

**COM/CITEL RES. 161 (XIII-03)<sup>1</sup>**

**ADDITION OF PERFORMANCE PARAMETERS OR INDICATORS TO CITEL STRATEGIC PLAN**

The XIII Meeting of the Permanent Executive Committee of CITEL, COM/CITEL,

**CONSIDERING:**

- a) That the CITEL Strategic Plan 2002-2006 is the result of an overall revision of the Strategic Plan for the period 2000-2004, approved by Resolution COM/CITEL RES.114 (IX-00); and
- b) That for preparation of this Strategic Plan, the document “CITEL’s Strategic Plan for the period 1999 – 2003” was taken into consideration, incorporating to that effect the global guidelines and strategies approved by the III CITEL Assembly (August, 2002),

**RECOGNIZING:**

- a) That the Strategic Plan indicates the present conditions of CITEL and the course it wishes to take, directing the Member States towards the same approach and unity of aims, under a Strategic Planning scheme for a five-year period;
- b) That the Strategic Plan contains an analysis of the telecommunications sector in the region, which includes the, opportunities weaknesses, and threats of the telecommunications services in this area;
- c) That the Strategic Plan encompasses the strategic objectives, overall policies, as well as strategic priorities for the period 2002-2006 and the mandates of the Steering Committee and the Permanent Consultative Committees composing CITEL;
- d) That the Strategic Plan contains the strategic objectives and priorities for CITEL, but it is desirable to integrate into it any specific actions to meet the priorities set up and mechanisms allowing to easily evaluate and perform follow-up of the degree of progress and execution of the aforesaid actions;
- e) That the objectives set up should be based on courses of action promoting an efficient implementation and fulfillment of the strategic objectives; and
- f) The need for setting indicators and parameters allowing to annually measure and evaluate the periodical progress in the attainment of the objectives and priorities of the Strategic Plan for the period 2002-2006,

**RESOLVES:**

- 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.

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<sup>1</sup> COM/CITEL/doc.804/03 rev.1 cor.1

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.

**SUMMARY TABLE CONTAINING STRATEGIC OBJECTIVES AND PRIORITIES OF  
CITEL STRATEGIC PLAN 2002-2006**

STRATEGIC OBJECTIVE	
STRATEGIC PRIORITIES	
COURSES OF ACTION	

**INDICATORS**

COURSE OF ACTION	INDICATORS	OBJECTIVES TO BE ATTAINED				
		2002	2003	2004	2005	2006