

PCC.I/RES. 219 (XXIII-13) ¹

**ESTABLISHMENT OF A RAPPORTEURSHIP ON QUALITY, CONTROL
AND SUPERVISION OF ICT SERVICES**

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

HAVING SEEN:

The conclusions of the joint CITEI/ITU Forum on “Information and Communication Technology Service – Quality, Control and Surveillance” held in Cartagena de Indias, Colombia, on September 23-24, 2013,

CONSIDERING:

- a) 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;
- b) 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;
- c) That due to the rapid growth and expansion of ICT services in the region, regulators have noted the need to implement efficient and effective models for the control and surveillance of said services;
- d) That one of CITEI’s functions requires it to conduct studies on public policymaking in telecommunications/ICT;
- e) That it would be useful to establish a mechanism in the PCC.I framework to exchange viewpoints among CITEI 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 (ICT) service quality model;
- f) That Administrations and other organizations are constantly providing information on the best way to conduct ICT service control and surveillance activities in their countries;
- g) That it is very beneficial to exchange information among CITEI 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,
- h) That it is necessary to perform permanently comparative studies for the observation and identification of best practices as regards ICT service quality, control and surveillance,

RESOLVES:

¹ CCP.I-TIC/doc. 3090/13 rev.1

1. To suggest incorporating in the PCC.I action plan for the study cycle 2014-2018, the study of ICT quality, control and supervision issues.
2. To propose the creation of a Rapporteurship in the framework of the PCC.I in the next period to be in charge of said activities
3. To propose the following terms of reference for said Rapporteurship:
 - Prepare, publish and update continuously a regional benchmarking on Quality of Service (QoS)/Quality of Experience (QoE), for gathering and sharing the best practices as incentive for service operators to improve the service quality in the region.
 - Design a Quality standard model in ICT services.
 - Design a Control and Surveillance model for these services in the Americas Region.
 - Promote joint measures among the Member States to assess dynamic models that would lead to effective ICT service control and surveillance.
 - Develop recommendations on regional policies and/or models integrating the interests of all the stakeholders for the benefit of users, as beneficiaries of the public policy on the subject.
 - Follow up the activities of the ITU-T Study Group 12 “Performance, QoS and QoE”.
 - Propose technical recommendations as regards quality of service considering, among others, user’s expectations.
 - With the participation of the Member States and their Associate Members, promote positive elements for the solution of quality problems of ICT services.
 - Identify human resources training needs as regards ICT service quality and propose the corresponding action.
4. To propose the designation of Mr. Alejandro Delgado (adelgado@mintic.gov.co) from the Administration of Colombia with the assistance of Ms. Anabel Cisneros of the Administration of Argentina as points of contact.

INSTRUCTS THE EXECUTIVE SECRETARY OF CITEL:

To disseminate widely this PCC.I Resolution.