ECLAC
Economic Commission for Latin America and the Caribbean

Fifth meeting of the Executive Committee of the
Statistical Conference of the Americas of the
Economic Commission for Latin America and the Caribbean

Mexico City, 14 and 15 November 2005

**WORKING GROUP ON INFORMATION AND COMMUNICATION TECHNOLOGIES:
BRIEFING NOTE FOR THE FIFTH MEETING OF THE EXECUTIVE COMMITTEE
OF THE STATISTICAL CONFERENCE OF THE AMERICAS**

This document was prepared by the secretariat of the Statistical Conference of the Americas of ECLAC.

2005-867

Working Group on Information and Communications Technologies:

Briefing note for the fifth meeting of the Executive Committee of the

Statistical Conference of the Americas

The Note was prepared by the Secretariat at the request of the Dominican Republic, leader of the Working Group on Information and Communication Technologies, to provide information to the Executive Committee on the advances registered in this topic.

The regional activities reported by the Working Group were implemented under the umbrella of the OSILAC project. OSILAC is the Observatory for the Information Society in Latin America and the Caribbean; its main goal is data compilation and harmonization, to monitor and analyse the state of Information Society development in Latin America and the Caribbean. The Observatory has the purpose to assist the National Statistical Organizations to collect indicators about Information and Communication Technologies (ICT) in the region. OSILAC supports, in particular, the work of the SCA Working Group on ICT, with the purpose of formulating recommendations to the Executive Committee of the Statistical Conference of the Americas, in order to advance in the development and harmonization of regional statistics in Information and Communication Technologies (ICT).

In addition, OSILAC promotes an international platform on ICT statistics, aiming at:

(1) a more coherent centralization of data, indicators, methodologies and the networking of qualitative information from all the region;

(2) the normalization and harmonizing of ICT-related indicators gathered at the sub-regional, national and local level, helping with the creation of harmonized methodological frameworks, and

(3) increasing and improving the quantity and quality of ICT data gathered across the region. Develop capacity building among technical staff of NSOs and other institutions in charge of collecting data.

1. Background

The creation of OSILAC was announced during the second meeting of the Statistical Conference of the Americas (SCA), in Santiago de Chile, June 18th to 20th, 2003. The project was a joint effort between the SCA member states, the Economic Commission for Latin America and the Caribbean (ECLAC) and the Institute for Connectivity in the Americas (ICA) of the International Development Research Centre (IDRC). In a second phase, the European Commission, through the project @LIS, and the Pan Americas program of IDRC joined the initiative.

OSILAC is linked to the process of the World Summit on the Information Society (WSIS): www.itu.int/wsis. The first phase of WSIS took place in Geneva on December 2003 and the second will take place in Tunis in November 2005. The Plan of Action of WSIS makes a number of suggestions concerning the development of statistical indicators for benchmarking and performance evaluation, to follow up the implementation of the Plan of Action and to track global progress in the use of ICT (Plan of Action WSIS, 12 December 2003: "E. Follow-up and evaluation n.28)

2. Advances

OSILAC, up to November 2005, has reached the following achievements:

i) A database has been developed, consisting on information on the main indicators and statistics which show the state of Information Society technologies. This database is constantly being improved and extended.

ii) A meta-data questionnaire was developed to take inventory of information society statistics in National Statistical Organizations. 20 countries from the 33 countries from Latin America and the Caribbean completed the questionnaire.

iii) A workshop on Information Society Measurement for Latin America and the Caribbean was organized on November 3rd and 4th in Santiago de Chile, in which 17 countries participated: 10 from South America, 2 from Central America and 5 from the Caribbean. During the workshop a list of core questions was agreed and recommended to be included in household and business surveys. This list was discussed together with proposals from other regions, and served to produce a final list, which was presented in the Thematic Meeting of the World Summit on the Information Society, held in Geneva, 7-9 February 2005.

iv) Attendance at the Thematic Meeting of the World Summit on the Information Society, held in Geneva, 7-9 February 2005. The input from the different regional exercises was presented and discussed. A final list of core indicators for measuring ICT was presented as proposal for the National Statistical Organizations (see Annex).

v) A document containing the revision of instruments and questions used by the region's National Statistical Organizations was produced. This document compiles the revision of census, households and business surveys in countries of the region which have integrated ICT questions, as well as a proposal and analysis of possible questions for a measurement instrument.

vi) A benchmarking document on the World Summit on the Information Society (WSIS) Plan of Action in Latin America and the Caribbean was produced.

vii) Together with REGULATEL and COFETEL from Mexico, OSILAC contributed to the realization of a workshop in Mexico City, the Methodological Workshop on Telecommunications Regional Indicators System (SIRTEL), that took place from March 29th to April 1st, 2005. In this workshop a core set of telecomm indicators was discussed to be included in a regional database prepared by COFETEL, as well as definitions and metrics and the possibility of their collection.

viii) In the frame of the Global Partnership on Measuring ICT for development, OSILAC has made methodological contributions related to the indicators for measuring ICT and their inclusion on household and business surveys, expressing the voice of the countries from Latin America and the Caribbean.

ix) A Sub-regional Workshop on Information and Communication Technologies Measurement was held in San José, Costa Rica. This workshop took place on the 16 and 17 June 2005, with the support of the National Statistics and Census Institute of Costa Rica (INEC) and the Costa Rican Institute for Electricity (ICE). This event allowed various Statistical Institutes of Central America (Guatemala, Honduras, Nicaragua and Costa Rica) to join together with the support of Mexico and Dominican Republic, facilitating the creation of capabilities among its technical personnel on methodologies and techniques required to collect and process data related with the information society. OSILAC will continue with its Technical Assistance to the Statistical Organizations of the region that are interested in implementing ICT statistics.

A regional workshop on capacity building and to discuss methodologies for the collection of statistical information on ICT was held in Santo Domingo (Dominican Republic) in October 2005. This second workshop reviewed the list of core indicators on ICT proposed by the countries of the region at the first workshop (Santiago, 3-4 November 2004) and agreed globally at the Thematic Meeting on Measuring the Information Society (Geneva, 7-9 February 2005). During the workshop, the methodological aspects related to the design and implementation of household and business surveys was analyzed. Furthermore, the topic of Information Society Measurement as a holistic society was addressed.

3. Future activities

i) Support the Working Group on ICT created under the umbrella of the SCA under the leadership of the Dominican Republic NSO, and fosters the active participation of the National Statistical Organizations in the development of methodologies through online discussion on related topics. The purpose is of formulating recommendations to the Executive Committee of the Statistical Conference of the Americas, in order to advance in the development and harmonization of regional statistics in Information and Communication Technologies (ICT). When recommendations are adopted by member States of the Statistical Conference of the Americas, it is expected that all countries will adopt this format to collect the proposed information.

ii) Elaborate methodological studies and conceptual documents on Information Society measurement by building methodological and conceptual frameworks in an interactive and participative way to implement ICT statistics in surveys held by countries in the region, as well as contributing and feeding to the global discussion.

iii) Elaborate benchmarking documents and assessment studies of the Plan of Action on Information Society for Latin America and the Caribbean -eLAC 2007 and the WSIS plan of action. These documents should contain data produced by the region to illustrate the state of the art of Information Society development.

iv) Continue extending the statistical database on ICT, mainly updating and detailing penetration indicators, and entering new indicators on usage, produced by the Statistical Organizations and other national and regional institutions.

v) Develop capacities among technical staff of the National Statistical Organizations and other agencies in charge of ICT issues, on methodologies and techniques required to collect and process data related to information society. OSILAC carries out capacity building missions to interested Statistical Organizations from the region to work on the implementation of ICT statistics.

ANNEX: PROPOSED CORE LIST OF INDICATORS

(After Geneva's meeting, 7-9 February 2005)

Core indicators on access and use of ICTs by households and individuals

Basic core	
HH-1	Proportion of households with a radio
HH-2	Proportion of households with a TV
HH-3	Proportion of households with a fixed line telephone
HH-4	Proportion of households with a mobile cellular telephone
HH-5	Proportion of households with a computer
HH-6	Proportion of individuals that used a computer (from any location) in the last 12 months
HH-7	Proportion of households with Internet access at home
HH-8	Proportion of individuals that used the Internet (from any location) in the last 12 months
HH-9	Location of individual use of the Internet from all locations in the last 12 months Response categories: • At home • At work • Place of education • At another person's home • Free Public Internet Access Centre (specific denomination depends on national practices) • Charged Public Internet Access Centre (specific denomination depends on national practices) • Other

HH-10	Internet activities undertaken by individuals in the last 12 months
	Response categories:
	
	• For getting information
	  o About goods or services
	  o Related to health or health services
	  o From government organisations/public authorities via websites or e-mail
	  o Other information or general Web browsing
	• For communicating
	• Purchasing or ordering goods or services
	• Internet banking or other financial services
	• For education and learning
	• For dealing with government organisations/public authorities
	• For leisure activities
	  o Playing/downloading video or computer games
	  o Obtaining movies, music or software
	  o Reading/downloading electronic books, newspapers or magazines
	  o Other leisure activities

Extended core	
HH-11	Proportion of individuals with use of a mobile telephone
HH-12	Proportion of households with access to the Internet by type of access from home • Response categories should allow an aggregation to narrowband and broadband, where broadband will exclude slower speed technologies, such as dial-up modem, ISDN and most 2G mobile phone access, and which will usually result in a speed of at least 256 kbit/s.
HH-13	Frequency of individual access to the Internet in the last 12 months (from any location) Response categories: • at least once a day • at least once a week but not every day • at least once a month but not every week • less than once a month
Reference indicator	
HH-R1	Proportion of households with electricity[0]

1. Since electricity is not specifically an ICT commodity, but important nevertheless for developing countries prerequisite for using ICT, it is not included in the core list, but included as a reference indicator, just like the number of households, population, GDP etc. will be.

Core indicators on access and use of ICTs by businesses

Basic core	
B-1	Proportion of businesses using computers
B-2	Proportion of employees using computers
B-3	Proportion of businesses using the Internet
B-4	Proportion of employees using the Internet
B-5	Proportion of businesses with a website (or web presence where the business has control over the content)
B-6	Proportion of businesses with an intranet
B-7	Proportion of businesses receiving orders over the Internet
B-8	Proportion of businesses placing orders over the Internet
Extended core	
B-9	Proportion of businesses accessing the Internet by modes of access • Response categories should allow an aggregation to narrowband and broadband, where broadband will exclude slower speed technologies, such as dial-up modem, ISDN and most 2G mobile phone access, and which will usually result in a speed of at least 256 kbit/s.
B-10	Proportion of businesses with a Local Area Network (LAN)
B-11	Proportion of businesses with an extranet

B-12	Proportion of businesses using the Internet by type of activity
	 Response categories:
	
	 • Internet e-mail
	 • Getting information
	    o About goods or services
	    o From government organisations/public authorities via websites or e-mail
	    o Other information searches or research activities
	 • Performing Internet banking or accessing other financial services
	 • Dealing with government organisations/public authorities
	 • Providing customer services
	 • Delivering products online

ICT sector basic core	
ICT-1	Proportion of total workforce involved in the ICT sector
ICT-2	Value added in the ICT sector (as a percentage of total value added)
ICT-3	ICT goods imports as percentage of total imports
ICT-4	ICT goods exports as percentage of total exports

Infrastructure and access core indicators

Basic core	
A-1	Fixed telephone lines per 100 inhabitants
A-2	Mobile cellular subscribers per 100 inhabitants
A-3	Computers per 100 inhabitants
A-4	Internet subscribers per 100 inhabitants
A-5	Broadband Internet subscribers per 100 inhabitants (fixed and mobile)
A-6	International Internet bandwidth per inhabitant
A-7	Percentage of population covered by mobile cellular telephony
A-8	Internet access tariffs (20 hours per month), in US$, and as a percentage of per capita income
A-9	Mobile cellular tariffs (100 minutes of use per month), in US$, and as a percentage of per capita income
A-10	Percentage of localities with public Internet access centres (PIACs) by number of inhabitants (rural/urban)
Extended core	
A-11	Radio sets per 100 inhabitants
A-12	Television sets per 100 inhabitants