

**ECONOMIC AND SOCIAL
COUNCIL**

Distr.
LIMITED
E/ESCWA/ICTD/2007/3
19 March 2007
ORIGINAL: ENGLISH

Economic and Social Commission for Western Asia (ESCWA)

REPORT**CAPACITY-BUILDING WORKSHOP ON INFORMATION SOCIETY MEASUREMENTS:
CORE INDICATORS, STATISTICS AND DATA COLLECTION
AMMAN, 10-12 DECEMBER 2006**

Towards capacity-building for measuring the information society in the Arab region

Summary

The Capacity-building Workshop on Information Society Measurement: Core Indicators, Statistics, and Data Collection (Amman, 10-12 December 2006) was organized by the Arab Regional Office of the International Telecommunications Union (ITU), the Ministry of Information and Communication Technology of Jordan, the Economic and Social Commission for Western Asia (ESCWA) and the Arab Institute for Training and Research in Statistics (AITRS).

The Workshop aimed to build on the outcomes of the Geneva and Tunis phases of the World Summit on the Information Society (WSIS); to consider ways of implementing actions that were already agreed upon and endorsed by the first Capacity-building Workshop on Information Society Measurement: Core Indicators, Statistics, and Data Collection (Beirut, 7-10 June 2005); and to explore new steps towards fulfilling the mandates outlined in the Arab Initiative that was presented at the fourth World Telecommunication Development Conference (Doha, 7-15 March 2006).

In the light of these meetings and regional initiatives, the Workshop considered the critical dimensions of capacity-building for promoting the adoption and collection of information and communication technology (ICT) indicators within a framework of evidence-based policymaking at both national and regional levels. Specifically, the country presentations and panel discussions focused on the key areas in need of development and improvement as identified by the participating countries through evaluation forms, modality of progress in the Arab region and challenges faced by countries in measuring ICT indicators. The objective of the recommended actions issued by the Workshop is to achieve the expected results indicated in the Arab Initiative in four major areas, namely: (a) information society indicators for the Arab region; (b) world telecommunications and information society indicators databases; (c) information society studies and research; and (d) institutional capacity-building.

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Introduction

1. Following up on the Geneva Plan of Action of the World Summit on Information Society (WSIS), which called on all countries and regions to develop the tools that provide statistical information on the progress made towards the realization of the information society, the Tunis Agenda noted the progress made by the Partnership on Measuring ICT for Development in developing a common set of core ICT indicators aimed at the following:¹ (a) increasing the availability of internationally comparable ICT statistics; (b) establishing a mutually agreed framework for elaborating such statistics; and (c) launching the ICT and digital opportunity indices.² The Tunis agenda stressed that any further development of these indicators need to be undertaken in a collaborative, cost-effective and non-duplicative fashion, and invited the international community to strengthen the statistical capacity of developing countries by giving appropriate support at national and regional levels (see box 1).

Box 1. Tunis Agenda for the Information Society

- 112. We call for** periodic evaluation, using an agreed methodology, such as described in paragraphs 113-120.
- 113.** Appropriate indicators and benchmarking, including community connectivity indicators, should clarify the magnitude of the digital divide, in both its domestic and international dimensions, and keep it under regular assessment, and track global progress in the use of ICTs to achieve internationally agreed development goals and objectives, including the Millennium Development Goals.
- 114.** The development of ICT indicators is important for measuring the digital divide. **We note** the launch, in June 2004, of the Partnership on Measuring ICT for Development, and its efforts:
- (a) To develop a common set of core ICT indicators; to increase the availability of internationally comparable ICT statistics as well as to establish a mutually agreed framework for their elaboration, for further consideration and decision by the UN Statistical Commission;
 - (b) To promote capacity building in developing countries for monitoring the Information Society;
 - (c) To assess the current and potential impact of ICTs on development and poverty reduction;
 - (d) To develop specific gender-disaggregated indicators to measure the digital divide in its various dimensions.
- 115. We also note** the launch of the ICT Opportunity Index and the Digital Opportunity Index, which will build upon the common set of core ICT indicators as they were defined within the Partnership on Measuring ICT for Development.
- 116. We stress** that all indices and indicators must take into account different levels of development and national circumstances.
- 117.** The further development of these indicators should be undertaken in a collaborative, cost-effective and non-duplicative fashion.
- 118. We invite** the international community to strengthen the statistical capacity of developing countries by giving appropriate support at national and regional levels.

2. The fourth World Telecommunication Development Conference (WTDC 2006), which was organized by the International Telecommunications Union (ITU) in Doha from 7 to 15 March 2006, represented another important global gathering that focused on using ICTs for development. The purpose of WTDC 2006 was to agree on development priorities in view of the high-level recognition of the digital divide

¹ The list comprises 42 core ICT indicators under the following four categories: (a) ICT infrastructure and access; (b) access to and use of ICT by households and individuals; (c) use of ICT by businesses; and (d) ICT sector and trade in ICT goods. ESCWA, "Core ICT indicators: The Partnership on Measuring ICT for Development" (2005).

² Orbicom, "From the digital divide to digital opportunities: Measuring infostates for development", ed. George Sciadass (Orbicom, 2005).

created by the rapid albeit uneven expansion of ICTs, and to promote international cooperation and partnerships aimed at sustaining and strengthening telecommunications infrastructure and institutions in developing countries. The outcomes of WTDC 2006 were the Doha Declaration and the Doha Action Plan. The Doha Declaration stressed the need to quicken the “pace towards the creation of a truly global Information Society in order to bring opportunities to countries, and to create conditions aimed at deriving maximum benefit from the implementation of new services and applications in order to accelerate overall development”. The Doha Action Plan set out the road map for the next four years to implement global objectives aimed at harnessing the power of ICTs for development. The Action Plan is based on a mutually reinforcing strategy for telecommunications development to be implemented at the global, regional and national levels. Moreover, it builds on the WSIS outcomes and is in tune with the WSIS action lines, specifically those that fall within ITU’s core competencies, including capacity-building and e-applications.

3. This Workshop builds on the outcomes of the Geneva and Tunis phases of WSIS,³ WTDC 2006, and the first regional Capacity-building Workshop on Information Society Measurement: Core Indicators, Statistics, and Data Collection (Beirut, 7-10 June 2005), which was jointly organized by ESCWA, the Arab Regional Office of ITU and the Arab Institute for Training and Research in Statistics (AITRS).⁴

4. The focus of that first Capacity-building Workshop held in Beirut was on developing capacity in terms of defining, adopting and collecting ICT indicators in Arab countries. Within that context, the Workshop considered the definitions and data collection methodologies of core ICT indicators, including the world telecommunications indicators and those in the list of the Partnership on Measuring ICT for Development; and the techniques for designing model questionnaires and surveys aimed at collecting the data for those indicators.

5. Additionally, the Workshop provided a forum for disseminating case studies, which highlighted the successes and challenges of countries engaged in building capacity in the area of collecting indicators. The sharing of relevant information provided practical insight into actual needs of Arab countries, and helped to identify the five critical dimensions and 17 recommended actions for capacity-building planning in Western Asia and the Arab region. The recommended actions formed the basic elements of a capacity-building plan for stakeholders in order to promote the adoption and collection of core ICT indicators in support of policymaking at both the national and regional levels.

6. Specifically, the Workshop called on ESCWA, the Arab Regional Office of ITU and AITRS to cooperate with the League of Arab States (LAS) on developing a list of core ICT indicators for the Arab region, including usage and impact indicators. This particular action was deemed essential for following up on and monitoring effectively the results of the application of the Arab Communications and Information Strategy for Building the Information Society.⁵ The significance of creating a list of major information society indicators in the Arab region and building capacity to facilitate the collection of data for those indicators was further emphasized by the Arab Initiative presented during WTDC 2006 (see box 2). This Initiative, which is in line with the objectives of the Partnership on Measuring ICT for Development, represents a mandate for ITU and its Arab Regional Office to follow up with concerned members of the Partnership, regional organizations and Arab national statistical offices (NSOs) and ICT ministries and agencies based on the priorities expressed towards accomplishing the objectives of the Initiative.

³ World Summit on the Information Society (WSIS), “Plan of Action” (WSIS-03/GENEVA/DOC/5-E); and WSIS, “Tunis Agenda for the Information Society” (WSIS-05/TUNIS/DOC/6(Rev.1)-E).

⁴ ESCWA, “Capacity-building Workshop on Information Society Measurement: Core Indicators, Statistics, and Data Collection” (E/ESCWA/ICTD/2005/WG.1/6).

⁵ League of Arab States, “The Arab communications and information strategy for building the information society (2007-2015)” (LAS, 2006).

Box 2. DOHA World Telecommunications Development Conference

Arab Regional Initiatives

3.5.4.1. ICT Indicators and Capacity Building for the Information Society

Objectives

To establish Information Society indicators and capacity building to facilitate measuring those indicators in the Arab region.

Expected Results

- Description of the major Information Society indicators in the Arab world, to enable comparison with other countries and regions.
- Enable the concerned parties to use the database in the process of decision-making and planning the development of the Information Society.
- Increase studies and research on Information Society in terms of facilitating the work of researchers by providing a large quantity of information on the Information Society in the Arab World.

I. RECOMMENDATIONS ISSUED BY THE WORKSHOP

7. The Workshop considered the critical dimensions of capacity-building for promoting the adoption and collection of ICT indicators within a framework of evidence-based policymaking at both national and regional levels, which were identified during by the first Capacity-building Workshop held in Beirut, and the recommended actions agreed upon and carried out thereof in view of the Tunis Agenda for the Information Society and the Arab Initiative presented to WTDC 2006.

8. A panel discussion focused on the key areas in need of development and improvement as identified by the participating countries through evaluation forms, modality of progress in the Arab region and challenges faced by countries in measuring ICT indicators. To that end, the Workshop recommended various actions aimed at achieving the expected results indicated in the Arab Initiative 3.5.4.1. These are set forth below.

A. INFORMATION SOCIETY INDICATORS FOR THE ARAB REGION

9. The Workshop recognized the significance of establishing a list of core information society indicators to reflect the development priorities in the Arab region and distinct characteristics of the region. Such a list needs to be based on already agreed upon international indicators developed by ITU and the Partnership on Measuring ICT for Developments. Within that context, the following actions need to be taken:

(a) Arab countries need to endorse the list of core ICT indicators by the Partnership on Measuring ICT for Development, and use them as a basis when conducting national surveys for collecting data on the readiness and usage of ICT;

(b) The Arab Regional Office of ITU needs to coordinate with Arab countries in order to identify an Arab list of core infrastructure and access telecommunications indicators;

(c) ITU needs to develop basic definitions for infrastructure and access telecommunications indicators that seek to provide a common ground for clarity and basis for collection, while allowing for variability, different and emerging practices and industry trends; and to address various data collection methodologies, while taking into account Arab perspectives;

(d) ITU, its Arab Regional Office, ESCWA and AITRS need to coordinate with Arab countries to endorse the list of core indicators for the use of ICTs in education developed by the United Nations Educational, Scientific and Cultural Organization Institute for Statistics (UIS);

(e) ITU and ESCWA, in collaboration with the members of the Partnership on Measuring ICT for Development and regional partners, need to engage specialized international organizations, Arab countries and United Nations entities to develop lists of core information society indicators in their respective fields of expertise and according to their mandates, particularly the Knowledge Management Branch in the Department of Public Administration and Development Management of the Department of Economic and Social Affairs (KMB/DPADM/UNDESA), which represents the lead agency of the United Nations for WSIS implementation for e-government.

B. WORLD TELECOMMUNICATIONS AND INFORMATION SOCIETY INDICATORS DATABASES

10. The Workshop noted the development of ESCWA's Statistical Information System (ESIS), which is an enterprise-wide statistical information system for indicators aimed at helping to improve data quality, sharing and security within ESCWA and with its member countries; and of the ESCWA portal on information society profiles, which is a regional gateway for information on ICT statistics, partnerships, and national and regional profiles. Additionally, it noted the planned development of a portal on Arab information society indicators within the framework of the Arab project for measuring the information society.

11. The Workshop recognized that the development and use of an Arab ICT indicators database for comparability and benchmarking with other countries and regions, research and development, and decision-making and planning was an integral component of capacity-building in the Arab region. Data collection must follow a statistically sound methodology that is best carried out under the supervision of NSOs. To that end, the following actions need to be taken:

(a) ITU, its Arab Regional Office and ESCWA need to confer with Egypt on the best ways to integrate the two portal platforms, thereby saving on development effort and resources;

(b) Egypt needs to coordinate with the Arab Regional Office of ITU to organize a workshop aimed at updating Arab countries on the progress made in implementing the ICT indicators project;

(c) Organizations hosting world telecommunications and information society indicators database systems need to ensure that only data collected using statistically-sound methodology are stored together with the necessary metadata and information on the population/scope and relevant classificatory variables for regional and international comparability and benchmarking.

C. INFORMATION SOCIETY STUDIES AND RESEARCH

12. The Workshop recognized that focused information society research and development was vital in order to gain understanding and develop the knowledge needed for sustaining the evolution of the information society and knowledge-based economy in the Arab region. Moreover, the availability of timely, accurate and meaningful data is essential for carrying out such research, in addition to the establishment of multidisciplinary teams and observatories that focus on the information society measurements in terms of monitoring the progress, measuring the output and assessing the impact of national ICT policies. To that end, the Workshop reaffirmed the need to carry out the following actions that were endorsed during the first Capacity-building Workshop in Beirut:

(a) ITU, its Arab Regional Office, ESCWA and AITRS need to encourage NSOs and information and telecommunications ministries in the Arab region to establish multidisciplinary teams and national observatories that focus on information society measurements, especially in terms of monitoring the

progress, measuring the output and assessing the impact of national ICT policies, with particular emphasis on gender issues and empowerment of women;

(b) ITU, its Arab Regional Office, ESCWA and AITRS need to engage Arab countries to establish national reports that can be updated on the status of the collection of ICT statistics.

D. INSTITUTIONAL CAPACITY-BUILDING

13. In addition to the five critical dimensions for capacity-building that were identified by the first Capacity-building Workshop in Beirut, this Workshop recognized the importance of building sustainable institutional capacity (knowledge) and skilled and experienced human resources to carry out the various complex tasks associated with the collection and analysis of information society statistics. Equally essential to institutional capacity-building is the stocktaking of major and recurrent activities that are undertaken or planned by agencies involved in measuring the information society and their specific capacity-building needs. To that end, the following actions need to be taken:

(a) ESCWA, the Arab Regional Office of ITU and AITRS need to engage the Arab agencies involved in measuring the information society in order to respond to the ESCWA capacity-building questionnaire, which provides for the collection of information on major and recurrent ICT measurement activities and specific capacity-building needs of countries;

(b) ESCWA, the Arab Regional Office of ITU and AITRS need to organize training courses for ministries of communications and information technology and NSOs in the Arab region that are involved in, among others, information society data collection and analysis, indicators and composite indices, the design of specialized information society surveys and statistical databases.

II. DISCUSSION TOPICS

14. Two broad themes of capacity-building for measuring the information society in the Arab region were considered during the course of the Workshop. Presentations related to the first theme covered specific technical aspects of information society indicators, including statistical data collection methodologies, definitions, and different and emerging practices and industry trends, together with national and regional perspectives. The second thematic stream on capacity-building drew its framework on the basis of presentations on ICT and information society indicators, while taking into account the challenges and recommendations in the processes, and focusing on the assessment of needs for capacity-building and areas of interest based on regionally and internationally agreed indicators, together with the recommended actions for implementing the Arab Initiative outlined in WTDC 2006.

15. The focus of ITU was on its mandate as received from States Members of the United Nations, including the initiatives outlined by the Arab region under regional initiatives. ITU provided an overview of the key ICT indicators that have formed the basis of its dissemination process using its database, together with a synthesized account of the ITU process and procedure for data collection; and the mechanism of its tabulation based on well defined indicators on telephone networks, mobile services, traffic, tariff and revenue investment. Additionally, ITU presented the outcome of the deliberations that took place during the fifth World Telecommunication/ICT Indicators (WTI) Meeting (Geneva, 11-13 October 2006); and provided participants with the background for indicator definitions and understanding of the need for suggesting changes in its content, thereby reflecting the changing telecommunication environment and capturing market-driven trends in the sector.

16. ESCWA provided an overview of the activities undertaken globally for measuring the information society, with emphasis on ESCWA member countries within the Partnership for Measuring ICT for Development, in reference to the principles and action lines outlined in the outcomes of the Geneva and Tunis phases of WSIS and the ESCWA regional plan of action. Moreover, ESCWA presented the new ICT

topics on the availability of ICT devices and access to the Internet in households, as approved for inclusion within the core housing census topics of the second revision of the United Nations Principles and Recommendations for Population and Housing Censuses.

17. This presentation underscored the importance of censuses as the primary source of information on social, demographic and economic characteristics of populations, particularly in terms of understanding the place of ICTs in households for planning purposes by Governments and the private sector in order to broaden and improve the delivery of services and assess their impact on societies.

18. In another presentation, ESCWA laid out the framework for its capacity-building plan for measuring the information society in the region, and reported on the progress made and achievements of ESCWA member countries over the past two years. In this context, ESCWA presented its ongoing activity aimed at building a regional information society portal as a gateway for information on ICT statistics, partnerships, and national and regional profiles; assessing the capacity-building needs of Arab ICT ministries and NSOs involved in collecting information society statistics through and a metadata questionnaire; and identifying the gaps in data collection for the core ICT indicators.

19. AITRS presented its perspective on the role it plays as a regional organization with the mandate to train Arab statisticians on the collection and use of development statistics, including Millennium Development and information society statistics, thereby enhancing the capabilities of Arab NSOs and improving the quality of statistics produced. The presentation of AITRS outlined the Institute's plan of action, including the measures aimed at promoting the collection of information society statistics and at overcoming the obstacles that hinder the collection of such statistics. In particular, AITRS stressed the need to develop core ICT indicators specific to the Arab region and that reflect the regional development priorities, while remaining compatible with international standards and agreed upon indicators.

20. Within that context, AITRS presented 14 categories where indicators could be selected, including labour force ICT skills, policies and strategies, local digital content, e-government, and education and continued learning. Moreover, the plan of action addressed the requirements of the institutional capacity-building of Arab NSOs; and highlighted the importance of regional coordination and multidisciplinary national teams and observatories aimed at developing appropriate information society measurement methodologies and methodological guidelines in Arabic, and at exchanging experiences and accrued knowledge among NSOs.

21. Various country and stakeholder presentations provided an account of the status of information society measurement, ongoing activities and future plans in the region.

22. Morocco provided an overview of the basic components and functions of its information society observatory, which is a pilot project carried out in collaboration with the World Bank to help with fulfilling the vision of the e-Morocco strategy of developing knowledge economy. The presentation highlighted the use of the observatory for decision-making in e-applications, the make-up of the monitoring and evaluation subsystem, the roles of the involved organizations, and such key ICT indicators and digital public spaces as e-education, e-government, enterprises and ICT industry for monitoring progress of projects and for comparison with other countries.

23. Egypt provided information on the outcome of the first and second phases of its ongoing ICT indicators project, which is being implemented jointly by the National Telecommunication Regulatory Authority (NTRA), Information Technology Industry Development Agency (ITIDA) and Central Agency for Public Mobilization and Statistics (CAPMAS). This project aims to collect data nationally on core information society indicators for households, public sector, Government, education and enterprises. The survey was carried out by CAPMAS and used call centres to enhance data collection within established quality control standards of the data. The presentation summed up the objectives, partners involved and phases of the project. Specifically, the first phase of the project involved the definition of 224 ICT

indicators, drawn from ITU and World Bank indicator collections, and the design of forms; and the second phase, which is ongoing, involves the revision of forms, addition of new indicators and the start of the data collection process.

24. In another presentation, Egypt provided an overview of the components of the planned Arab Strategy Project for Measuring the Information Society aimed at establishing a list of core ICT indicators for the Arab region and at studying the capacity-building needs of Arab States for collecting information society data. Additionally, the project entails building a regional portal for the information society indicators, for which plans are currently being developed. Finally, Egypt proposed to host a workshop to update Arab countries on the progress of the indicators project, in addition to the World Summit on Indicators Conference, which is set to be convened in November 2007.

25. The Department of Statistics in Jordan provided an account of its experience in collecting ICT statistics. It also provided details on collected ICT indicators using family surveys, including the population and housing census, multi-purpose household survey, employment and unemployment survey, household expenditures and income survey, and population and family health survey; and presented latest statistics for basic indicators drawn from some of these surveys. In particular, it presented national account data showing the contribution to the national gross domestic product (GDP) and growth rate of the telecommunication sector since 1996. In another presentation, the Ministry of Communication and Information Technology (MoCIT) in Jordan reported on the current status of e-readiness in the country. The assessment report contained various findings, including overall and sub-component rankings, achievements, ongoing initiatives with regard to connectivity and infrastructure, human capital, macroeconomic and business environment, Government, and IT industry and innovation capacity.

26. The presentation of the Syrian Arab Republic focused on updated statistics for key indicators related mainly to network status and subscriber growth. The presentation addressed the issue of active subscriber whereby individuals can own more than one line from different mobile operators, while not actively using all of them. The presentation brought out the need to inform countries of other best practices on ICT indicators in the Arab region and internationally.

27. The presentation of Sudan provided a broad overview of the network characteristics of the Sudanese network, including subscribers and its 100 per cent digitization; and highlighted the need to develop indicators on the impact of ICTs.

28. The Arab Advisors Group presented an overview of the fixed, cellular, and Internet market statistics in the Arab region, in addition to ranking Arab countries according to the total country connectivity measure (TCCM), which is given as the sum of the percentages of household mainline and cellular penetration and Internet users. The presentation highlighted that, regionally, the Internet market still lags behind the cellular market as the fixed-line market stagnates. Furthermore, with the exception of a few countries in the region, the Internet market is lackluster, while the cellular voice market is booming. The high computer illiteracy and high cellular familiarity in the region point to a future direction where cellular operators could become the de-facto future Internet Service Providers (ISPs).

III. ORGANIZATION OF THE WORKSHOP

A. VENUE AND DATES

29. The Workshop, which was organized by the Arab Regional Office of ITU, the Ministry of Information and Communications Technology of Jordan, ESCWA and AITRS, was held in Amman, from 10 to 12 December 2006.

B. OPENING

30. In his opening address, Mr. Ifram Gamil, representing the Minister of Information and Communications Technology of Jordan, emphasized the importance of joint Arab activities and of building capacity for policymaking and monitoring the progress for developing the information society in the Arab region. He elaborated on the progress made and some of the ongoing activities in Jordan, particularly with regard to the establishment of a secured Government network and new legislation for Internet and computer network crimes.

31. The Arab Regional Office of ITU presented the broad contours of the Meeting by outlining its focused area and the need for recommendations to tackle the priorities of the Arab region. A brief report of the past capacity-building activities of the Arab Regional Office of ITU was made.

32. ESCWA presented an overview of the scope and outcome of the first Capacity-building Workshop held in Beirut, and outlined the past work in terms of its activities within the Partnership on Measuring ICT for Development.

33. For its part, AITRS emphasized the need to establish a list of core ICT indicators for the Arab region and institutional capacity-building aimed at collecting data to determine the values of indicators as a basis for policy analysis and evaluation.

C. PARTICIPANTS

34. The Workshop was attended by ICT experts, statisticians and researchers in the field of measurement of information society from Egypt, Jordan, Saudi Arabia, Morocco, Palestine, Syrian Arabic Republic, Sudan, United Arab Emirates and Yemen; and from regional and international organizations. The list of participants is given in annex I of this document.

D. AGENDA

35. The agenda of the Workshop is provided in annex II of this document.

E. LIST OF DOCUMENTS

36. A total of 16 documents were presented and discussed over the three-day agenda. In addition, three panels discussed challenges and future perspectives, capacity-building, and evaluations and conclusions. The list of documents submitted to the Workshop is given in annex III.

Annex I

LIST OF PARTICIPANTS*

Egypt

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Yemen

Ms. Samira Abdullah Mohamed Salem
Deputy Minister for the Information Technology
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Ministry of Communication and Information
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Ms. Zakia Mahmoud Sagan
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Ministry of Communication and Information
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Ms. Najwa Ali Abdullah Ghanima
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Ministry of Communication and Information
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Mr. Mohamed Al-Mutwakel
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Dissemination and Publication Department
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Mr. Hilal Aboud Al-Bayyati
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Amman, Jordan

Mr. Khalid Khawaja
Chief Expert
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Arab Advisors Group

Mr. Faisal Hakki
Expert
Amman, Jordan

International Telecommunication Union (ITU)

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Head
Market, Economics and Finance Unit
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Cairo, Egypt

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Mr. Hesham Auda
ICT Applications Team Leader
ICT Division
Beirut, Lebanon

Annex II

AGENDA

Sunday, 10 December 2006

9:00 - 09:30	Registration of delegates and distribution of documents	
9:30 - 10:00	Opening ceremony Welcome address and opening speeches	Afram Jamil Khalil Aburizik Mansour Farah Hilal Bayyati
10:00 - 11:00	Workshop overview Thematic focus of the Workshop Summary report from the Beirut Workshop 2005 Procedures of the Workshop Adoption of agenda Announcements of organizers	Khalil Aburizik Hesham Auda Hilal Bayyati
11:00 - 11:30	Break	
11:30 - 12:30	An overview of Arab telecom markets	Faisal Hakki
12:30 - 13:00	ICT indicators and information society measurements: ITU's data collection overview - coverage, scope, challenges	Roopa Joshi
13:00 - 14:00	Break	
14:00 - 14:30	Methodology of indicators: the importance of definitions	Roopa Joshi
14:30 - 15:00	WSIS and ICT measurements	Mansour Farah
15:00 - 15:30	Break	
15:30 - 16:00	ICT measurements in Egypt	Hesham Baraka
16:00 - 16:30	ICT indicators: Egypt profile	Hesham Baraka

Monday, 11 December 2006

ICT and information society indicators in the Arab region

9:00 - 9:45	ICT indicators: the Moroccan experience	Mohamed Tabyaoui
9:45 - 10:30	DOS Experience in ICT Statistics	Tayseer A. Anis Dheib
10:30 - 11:00	Arab region ICT indicators/Arab profile	Hesham Baraka
11:00 - 11:30	Break	
11:30 - 12:15	New ICT topics: United Nations principles and recommendations for population and housing	Hesham Auda

Monday, 11 December 2006 (continued)

12:30 - 13:30	Country presentations: the Syrian Arab Republic and Sudan	Maan Saloum
13:00 - 14:00	Break	
14:00 - 15:00	Panel discussion on challenges and future perspectives on expanding ICT measurements in the region	Panelists: ITU, ESCWA, ITU ARO, Egypt, Morocco and Jordan

Tuesday, 12 December 2006

Capacity-building on ICT measurements

9:00 - 9:45	Role of AITRS in ICT capacity-building in the Arab region	Yousef Falah
9:45 - 10:30	Capacity-building planning	Hesham Auda
10:30 - 11:00	Capacity-building questionnaire	Hesham Auda
11:00 - 11:30	Break	
11:30 - 12:15	Summary report from WTIM: capacity-building issues	Roopa Joshi
12-15 - 13:00	E-readiness in Jordan	Ahmad Khawaldeh
13:30 - 14:30	Break	
14:30 - 15:30	Final round and conclusions Panel Discussion on Capacity-building Measures - Priorities, Way Forward, and Sustainability	Panelists: ITU, ESCWA, ITU ARO and AITRS
15:30 - 16:00	Summary and conclusions Evaluation results Closing addresses	Ebrahim al-Haddad Roopa Joshi Khalil Aburizik Hesham Auda Hilal Bayyati

Annex III

LIST OF DOCUMENTS

Title
ICT indicators: The Moroccan experience
DOS experience in ICT statistics
ITU's data collection overview: Coverage, scope, challenges
Methodology of indicators: The importance of definitions
Capacity-building in the Arab region
ICT indicators: Egypt profile
An overview of the Arab telecom markets
WSIS and ICT measurements
New ICT topics in the "United Nations Principles and Recommendations for Population and Housing Censuses"
Arab region ICT indicators, The Arab profile
E-Readiness assessment of The Hashemite Kingdom of Jordan 2006
Syrian ICT
Capacity-building issues in ICT indicators: ITU and regional perspectives
