

ITU-D Study Groups

ITU-D's platform for knowledge exchange and capacity development

2018 Regional Economics Dialogue (RED) for Africa

8-12 October 2018, Ouagadougou, Burkina Faso

About ITU-D Study Groups

ITU-D study groups provide an opportunity for the membership to share experiences, present ideas, exchange views, and achieve consensus on strategies to address telecommunication/ICT priorities.

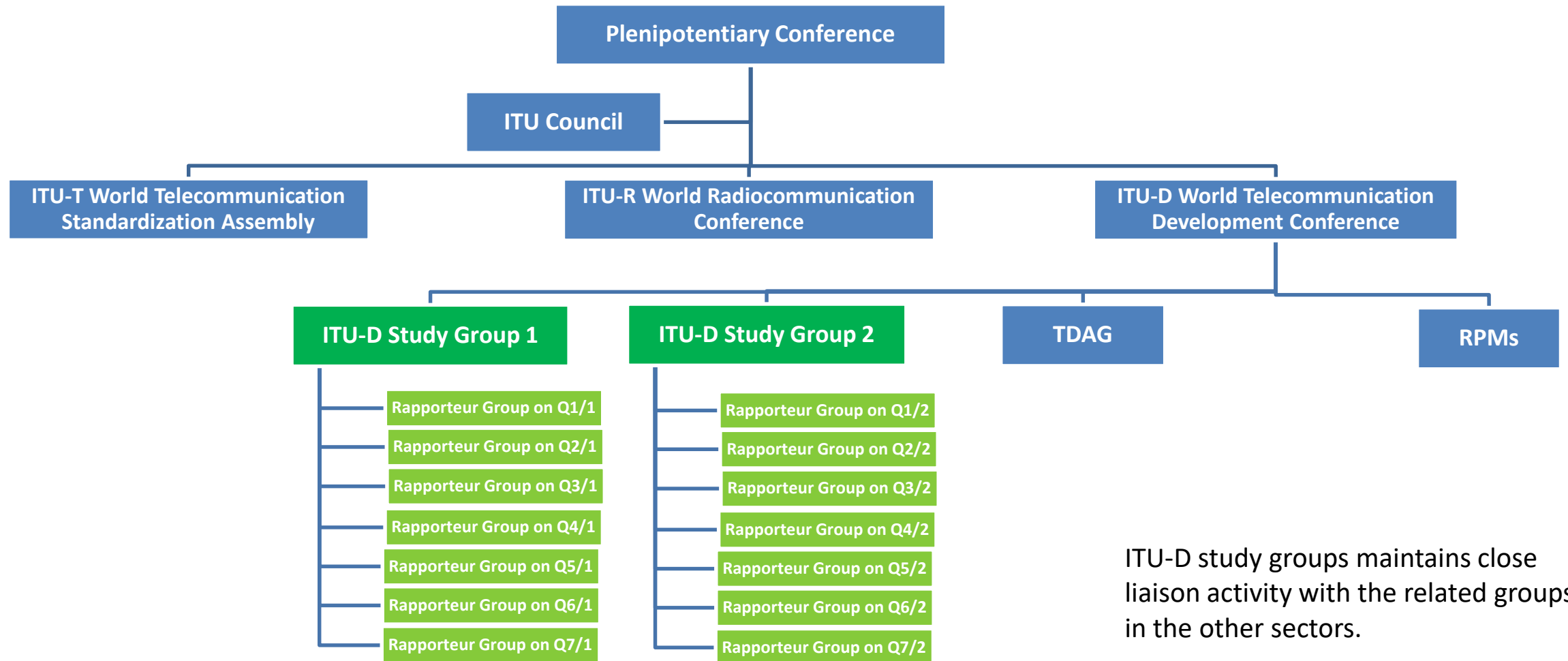
Main services:

- **Knowledge platform:** Study Group outputs serve as guidance for the implementation of policies, strategies, projects and specific telecommunication/ICT initiatives in Member States and assist in strengthening the shared knowledge base.
- **Information exchange:** Sharing and exchanging information on topics of common interest and dedicated topics of interest (study Questions) through face-to-face meetings, multilingual remote participation, online collaborative sites, etc. among members with the leadership of appointed chairmen, vice-chairmen, rapporteurs and vice-rapporteurs.

Key deliverables:

- **Reports, Guidelines, Best Practices and Recommendations** based on input gathered through contributions, case studies and surveys, which are made available to the membership through content management systems and web publication tools.

ITU-D Study Groups within the ITU structure

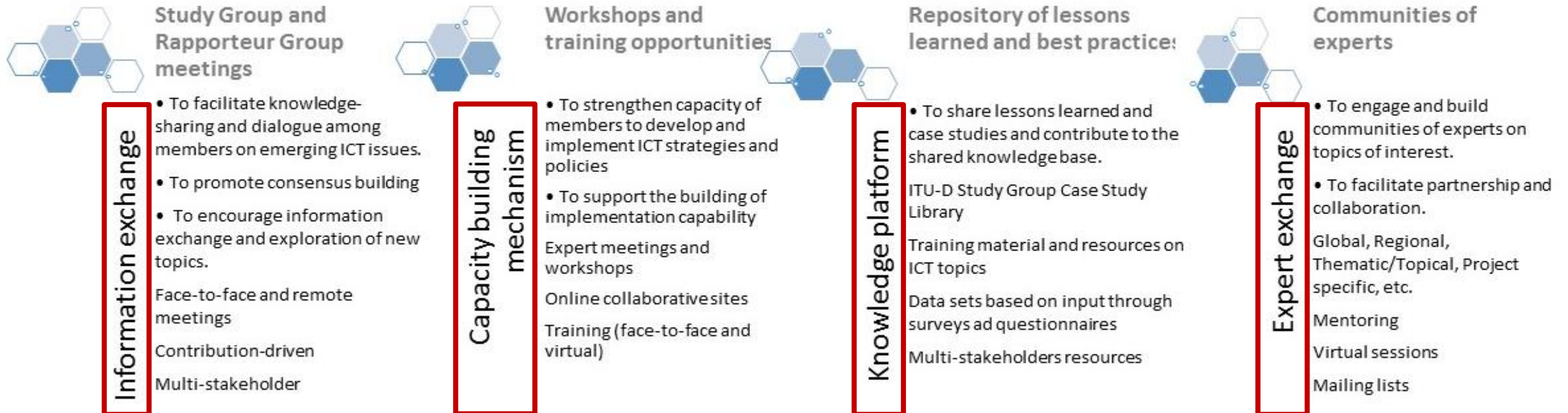


ITU-D study groups maintains close liaison activity with the related groups in the other sectors.

ITU-D Study Groups approach

ITU-D study groups assist Member States in achieving their SDG targets and development goals

ITU-D Study Groups provide an opportunity for the membership to share experiences, present ideas, exchange views, and achieve consensus on strategies to address telecommunication/ICT priorities.



Main deliverables

Reports, guidelines, best practices, recommendations, and training material.

Lessons learned, topical reports and papers, training material (adapted for face-to-face training and online modules).

Easy to access topical reference material and case studies available in different accessible formats and in multiple languages.

Online tools to facilitate exchange and opportunities for collaboration, and for finding experts on specific topics of interest.

ITU-D Study Groups: SG1 scope of work

ITU-D Study Group 1:

- Title: ***Enabling environment for the development of telecommunications/ICTs***
- Scope of work:
 - National telecommunication/ICT policy, regulatory, technical and strategy development which best enables countries to benefit from the impetus of telecommunications/ICTs, including infrastructure supportive of broadband services, cloud computing, network functions virtualization (NFV), consumer protection and future networks as an engine for sustainable growth.
 - Economic policies and methods of determining costs of services related to national telecommunications/ICTs, including facilitating the implementation of the digital economy.
 - Access to telecommunications/ICTs for rural and remote areas.
 - National policies, regulations and strategies for providing access to telecommunications/ICTs in rural and remote areas.
 - Access to telecommunication/ICT services by persons with disabilities and other persons with specific needs.
 - Migration and adoption of digital broadcasting and implementation of new services.
- Work items: 7 study Questions

ITU-D Study Groups: SG2 scope of work

ITU-D Study Group 2:

- Title: ***Information and communication technology services and applications for the promotion of sustainable development***
- Scope of work:
 - Services and applications supported by telecommunications/ICTs.
 - Building confidence and security in the use of ICTs.
 - The use of telecommunications/ICTs in monitoring and mitigating the impact of climate change, particularly on developing countries.
 - Combating counterfeit telecommunication/ICT devices and combating theft of mobile telecommunication devices.
 - Implementation of conformance and interoperability testing for telecommunication/ICT devices and equipment.
 - Human exposure to electromagnetic fields and safe disposal of electronic waste.
- Work items: 7 study Questions

ITU-D SG1 and SG2 Questions under study (2018-2021)

SG1: Enabling environment for the development of telecommunications/ICTs

SG2: ICT services and applications for the promotion of sustainable development

Study Question	Relevant SDG WSIS Action Line
Q1/1: Strategies and policies for the deployment of broadband in developing countries	
Q2/1: Strategies, policies, regulations and methods of migration and adoption of digital broadcasting and implementation of new services	
Q3/1: Emerging technologies, including cloud computing, m-services, and OTTs: Challenges and opportunities, economic and policy impact for developing countries	
Q4/1: Economic policies and methods of determining the costs of services related to national telecommunication/ICT networks	
Q5/1: Telecommunications/ICTs for rural and remote area	
Q6/1: Consumer information, protection and rights: Laws, regulation, economic bases, consumer networks	
Q7/1: Access to telecommunication/ICT services by persons with disabilities and other persons with specific needs	

Study Question	Relevant SDG WSIS Action Line
Q1/2: Creating smart cities and society: Employing ICTs for sustainable social and economic development	
Q2/2: Telecommunications/ICTs for e-health	
Q3/2: Securing information and communication networks: Best practices for developing a culture of cybersecurity	
Q4/2: Assistance to developing countries for implementing conformance and interoperability (C&I) programmes and combating counterfeit ICT equipment and theft of mobile devices	
Q5/2: Utilizing telecommunications/ICTs for disaster risk reduction and management	
Q6/2: ICT and the environment	
Q7/2: Strategies and policies concerning human exposure to electromagnetic fields	

www.itu.int/ITU-D/study-groups/

ITU-D Study Group 1 and 2 reports for the 2014-2017 study period

300,000+ downloads to date

Study Group 1 Questions



Study Group 2 Questions



www.itu.int/pub/D-STG-SG01
www.itu.int/pub/D-STG-SG02

Major milestones for the 2018-21 study period

Main meetings		Main deliverables and progress reports
First SG1 and SG2 meetings	30 April – 11 May 2018	Appoint management team members, identify experts, distribute tasks, agree on work plans and methods of action, review initial contributions, reply to liaison statements received. Ensure that the team has a good understanding of tools and working methods to conduct the work.
Rapporteur Group meetings	17 September – 12 October 2018	Review tables of content for Question deliverables, call for and review of detailed contributions, draft surveys. Case studies on the topics under study are appreciated. Prepare output reports to be put forward for approval at the annual meetings.
Second SG1 and SG2 meetings	18 – 29 March 2019	Present progress reports, approve tables of content, first outline of report, approve and launch of surveys (if applicable). Annual progress reports and approval of annual deliverables and reports .
Rapporteur Group meetings	23 September – 18 October 2019	Review contributions and input received through surveys, etc., chapter specific drafting/brainstorming groups. Case studies on the topics under study are appreciated. Prepare output reports to be put forward for approval at the annual meetings.
Third SG1 and SG2 meetings	17 – 28 February 2020	Present progress reports, review draft reports, guidelines, Recommendations, identify/ discuss next steps to complete work on time and how to overcome challenges encountered. Initial discussion on future study Questions. Annual progress reports and approval of annual deliverables and reports .
Rapporteur Group meetings	21 September – 16 October 2020	Finalize reports, finalize draft guidelines and Recommendations, propose/discuss possible study topics for the next period.
Fourth SG1 and SG2 meetings	15 – 26 March 2021	Fine-tune and approve reports, guidelines and Recommendations. Propose/discuss possible study topics for the next period. Agreement on deliverables to WTDC-21.
WTDC	Q4 2021	Study Group 1 and 2 Chairmen present results and deliverables to WTDC.

Upcoming
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- The SG1/SG2 Chairmen report annual to TDAG on progress made.
- Thematic workshops, courses and seminars are to be held throughout the study period in Geneva and **the regions based on proposals received**.

ITU-D Study Groups: Key achievements to date in 2018

- **First SG1 and SG2 meetings (30 April-11 May 2018)**
 - Panel session on Early Warning Systems (EWS) was held in conjunction with the SG2 Question 5/2 meeting on 8 May 2018.
 - Induction sessions for new management team members and participants on 30 April and 7 May 2018.
- **Results achieved and progress made:** Launch of work on study Questions, appointment of rapporteurs and vice-rapporteurs, agreement on initial work plans, and draft overviews/tables of content for deliverables, including annual outputs.
- **ONGOING 2018 Rapporteur Group meetings (17 September-11 October 2018):**
 - SG1 Rapporteur Group meetings: **17-28 September 2018** in Geneva, Switzerland.
 - SG2 Rapporteur Group meetings: **1-12 October 2018** in Geneva, Switzerland.
 - **10 topical workshops and expert meetings were held in conjunction with the meetings.**
- **Results achieved and progress made:** Refined outlines of deliverables that are being worked towards, drafting and exchange on chapters of reports, guidelines and case studies, information gathering through workshop sessions for the achievement of annual deliverables (first set of annual deliverables expected at March 2019 meeting.).

ITU-D Study Groups related Experts' Knowledge Exchange on relevant daily subjects

Monday, 8 October (17h00 – 17h30)

Linkages between topics discussed in 2018 RED for Africa and the following two study Questions:

- **ITU-D Study Group 1 Question 4/1** - Economic policies and methods of determining the costs of services related to national telecommunication/ICT networks
- **ITU-D Study Group 1 Question 6/1** - Consumer information, protection and rights: Laws, regulation, economic bases, consumer networks

ITU-D SG1 Question 4/1 – Economic policies and methods of determining the costs of services related to national telecommunication/ICT networks

Topics to be addressed

The study Question covers the following main topics from national perspectives:

- 1) **New charging methods** (or models, if applicable) for services provided over NGN networks:
 - 1.1) Methods for determining the costs of wholesale services.
- 2) **Different models for infrastructure sharing**, including through commercially negotiated terms:
 - 2.1) For what type of infrastructure (or facilities) the provider party is free to negotiate reasonable commercial terms and conditions with a requesting party.
 - 2.2) The impact of infrastructure sharing on investment cost, local loop unbundling, provision of telecommunication/ICT services, competition and prices to consumers: case studies with quantitative analysis.

- 3) **Consumer price evolution and impact on ICT service usage, innovation, investment and operator revenues:**
 - 3.1) New and innovative business models for services deployed in an NGN environment, including methods encouraging the adoption and use of ICT services.
 - 3.2) Trends in prices of telecommunication/ICT services, including international mobile roaming.
- 4) **Trends** in the development of virtual mobile operators and their regulatory framework.

ITU-D SG1 Question 4/1 – Economic policies and methods of determining the costs of services related to national telecommunication/ICT networks

Expected output as expressed by WTDC-17

Development of best practices for each of the following areas:

- a) Promoting appropriate infrastructure sharing
- b) Encouraging price/tariff reduction to consumers through competition
- c) Stimulating access to and use of these services.

Details on how the work is progressing can be found in the current draft of the outline of the draft deliverables (September 2018 version)

ITU-D SG1 Question 6/1 – Consumer information, protection and rights: Laws, regulation, economic bases, consumer networks

Topics to be addressed

- a) Organizational methods/strategies developed by public consumer-protection agencies with regard to legislation/regulations and regulatory activities.
- b) Mechanisms/means put in place by regulators, so that operators/service providers publish transparent, comparable, adequate, up-to-date information on, inter alia, prices, tariffs, expenses related to contract termination, and accessing and updating telecommunication services, [...], as well as best practices for consumer education.
- c) Mechanisms/means implemented by the regulators themselves to keep consumers/users informed about the basic features, quality, security and rates of the various services being offered by the operators, enabling them to know and exercise their rights, to use the services properly, and to make informed decisions when contracting services.
- d) The role of international, regional and national organizations for the protection of telecommunication/ICT consumers' rights.
- e) Any economic and financial measures adopted by national authorities in the interests of consumers of telecommunication/ICT services, in particular specific categories of users (persons with disabilities, women and children).
- f) Consumer-protection challenges associated with the provision of new convergent services [...] as well as the policies, regulations and rules established by NRAs to protect consumers against possible abuses by operators/providers of these convergent services.
- g) Best practices and tools to empower users/consumers in managing their data provided to telecommunication service providers.
- h) Mechanisms to promote the creation of useful information and practical tools to be used for promoting digital literacy [...].
- i) Mechanisms and tools promoted by regulatory bodies to monitor the performance of end-user mobile network services and to assess information on basic features, quality, security and rates of the service received by consumers.
- j) Corporate best practices in favour of the consumers of telecommunication services to foster best consumer-education practices.
- k) Studies regarding approaches to supporting consumer rights and promoting consumer protection around issues such as quality, security and pricing for telecommunication/ICT services [...].
- l) Identification of best practices for national regulators and operators in the use and management of national telephone numbering resources

ITU-D SG1 Question 6/1 – Consumer information, protection and rights: Laws, regulation, economic bases, consumer networks

Expected output as expressed by WTDC-17

- **Guidelines and best practices** to help the relevant actors find the tools needed for a better culture of consumer protection as regards information, awareness-raising, inclusion of consumers' fundamental rights in laws and national, regional or international regulatory texts, and consumer protection in the provision of all telecommunication/ICT services as well as the use and management of national telephone numbering resources.
- **Organization of regional seminars on consumer protection**

Details on how the work is progressing can be found in the current draft of the outline of the draft deliverables (September 2018 version).

Regional seminars are currently being planned for 2019 and 2020.

Q4/1 and Q6/1 related ITU-D SG1 and 2 reports for the 2014-2017 study period

Study Group 1 Questions



Study Group 2 Questions



www.itu.int/pub/D-STG-SG01

www.itu.int/pub/D-STG-SG02

ITU-D Study Groups: Contact details

More information on the ITU-D Study Groups
can be found at:

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We look forward to hearing from you!