

Public Consultation Document

On

ICT Indicators

Issued by CITC

8/8/2009

Kingdom of Saudi Arabia

Contents:

1. Interdiction.
2. Public Consultation Process
3. Attachments :
 - Attachment 1: The Core Indicators
 - Attachment 2: The survey base Indicators

1 Introduction

The Communications and Information Technology Commission ("the CITC") is the entity authorized to regulate the telecommunications and IT sector in the Kingdom of Saudi Arabia. The CITC has embarked upon a study to develop new, improved and standardized indicators to measure the performance of this sector in the Kingdom. The fast growth of Information and Communication Technology (ICT) and the all-encompassing impacts of its deployment in many areas of the Saudi society, further stresses this requirement.

There are many reasons as to why ICT sector indicators are essential. These allow for:

- determining where Saudi Arabia stands compared to its peers
- identifying how Saudi Arabia is improving over time
- measuring the efficiency of CITC's policy and regulatory actions
- measuring the spread, utilization and impact of ICTs in Saudi Arabia
- fostering the efforts to bridge the digital divide
- knowing about the perceptions, opinions and values that consumers have about their use of ICTs

Since the benefits of collecting data on ICT sector indicators are well founded, the selection and definition of the ICT indicators for Saudi Arabia are key to ensure objective analyses of the data.

The main purpose of collecting key ICT indicators and indices is to enable CITC understand current status of ICT sector and its performance in the Kingdom, and assess effectiveness of its policies and regulation. The intent then is to improve its policies to support the development of ICT sector in the Kingdom. As part of the on-going ICT Market Survey project, the collection of ICT indicators and therefore the selection and definition of these are of paramount importance.

2 Public Consultation Process

2.1 Objective and Aim of the Consultation

In order to select a set of ICT indicators, and to develop appropriate definitions, CITC has initiated this public consultation process. CITC invites all service providers, as well as all other interested private individuals, and organizations in the public and private sectors, to register and participate in this consultation process (together, the “Respondents”).

The objective of this consultation process is to provide Respondents with the opportunity to provide comments to CITC on ICT Indicators, a copy of which is attached as Attachments A and B. The aim of this public consultation process is to assist CITC in its decision regarding this matter.

2.2 Comments on Consultation Document

This Public Consultation Document is available on CITC’s website at <http://www.citc.gov.sa>. Respondents are invited to submit their comments in writing to CITC. All comments must be received by CITC no later than 3:00 PM on 14/10/1430H, corresponding to 3/10/2009. All Respondents who submit comments on this Public Consultation Document by such date will be deemed to have registered with CITC for purposes of the Rules of Procedure.

Comments filed in relation to this Public Consultation Document may be submitted to one or more of the following addresses:

- a) E-mail to: ict-indicators@citc.gov.sa
- b) Delivery (hard and soft copy) by hand or by courier to:
Office of the Governor,
Communications and Information Technology Commission (CITC)
King Fahad Road, P.O. Box 75606
Riyadh 11588
Kingdom of Saudi Arabia

CITC welcomes and invites comments and responses to the Indicators set out in the Consultation Documents attached as Appendix A and Appendix B. CITC intends to publish on the CITC website copies of all comments submitted by Respondents. CITC encourages Respondents to support all comments with relevant data, analysis, benchmarking studies, and information based on the national situation or on the experience of other countries to support their comments. In providing their comments, Respondents are requested to indicate the number of the ICT Indicator and its relevant Appendix. Respondents are not required to comment on all ICT Indicators. CITC will consider all comments received but is under no obligation to adopt the comments of any Respondent, in addition, CITC confirms the confidentiality of submitted comments in accordance with its statutes.

The list of proposed ICT indicators includes two (2) sets of ICT indicators:

- Core ICT Indicators which target the Service Providers licensed in the Kingdom, provided in Appendix A.
- Survey Based ICT Indicators which target individuals, households, businesses and governmental institutions in the Kingdom, provided in Appendix B.

CITC invites interested parties to provide detailed comments on each set of the ICT indicators mentioned above. The comments should be supported with appropriate justifications, data and analysis.

In addition, when providing the comments, please indicate the ICT indicator identifier (ID) to which their comments relate to.

Please also provide contact details including the name of the respondent, valid address, email and phone number(s).

2.2.1 Examples of Feedback

The following examples illustrate the nature and format of comments that is expected to be received by respondents.

Example1:

ID #	Indicator Title	Indicator definition	Unit	Source of collection	Public / private (CITC use only)	Calculation method
S34	Availability of new or additional telephone lines	This indicators measures the easiness of obtaining a new or additional telephone line	%	Household/ Individuals, businesses, and government	Public	N/A

Feedback:

ID #	Indicator Title	Indicator definition	Unit	Source of collection	Public / private (CITC use only)	Calculation method	Additional Comment
S34	Indicator Title: Does not reflect Indicator definition. Suggestion to change title to: "Easiness to obtain new or additional telephone line"	--	--	--	--	--	To make survey more feasible and less lengthy, this indicator should be measured once every 3 years.

Example 2:

ID #	Indicator Title	Indicator definition	Unit	Source of collection	Public / private (CITC use only)	Calculation method
C35	SMS sent	Total number of mobile Short Message Service (SMS) sent, both to national and international destinations.	Quantitative	Service Operator	Public	This is calculated by obtaining the number of mobile SMS sent

Feedback:

ID #	Indicator Title	Indicator definition	Unit	Source of collection	Public / private (CITC use only)	Calculation method	Additional Comment
C35	Suggestion to change title to "Number of SMS sent"	Definition should include time frame "one year"	--	--	--	Calculation method should also include time frame "SMS sent over one year"	Though the definition should include "one year" time frame, this indicator can be provided by operators on a quarterly manner. The final value of the indicator will then be the summation of all year quarters.