

# WSIS Knowledge Café: Implementing Best Practices and Addressing Challenges

12:15 - 14:45, Wednesday, 4<sup>th</sup> May 2016

Geneva, ITU HQ

## Summary

The Knowledge Café: ‘Implementing Best Practices and Addressing Challenges’, was held on 4th May 2016 in the ITU Montbrillant building. It provided an ideal multistakeholder platform for about 100 WSIS delegates and 2016 WSIS Prize Winners and Champions, enabling active involvement of each and every participant to explore key questions on the data requirements necessary to “take stock” of ICT progress and implement effective policies to achieve the Sustainable Development Goals (SDGs). This collaborative format facilitated brainstorming on trends, challenges and opportunities when using ICTs for development.

## Speakers:

- Mr Malcolm Johnson, Deputy Secretary-General, ITU
- Ms Susan Teltscher, Head of ICT Data & Statistics, ITU
- Mr Ben Addom, Program Coordinator, CTA

**Moderator:** Mr Vladimir Stankovic, ITU

**Rapporteur:** Ms Anna Polomska, ITU

## Agenda:

1. Welcoming Remarks by Mr Malcolm Johnson, DSG ITU
2. Introduction by Moderator Mr Vladimir Stankovic, WSIS/ITU and presentation of the WSIS Stocktaking process and WSIS Prize contest
3. Ms Susan Teltscher, Head of ICT Data & Statistics, ITU – presentation on the role of statistical data in taking stock of information society developments
4. Round 1 / Question 1 = discussion at the tables
5. Rapporteur Ms Anna Polomska, ITU - summary of the round table discussions
6. Mr Ben Addom, Program Coordinator at CTA - update on Apps4Ag Database
7. Round 2 / Question 2 = discussion at the tables
8. Rapporteur Ms Anna Polomska ITU - summary of the round table discussions
9. Wrap up and final conclusions by Moderator - Mr Vladimir Stankovic, WSIS/ITU

**The photo collection of the event can be found at:**

- <https://www.itu.int/net4/wsis/forum/2016/Agenda/Session/125>
- <https://www.flickr.com/photos/itupictures/albums/72157667875643826>

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## 1 Purpose and questions

The Knowledge Café: ‘Implementing Best Practices and Addressing Challenges’ focused on sharing stakeholders’ ideas and experiences on best practices and addressing challenges while developing their work and projects, in order to contribute to knowledge sharing among different stakeholders and geographic areas.

To this effect, the two conversation rounds of the Knowledge Café: Knowledge Café: Implementing Best Practices and Addressing Challenges were triggered with the strategic questions listed below.

Theme
<b>Round 1, Question 1</b> <b>Why do we need ICT statistics for stocktaking and how can ICT data availability be improved at the national level?</b>
<b>Round 2, Question 2</b> <b>How to better harness ICT for strengthening sustainable development?</b>

## 2 Welcoming Remarks by Mr Malcolm Johnson, Deputy Secretary-General, ITU

Mr Malcolm Johnson, Deputy Secretary-General of ITU welcomed warmly all delegates and congratulated all 2016 WSIS Prizes Winners. He expressed his hopes for this session being productive for all, also highlighting that the stocktaking effort is very important. Mr Johnson explained that ITU – WSIS team is looking for all ideas on how to upgrade and further develop the current ITU database. He stressed the need to link the database with other local or national databases, as this could be beneficial for the existing ITU database with more than 8.000 entries in the database and serve as the source of case studies and best practices at the international level. The question was how to further develop it and enrich these submissions. Mr Johnson encouraged all participants to think about the synergies and links between national, regional and international databases and to promotion of this data base among all stakeholders and administrations.



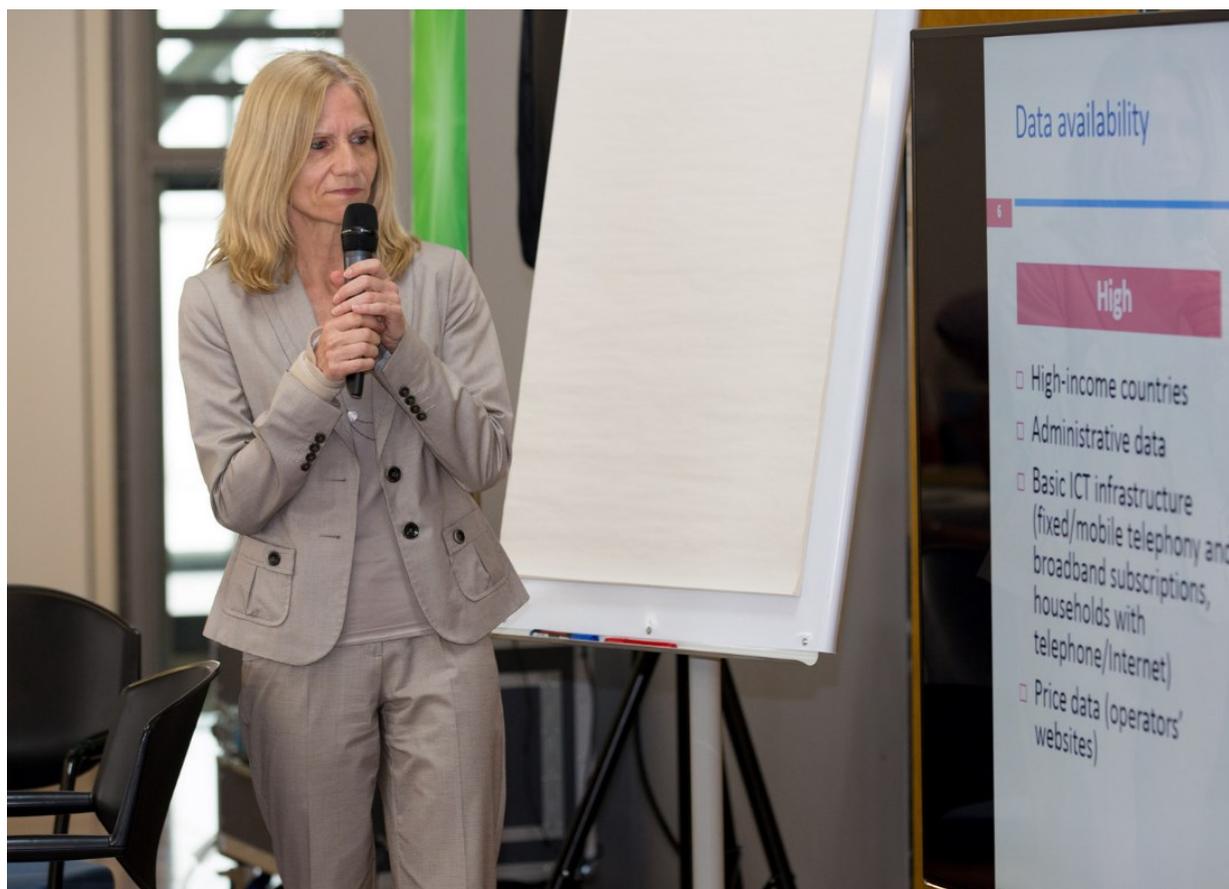
### **3 Ms Susan Teltscher, Head of ICT Data & Statistics, ITU – presentation of the role of statistical data in taking stock of information society developments**

Ms Teltscher started her presentation with welcoming the community of stocktaking gathered in the room, and explained that data collection from the stocktaking angle is different, however with aim to providing data in order to see the current situation in countries of interest. Ms Teltscher explained the link between policy and regulations – “if we engage in policy, we have particular goals to achieve in 10-15 years, but to do so we need to know where we stand now. We therefore need a good data for setting up goals and for further monitoring.”

Ms Teltscher stressed that ITU collects two types of official statistical data: data that refer to the telecommunication sector, mostly operators, and is channeled to ITU via national regulatory authorities (NRA) and Ministries; and data that refer to ICTs in households and individuals’ usage of ICTs, which are channeled to ITU via national statistical agencies. The data from telecom operators are called administrative data or records; the data from NSOs are based on national household surveys. This is important since it gives a full pictures. There are few examples of admin and survey data like for example ICTs usage comes from survey data. This type of data you can break down on gender, education. The main challenge is to make sure they can be compared at international level, so the methodology is the same.

Ms Teltscher provided the overview of the existing goals for ITU and international community. In 2014, recognizing the need to monitor, address and overcome the digital divide, the ITU Plenipotentiary Conference adopted the four strategic goals, with seventeen targets, to monitor and stimulate the development of the ICT sector between 2015 and 2020. The ITU strategic goals and targets, also named Connect 2020 Agenda, have been designed to assist the international community in monitoring and

measuring progress towards ICT access for all, covering the areas of ICT growth, inclusiveness, sustainability and innovation and partnership.



Ms Teltscher reminded about the data dissemination which is done 2 times per year and with publications such as the MIS Report 2015 which provides a first review and quantitative assessment of the ITU Strategic Goals and Targets. Ms Teltscher presented in more details the ICT Development Index (IDI) is a composite index combining eleven indicators into one benchmark measure that can be used to monitor and compare developments in information and ICT between countries and over time.

Ms Teltscher stressed that data availability has a certain pattern: high data availability in high income countries and basic infrastructure data is widely available, plus pricing data as well. Data are scarce in low income countries – where human, financial capacities are lower. Surveys are also costly so data on usage are less available. On the top of this the financial data are very scarce. In general data availability related to information society indicators is low in many developing countries.

Ms Teltscher provided also a short overview of a new SDGs agenda for UN with its 169 indicators and 4 goals have specific ICT indicator. Ms Teltscher finished her presentation with few take away messages and questions for participants. First of all she highlighted that ICT policy makers need to collaborate with ICT data producers to ensure the production of relevant and timely ICT statistics in countries. She also advocated using consistent definitions and methodology, which is why the ITU uses data from official sources, such as ICT ministries. Following questions were posed to the participants:

- What is the difference between information based on national case studies/projects and information based on national statistics? Why do we need statistics for stocktaking?
- Do you know if official ICT statistics are available in your country? How can ICT data availability be improved at the national level?

After this presentation, participants had specific questions for Ms Teltscher. First one was on how the ITU defined a computer for the purposes of its statistics. The answer from Ms Teltscher was that different devices require different skills so smartphones are not considered PCs, which was followed by the debate in the room. Other participant asked how to get valid indicators and no contradictories, taking into account local conditions. Ms Teltscher summarized that ITU tries to go for global indicators to facilitate comparisons across countries. Some participants posted concerns about the differences in the definition of broadband access among different countries asking how a common set of indicators could be developed that would lead to a sector-per-sector track. Ms Teltscher replied that if countries had different definitions this would not impact the final reports, as the ITU collects data on broadband by speed and not by national definitions. Furthermore, one participant asked about the ongoing work to help achieve the infrastructure maturity. Ms Teltscher clarified that different indicators show the level of achievement regarding the different infrastructures, which can help us to see which stage we are at.

**More information available in the power point presentation uploaded on the Knowledge Café website.**

#### **4 Summary of the Results of Conversation 1 – Rapporteur’s feedback**

In the nutshell, discussions between participants about the need ICT statistics for stocktaking activities and improvement of ICT data availability at the national level, emerged following main areas such as a need of statistics to have better decision-making and policy-making with necessary transparency. Correct and up-to-date data are necessary for any decisions on investment and planning activities.

Addressing the need of data collection improvement at national level, the response from the room was that collaboration and cooperation, human resources development, and an open data platform are necessary.

More insights: Annexes 1 and 3.



## 5 Mr Ben Addom, Program Coordinator at CTA - update on Apps4Ag Database

Mr Ben Addom started his presentation about access to information regarding agriculture with the describing the main objective of the application - App4Ag which is an ICT solution for agriculture. The application focuses on achieving prosperity and reducing poverty through data collections on agriculture solutions. This app brings relevant data into one place. The overview of this database provided by Mr Addom, where information is available in order to make better use of existing resources, started with some stats: there are about 400 applications in the database as well as the catalogue with different themes and technology/business/people is available.

The App4Ag allows to mitigate the duplication, as there are many apps which are available and run by entrepreneurs to achieve the sustainable development.

These are not only web app and mobile app, these are also web based and voice based. There is filtering feature available also for better usage of the app. Mr Addom explained how to keep the platform live, up to date and interactive. CTA worked with developers and implementers for years. The core question is still business model. To sustain the system, there are several methods such as: free registration for users, possibility to rate the apps and dashboard to keep the database. Usability and functionality – there is an added value for users and developers.

Mr Addom answered few questions from the floor regarding geographical dispersion in terms of users and developers, gateways for investors, and implementation plans.



## 6 Summary of the Results of Conversation 2 – Rapporteur’s feedback

In response to a question addressed to the tables, asking them how to better harness ICT for strengthening sustainable development, the participants mainly listed awareness raising, sharing by best practices and examples, also sharing knowledge and the education importance. Capacity building and human development make the harnessing ICTs for the Sustainable Development possible. To do this participants suggested developing and launching databases digital platforms.

**More insights: Annexes 2 and 3.**



## 7 Wrap up and conclusions

Mr Vladimir Stankovic thanked to all participants of the WSIS Café for their time and ideas shared during the session. Before closing he highlighted the importance of the ITU WSIS Stocktaking databases and stressed the potential of combining the efforts in collect data and share projects, in order for data to become available on the international level.



## 8 Organizers

<b>Knowledge Café Hosts</b>	ITU – WSIS team
<b>Knowledge Café Speakers</b>	Mr. Malcolm Johnson, Deputy Secretary-General, ITU Ms. Susan Teltscher, Head of ICT Data & Statistics, ITU Mr. Ben Addom, Program Coordinator, CTA
<b>Design, Organization and Facilitation</b>	Vladimir Stankovic, WSIS, ITU
<b>Rapporteurs (oral report)</b>	Anna Polomska, SPM, ITU
<b>Rapporteurs (written report)</b>	Anna Polomska, SPM, ITU Vladimir Stankovic, WSIS, ITU
<b>World Café Team</b>	Khrystyna Mytsak, WSIS team Sarah Amaya, WSIS team
<b>Communications</b>	WSIS, SPM
<b>Photography</b>	Ivan Wood, ITU Rowan Farrell, ITU
<b>Catering</b>	Novae Restaurant

### Annex 1

#### Overview of participants' input in Conversation 1

##### Round 1/Question 1: Why do we need ICT statistics for stocktaking?

<b>Decision-making</b>	
1.	For policies, for policy makers to formulate effective policies
2.	For strategies set up and formulation
3.	For any decision making
4.	Disaggregated data necessary for accurate decision-making
<b>Resource Allocation</b>	
5.	For investments – both for private sector and public
6.	For transparency and resource allocation
7.	For planning, service delivery and investments planning

##### Round 1/Question 2:

## How can ICT data availability be improved at the national level?

<b>Collaboration</b>	
1.	Better collaboration of governments on data collection (timing issue, definitions )
2.	Better organization and coordinated systems for all citizens and all processes
3.	Improved collection of data from statistical offices, regulators and ministries
<b>Inclusiveness</b>	
4.	To invite and include all stakeholders in surveys development
5.	Extend engagement of different agents and stakeholders
6.	Consider needs of larger group of stakeholders
<b>Process and procedures</b>	
7.	To improve process and procedures of data collections
8.	To improve data definitions to be more concise and consistent
9.	To develop human resources and improve skills/talents capacity building
<b>Technology</b>	
10.	To create open data
11.	New open data Platform and web-sites

## Annex 2

### Overview of participants' input in Conversation 2

#### Round 2/Question 2:

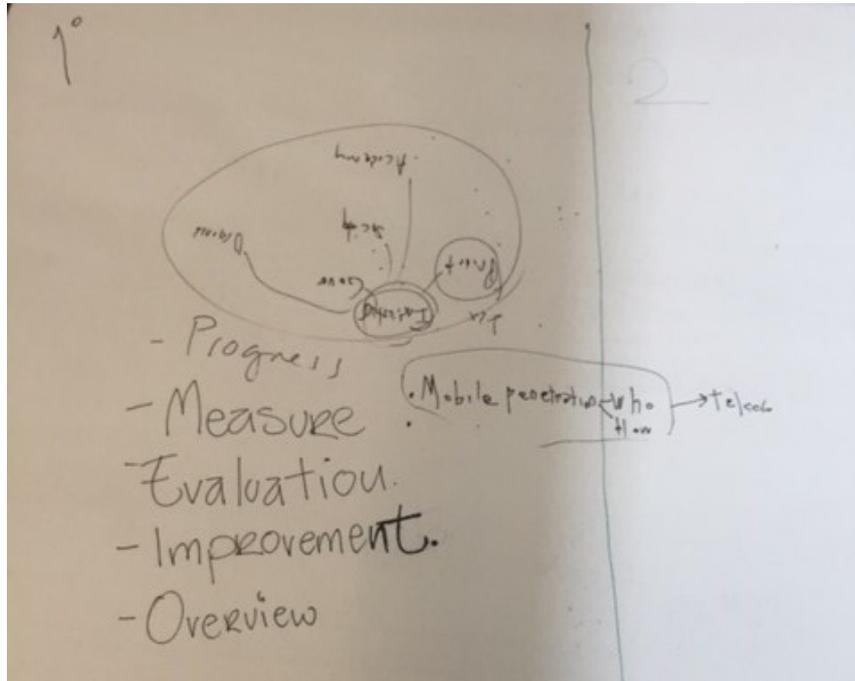
#### How to better harness ICT for strengthening sustainable development?

<b>Increased awareness</b>	
1.	To raise awareness through sharing info and platforms development
2.	Effective enabling environments and complementary support mechanisms for technology
<b>Education &amp; HR &amp; RD</b>	
3.	Continuous development of education, technology
4.	Re-engineering of business processes
5.	Building the databases of apps available
6.	Human capacity building and development
7.	Addressing resistance of technology usage through education
8.	Entrepreneurship
<b>Human component</b>	
9.	Human capacity building and development
10.	The human factor: Innovation produces concrete outcomes, when solutions are needs driven - Context determines the content.
11.	Human component in technology development

<b>Sharing &amp; exchange</b>	
12.	Access to information and communication is key for innovators and entrepreneurs to be effective. Solutions based on deep understanding of the context, need-based.
13.	Best practices exchange
14.	Communications and database on ICTs
15.	Information and knowledge exchange
<b>Access and new services</b>	
16.	Development of new services: e-government (example Oman)
17.	Inclusion and collaboration for access improvement
<b>Policies</b>	
18.	Setting up policies and strategies for the promotion and use of ICTs
19.	Effective and cross sectorial strategies

### Annex 3

#### Photos' presentation of participants' input in Conversation 1 and 2



\* All data should be up-to-date & collected in reliable manner

\* He should define the goal of collecting the data so that administrative burden for stakeholders should be minimized

\* Indicators definitions should be consistent & consistent

\* Timing issue for gathering the data

②

- \* inclusion of all entities and social groups
- \* mobilise R&D resources
- \* increase awareness of ICT services <sup>the use of</sup>
- \* best practices exchange

ADEQUATE POLICY DEVELOPMENT

Need for Structures (e.g. observatories)

• • PROCEDURES

Knowledge of SIZE & WEIGHT of INDICATORS

APPROPRIATE TOOLS AVAILABILITY (APPLICATIONS) <sup>DEVELOPMENT of DIGITISED</sup> ON LINE

③ ESTABLISHING SMART, CLEAR OBJECTIVES & TARGETS  
'N LINE WITH COUNTRY SITUATION

HUMAN RESOURCES DEVELOPMENT (SKILLS & TALENTS)

## How to better harness ICT for SDG. ?

1. To <sup>set up</sup> ~~develop~~ a Strategic Goals for ICT, To develop ~~an~~ <sup>available</sup>
2. Data base on ICT (Multi sectors and Multistakeholders).
3. To Make a strategy for Promotional Uses of ICT And for capacity building
4. Make Up a policy to promote The use of ICT as a Tool for SDG.

- ①
- Consider other stakeholders to build data/questions and put govt. data in perspective.
  - Global indicators per sector!

OPEN DATA.  
independent sources

↳

development  
continuous  
education  
spread of information  
IoT (?)  
shaping & collect

m  
engagement



How to better ICT for Strengthening SDs.

- Collaboration
- Building BD for all App.
- Policies to facilitate ICTs tools development and implementation.
- R & D (Research and Devt):

① Collaboration between <sup>Central Stat. Office</sup> CSO + ICT regulators. ICT regulators can collect survey data from households on ICT usage + share with CSO to provide official stats.

- ICT regulators should establish unit responsible for research + statistics.
- Data should come from authoritative source.
- There should be political commitment by Government to collect data
- Investigate commercial returns from providers of data
- It is important to collect statistics for stock taking of national issues eg
- Transactional data collection method (from government providers) should be promoted or then allow capturing change.
- Data should be geotagged as location is an important element of information + analysis

- Promote ICT education among nationals + they will make positive contributions to development
  - Government services can improve systems such as access to better health services, water, transportation.
  - ICT for capacity building of Human Resources of country
  - Committed government strategy for ICT development
  - Entrepreneurship
- (2)

\* For policy and decision making  
 \* For infrastructure development by the private sector

Why do we need ICT statistics for stakeholders & how can ICT data availability be improved at the national level  
 How to better use

من ٣ سنوات  
من ٣ سنوات  
من ٣ سنوات

(1)

MANOTI  
Tahy

- Oil cost dropping in Oman => more interest in agric
- migration to urban areas is a challenge for
- Understand agric deep

the major challenges

resistance from Heads of gov.

- Online services for agriculture in Oman

eg. - Vaccination for animal can be requested Online in Oman

How to better Harness ICT for  
Better Sustainable development goals.

ICT DATA ADVANTAGES

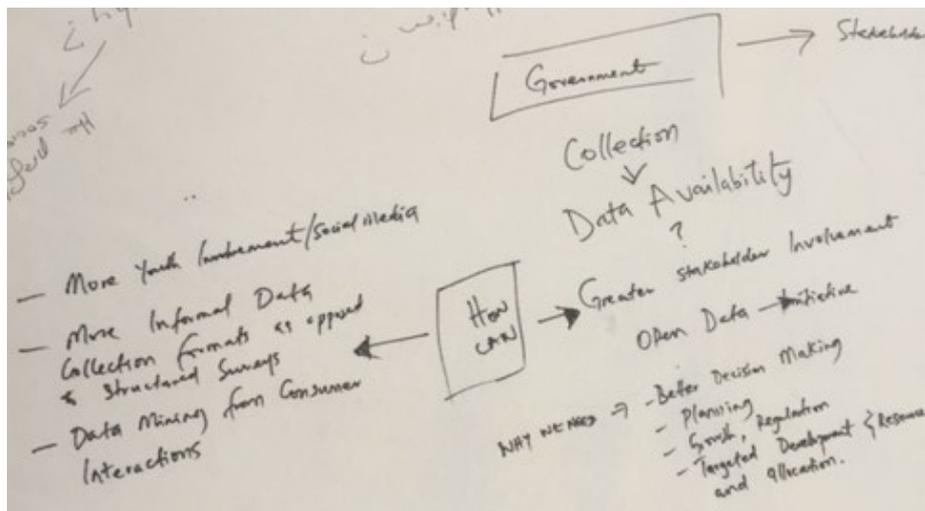
- Information Access <sup>(Data link)</sup> → empowerment
- Applicability and Simplicity of Apps
- Research & Demand Application Development
- Improved Data sharing & Creating
- Targeted Data Sharing.
- ~~★~~ Cross-Sector Data sharing
  - Aggregated Sectoral Databases
  - Improved ICT Infrastructure (connectivity, end-user devices)
  - Increased access through free schemes, class, corporatives.
  - Human capital Dev. (Training) Skills transfer
  - Increased funding, investment for ICT Entrepreneurs
  - Success Stories Sharing & Learning
  - Resource sharing schemes.
  - ~~★~~ E-learning, ~~access~~ So
  - Sustainable Learning through Connectivity
  - Increased Govt Participation.

How to improve data collection?  
Lift all ban on surveillance...

- Connecting data from multiple sources
- Defining Data formats (indicators)

Brazil + USA  
gender gap reversed. why? → the progress

UK + HK in the top 10 ≠  
Taiwan, Germany, etc.  
are the users and usages  
comparable? Shouldn't  
"disaggregation" here make  
more sense than just about  
"gender", "speed", ...



How can ICT data availability be improved at National Level

- (i) Digitizing information - open data platforms/websites
- (ii) Clear data management & ownership guidelines
- (iii) Inclusion of laws that mandate governments to share data with the country's population
- (iv) National prize/campaigns to collect data

o create awareness → The African App & Agriculture

o knowledge sharing & to share best practices

o open standards

o ICT for knowledge sharing to be more effective → adaptation to the local region

How to better harness ICT for development more sustainable? → interdisciplinary communication

(A)

## Why do we need ICT statistics stock-taking?

- (i) Decision making:
  - Planning.
  - Allocation of resources.
  - Policies
  - R&D capabilities enhanced.
  
- (ii) Promote entrepreneurship → investments.
  - improved business processes.
  
- (iii) Proof of Principles & decisions.
  
- (iv) Increased transparency → ↓ corruption.
  - Stability of govts.
  - (Permiss & Open governance)