



CARIBBEAN TELECOMMUNICATIONS UNION

CTU's Workshop on the Monitoring and Evaluation Framework for ICT Indicators

March 25th 2022

Executive Summary

ICT is essential to the effectiveness and development of modern societies. It is critical to effective service delivery and business processes, in both the public and private sectors, it underpins citizens' quality of life, providing them with the communications, and information and service access they require, and it is an important economic sector in its own right. Therefore, it is important to monitor the availability and access to ICT, and its social and economic impact. The Caribbean Telecommunications Union (CTU) Monitoring and Evaluation Framework for ICT Indicators provides a structured approach to the monitoring and evaluation of implemented ICT initiatives and activities. The Framework benefits from global best-practice and offers international comparability necessary for benchmarking and strategic planning.

Introduction

The CTU works in strategic partnerships with its members and other stakeholders to optimise the returns from ICT resources, for the benefit of its Member States, stakeholders, and the citizens of the Caribbean. The CTU's Strategic Plan 2020 – 2024, endorsed by the CTU Member States, maps out the region's programme for ICT. The CTU Secretariat regards the Monitoring and Evaluation function as a crucial component of this plan, serving as the primary source for information on progress and outcomes. The Secretariat will support and coordinate the Monitoring and Evaluation of ICT regionally, on behalf of its Member States that focuses on a common set of results agreed upon by Member States. The goal of this regional Monitoring and Evaluation of ICT indicators is to provide visibility on ICT issues and the progress and impact of ICT initiatives and to help inform decision-making within Member States and at the regional level.

[About the CTU Monitoring and Evaluation Framework Manual for ICT Indicators](#)

The Monitoring and Evaluation Framework Manual (M&E FM) for the CTU outlines a process for Member States to identify ICT indicators and targets that align with the goals and objectives of their national ICT strategic plans. These indicators and targets provide a basis for monitoring the implementation of those strategic plans, and tracking the region's progress with respect to ICT and measuring its contribution to regional development.

Furthermore, the M&E FM is intended to serve as a tool for tracking the progress of digital transformation across the Caribbean and the means by which regional performance is measured. The CTU will achieve this by establishing a harmonised system, within which Member States' national level data is collected and rolled up to the regional level, thereby providing more timely, efficient and cost-effective reporting on ICT throughout the region.



The M&E FM is organised into three (3) major sections as follows:

- **Section 1:** provides a brief background and introduces the Monitoring and Evaluation Framework Manual, its purpose and rationale.
- **Section 2:** presents a focused look at the Monitoring and Evaluation Framework and ICT indicators, their approaches and uses. This section presents the Logic Model and Performance Measurement Framework, which supports the ICT indicators to be monitored.
- **Section 3:** outlines overall guidelines for implementing the CTU's Results-Based Management (RBM) System, monitoring and reporting, including key stakeholders involved and the roles and responsibilities.

The M&E FM is an important element of the RBM toolbox to support the transformation and repositioning of the ICT sector, to realise the vision for a Caribbean Single ICT Space and Caribbean 21st Century Government.

Target Audience

The primary audience for this workshop comprises senior officers from Ministries with responsibility for ICT, Telecommunications and ICT Regulators, Ministries with responsibility for central planning and statistical offices and for national agencies with responsibility for collecting national data on ICT indicators within the Caribbean.

Workshop Objectives

This workshop's aims are:

- To secure acceptance of an agreed framework for the Monitoring and Evaluation of ICT indicators by the CTU Member States.
- To develop a roadmap for Monitoring and Evaluation data collection and reporting, both within the individual Member States, and regionally.
- To establish a Monitoring and Evaluation system that supports the Caribbean Single ICT Space and Caribbean 21st Century Government that is driven by results.

Workshop Agenda

Time	Topic Agenda	Presenter
09:00	Opening Remarks	Mr. Rodney Taylor , Secretary General, CTU
09:10	Setting the stage to leverage our collective efforts to build a robust, results driven ICT Monitoring and Evaluating Framework that contributes to the economic and social development of Caribbean Member States	Mr. Evan Green , Vice-President M&E, RBM and DRM Vice-President S&E, GAR et GRC
Session 1: ICT Measurement and Evaluation – Motivation, Indicators and Methods		
09:30	Introduction: Measurement and Evaluation of ICT	Mr. Wayne Butcher , Consultant, CTU
09:45	ICT Indicator Framework <ul style="list-style-type: none"> • Exploring Indicators: Issues impacting the development and collection of core ICT, telecommunication and broadband infrastructure indicators across global thematic areas • Understanding Measurements: Insights into aspects of measurement for data and policy analysis 	Mr. Frédéric Bourassa , Directorate for Science, Technology and Innovation of the Organisation for Economic Co-operation and Development (OECD)
10:05	Q&A	
10:15	Break	
Session 2: Results-Based Management – An Approach to Monitoring and Evaluation		
10:30	Monitoring and evaluating for results: A framework to support the Caribbean Single ICT Space and Caribbean 21st Century Government.	Mr. Junior Mc Intyre , Director Research and Analysis, CTU
Session 3: Monitoring and Evaluation for ICT Indicators – The Way Forward		
11:00	Panel discussion: Charting the Way Forward	Moderator: Mr. Wayne Butcher , Consultant, CTU
11:40	Concluding Remarks	Mr. Nigel Cassimire , Deputy Secretary General, CTU
12:00	End of Session	