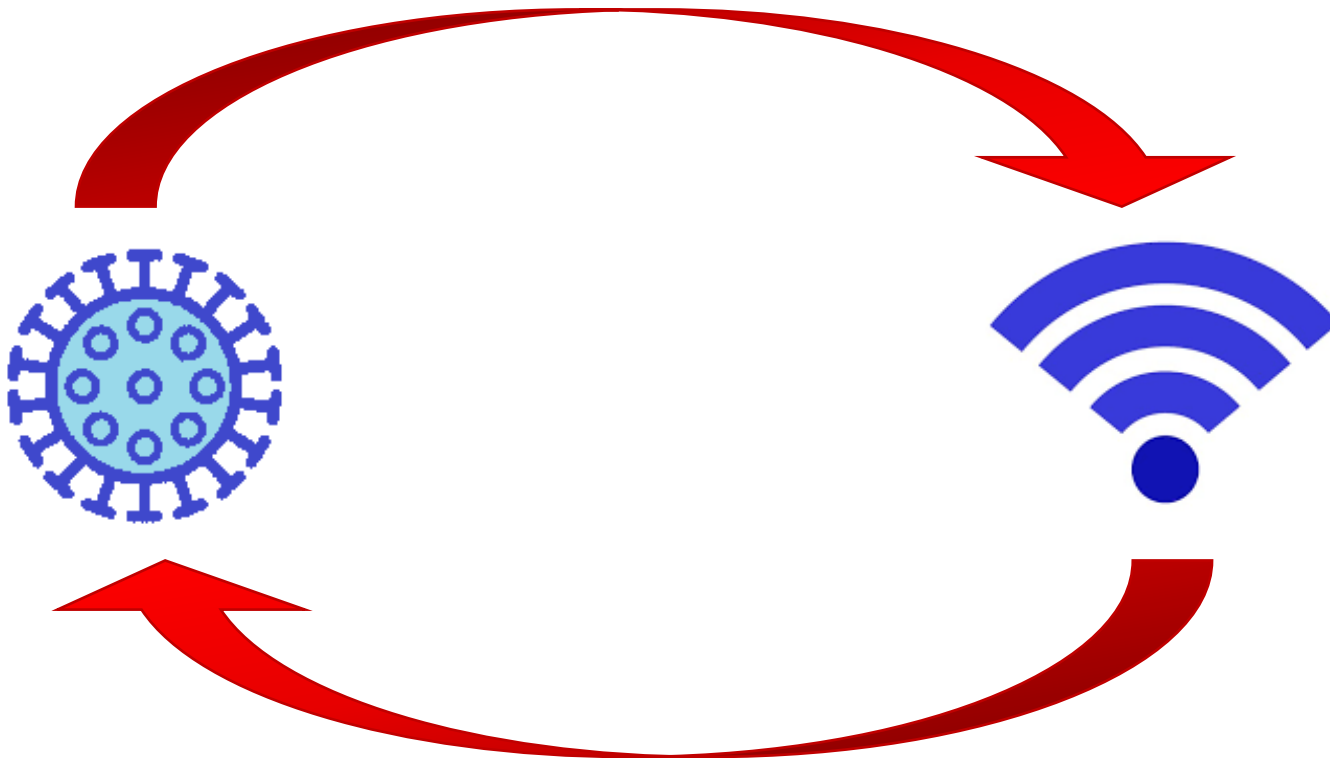


Eng. Silvio De Nicola, PhD



A two-way relationship

THE IMPACT OF VIRUS ON ICT



THE IMPACT OF ICT ON VIRUS

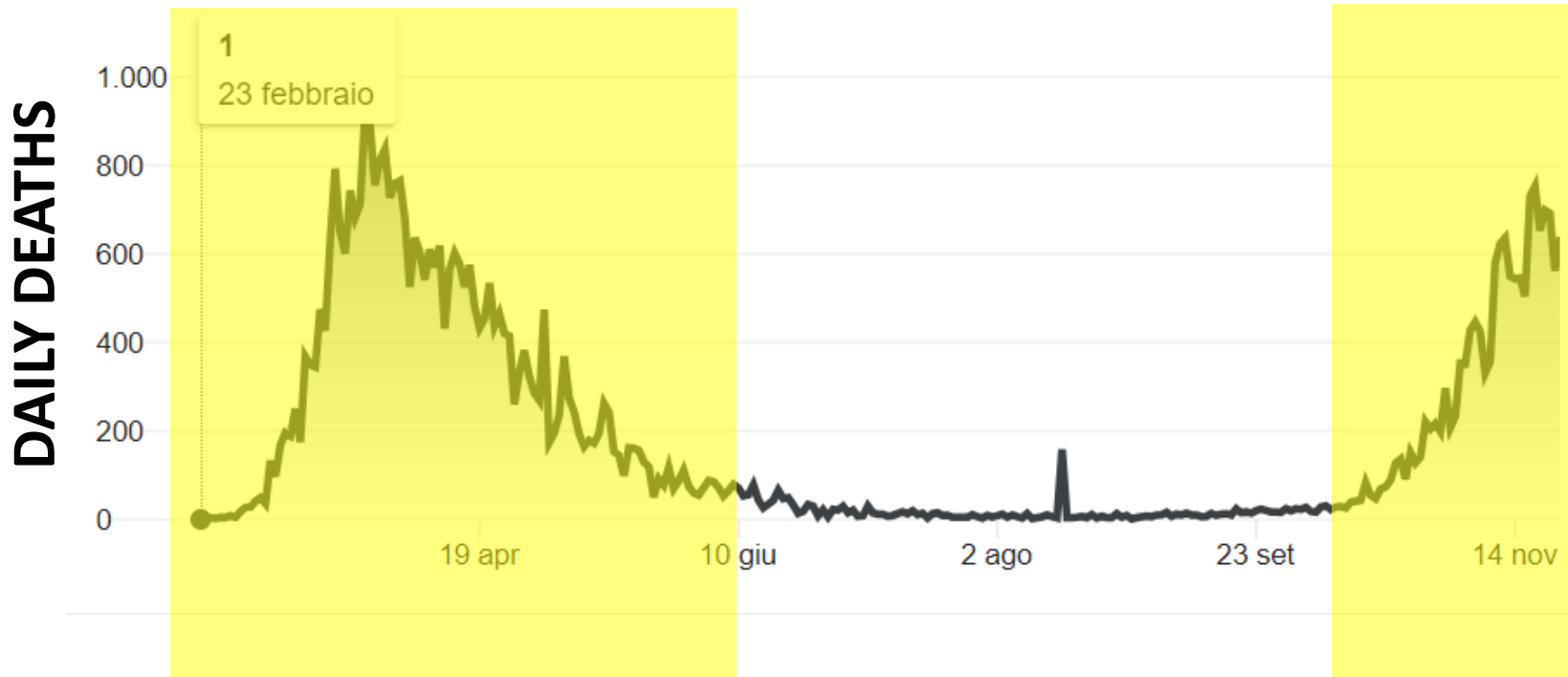


National background



LOCKDOWN

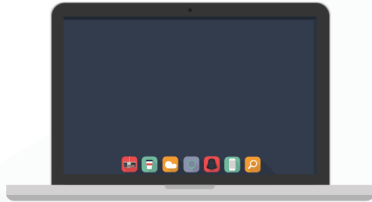
lockdown



Source: Google elaboration on Civil Protection data



Personal background





The impact of CoViD on ICT





Revenues



2019

2020

TLC

5 BLN€ loss in ICT due to CoViD

billions €

MEDIA

POST

29,8

27,4

2,2

15,4

13,9

2,0

7,1

6,7

0,7

Source: AGCOM Annual Report



Traffic



		during lockdown	after lockdown
FIXED	average	+57%	+28%
	peak	+29%	+12%
MOBILE	average	+29%	+15%
	peak	+17%	+11%

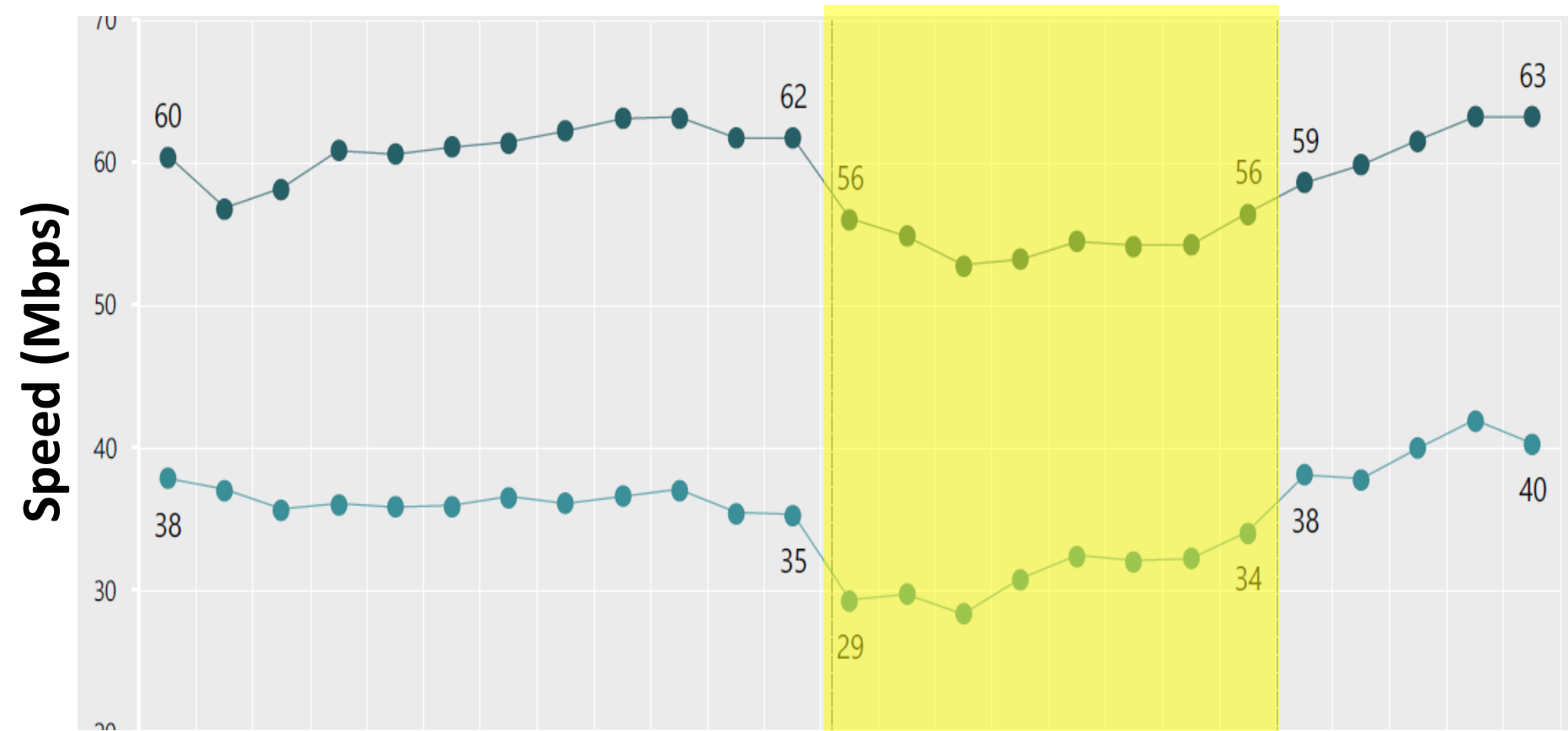
Source: AGCOM Annual Report



Speed



LOCKDOWN



Source: elaborations on Ookla data



Proceedings



In compliance with the "*Cura Italia*" decree, the suspension of AGCOM's administrative proceedings pending on February 23rd 2020 (or started after that date) was ordered, also taking into account a further extension provided for by a subsequent decree (the so-called "*Liquidità*" decree).





Data collection



The data collection process was only slightly affected by the pandemic scenario, as most of the activities were already digitized. However, some problems were reported by minor operators.





The ICT *remedies*





Tracking





Technical Tables



In order to offer solutions for emergency management, four Technical Tables have been set up on different areas of ICT: telecommunication, post, broadcasting and platforms. The common goals pursued by Tables are to encourage collaboration among stakeholders and share proposals for resolving critical issues.



Continuity of service



In view of the growing demand for connectivity to cope with social distancing measures by companies, schools, public administrations and citizens, the priority for AGCOM was therefore to ensure the functioning of the networks, including sufficient bandwidth, as well as the operability and continuity of telecommunication services.



Ultra High Speed



Further measures, aimed at facilitating the spread of remote working and e-learning, concerned the approval of new TIM and Open Fibre proposals (with the reduction of migration *costs* to ultra high-speed network). These proposals are based on a reduction of wholesale costs of ultra-broadband network, aimed to favoring remote work (to reduce mobility in the area).



Fact vs Fake



Considering the remarkable increase in television viewers in the various audience segments, AGCOM urged all suppliers to ensure adequate information on health emergency and, as a priority, careful, correct and objective information. An attempt was made to guarantee the testimony of authoritative experts from the world of science and medicine in order to provide citizens with well-founded and verified information (Resolution no. 129/20/CONS).



(Dis)information



In particular, among the initiatives taken by AGCOM, there is the establishment of a data science task force on online disinformation. The task force members are AGCOM's research partners that have offered to support *pro bono* the regulator in the production of quantitative analysis and monitoring data.

Source: https://agcom-ses.github.io/COVID/social_media.html



Postal sector



The central issue for AGCOM was the balance between the continuity of service and protection of postal workers. In order to reduce the volumes of ordinary mail, AGCOM started a fruitful dialogue not only with regulated firms, but also with banks, utilities and insurance companies, to temporarily suspend all non-essential paper communications (*courtesy communications*).



Conclusion



κρίσις

In ancient Greek, the meaning of crisis was *choice*.

When we face an (un)expected event, our first reaction is to stop and wait. But the reaction in the ancient world was to wait and **decide** the new path to follow.

Let's choose a new path!



Questions



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