12th WORLD
TELECOMMUNICATION

ICT

INDICATORS SYMPOSIUM
TBILISI, GEORGIA
24-26 November
2014

AGENDA

WTIS-14

24-26 November 2014

Radisson Blu Iveria Hotel

Rose Revolution

Square 1

Tbilisi, Georgia

WTIS-14

Welcome messages

"We live in a time where the boundary between the virtual and real world is abolishing, resulted from irreversible processes of development of ICT modern technologies. That is why the Government of Georgia devotes its special attention to the rapid development of ICT sector.

This vital task requires an extensive and complex chain of state reforms. The government, in close cooperation with the private sector, international organizations and experts developed and implemented relevant action plans. These plans contribute to the future of economic, social and cultural development of Georgia and guarantee the creation of the informational society of the country by using the knowledge based on well-developed ICT.

I remain hopeful that the 12th World Telecommunication/ICT Indicators Symposium (WTIS), held in the capital of Georgia, Tbilisi, will support the further advancement of ICT sector.

Welcome to 3 millenia old Georgia, a peaceful, independent and democratic country,which is at home in the global commonwealth.

I would like to wish you a successful visit and fruitful work!"

H.E. Mr Irakli Garibashvili
Prime Minister of Georgia

WTIS-14

Welcome messages

"The Government of Georgia is honored to host the 12th World Telecommunication/ICT Indicators Symposium (WTIS).
Info-communications highly developed by modern, innovative technologies are attaining high importance in the world's further political, economic and social development and in the irreversible processes of building the information society. For ensuring the rapid development of such strategically important field and increasing demands of the population, leading the efforts of international organizations, state authority and the private sector, the essential role is assigned to the ICT indicators as the complete and reliable information is necessary for decision making.
WTIS represents a unique opportunity for defining present and future ICT priorities and the Government of Georgia is pleased to facilitate this process.
I would like to welcome you all to Georgia, and wish you fruitful work in fulfillment of our common goals."

"On behalf of ITU, I would like to thank the Georgian Government for hosting the 12th World Telecommunication/ICT Indicators Symposium (WTIS) in Tbilisi. WTIS serves as the global policy forum to debate and set future priorities in the area of information society measurement, and to review ICT progress and identify challenges. WTIS-2014 brings together global leaders to discuss policy priorities, including how to unlock sustainable development through ICTs. For the first time, the symposium will feature the launch of the latest ICT Development Index (IDI), the key global benchmarking tool assessing and benchmarking national ICT developments. Through its work, ITU continues to be the lead agency tracking the information society, and to help guide policy makers and business leaders to make informed and strategic policy decisions."

Dr Hamadoun Touré
Secretary-General, ITU

H.E. Mr George Kvirikashvili
Minister of Economy and Sustainable Development
of Georgia, Vice Prime-Minister

WTIS-14

Welcome messages

"It is with great pleasure that we have the opportunity to host the 12th World Telecommunications/ICT Indicators Symposium (WTIS) organized by the Telecommunication Development Bureau (BDT) of the International Telecommunication Union (ITU).

The Georgian National Communications Commission (GNCC), as the regulatory authority, has been actively collaborating with ITU since the GNCC's establishment in the year 2000. This is the first time that the GNCC hosts one of the ITU events and we express our deepest gratitude to the ITU leadership for giving us this opportunity.

The WTIS participants will have the possibility to discuss international ICT statistics and information society measurements, as well as to get to know the telecom sector of Georgia.

In addition, our guests will have the opportunity to learn about the history and the culture of our country.

We wish you a successful meeting and a pleasant stay in Tbilisi."

"I am delighted to see that this Symposium has evolved to become the main annual global forum for ICT measurement. The World Telecommunication/ICT Indicators Symposium (WTIS) is truly multi-stakeholder in nature, bringing together ministries, regulatory authorities, national statistical offices, academics, regional and international organizations and many others involved in ICT measurement. WTIS-14 is taking place at a time when the global community is debating the post-2015 development agenda and the role of ICTs as key enablers for development cannot be overemphasized. Access to new technologies provides new opportunities related to employment, education, health, governance and peace-building, and accelerate progress towards the achievement of other development goals. Sound indicators and internationally comparable ICT data are the basis for monitoring progress in this regard."

Mr Vakhtang Abashidze
Chairperson of the Commission
Georgian National Communication Commission

Mr Brahima Sanou
Director
Telecommunication Development Bureau, ITU

WTIS-14 pre-event

Sunday, 23 November 2014

Pre-event

10:30 – 12:00	Special session organized by GNCC, presenting some of Georgia's ICT success stories
12:00 – 13:00	Lunch at the Radisson Blu Iveria hotel

Excursion to Mtskheta

13:00 – 13:15	Buses depart from the Radisson Blu Iveria hotel
13:30 – 13:45	Arrival in Mtskheta
13:45 – 16:00	Excursion in Mtskheta
16:00 – 18:00	Restaurant Gujari, tasting of traditional Georgian dishes and beverages
18:00 – 21:00	Georgian festive evening "Welcome to Georgia"and dinner
21:00 – 22:00	Transport back to hotels

WTIS-14 agenda

Monday, 24 November 2014

07:00 – 09:00   **Delegates registration**

09:00 – 10:00   **Opening ceremony**

- H.E. Mr Irakli Garibashvili, Prime Minister, Georgia
- Mr Houlin Zhao, Deputy Secretary-General, ITU
- H.E. Mr George Kvirikashvili, Minister of Economy and Sustainable Development, Vice-Prime Minister, Georgia
- Mr Brahima Sanou, Director, Telecommunication Development Bureau, ITU
- Mr Vakhtang Abashidze, Chairperson of the Commission, Georgian National Communication Commission
- H.E. Mr Dimitry Kumsishvili, First Deputy Minister of Economy and Sustainable Development, Georgia and Chair of WTIS

10:00 – 12:00   **Ministerial roundtable: the post 2015 development agenda and future priorities for ICT for development (ICT4D) policy**

The pursuit of the MDGs since 2000 coincides with remarkable progress in the development and use of information and communication technologies (ICTs) and there is growing evidence that ICTs have the potential to support all three pillars of sustainable development – economic growth, social inclusion and environmental sustainability. Despite the progress made, inequalities in access to ICT platforms, information, knowledge and technological progress remain vast. This panel will discuss the role of ICTs in the post 2015 development agenda, identify key future ICT4D policies and related data requirements. The session will address the following questions:

- What are the lessons learned from the process of defining the post 2015 development agenda which are of relevance to ICT4D?
- What are the priority areas the international community should focus on in a post 2015 era with respect to ICT4D?
- What is the role of different stakeholders in ensuring an inclusive information society?
- What data are required to identify gaps and enable effective policy making?

Moderator: Cosmas Zavazava, Chief, Project Support and Knowledge Management Department, Telecommunication Development Bureau, ITU

Keynote: Richard Heeks, Director, Centre for Development Informatics, University of Manchester, United Kingdom

Panellists:

- H.E. Dr Azzam Sleit, Minister of Information and Communication Technology, Jordan
- H.E. Mr Dimitry Kumsishvili, First Deputy Minister of Economy and Sustainable Development, Georgia
- Hon. Stanley Simataa, Deputy Minister of Information and Communication Technology, Namibia

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- Dr Nagwa Ebrahim Elshenawy, Undersecretary for Information and Strategic Planning, Ministry of Communications and Information Technology, Egypt
- Mr Pali Lehohla, Statistician General, South Africa
- Dr Aida Opoku-Mensah, Special Advisor on Post 2015 Development Agenda, United Nations Economic Commission for Africa

12:00 – 13:30	**Lunch break**
13:30 – 14:00	**Launch of the *Measuring the Information Society Report 2014***

Moderator: Nisha Pillai, Journalist and Facilitator

14:00 – 14:30	**Press conference**
14:30 – 16:00	**Big Data for development and the future of ICT measurement**

In an increasingly digitized world, vast amounts of data have the potential to produce new and insightful information, and there is a growing debate on how the public and private sector can maximize the benefits of big data. One of the richest sources of big data is the data captured by the use of ICTs. ICT-related big data are helping to produce development insights of relevance to public policy, such as understanding socio-economic wellbeing and poverty, as well as improving the monitoring of the information society. This panel will examine opportunities and challenges in using big data from the ICT industry to complement existing ICT indicators. It will present the new ITU Big Data Strategy and discuss the role of different players, including the ICT industry, governments, and international organisations. The session will address the following questions:

- How can big data complement current information society measurements based on official statistics?
- What is the role of the ICT industry as key source of big data?
- How can the private and public sector cooperate to maximize the benefit of using big data?
- What should international organizations such as ITU do to encompass big data sources in their statistical work?

Moderator: Nisha Pillai, Journalist and Facilitator

Keynote speaker : Reg Brennenraedts, Partner and Senior Consultant, Dialogic

Panellists:

- Ronald Jansen, Chief, Trade Statistics Branch, United Nations Statistics Division
- Gerrit Wassink, Team manager, Culture, Tourism and Technology, Statistics Netherlands
- Mark Graham, Associate Professior and Senior Research Fellow, Oxford Internet Institute, University of Oxford
- Nuria Oliver, Scientific Director, Telefonica Research
- Pat Wu, Internet.org Strategy & Planning Leader, Facebook

16:00 – 16:30	**Coffee break and group picture**

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16:30 – 18:00	**Measuring competition, regulation and affordability of ICT services**

The price of ICT services constitutes a determining factor for ICT uptake, particularly among low-income groups in developing countries. When analysing the affordability of ICT prices, competition and regulation are the elements upon which telecommunication regulatory authorities may exert more direct control. Quantitative assessments of regulatory actions are helping to understand the impact that specific policies have on the price and affordability of ICT services, which could lead to an increase in their uptake and use. This panel will address the role of competition and regulation in determining ICT prices, identify data needs to measure the impact of regulatory intervention and discuss the importance of market information. The panel will present the perspective of policy makers, academia and the ICT industry. In particular, the session will address the following questions:

- What is the impact of competition and regulation in the ICT sector on the retail price of ICT services?
- How can regulatory authorities effectively implement policies that lead to affordable ICT services?
- Which data are required to monitor the cost and affordability of ICT services?
- What are key challenges faced by the ICT industry in a competitive market environment?
- How could the impact of competition and regulation be monitored in the context of convergence?

Moderator: Aaron Boyd, Chief Strategy Officer, ABI Research

Panellists:

- Tommaso Valletti, Professor, Imperial College London
- Sonia Jorge, Executive Director, Alliance for Affordable Internet
- Juan M. Roldan, Senior Technical and Economic Advisor, Telecommunications Management Group
- Elidier Moya, Manager, Networks in Telecommunications, Ministry of Science, Technology and Telecommunications, Costa Rica

18:30	**Welcome Cocktail for WTIS Participants**

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Tuesday, 25 November 2014

09:00 – 10:30   **Current and future work on Telecommunication/ICT Indicators**

The Expert Group on Telecommunication/ICT Indicators (EGTI) has the mandate to review and revise the ITU supply-side indicators (data collected from administrative sources, mainly operators), as well as to discuss outstanding and emerging methodological issues and indicators. This session will present the outcomes of the work of the EGTI carried out during 2014, including in the area of fixed and mobile broadband metrics, bundled services, M2M, LTE and international Internet bandwidth. In addition, the measurement of m-banking services and new mobile phone data sources, such as call detail records, will be discussed as topics of growing importance in developed and developing countries.

Moderator: Rati Skhirtladze, Head of the Information and Analysis Department, National Communications Commission, Georgia

Speakers:

- Iñigo Herguera, EGTI Chair and Deputy Director, Statistics Division, National Markets and Competition Commission, Spain
- Bogdan Vasilescu, Head, Statistical Data Unit, National Authority for Management and Regulation in Communications, Romania
- Wilfred Ojok, Market Industry Analyst, Uganda Communications Commission, Uganda
- Erki Saluveer, Chief Technology Officer, Positium

10:30 – 11:00   **Coffee break**

11:00 – 12:30   **Current and future work on ICT Household Indicators**

The Expert Group on ICT Household Indicators (EGH) has the mandate to review the indicators for measuring ICT access and use by households and individuals based on data collected through national household surveys. The objective of this session is to present the outcomes of the work of the EGH carried out during 2014, including discussions and proposed indicators in the area of Internet security, child and youth online protection, barriers to Internet use and mobile phone ownership. The session will also discuss indicators to better monitor the uptake of mobile cellular services.

Moderator: Alison Gillwald, Executive Director, Research ICT Africa

Speakers:

- Alexandre Barbosa, EGH Chair and Head, Center of Studies for Information and Communication Technologies, Brazil
- Esperanza Magpantay, Senior Statistician, ICT Data and Statistics Division, ITU and Joss Gillet, Senior Manager, GSMA Intelligence
- Alvina Kwan, Senior Statistician, Census and Statistics Department, Hong Kong, China
- Carmelo Javier Muñoz Ruiz, Director, National Observatory for Telecommunications and the Information Society, Spain

12:30 – 14:00   **Lunch break**

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14:00 – 15:30 **Data quality, big data, open data**

The growing demand for ICT statistics, an increasing number of internationally defined and agreed ICT indicators, and growing recognition of the importance of ICT statistics for social and economic development are imposing new challenges for ICT data quality. Data quality issues are being discussed particularly in the context of the emerging debate on the potential of big data to complement official statistics and calls for open data systems in countries and international agencies. The objective of this session is to present the ITU data quality assurance framework and guidelines, to review national best practices, and discuss ways on how to maintain quality of official ICT statistics in the context of big and open data. The session will address the following questions:

- What is data quality and how can it be assured at the national and international levels?
- What are the challenges and opportunities of adopting open data policies?
- What are new dimensions of data quality in the context of big data?
- Are open data and big data compatible? What needs to be done to ensure data confidentiality?

Moderator: Ronald Jansen, Chief, Trade Statistics Branch, United Nations Statistics Division

Presentation of ITU Data Quality Assurance Framework: Michael Colledge, Consultant to ITU

Speakers:

- Kiyoshi Mori, Director General for International Affairs, Global ICT Strategy Bureau, Ministry of Internal Affairs and Communications, Japan
- Kaoru Kimura, ICT Policy Specialist, Transport and ICT, World Bank
- Livia Țurcanu, e-Government Center, Moldova

15:30 – 16:00 **Coffee break**

16:00 – 17:30 **International Coordination of ICT Measurement – 10th Anniversary of the Partnership on Measuring ICT for Development**

The Partnership on Measuring ICT for Development is celebrating its 10th anniversary this year. At this occasion, a special panel session will be organized presenting key achievements of the Partnership as well as future topics that the international community should address to enhance ICT measurement. The debate will take place within the context of two important and closely linked processes: first, the post-WSIS discussions on remaining challenges to create an inclusive information society and, second, the post 2015 development agenda, which needs to fully recognize the potential of ICTs to achieve broader development goals.

Questions to be addressed:

- What are the lessons learnt from 10 years of cooperation?
- What are the key future priorities that the Partnership on Measuring ICT for Development should address?
- How are ICT statistics used for evidence-based policy-making?
- How do we measure the impact of ICT on development, particularly in the context of the post 2015 agenda?

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- What are the most pressing issues and challenges in creating an inclusive information society and what are some of the priority areas highlighted by the post-WSIS discussions which will require future monitoring?

Moderator: David Souter, Managing Director, ict Development Associates

Speakers:

- Susan Teltscher, Head, ICT Data and Statistics Division, ITU and Scarlett Fondeur Gil, Economic Affairs Officer, ICT Analysis Section, UNCTAD, on behalf of the Partnership Steering Committee
- José Luis Cervera, Director, DevStat, Spain
- Alison Gillwald, Executive Director, Research ICT Africa
- Vladimir Minkin, Chairman, WSIS+10 Multistakeholder Preparatory Platform and ITU Council Working Group on WSIS
- Gerardo Lopez, Director, Statistics on Science and Technology, Instituto Nacional de Estadística y Geografía, Mexico

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Wednesday, 26 November 2014

09:00 – 10:30 **Measuring the Information Society Report 2014**

For the fifth consecutive year, ITU will publish the Measuring the Information Society Report. The report presents recent trends in ICT development worldwide, for a large number of key indicators. It features the latest ICT Development Index (IDI) and its analyses, covering the digital divide, least connected countries, and the relationship between IDI and MDG performance. The report also features an analysis of the impact of competition and regulation on ICT prices, looks at the affordability of ICT services in view of income inequalities, and provides a comprehensive assessment of big data from the telecommunication industry.

This session will present the main findings of the report, followed by Q&A.

Moderator: Alexandre Barbosa, Head, Center of Studies for Information and Communication Technologies, Brazil

Keynote speaker: Pali Lehohla, Statistician General, South Africa

Speakers:

- Susan Teltscher, Head, ICT Data and Statistics Division, ITU
- Esperanza Magpantay, Senior Statistician, ICT Data and Statistics Division, ITU
- Ivan Vallejo, Analyst, ICT Data and Statistics Division, ITU
- Vanessa Gray, Senior Analyst, ICT Data and Statistics Division, ITU

10:30 – 11:00 **Coffee break**

11:00 – 12:30 **Panel discussion on the ITU ICT Development Index (IDI)**

The ICT Development Index (IDI) is one of the most used international benchmarks for countries' ICT development performance. It captures, and ranks, the level of ICT in around 160 economies worldwide and compares progress made during the last year.

This panel session will present IDI success stories from developed and developing regions, as well as highlight challenges in terms of closing the digital divides.

Moderator: Cosmas Zavazava, Chief, Project Support and Knowledge Management Department, Telecommunication Development Bureau, ITU

Panelists:

- Mr Esben Emborg, Head of Mission of the Danish Consulate in Georgia, Denmark
- H. E. Dr Azzam Sleit, Minister of Information and Communication Technology, Jordan
- H.E. Mr Dimitry Kumsishvili, First Deputy Minister of Economy and Sustainable Development, Georgia
- Dr Nagwa Ebrahim Elshenawy, Undersecretary for Information and Strategic Planning, Ministry of Communications and Information Technology, Egypt

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- Dr. Kim Seung Keon, Director General, Korea Association for ICT Promotion, Republic of Korea

12:30 – 14:00   **Lunch break**

14:00 – 14:30   **Presentation of Chair's summary and conclusions**

In the final session of WTIS, the Chair, Dimitry Kumsishvili, First Deputy Minister of Economy and Sustainable Development, Georgia, will present his final conclusions and recommendations of the meeting.

14:30 – 14:45   **Award ceremony**

14:45 – 15:00   **Announcement of WTIS 2015**

- Kiyoshi Mori, Director-General for International Affairs, Global ICT Strategy Bureau, Ministry of Internal Affairs and Communication, Japan

15:00 – 15:30   **Closing ceremony**

- Dimitry Kumsishvili, First Deputy Minister of Economy and Sustainable Development, Georgia
- Brahima Sanou, Director, Telecommunication Development Bureau, ITU
- Vakhtang Abashidze, Chairperson of the Commission, Georgian National Communication Commission
- Tengiz Tsekvava, Deputy Executive Director, National Statistics Office, Georgia

16:00 – 18:00   **Excursion to the Public Service Hall, Tbilisi**

19:00   **Gala dinner hosted by the Government of Georgia**

WTIS-14 side-events

Date   **Tuesday, 25 November 2014**

Time   **13:30 – 14:00**

The side event will present Oman's experience in conducting the ICT Household and Individual Survey 2013. It will include a presentation of the survey methodology and results.

Presenter: **Hamed Nasser Al Shekaili**, Information Technology Authority, Oman

Date   **Wednesday, 26 November 2014**

Time   **13:30 – 14:00**

The side event will feature the results of the survey on the use of information and communication technologies in Brazilian Public Access Centres (Telecentres), conducted by the Regional Center for Studies on the Development of the Information Society (Cetic.br), with the support of the Digital Inclusion Secretariat of the Ministry of Communications and the Institute for Applied Economic Research (IPEA).

Presenters: **Maria Abadia Alves**, Ministry of Communications and
           Alexandre Barbosa, Cetic, Brazil