Report of the workshop on measuring the digital society for digital inclusion
REPORT OF THE WORKSHOP ON MEASURING THE DIGITAL SOCIETY FOR DIGITAL INCLUSION

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A. ATTENDANCE AND ORGANIZATION OF WORK

1. Place and date

1. The Economic Commission for Latin America and the Caribbean (ECLAC) subregional headquarters for the Caribbean in collaboration with the Caribbean Telecommunications Union (CTU) convened a workshop, entitled “Measuring the digital society for digital inclusion” on 27 and 28 March 2023. The workshop was facilitated both in person and online. The programme is available in annex II of this report.

2. Attendance

2. Representatives from ten member States: Antigua and Barbuda, Barbados, Dominica, Grenada, Jamaica, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Suriname and Trinidad and Tobago and one associate member: Montserrat, attended the workshop. Also in attendance were representatives from: Caribbean Centre for Development Administration (CARICAD), Eastern Caribbean Telecommunications Authority (ECTEL), International Telecommunication Union (ITU), National Telecommunications Regulatory Commission of Saint Kitts and Nevis (NTRC - Saint Kitts and Nevis), National Telecommunications Regulatory Commission of Saint Lucia (NTRC - Saint Lucia), Telecommunications Authority of Suriname (TAS), Telecommunications Authority of Trinidad and Tobago (TATT) and United Nations Department of Economic and Social Affairs (DESA). In total, 47 participants attended the workshop, 26 of whom were female. The list of participants is available in annex I of this report.

3. Meeting agenda

Day 1

1. Opening remarks
2. Welcome remarks
3. Presentation 1: Implications of ECLAC study “Digital inclusion in Caribbean digital transformation frameworks and initiatives for measurement”
4. Presentation 2: Data for digital inclusion
5. Presentation 3: The digital transformation wheel of ITU

Day 2

1. Presentation 4: Caribbean information and communications technology (ICT) indicators – Work done by the CTU thus far and the road ahead
2. Presentation 5: Core list of ICT indicators and ICT Development Index of ITU
3. Open discussion: Priority areas of member States and Caribbean priorities
4. Presentation 6: Digital inclusivity index of TATT
5. Presentation 7: United Nations E-Government Development Index
6. In person and online working group breakout sessions: Prioritization of ITU core list of indicators for the Caribbean
7. In person and online working group breakout sessions: Data gaps in the Caribbean and measurement of ICT indicators to address these gaps
8. Conclusion and closing remarks.

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1 See annex I for a full list of participants.
4. Objective

The overall objective of the workshop was to define a prioritized list of Caribbean information and communications technology (ICT) indicators suited to measure levels of digital inclusion and serve as input to evidence-based policy formulation and decision-making; establish focal points in each country for data collection on the Caribbean ICT indicators and identify needs regarding capacity building on the ICT indicators.

B. SUMMARY OF PROCEEDINGS

1. Opening of the meeting

The Secretary General of the Caribbean Telecommunications Union welcomed participants, both present and those joining virtually to the workshop. After brief introductions by all participants, the Secretary General reflected that this initiative was a follow-up to a workshop held by the CTU in 2022 and reiterated their focus on establishing an appropriate framework of what needs to be measured. The Secretary General then invited the Director of ECLAC subregional headquarters for the Caribbean to provide opening remarks.

In her remarks, the Director extended her gratitude to CTU for partnering in the hosting of the workshop and to attendees for their participation. The Director shared that the ECLAC Caribbean Knowledge Management Centre (CKMC) had embarked on a multi-year research agenda into digital inclusion in the Caribbean. With reference to a 2022 study that was conducted by ECLAC subregional headquarters for the Caribbean, the Director advised that digital inclusion was not explicitly articulated in the public policy environment of most Caribbean countries. She underscored that the premise of the research agenda was to support the operationalization of key principles of the 2030 Agenda for Sustainable Development to “leave no one behind” and to “reach the furthest behind first”. Recalling the United Nations Secretary General’s Roadmap on Digital Cooperation, which asserts that “digital divides reflect and amplify existing social, cultural and economic inequalities”, she emphasized the importance of understanding the context and consideration of the unique situation of each country. Noting that digital inclusion goes beyond basic access, the Director stressed that digital inclusion processes cannot be deployed in a top-down manner but require a multi-stakeholder effort based on evidence and disaggregated data. The Director further intimated that the collection of data should go beyond disaggregation by sex, and include other issues such as ability, location, education, income, age and migration status to understand the intersectional nature of exclusion. The Director shared some takeaways from the early stages of the COVID-19 pandemic, including that underserved groups need particular attention and the collection of accurate information on their specific needs. She also noted that the convening of the workshop contributed to two recommendations in the roadmap: firstly, the formation of a multi-stakeholder digital inclusion coalition, and secondly, the need to agree on a common set of metrics to measure digital inclusion and literacy. In closing, the Director also reaffirmed the particular relevance of the envisaged outcomes of the workshop to regional targets, such as those set in the Digital Agenda for Latin America and the Caribbean (eLAC2024) which is seeking to achieve a “digital age for all”.

2. Presentation 1: Implications of ECLAC study “Digital inclusion in Caribbean digital transformation frameworks and initiatives for measurement”

The first presentation was delivered by the Programme Management Officer of CKMC, ECLAC subregional headquarters for the Caribbean. Referencing the previous study, “Digital inclusion in Caribbean digital transformation frameworks and initiatives”, he noted that most countries did not appear to formally have digital inclusion as a policy directive within their ICT agenda. Although inclusion had been identified
as a guiding value of some national development plans (NDPs), digital inclusion was not ascribed a priority in most countries. He reinforced the commitment to have a multi-year agenda to treat with the issue of digital inclusion from a variety of perspectives, identifying that the first year was benchmarking, this year focused on measurement, while third year will be determined based on the findings of the first two years. He reiterated that the COVID-19 experience unearthed that despite the overall advancement in digital transformation, these benefits were not equitably distributed – as particularly evidenced in the school systems, across primary and secondary levels. This reaffirmed the impetus to encourage digital inclusion within the digital transformation thrust of the region to ensure that the society benefited and advanced together. Highlighting that the study reviewed the situation in 11 countries to enable a broader appreciation of the regional trends, the Programme Management Officer noted that a few major challenges were identified: the paucity of statistics available in the areas of interest, the limited use of either specific or contemporary national ICT plans to guide countries’ digital transformation agenda, and the divergence across the region as to the potential and impact of ICTs as well as the view of what digital inclusion means. These three challenges frame the varying implementation approaches and outcomes to be measured, as seen across the region.

7. These challenges were brought to the fore through the comparison of the findings of five countries that were subjects of the study. From the comparison of their areas of focus, key dimensions of digital inclusion were identified: access, affordability, quality, governance, skills, safety, security, usage and benefits. The Programme Management Officer also identified several disaggregated populations of interest: gender, disability, older persons, children and youth, urban/rural divide, income, socioeconomic position, indigenous and conflict-affected persons. In closing the Programme Management Officer underscored that the study was a benchmarking exercise to identify the status of the region. However, it was reaffirmed that with agreement on common priorities and approaches we can develop modalities going forward which seek to make more inclusive societies, and to do that, the region must measure what it intends to manage in this regard.

3. Presentation 2: Data for digital inclusion

8. During the second presentation, the Associate Programme Management Officer, CKMC, provided a general overview of the evolution of the digital inequality discourse over the past 30 years and shared two examples of definitions of digital inclusion used by ECLAC. One definition, which derives from work done by the Office of the United Nations High Commissioner for Refugees (UNHCR), reads: “Digital inclusion means providing, through intersectional, human rights-based, and whole-of-society policies and programmes, equal, meaningful, and safe access to and use of digital technologies and opportunities in the digital space for everyone, everywhere, without leaving behind those in vulnerable positions or traditionally marginalized and equity-seeking groups.” She reaffirmed that digital inclusion responds directly to two core principles of the 2030 Agenda and could contribute to the achievement of Sustainable Development Goal (SDG) 10 “Reduce inequality within and among countries”.

9. The Associate Programme Management Officer also explored how the digital society currently is measured, providing an overview of indicators and frameworks across four agencies in the United Nations system as well as the index used by the European Union. She highlighted that the abundance of indicators and indices reflected the complexity of the digital transformation, and that the tendency was to attempt to understand this phenomenon from a thematic or sectoral perspective, which entailed some challenges. With reference to a proposed framework to measure digital inclusion, she reviewed the comparative coverage of Caribbean countries by index, demonstrating that across seven global indices related to ICTs and innovation, only two, the United Nations E-Government Development Index (e-GDI) and ITU ICT Development Index, cover all United Nations Member States in the Caribbean, and no index covered any

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ECLAC associate member. Moving to the measurement of digital inclusion, the Associate Programme Management Officer noted that no universally accepted measurement framework for digital inclusion currently exists. She noted some national approaches and challenges specific to the measurement of digital inclusion, as well as some current data gaps and possible remedies.

10. The Associate Programme Management Officer also provided an example of a framework that considers inclusion for consideration by workshop participants – the Internet Universality Indicators (IUIs) of the United Nations Educational, Scientific and Cultural Organization (UNESCO), with its four key principles: (i) rights, (ii) open, (iii) accessible and multi-stakeholder participation (ROAM) and (iv) cross-cutting issues including gender, children, sustainable development, trust and security, and legal and ethical aspects of the Internet. It was stressed that this framework was tailored for national use and not intended for international comparison. In closing, it was reaffirmed that while the task is complex, there is a solid foundation of existing indicators upon which the workshop can build. Further, she emphasized that the regional and subregional context is key to ensure that the selected indicators speak to Caribbean realities.

Summary of discussions on presentations 1 and 2

11. The discussion following the presentations focused on the question of minimizing duplication of efforts associated with the collection of more information from the same institutions. It was noted that this issue is not unique to the Caribbean and it is exacerbated by the tendency to lose sight of the rationale behind the collection of the information. Further, participants also shared challenges of collecting information from service providers who resist the submission of information and approaches that have had better success in mitigating these concerns. They also touched on the issue that current methodologies did not focus on the collection of disaggregated data about the populations and that this should be addressed going forward. There was agreement from these discussions that there was the need for capacity building to undertake this enhanced function of data collection and analysis across the region.

12. During presentation 2, the UNHCR definition of digital inclusion was also discussed. A participant raised a concern regarding the use of the word “equal”, noting that “equal access” could, for example in the case of persons with disabilities, lead to unequal outcomes. The Associate Programme Management Officer agreed that in the context of digital inclusion, having discussions around whether the outcome sought is “equality”, “equity” or "justice" is important. She clarified that in her interpretation, the addition of phrases like “intersectional” and "human rights-based" to the definition, as well as the focus on leaving no one behind, requires a focus on rights, such as the rights of persons with disabilities to universal access or the rights of indigenous peoples to preserve their culture, as well as on outcomes.

4. Presentation 3: The digital transformation wheel of ITU

13. The presentation delivered by the Area Representative, ITU Regional Office, provided an overview of the work the Telecommunication Development Bureau (BDT) is undertaking to assist countries in measuring, evaluating and advancing their progress towards digital transformation. The Area Representative asserted that improved information collection and aggregation provided an opportunity for developing States to access development funding or attract investment. The BDT Digital Transformation Wheel was highlighted as a mechanism to create a snapshot of a country’s development – from connectivity through governance arrangements. To that end, the data collected by the BDT had been consolidated into individual transformation wheel presentations for each Caribbean country as of December 2022. This information is available online, along with ITU Toolkits which are geared towards assisting member States in advancing their development along several streams within the ICT landscape. His presentation emphasized the importance of adequate information collection to the identifying what is needed to foster an enabling economic and technological environment; he therein endorsed the calls by previous presenters for more disaggregation in information sets.
14. With reference to the three components of development: (i) access, (ii) adoption and (iii) value creation, the Area Representative elaborated on the development of implementable and sustainable programmes. In particular, he informed participants of the Partner to Connect Programme of the BDT, which has over a billion dollars’ worth of pledges that can be accessed to pursue initiatives that are tailored to the needs of the member States. The use of the BDT Digital Transformation Wheel was reiterated as a framework based on benchmarking, digital inclusion and skills development, and the validation and prioritization of needs, thus supporting the design of evidence-based policies and programmes.

15. In closing his presentation, the Area Representative noted that along with the identification of regional priorities, there would still be the need to identify the appropriate indicators associated with those priorities. He also advised that ITU was in the process of reviewing the indicators included in its ICT Development Index, so that it was an appropriate time for the region to contribute to the process to ensure that the proposed methodologies are relevant to the Caribbean experience.

Summary of discussions on presentation 3

16. The discussion following the presentation focused on the impact of the implementation of resolution 131\(^3\) and the revision of the ITU core list of indicators. Participants also considered the framework through which ITU members can contribute to the process to effect the resolution. Previous experiences of how regional members have contributed to similar exercise were cited. In that regard the timeliness of the workshop was noted as beneficial given that ITU experts will be sharing their findings at the end of this month.

17. The conversation briefly delved into the question of the role and function of the State in ensuring reduced prices of services to customers, the comparative affordability of services in the Caribbean compared to other jurisdictions and the impact of over-the-top services on the digital landscape of the Caribbean. It was highlighted that the Transformation Wheel is not geared to treat with such considerations, and the suite of ITU Regulatory Toolkits was referred. Further, the importance of coordination and collaboration was highlighted given the recent successes in the treatment of roaming within the region.

18. In closing, the proceedings of the first day of the workshop, the Secretary General invited participants to review the handouts circulated by the team from ECLAC on the cross-cutting issues from the ROAM-X Indicators and the core list of ICT indicators by the Partnership on Measuring ICT for Development. He thanked everyone for their participation and invited them to rejoin the seminar on the second day.

5. Presentation 4: Caribbean ICT indicators – work done by CTU thus far and the road ahead

19. In opening the second day of the workshop, the CTU Director for Business Development presented an overview of work done by the CTU in treating with the question of harmonized regional ICT indicators. Noting that the CTU began this process in earnest in March 2022 where a workshop was hosted to establish a monitoring and evaluation framework for ICT indicators. That workshop outlined a process to member States to identify ICT indicators and targets, aligned with strategic national objectives. A draft framework was presented in line with the overall objective of establishing a single ICT space in the Caribbean. In this way, the CTU sought to encourage harmonization in both systems and approaches to ICT data collection.

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\(^3\) Resolution 131 (Rev. Dubai, 2018) “Measuring information and communication technologies to build an integrating and inclusive information society”, available online at: https://www.itu.int/en/council/Documents/basic-texts/RES-131-E.pdf.
20. The Director asserted that the lack of capacity was a recurring issue raised by member States. In that regard, CTU has given priority to ensuring that proper administrative and governance structures are put in place. Further, he noted that CTU encourages member States to ensure that government are early adopters in the change process, to lead the private sector, and drive the thrust for appropriate measurement of digital transformation. To support this, the CTU continues its work advocating for the appropriate regulatory and legislative frameworks to support the collection of information from service providers.

21. In closing, the Director encouraged member States to identify focal points, with whom the CTU would interact, and who would be responsible for coordinating with partner agencies within each jurisdiction in the aggregation of the complete set of indices.

6. Presentation 5: Core list of ICT indicators and ICT Development Index of ITU

22. The Area Representative for ITU presented the work of the BDT pursuant to resolution 131, from Dubai (2018). He reminded participants that the ICT Development Index (IDI) started in 2009, pursuant to expert guidance to identify the components at the time. The recognition of its importance was, at the time, skewed to the interests of the most developed countries. Over time, as the IDI rose in prominence and it started to be used for a variety of purposes, there was increased recognition that the index needed to be reviewed to better capture the needs of a wider cross section of the ITU membership. The Area Representative also provided an overview of the current ongoing process, from January to December 2023, towards the finalization of a revised IDI. This overview underscored that from April 2023, all member States would have an opportunity to contribute to the process by being allowed to provide inputs and views on the work undertaken by the panel of experts. These comments will be compiled and formally considered at a meeting in June 2023. The results of that meeting will be circulated to member States in late July or early August 2023 and be open for further comments until mid-September. This process of consultation is expected to facilitate the development of a final scorecard by mid-November 2023.

23. To support participants’ possible participation in the process, the Area Representative shared an overview of the criteria that should be considered in selecting indicators. The key criteria associated with the information sets which are input into a proposed index are: (i) availability of information sets, (ii) the timeliness of information set collection, (iii) the reliability of the information sets and (iv) the relevance of the information sets to the country’s, and the region’s, environmental, social and economic contexts. As an example, the distinction between merely assessing “connectivity” versus “meaningful connectivity” was discussed at length, with consideration of matters such as device availability, user skill level, safety and security of the online experience. Finally, he encouraged participants to consider that proposed indices should take cognizance of all the constituents within the jurisdiction, from the perspective of the person, household, community, businesses and any other such group.

7. Open discussion: Priority areas of member States and Caribbean priorities

24. The CTU Deputy Secretary General presented an overview of the key thematic areas for the digital transformation of the region, as distilled from the conversations in the workshop thus far (see annex III). He then invited participants to identify the key indicators which would assist member States in evaluating the progress along these themes. The discussion explored a number of issues, including consideration of initiatives to confirm the delivery of broadband services by Internet service providers (ISP) in accordance with their advertised claims; and whether there should be a focus on the technologies deployed as a mechanism to encourage 5G deployment, mindful that there are consumers in the region who still use 2G. Among other issues raised, fostering the single ICT space was discussed within the context of monitoring the establishment of consistent legal and regulatory frameworks across the region, as well as concerns about the literacy of users across the region and the associated trust to use online services.
25. As a result of this discussion the key thematic areas were refined into a preliminary list of key development priorities of the region, for which measurement of indicators is deemed necessary, which would be elaborated on and refined later in the day.

8. Presentation 6: Digital inclusivity index of TATT

26. The Executive Officer, Policy Planning and Economics of TATT presented on the Trinidad and Tobago Regulator’s experience in developing its own index to measure digital inclusion. The Executive Officer shared that TATT undertook a study to measure both the digital divide and digital inclusion. For the former, TATT utilized the IDI of ITU and for the latter TATT developed its own index: the Digital Inclusion Index (DII). The view of TATT was that while the digital divide measured the “access gap”, digital inclusion measured the “access depth”. The IDI was utilized for the digital divide measurement to ensure that the tool and its results were internationally recognized and comparable to previous iterations of the digital divide study (in 2007 and 2013). This could not be utilized to assess digital inclusion as that required insight into people’s motivations. Working with a consulting firm, the DII first involved undertaking fieldwork for the conduct of the survey. Subsequently, TATT partnered with the Central Statistical Office (CSO), to build the index which was developed within the context of the National ICT plan’s objectives. The Executive Officer made the case that this partnership was essential to ensure that the results of the DII could be considered formal national statistics for Trinidad and Tobago.

27. In this regard, TATT and its partners looked at other economic and wealth indicators in conjunction with the United Nations E-Government Development Index, the United Nations E-Participation Index and the Global Cybersecurity Index in finalizing the DII. The DII comprises four subindices and 18 indicators. The four subindices are: (i) access (i.e., ICT reach within the population), (ii) participation (i.e., usage of ICTs), (iii) trust and confidence (i.e., user’s perceived safety in using ICTs) and (iv) digital literacy (i.e., level of skills and competence in using ICTs). The Executive Officer also provided an overview of the findings of the DII as it relates to the subindices. While there was considerable overlap in the findings of the access subindex to the IDI, the findings demonstrated the ability to rank municipalities individual DII scores against a national average, and visibly show participation and literacy scores of the population by age and geography.

28. In closing, the Executive Officer asserted that the results of the survey provided rich information on where there is inequity in opportunity and access to maximize the use of ICTs among a variety of population segments in Trinidad and Tobago and invited participants to view the results on the website of TATT.

9. Presentation 7: United Nations E-Government Development Index

29. The Governance and Public Administration Officer of the Department of Economic and Social Affairs presented on the E-Government Development Index, its methodologies and trends relevant to the Caribbean. The e-GDI is prepared biennially, and is a weighted average, normalized over three dimensions: (i) online e-government services; (ii) availability of telecommunications infrastructure and (iii) human capital development. It seeks to capture how government policies and strategies are applied in very specific sectors relevant to the development and delivery of essential services. Several modalities are utilized to collect information, including Member States questionnaires as well as surveys targeting stakeholders on the availability of services at the local level. Data is also collected from ITU, for the Telecommunications Infrastructure Index (TII) and UNESCO Institute of Statistics (UIS) or the United Nations Development Programme (UNDP) for the Human Capital Index (HCI). The Officer also shared two pilot initiatives to assist the assessment: (i) a complex network analysis, and (ii) an open government assessment.

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Providing a snapshot of the findings of the 2022 report, the Officer reported that 70% of United Nations Member States already have high e-GDI values, that is, above 0.5. While the reported trend for the last eight years suggests that, in general, increasing number of countries are improving their e-government development, least developed countries (LDCs) and small island developing States (SIDS) are generally slower in their uptake in e-government development. In terms of regional development, Europe continued to set the pace, followed by Asia, the Americas, Oceania and Africa. However, 45% of United Nations Member States, comprising some 3.5 billion persons, have e-government development which is below the global average. The 2022 report includes more detail on the reasons for the “digital exclusions” which contribute to a growing the digital divide. Looking at the Caribbean specifically, there was a general trend of improvement in 14 out of the 16 countries in the Caribbean sampled, with different countries leading in different subindices. Further, of the 22 key services tracked by the e-GDI, 14 of the 16 Caribbean countries offer more than 10 online services, with only 7 countries offering more than 17 services, where the most common offered services were payment for utilities.

In closing, the Officer highlighted that DESA posits that the future of digital government is not digital only, but hybrid, recognizing that policy focus should be given to supporting human development through digital services. There is also a need to focus on diversity and intersectionality for different vulnerable groups to establish the appropriate inclusive, integrative digital/analog ecosystem to sustain inclusive government development for everyone.

10. Working group breakout sessions: Prioritization of ITU core list of indicators for the Caribbean

The Deputy Secretary General shared the proposed list of 10 priorities identified by the participants during the discussions held after presentations 4 and 5. The session, led by the Area Representative of ITU, sought to in the first instance, define with some specificity these priorities, ensuring consensus across the participants. In defining the priorities, the Area Representative reiterated the use of criteria to ensure that the proposals would facilitate realistic targets: the information sets sought should be considered from the rubric of whether the information is available, reliable, relevant and timely. Through open discussion, the participants agreed on a revised 10 priority areas for measurement, with two of them requiring further refinement:

(i) Pricing/affordability of services
(ii) Service monitoring (verifying the delivery of advertised services)
(iii) Meaningful and universal connectivity
(iv) Inclusivity, including gender equality, age, persons with disabilities and indigenous groups
(v) Digital skills, industry training and capacity building, e-literacy
(vi) Cybersecurity including trust
(vii) Governance/legal and regulatory frameworks, including markets and human rights
(viii) Digital economy (e-business/commerce)
(ix) Type of ICT usage/local content
(x) Sustainability

The second objective of the session was to determine whether the priorities are addressed by indicators in the ITU core list of indicators. In this regard, the Area Representative considered both the proposed zero-base draft list of the revised list of Internet development index as well as the information sets available online on the ITU DataHub. From the initial review the proposed indicators of the zero-base draft list only addressed priorities (i), (iii) and aspects of (v). There was significant debate about the applicability of some of the revised indices to the realities of SIDS in the Caribbean particularly in relation to the distances proposed in the indicators. Whereas the ITU DataHub included indicators that captured priorities (vi), (vii) and (x), particularly in relation to development and maintenance of national emergency telecommunications plans.
34. The session concluded acknowledging that there would be ongoing work reviewing the existing subindices to validate the relevance of the indices to facilitate participation in the consultation on the zero-base draft list of the revised ITU core list of indicators.

11. Working group breakout sessions: Data gaps in the Caribbean and measurement of ICT indicators to address these gaps

35. The ECLAC consultant facilitated the final session of the workshop. This session built on the previous session by initially centering on qualifying priorities (ii) and (viii), while reframing the discussion to underscore the importance of the cross-cutting indicators introduced from the UNESCO model, particularly as related to the identification of inclusion and inequity in the metrics. Firstly, workshop participants agreed that there was a distinction between data collection for regulatory enforcement versus indicators of national development. In this regard, priority (ii) was reframed to be in line with traditional quality of service indicators found in the ITU DataHub. Secondly, it was acknowledged that given the broadening of the information set being sought, it was reasonable to expect that the sources of information collection would grow beyond telecommunications regulators to include inputs from other State agencies including national statistical offices, ministries responsible for ICT, trade, and finance. As a result, it was reinforced that notwithstanding this possibility, it is important that countries identify a single focal point with whom the CTU would interact.

36. The participants also considered the availability of information to support the priorities and the need to partner with agencies within the broader national context to fill any information gaps. In that regard, the adequacy of the periodic surveys conducted by national statistical offices to augment the collection of contextual information, and thus deepen the visibility of inclusivity was considered. Further, the inclusivity priority (iv) was viewed as cross-cutting and would be queried in the data collection approaches associated with priorities (i), (v), (vi) and (vii). Further, regarding priorities (vii) and (viii), it was agreed that these information sets would also focus on assessing the existence of services, frameworks and institutions associated with these priorities via “yes/no” indicators. These quantitative evaluations would be augmented by qualitative approaches geared to determine the perspective of the population samples of the efficacy of these systems. To that end, TATT sought the consideration of working group for the reintroduction of indicators related to the person/household ownership and availability of mobile/devices respectively. The wider group of participants identified this indicator, as well as disaggregated contextual information associated with priority (iii), as appropriate test cases to evaluate the efficacy of partnership with national statistical offices, particularly in relation to the frequency of information collection and the dimensions of disaggregation used across the region.

37. Finally, it was noted that there is a need for strengthened partnerships among ministries and other State actors who have responsibility for different aspects of information and telecommunications technology. This was particularly relevant in the collection of qualitative and quantitative information for priorities (vi), (vii) and (viii). The session closed before any deeper deliberations into priorities (ix) and (x). A summary of the mix of high-level indicators which can be adopted, with further evaluation for regional contextual concerns, to treat with the 10 Caribbean priorities, is outlined in annex II.

12. Conclusion and closing remarks

38. In closing, the CTU Deputy Secretary General undertook to refine the outputs of the deliberations of the workshop with a view to reverting to participants to further define the indicators, particularly associated with priorities (ix) and (x). Further, he reiterated the commitment of CTU to have a complete set of defined indicators for the region by the end of the year. The Senior Research Analyst of CTU advised participants of the Union’s intention to engage and consult with member States in the finalization of the suite of indicators, while maintaining alignment with the revised ITU framework. In that regard, there will
be a focus on establishing the administrative framework through which focal points in each member State may be engaged by the CTU, reducing the risk of duplication of efforts. Both the Caribbean Telecommunications Union’s Secretary General and the Caribbean Knowledge Management Centre’s Programme Management Officer expressed their gratitude to the participants and assured the potential for continued institutional partnership to advance this initiative.
Annex I

LIST OF PARTICIPANTS

A. Member States

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B. Associate members

MONTSERRAT

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C. United Nations Secretariat

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– Arpine Korekyan, Governance and Public Administration Officer, email: korekyan@un.org

D. Specialized agencies

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– Cleveland Thomas, Area Representative, Caribbean Region, email: cleveland.thomas@itu.int

E. Organizations

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National Telecommunications Regulatory Commission (NTRC - Saint Lucia)
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Telecommunications Authority of Trinidad and Tobago (TATT)
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F. Other participants
- Michelle Marius, Director, ICT Pulse Consulting Limited, email: mmarius@ict-pulse.com
- Kwesi Prescod, digital inclusion consultant, email: kwesiprescod@gmail.com

G. Secretariat

ECLAC subregional headquarters for the Caribbean
- Diane Quarless, Director, email: diane.quarless@eclac.org
- Dale Alexander, Programme Management Officer, Caribbean Knowledge Management Centre, email: dale.alexander@un.org
- Lika Døhl Diouf, Associate Programme Management Officer, Caribbean Knowledge Management Centre, email: lika.diouf@un.org
Caribbean ICT indicators workshop: “Measuring the digital society for digital inclusion”
Port of Spain, 27-28 March 2023
Meeting type: HYBRID

PROGRAMME

Monday 27 March 2023

1400 hrs – 1405 hrs Opening of the meeting
- Opening remarks
  Rodney Taylor, Secretary-General, Caribbean Telecommunications Union (CTU)

1405 hrs – 1410 hrs - Welcome remarks
  Diane Quarless, Director, ECLAC subregional headquarters for the Caribbean

1410 hrs – 1440 hrs Presentation of ECLAC study: “Digital inclusion in Caribbean digital transformation frameworks and initiatives for measurement”
- Dale Alexander, Programme Management Officer, Caribbean Knowledge Management Centre (CKMC), ECLAC subregional headquarters for the Caribbean

1440 hrs – 1510 hrs Presentation: “Data for digital inclusion”
- Lika Døhl Diouf, Associate Programme Management Officer, CKMC, ECLAC subregional headquarters for the Caribbean

1510 hrs – 1525 hrs 15-minute break

1525 hrs – 1610 hrs Presentation: The Digital transformation wheel of the International Telecommunication Union (ITU)
- Cleveland Thomas, Area Representative, ITU Regional Office
Tuesday 28 March 2023

0905 hrs – 0925 hrs  Presentation: Caribbean ICT Indicators – Work done by the CTU thus far and the road ahead  
- Nia Nanan, Senior Research Analyst, CTU

0925 hrs – 1010 hrs  Presentation: Core list of ICT indicators and ICT Development Index of ITU  
- Cleveland Thomas, Area Representative, ITU Regional Office

1010 hrs – 1050 hrs  Open discussion: Priority areas of member States and Caribbean priorities  
- Nigel Cassimire, Deputy Secretary-General, CTU

1050 hrs – 1100 hrs  10-minute break

1100 hrs – 1130 hrs  Presentation: Digital inclusivity index of the Telecommunications Authority of Trinidad and Tobago (TATT)  
- Annie Baldeo, Executive Officer, Policy and Planning Economics, TATT

1130 hrs – 1215 hrs  Presentation: United Nations E-Government index  
- Arpine Korekyan, Governance and Public Administrator Officer, United Nations Educational, Scientific and Cultural Organization (UNESCO)

1215 hrs – 1400 hrs  Lunch break

1400 hrs – 1530 hrs  Working group breakout session (in person and online participation): Prioritization of the core list of indicators for the Caribbean of ITU  
Facilitators  
- Michele Marius, Director, ICT Pulse Consulting Limited (online facilitator)  
- Nia Nanan, Senior Research Analyst, CTU (online facilitator)  
- Cleveland Thomas, Area Representative, ITU Regional Office (in person facilitator)

1530 hrs – 1600 hrs  Working group breakout session (in person and online): Data gaps in the Caribbean and measurement of ICT indicators to address these gaps  
Facilitators  
- Gary Kalloo, Director, Business Development, CTU (online facilitator)  
- Shanea Lewis, Policy Analyst, CTU (online facilitator)  
- Kwesi Prescod, Consultant, ECLAC subregional headquarters for the Caribbean (in person facilitator)

1600 hrs – 1605 hrs  Conclusion and closing remarks  
- Rodney Taylor, Secretary-General, CTU
Annex III

OVERVIEW OF REVIEWED INDICATORS

Table A1.
Summary of existing indicator coverage of Caribbean priorities

<table>
<thead>
<tr>
<th>Caribbean Priority</th>
<th>Coverage of priority in existing indicator frameworks</th>
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<tbody>
<tr>
<td></td>
<td>ITU DataHub</td>
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<tr>
<td>(i) Pricing/affordability</td>
<td>•</td>
</tr>
<tr>
<td>(ii) Quality of service</td>
<td>•</td>
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<tr>
<td>(iii) Meaningful and universal connectivity</td>
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<tr>
<td>(iv) Inclusivity</td>
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<tr>
<td>(v) Digital Skills</td>
<td>•</td>
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<tr>
<td>(vi) Cybersecurity &amp; trust</td>
<td></td>
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<tr>
<td>(vii) Governance/legal and regulatory framework</td>
<td></td>
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<tr>
<td>ICT Regulatory agencies</td>
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<tr>
<td>Gender equity</td>
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<td>Markets and competition</td>
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<td>Human rights agencies</td>
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<td>(viii) Digital economy</td>
<td></td>
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<tr>
<td>(ix) Local content</td>
<td></td>
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<td>(x) Sustainability</td>
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</table>

Table A2.
Specific indicators identified in workshop

<table>
<thead>
<tr>
<th>Caribbean priority</th>
<th>Specific indicators identified</th>
<th>Framework</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i) Pricing/affordability</td>
<td>• Data-only mobile-broadband basket price (as percentage of GNI per capita)</td>
<td>ITU DataHub</td>
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<tr>
<td></td>
<td>• Fixed-broadband Internet basket price (as percentage of GNI per capita)</td>
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<td>(ii) Quality of service</td>
<td>• Quality of Service</td>
<td>ITU DataHub</td>
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<td>(iii) Meaningful and universal connectivity</td>
<td>• Proportion of individuals who used the Internet (from any location) in the last 12 months</td>
<td>ITU Zero based IDI</td>
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<td></td>
<td>• Proportion of households with Internet access at home</td>
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<td></td>
<td>• Active mobile-broadband subscriptions per 100 inhabitants</td>
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<td></td>
<td>• Fixed broadband subscriptions per 100 inhabitants</td>
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<td></td>
<td>• Percentage of the population covered by at least a 3G mobile network</td>
<td></td>
</tr>
<tr>
<td>Caribbean priority</td>
<td>Specific indicators identified</td>
<td>Framework</td>
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</tbody>
</table>
|                   | • Percentage of the population covered by at least an LTE/WiMAX mobile network  
|                   | • Percentage of population with [x] km reach of transmission networks |            |
| (iv) Inclusivity  | (v) Digital skills  
|                   | • Gross enrolment ratio for secondary education (per cent)  
|                   | • Gross enrolment ratio for tertiary education (per cent)  
|                   | • Proportion of learners enrolled at the post-secondary level in ICT-related fields | ITU Zero based IDI  
|                   | (vi) Cybersecurity and trust | Partnership Core ICT Indicator |
| (vii) Governance/legal and regulatory framework | ICT regulatory agencies  
|                   | • ICT Regulator  
|                   | • ICT sector Ministry  
|                   | • Governance framework – Internet-related issues  
|                   | • Governance framework – Data protection authority  
|                   | • Presence of National E-Government Strategy or equivalent | ITU DataHub  
| Gender equity     | Markets and competition  
|                   | • Governance framework – Competition authority  
|                   | • Competition framework | ITU DataHub |
| Human Rights agencies | (viii) Digital economy  
|                   | • Proportion of businesses with a web presence  
|                   | • Proportion of businesses receiving orders over the Internet | Partnership Core ICT Indicator |
| (ix) Local content | (x) Sustainability  
|                   | • Emergency telecommunications | ITU DataHub |
|                   | (vii) Governance/legal and regulatory framework | ITU DataHub |