



**ECLAC**

Distr.  
LIMITED  
LC/L.3381(CEA.6/9)  
24 October 2011  
ENGLISH  
ORIGINAL: SPANISH

---

Sixth meeting of the Statistical Conference of the Americas of the  
Economic Commission for Latin America and the Caribbean

Bávaro, Dominican Republic

16-18 November 2011

**REPORT OF THE WORKING GROUP ON INFORMATION AND COMMUNICATIONS  
TECHNOLOGIES OF THE STATISTICAL CONFERENCE  
OF THE AMERICAS OF ECLAC**

**CONTENTS**

	<i>Page</i>
A. Background.....	3
B. Activities carried out by the Working Group in the period 2009-2010 .....	4
C. Activities carried out by the Working Group in 2011 .....	6
D. Proposed programme of work for the Working Group for the period 2012-2013 .....	7
E. Programme of work, 2012-2013 .....	8

## A. BACKGROUND

The Working Group comprises Argentina, Bolivarian Republic of Venezuela, Chile, Colombia, Cuba, Dominican Republic (coordinator), Mexico and Panama.

### General objective:

To contribute to the development of statistical and methodological capacities for gathering timely information on the measurement of information and communications technologies (ICT).

### Specific objectives:

- To ensure that all countries have, depending on their conditions, relevant statistics on the use, availability and impact of ICT on the economy and society, as well as a minimum set of standard indicators for the region.
- To contribute to defining quantifiable targets and indicators for the Plan of Action for the Information and Knowledge Society in Latin America and the Caribbean (eLAC2015).
- To contribute to the discussion on and dissemination of indicators of ICT access and use by individuals, households, businesses, governments and key sectors, such as education and health, proposed by the Partnership on Measuring Information and Communication Technologies for Development.<sup>1</sup>
- To update and improve the compendium of practices on the inclusion of questions relating to ICT statistics in household surveys and encourage the development of similar compendiums of practices for surveys on ICT access and use by businesses, the public sector and the education and health sectors.
- To promote the strengthening of the regional database of the Observatory for the Information Society in Latin America and the Caribbean (OSILAC) by encouraging countries to send in the results of the relevant measurements.

The Working Group also proposes to:

- Significantly increase the number of countries in Latin America and the Caribbean that incorporate the measurement of ICTs in their household and business surveys.
- Take into account the agreement to systematize and disseminate statistics and indicators with a gender-based approach.<sup>2</sup>

---

<sup>1</sup> See United Nations, Report of the Partnership on Measuring Information and Communication Technologies for Development: information and communications technology statistics. Note by the Secretary-General (E/CN.3/2009/19), December 2008 [online] [www.itu.int/ITU-D/ict/partnership/material/2009-19-ICT-E.pdf](http://www.itu.int/ITU-D/ict/partnership/material/2009-19-ICT-E.pdf).

<sup>2</sup> See Report of the fourth meeting of the Statistical Conference of the Americas of the Economic Commission for Latin America and the Caribbean (LC/L.2795), Santiago, Chile, 2007 [online] [www.eclac.cl/deype/publicaciones/xml/1/30051/LCL2795i.pdf](http://www.eclac.cl/deype/publicaciones/xml/1/30051/LCL2795i.pdf).

- Contribute substantially to greater integration of the non-Spanish-speaking countries of the Caribbean in the Working Group's activities by promoting closer ties with them.
- Continue the efforts to promote integration, harmonization and the exchange of experiences relating to the statistical measurement of ICTs in the countries of the region.

## **B. ACTIVITIES CARRIED OUT BY THE WORKING GROUP IN THE PERIOD 2009-2010**

In close collaboration with OSILAC, the Working Group organized, drafted and revised a number of documents, and carried out the following activities:

- (a) The Working Group was strengthened

The first step was to consolidate the structure of the Working Group, in collaboration with OSILAC, and to reaffirm the list of member countries. The Group then proceeded to draw up its programme of work for the period 2010-2011 on the basis of the implementation report for the previous period, in order to follow up on the tasks proposed within the framework of the objectives established and approved.

- (b) Preparation of the survey on the process of creating harmonized statistics on ICTs in national statistical offices, 2010 version, in conjunction with OSILAC, in the first quarter of 2010
- (c) The survey was conducted among the national statistical offices in Latin America and the Caribbean and the findings were analysed between March and July 2010

Information was collected on the progress and challenges in measuring ICTs in the region and the achievements relating to the inclusion of questions on ICTs in household and business surveys. The survey also contained questions on the participation of national statistical offices in constructing ICT indicators in areas such as education, health and e-government; their knowledge of and involvement in the digital strategy of their countries; assessment of the activities of OSILAC and the Working Group; regional training needs; and ways of disseminating the survey findings through the statistical offices.

- (d) Revision of the compendium of practices

In order to update the compendium of practices on the incorporation of ICT questions in household and business surveys, OSILAC produced a 2010 version. See [www.cepal.org/publicaciones/xml/8/40928/W340.pdf](http://www.cepal.org/publicaciones/xml/8/40928/W340.pdf).

- (e) The OSILAC regional database was strengthened. See [www.eclac.org/tic/flash/](http://www.eclac.org/tic/flash/)

The report of the Working Group on its 2009-2011 programme of work, which was presented and adopted at the ninth meeting of the Executive Committee of the Statistical Conference of the Americas, held in April 2010, urges national statistical offices to send the findings of their measurements for incorporation in the OSILAC online ICT Statistical Information System.

- (f) The sixth Regional Workshop on Information Society Measurement in Latin America and the Caribbean, organized by OSILAC, was held in Montevideo from 21 to 23 September 2010. The Working Group played an active part in designing, organizing and carrying out this important activity, which addressed continent-wide ICT issues

The Working Group met in Montevideo on 20 September 2010 before the start of the sixth OSILAC Regional Workshop to review its 2009-2011 programme of work with representatives of OSILAC and ECLAC. (See [www.eclac.org/socinfo/noticias/noticias/7/40777/OSILAC\\_Informe\\_VITaller\\_sobre\\_Medicion\\_de\\_la\\_SocInfo\\_-\\_Version\\_Final.pdf](http://www.eclac.org/socinfo/noticias/noticias/7/40777/OSILAC_Informe_VITaller_sobre_Medicion_de_la_SocInfo_-_Version_Final.pdf).) The following proposals and agenda items were discussed:

- The creation, in the near future, of a discussion list, with the same participants as those on the OSILAC list, which will be migrated to a virtual platform. The aim is to foster greater exchange between participants. The platform will be moderated by the Working Group on Information and Communications Technologies. The effective use of the platform, which is designed to promote the measurement of ICTs in the region, will depend on the motivation and commitment of all participants.
- The countries of Latin America and the Caribbean should continue to send their household survey databases with questions on ICTs to ECLAC for inclusion in the OSILAC online ICT Statistical Information system. See [www.eclac.org/tic/flash/](http://www.eclac.org/tic/flash/).
- It was suggested that the technical secretariat of the Plan of Action for the Information and Knowledge Society in Latin America and the Caribbean (eLAC) should conduct a survey on the preparation and availability of ICT indicators in the ministries and agencies involved in monitoring progress towards the information society in the region, taking as the basis the approach to the survey on the process of creating harmonized statistics on ICTs in national statistical offices.
- The Working Group's programme of work should include the development and use of the Statistical Data and Metadata Exchange standard in the region.
- Follow up to the proposal for collaborative work between national statistical offices and ministries to improve ICTs data availability for the design and monitoring of public policies, an idea contributed and fostered by OSILAC. The proposal document was submitted to the technical secretariat of eLAC with a request for inclusion of the topic on the agenda of the third Ministerial Conference on the Information Society in Latin America and the Caribbean to be held in Lima. At this Conference, it was agreed that the representatives of the Working Group on Information and Communications Technologies and OSILAC and of the ministries of the member countries of eLAC should decide on the operation of a joint working commission by 31 March 2011 with a view to constructing indicators for monitoring the Plan of Action for the Information and Knowledge Society in Latin America and the Caribbean (eLAC 2015).

### C. ACTIVITIES CARRIED OUT BY THE WORKING GROUP IN 2011

Based on the programme of work presented and adopted at the ninth meeting of the Executive Committee of the Statistical Conference of the Americas of ECLAC, held in Santiago in April 2010, the Working Group is carrying out the following activities:

- Since the start of 2011 it has been following up on the proposal for collaborative work between national statistical offices and ministries to improve ICT data availability for the design and monitoring of public policies, an idea fostered by OSILAC. The eLAC secretariat is establishing the commission on indicators tasked with preparing a document containing the revised quantifiable indicators and targets for the Plan of Action for the Information and Knowledge Society in Latin America and the Caribbean (eLAC 2015).
- In the first week of March, members of the Working Group participated in a seminar on the development and use of the Statistical Data and Metadata Exchange, which was held in Luxembourg with support from Eurostat. The purpose of the seminar was to provide Latin America and the Caribbean with a shared platform for the exchange of data and metadata so that their data are comparable with the data from European Union countries.
- In April, the Working Group began revising and adapting the 2011 version of the survey on the process of creating harmonized statistics on ICTs in national statistical offices.
- In June, the Working Group sent the questionnaire to national statistical offices throughout Latin America and the Caribbean and will shortly begin analysing them. The questionnaire is available on the OSILAC web page.

Given that the Working Group is highly committed to the objectives of the commission on eLAC2015 indicators, the Executive Committee of the Statistical Conference decided, at its tenth meeting held in Havana in April 2011, that the activities planned for 2010-2011 but still outstanding would be included in the programme of work for 2012-2013.

Accordingly, the Working Group will present the following two documents to the Conference at its sixth meeting:

- (i) A document containing the eLAC2015 indicators, resulting from the work coordinated by the commission on indicators comprising the Working Group on Information and Communications Technologies, OSILAC and eLAC, which, it is hoped, will be completed this year. This is the product of the pooled efforts of the government institutions representing the eLAC member countries in Latin America and the Caribbean and national statistical offices.
- (ii) The report on the survey of national statistical offices in the region concerning the process of creating harmonized statistics on ICTs in national statistical offices. The report will indicate the progress made and targets reached in the countries of Latin America and the Caribbean and compare the findings with previous years.

In addition, at its tenth meeting, the Executive Committee agreed to continue supporting countries in sending their databases on ICTs to ECLAC for inclusion in the OSILAC online ICT Statistical Information System.

## **D. PROPOSED PROGRAMME OF WORK FOR THE WORKING GROUP FOR THE PERIOD 2012-2013**

With a view to continuing to strengthen the measurement of ICTs in the region, the programme of work below has been drawn up for the period 2012-2013, to be adopted by the Executive Committee of the Statistical Conference.

The Working Group proposes to continue implementing the outstanding activities from the period 2009-2011. The programme of work for the period 2012-2013 gives priority to the modules in the health sector and business. The modules in the public sector and electronic education have been postponed to 2014-2015 due to difficulties in securing financing and technical support.

The migration of the OSILAC electronic list to a virtual platform located on the ECLAC server but administered and moderated by the Working Group is still pending.

The Working Group has included a proposal to conduct the survey on the process of creating harmonized statistics on ICTs, 2012 version, among the government institutions representing the countries of Latin America and the Caribbean in matters relating to eLAC, after it has been fully reformulated in conjunction with the eLAC secretariat.

### **2012**

- Completion of the work started in 2011 to develop a set of eLAC2015 indicators.
- Organization of a workshop to provide training on the inclusion of an up-to-date ICT module in business surveys to assist countries that have not conducted measurements in this sector. Requests will be made for financial support from multilateral institutions and technical support from the United Nations Conference on Trade and Development and ECLAC.
- Implementation of the survey on the process of creating harmonized statistics on ICTs in national statistical offices, 2012 version.
- Revision of the compendium of practices to produce an up-to-date 2012 version on the inclusion of ICT questions in household and business surveys, with the help of a specialist. This task requires the technical support of an expert and financial resources.
- Development of a module on ICT access and use in the health sector. Implementation of this proposal is dependent on technical cooperation from the World Health Organization and the assistance of a country in the region to host the workshop, as well as the financial support of international cooperation and financing organizations.

### **2013**

- Implementation of the survey on the process of creating harmonized statistics on ICTs in national statistical offices, 2013 version.

- Proposal for the 2012 survey on the process of creating harmonized statistics on ICTs to be conducted among the government institutions representing the countries in Latin America and the Caribbean in matters relating to eLAC, following its reformulation in coordination with the eLAC secretariat.

### E. PROGRAMME OF WORK, 2012-2013

#### 2012

<b>Period</b>	<b>Activities</b>
January to April	Continue the work started in 2011 to construct eLAC2015 indicators.
May to August	Workshop for training staff on an ICT module in business surveys for countries which so require.  Survey on the process of creating harmonized statistics on ICTs in national statistical offices, 2012 version.
September to December	Update the compendium of practices with the help of an expert and the support of the Working Group.

#### 2013

<b>Period</b>	<b>Activities</b>
January to April	Workshop on statistics on ICTs in health with a view to suggesting a set of indicators for an ICT module in this sector.
May to August	Survey on the process of creating harmonized statistics on ICTs in national statistical offices, 2013 version.
September to December	Reformulation of the survey on the process of creating harmonized statistics on ICTs in national statistical offices, to be conducted among the government institutions representing the countries of Latin America and the Caribbean in matters relating to eLAC.  Implementation of the survey of government institutions representing the countries of Latin America and the Caribbean in matters relating to eLAC.