

**SEMINAR ON INFORMATION AND COMMUNICATION TECHNOLOGY SERVICE  
QUALITY, CONTROL AND SUPERVISION**

The XXII Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

**CONSIDERING:**

- a) That certain Member States are considering conducting studies that would lead to the implementation of measures in line with the current situation of information and communication technologies (ICT) services with respect to the quality, control and surveillance that these services require in their countries;
- b) That CITEL has made efforts to regularly schedule seminars on a variety of subjects of interest for all the countries;
- c) That one of the mandates of PCC.I is to promote coordination, planning, and harmonization among Member States with regard to general technical standards and service quality in coordination with relevant international standards;
- d) That one of CITEL's duties requires it to conduct studies on public policymaking in telecommunications/ICT;
- e) That it would be useful to hold a Seminar on ICT Service Quality, Control and Surveillance in the Americas Region to exchange viewpoints among CITEL members and to assess dynamic models that would lead to effective ICT service control and surveillance and also to look for inputs to design an information and communication technology service quality model,

**RECOGNIZING:**

- a) The usefulness of seminars as an effective mechanism to focus attention on important current issues and raise the level of knowledge about them;
- b) That Administrations and other organizations are constantly providing information on the best way to conduct ICT service control and surveillance activities in their countries;
- c) That it is very beneficial to exchange information among CITEL Member States, their Associate Members and Permanent Observers to the OAS about the design of a standard model for ICT service quality and a model for the control and surveillance of these services in the Americas Region and to draw up the methodology to implement this work in the framework of PCC.I,

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<sup>1</sup> CCP.I-TIC/doc. 2898/13 rev.2

## **RESOLVES:**

1. To commend and thank the Administration of Colombia for its initiative of holding a Seminar on Information and Communication Technology Service Quality, Control and Surveillance.
2. To hold a one day Seminar on “Information and Communication Technology Service Quality, Control and Surveillance” on November 4, 2013 in Colombia.
3. To request the chair of PCC.I to invite and urge CITEL Member States and Associate Members of PCC.I to attend this event and submit information and contributions about their experiences and measures adopted for Information and Communication Technologies (ICT) service quality, control and surveillance in their countries.
4. To request CITEL Member States and Associate Members to share their experiences and research about this matter.
5. To inform CITEL Member States, Associate Members and Permanent Observers interested in attending this seminar that they can contact CITEL to coordinate their participation.
6. The results and conclusions of the seminar will be presented at the next meeting of Permanent Consultative Committee I (PCC.I).
7. Establish that this Seminar will be organized in collaboration with the International Telecommunication Union.
8. That this Seminar will not generate costs for PCC.I.

## **INSTRUCTS THE EXECUTIVE SECRETARY OF CITEL:**

To send a request of collaboration to organize this Seminar to the International Telecommunication Union.

### **ANNEX TO RESOLUTION PCC.I/RES. 207 (XXII-13)**

#### **Seminar on ICT Service Quality, Control and Supervision**

**November 4, 2013**

#### **Proposed Agenda**

1. Opening (Introductory words, organization and appointment of moderators)
2. The situation in Colombia and Presentation of the Colombian ICT Control and Surveillance Model
3. Contributions by guest experts on ICT Control and Supervision
4. Views of the companies of the sector
5. Panel on perspectives for the development of models for control and supervision of ICT services
  - Control and Supervision Policy
  - Technical Audits
  - Report Verification

- Administration of Improvement Plans
  - Publicizing Quality Outcomes
  - Quality Control Resources
  - Penalty System
6. Contribution by experts on quality of mobile services and Mobile Cellular Telephony
  7. Panel on quality of ICT services provision
    - Policy on Quality of ICT services
    - Views of the industrial sector
    - Penalty System
  8. Conclusions
  9. Closure