30/5-3/6/2011
05-09/6/2011
Amman, Jordan

INFORMATION NOTE

Training Course on Measuring ICT Access and Use in Households and Businesses

Organised by

INTERNATIONAL TELECOMMUNICATION UNION (ITU)

UNITED NATIONS CONFERENCE ON TRADE AND DEVELOPMENT (UNCTAD)

ARAB INSTITUTE FOR TRAINING & RESEARCH (AITRS)

Training Course on Measuring ICT Access and Use in Households and Businesses

1.   Introduction:

In recent years, information and communication technologies (ICTs) have gained an increasing role in national development strategies in many countries, which have put in place ICT policies in order to develop their information and knowledge societies. As a result, there is an increasing need for reliable data and indicators on the access and use of ICTs, and their impact on development. Such data and indicators help governments design and evaluate ICT policies and strategies, compare their ICT developments with those in other countries, and adopt solutions to reduce the digital divide. Recognising this increasing need for internationally comparable ICT statistics, the international community launched in 2004 the *Partnership on Measuring ICT for Development*, a multi-stakeholder initiative to improve the availability and quality of ICT data and indicators, particularly in developing countries.

Since then, and following the World Summit on the Information Society, the Partnership has worked on developing internationally comparable ICT indicators, organizing workshops and seminars on ICT measurement, and helping countries through technical assistance projects. ITU and UNCTAD are active members of the Partnership and its Steering Committee. Furthermore, ITU is responsible for collecting and disseminating indicators on access to and use of ICTs by households and individuals, while UNCTAD is responsible for indicators on use of ICTs by businesses and the ICT producing sector and international trade in ICT goods. Both organizations also help countries to improve the availability and comparability of ICT household and business statistics through technical assistance to national statistical offices.

As part of the technical assistance activities, ITU developed *a Training Course on Measuring ICT Access and Use by Households and* Individuals, while UNCTAD developed a Training Course on the Production of Statistics on the Information Economy. These courses are based on methodological manuals.

ITU and UNCTAD interact and cooperate with regional agencies to deliver the training courses in different regions of the world. The regional, *"Training Course on Measuring ICT Access and Use in Households and Businesses"* to be delivered in Amman, Jordan, is organized jointly by the ITU, UNCTAD and AITRS .

The training is supported by…

2.   Objective of the course

The **Training Course on Measuring ICT Access and Use in Households and Businesses** to be delivered in **Amman** aims at improving the capacity of official data producers in several countries from Arab Region to produce internationally comparable statistics on ICT access and use by households and individuals, as well as on ICT use by businesses, on the ICT sector, and on international trade in ICT goods, by:

- Discussing the concepts related to measuring the information society, the variables and indicators to be compiled, including an internationally agreed core list of ICT indicators, the classifications to be used and the design of statistical operations to survey the access and use of ICTs.

- Offering a methodological framework for carrying out ICT statistical work throughout the different phases of survey planning and design, data collection, data processing and dissemination.

- Providing data producers with background information on the measurement of ICT, including the link between indicators and ICT policymaking and related international initiatives.

- Reviewing institutional aspects of the statistical process related to the production of ICT statistics, such as co-operation between data providers and users, and co-ordination among data producers.

3. <u>Participation</u>

The Training Course is designed for the staff of National Statistics Offices and other national institutions responsible for the production of official statistics on the information society. Given its technical nature, the following criteria must be met by candidates applying for participation:

- Should have a background in statistics or economics;
- Should be in charge of conducting household/social or business surveys, or participate in the most important phases of it (planning and design of survey and questionnaire);
- Should know the household/social or business surveys conducted in the country (frequency, sampling frame), and the processes in survey implementation (designing the survey, collecting the data and processing the survey information);
- Should have an excellent level of English (material will be also available in Arabic, but communication will happen in English at all times during the training).

Note: Please do not send applications from person's in-charge of informatics or from the IT department, as they are not statisticians and usually do not know the processes involved in designing and conducting a household survey.

4. <u>Structure of the course</u>

The Training Course consists of two courses distributed in five modules each:

Part A: ICT Statistics on Households and Individuals
Module H-1: Introduction to household ICT statistics; survey planning and preparatory work
Module H-2: Statistical standards and topics; data sources and collection techniques
Module H-3: Questionnaire design; household survey design
Module H-4: Data processing; data quality and evaluation
Module H-5: Data dissemination

Part B: ICT statistics on Businesses and on the ICT sector
Module B-1: Understanding concepts and definitions of indicators on the use of ICT by businesses and the ICT sector
Module B-2: Developing an ICT data collection strategy in the business sector
Module B-3: Designing an ICT business survey
Module B-4: Processing ICT survey data from businesses
Module B-5: Disseminating ICT data on the use of ICT by businesses and the ICT sector
Each module will feature practical exercises (individual or in groups) and group discussions. At the end of each module, participants will be asked to complete a test to review the knowledge acquired, and a short evaluation sheet. The course is expected to

trigger discussions and opportunities for interactions among participants, who will be expected to contribute actively. A detailed programme for the course is attached to this information note.

5.   Training material

The course is based on the UNCTAD *Manual for the Production of Statistics on the Information Economy, 2009 Revised Edition* and the ITU *Manual for Measuring ICT Access and Use by Households and Individuals, 2009 Edition*, which are the main reference documents. Electronic copies of the *Manuals* are available in Arabic, English and French at http://measuring-ict.unctad.org and http://www.itu.int/ITU-D/ict/partnership/index.html. Participants will be expected to read the material contained in the *Manuals* **before** the training. Hardcopies of the *Manuals* will be sent directly to the selected participants through DHL. The Instructor will deliver the course with the support of presentation slides. Participants will receive various additional training materials to follow the course and carry out exercises.

6.   Certificates

Participants are expected to attend all sessions of the course and pass the tests in order to obtain the training courses certificates, which will be handed out at the end of each course.

7.   Logistics
Venue

The ***Training Course on Measuring ICT Access and Use in Households and Businesses*** is scheduled to be held in **Amman, Jordan**, first course from 30/5 to 3/6/2011 and second course from 5 to 9/6/2011 in the following venue:

Days Inn Hotel & Suites

The registration for the training will start at 8:45 a.m. where the opening session and all subsequent sessions will be held.

Travel arrangements

ITU and UNCTAD will sponsor selected participants. This will be limited to the most qualified candidate from the LDC. Sponsored participants will be provided with a return air ticket (economy class) and a daily allowance (DSA) at the UN rate for Amman.

Immigration requirements

A valid passport is required to enter Jordan. Visas can be issued from any Consulate or Embassy of Jordan in your country of origin.

Hotel accommodations

Arrangement is being made with **Days Inn Hotel for blocking rooms for participants** at the special rate of
Single Room   JOD 55.00   (Inclusive of Bed & Breakfast and taxes)
Double Room   JOD 65.00   (Inclusive of Bed & Breakfast and taxes)

Should participants wish to make room reservation in other hotels within the area, separate arrangements can be made upon the request of the participants. Cancellation, postponement or any other changes must be notified at least 48 hours in advance.

Days Inn Hotel & Suites
P.O. Box: 950599 Amman 11195
Jordan
Tel : + 962 6 551 9011
Fax : + 962 6 551 7077
Email: sales@daysinn.com.jo
www.daysinn.com.jo

Transportation

No transportation will be provided. Each participant is responsible for arranging his transportation.

Climate

Relatively warm and approx. temperatures will vary between 21°- 25°.

Electric Supply

Electric supply in Jordan is 220 volts.

Currency:

The official currency is the Jordanian Dinar.

* 1 US$ = 0.708 JD (approx.)

Banks are opened from Sunday till Thursday from 8:30 to 15:00.
Visa, Master Card, etc…can be used.