

**PERFORMANCE INDICATORS FOR CITEL'S STRATEGIC PLAN**

The IV Meeting of the Permanent Consultative Committee I: Telecommunication Standardization,

**CONSIDERING:**

a) That by means of Resolution COM/CITEL RES. 149 (XII-02) CITEL'S Strategic Plan for 2002–2006 was approved; and

b) That the XIII Meeting of the Permanent Executive Committee of CITEL, by Resolution COM/CITEL RES. 161 (XII-03), resolved:

“...

1. To develop courses of action and to prepare indicators measuring the degree of progress resulting from the carrying out of activities scheduled in the Strategic Plan.

2. To add annual indicators to the CITEL's Strategic Plan for the period 2002-2006, in order to compare expectations with the actual results obtained at the end of each year, thus making it possible to measure performance or progress in fulfillment, mainly with regard to strategic objectives and priorities.

3. To approve the format attached hereto as an integral part of the Strategic Plan, in order to clearly and simply state each of the strategic objectives, the strategic priorities, the courses of action and the indicators through which the degree of progress in fulfillment of the goals will be measured.

4. To establish the following methodology for compliance with the summary table containing the strategic objectives and priorities of the CITEL's Strategic Plan for 2002-2006:

To request the different CITEL's Working Groups, as well as the Permanent Consultative Committees (PCC) and other groups forming part of CITEL's structure, to provide the Chair of the Working Group on CITEL's Strategic Plan with the strategic objectives and priorities, courses of action and indicators allowing to evaluate compliance with CITEL's Strategic Plan.

...”

c) That the Chairperson of the Working Group on the Strategic Plan of CITEL recommended the CITEL objectives and priorities to be considered by PCC.I, regarding the lines of action and indicators that will measure the progress of the planned work, in order to evaluate the results and fulfillment of the stated objectives,

**RESOLVES:**

1. To approve the completed questionnaire in the Annex to the present document.

2. To instruct the Executive Secretary of CITEL to remit this document to the Chairperson of the Working Group on the Strategic Plan of CITEL.

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<sup>1</sup> CCP.I-TEL/doc.424/04

**ANNEX TO RESOLUTION PCC.I/RES.52 (IV-04)**

**PCC.I ACTIONS REGARDING THE STRATEGIC OBJECTIVES AND PRIORITIES  
OF CITEL'S STRATEGIC PLAN FOR 2002-2006**

OBJETIVES OF CITEL'S STRATEGIC PLAN	PCC.I ACTIONS	INDICATOR	GOALS				
			2002	2003	2004	2005	2006
1. Maintain CITEL as the regional organization recognized in the world context of telecommunications	1.1 Participation in the World Telecommunication Standardization Assembly representing CITEL and presentation of common proposals of the Americas.	1.1 Resolutions regarding the mandates of PCC.I adopted at the WTSA  1.2 Approval of common proposals	N/A  ---	N/A  ---		---	---
2. Accelerate the development of telecommunications in the Member States.	2.1 PCC.I actions regarding Standardization, the introduction of new technologies and services, cybersecurity, and the good governance of Internet domain names lead to the development of communications.	2.1. Telecommunication services penetration indicators					
3. Promote training and technology transfer among Member States.	3.1 PCC.I has ongoing working ties with the Member States and	3.1 Please see document CCP.I-TEL/doc.356/04					

	associate members regarding to technology and training.		---	---			
4. Promote economic, social, and cultural development in the Member States	4.1 As a result of the objectives pursued in items 2 and 3, there is economic and social development.	4.1 Telecommunication services penetration indicators					
5. Promote the establishment and development of the Global Information Society as a tool to achieve harmonious development, respecting the cultural and social characteristics of the Member States	5.1 These actions are a consequence of achieving items 2, 3 and 4.	5.1 Follow-up on the Declaration of Principles of the WSIS	---	---			
		5.2 Implementation of the Plan of Action of the WSIS	---	---			
6. Promote the implementation and evaluation of the Agenda for Connectivity in the Americas and the Plan of Action of Quito	6.1 These actions are a consequence of achieving the objectives of items 2, 3, 4 and 5.	6.1 Implementation of the Agendas for Connectivity of the Member Countries	---	---			

<p>7. Promote among the Member States the coordination, planning, and harmonization of operation standards for telecommunication networks and services</p>	<p>7.1 PCC.I has a working group specializing in the coordination of technical standards, whose main objective is the application of these standards in the member countries.</p> <p>7.2 PCC.I's main work is to harmonize technical standards and at present it is working on Next Generation Networks.</p> <p>7.3 Establishment of the methodology for preparing standards.</p> <p>7.4 Application of the methodology in preparing the standards</p>	<p>7.1 Recommendations of PCC.I for standards harmonization</p> <p>7.2 Regulation on Next Generation Networks that is common for the region</p> <p>7.3 Common standards for the region</p>					
<p>8. Fulfill the mandates set forth in the Summit of the Americas held in Monterrey, Mexico in January 2004, as well as the mandates laid out in the Strategic Plan for the Permanent Consultative Committees and Working Groups</p>	<p>8.1 PCC.I is developing all the mandates set-up by the Monterrey Summit such as the implementation of the MRAs, good governance of Internet domain names, and standards coordination.</p>	<p>8.1 Harmonized standards for the region and in line with the MRAs</p>					