

Partnership on Measuring ICT for Development

Systematic review of ICT indicators

This questionnaire is open to all WSIS stakeholders, including governments, international organizations, private sector, civil society, academia, and the technical community. It seeks your views on the relevance of the Core List of ICT Indicators and related methodologies for measuring progress in WSIS Action Line(s). Your input will support a systematic review of ICT indicators and methodologies, strengthen the statistical framework for WSIS monitoring, and help identify gaps in ICT measurement. Estimated completion time: 5–7 minutes. All responses will be used for analytical purposes.

The survey is prepared by the Steering Committee of the Partnership on Measuring ICT for Development, which includes **ITU**, **UNCTAD** and **UN DESA**.

<https://forms.office.com/Pages/ResponsePage.aspx?id=2zWeD09UYE-9zF6kFubccHilWmqZp0VKgWP25aAPy8RUMkg0NFQ0Qjg5N1IUUUR0WjIEUDk3VzZGNC4u> [forms.office.com]

More information:

- Partnership on Measuring ICT for Development:
www.itu.int/en/ITU-D/Statistics/Pages/intlcoop/partnership/default.aspx
- Core list of ICT indicators:
www.itu.int/en/ITU-D/Statistics/Documents/coreindicators/Core-List-of-Indicators_March2022.pdf
- WSIS+20 outcome document: docs.un.org/en/A/RES/80/173
- WSIS Action Lines and facilitators:
publicadministration.desa.un.org/ws20/Documents/WSISActionLines

When you submit this form, it will not automatically collect your details like name and email address unless you provide it yourself.

Required

Section 1 — About you

Briefly tell us about yourself

1.

Name

2. Elizabeth Oluoch (ICANN) and Xianhong Hu (UNESCO)

Email:

3.

Job Title

4.

Organization

5. ICANN and UNESCO

Country

6.

Stakeholder category

Government

Private Sector

Civil Society

Academia

Technical Community

International Organization

Section 2 — Indicators to Measure Progress in WSIS Implementation

7. Are you familiar with the Partnership's Core List of ICT Indicators? Do you use them in your work? Please elaborate. Core list of ICT indicators:

https://www.itu.int/en/ITU-D/Statistics/Documents/coreindicators/Core-List-of-Indicators_March2022.pdf

ICANN recognizes the value of the Partnership on Measuring ICT for Development's Core List of ICT Indicators as an internationally agreed framework for measuring ICT development. The ITU ICT Development Index provides meaningful connectivity metrics at macro-level, such as the number of businesses, households and individuals using the Internet. However, the data does not capture to what extent multilingual Internet is contributing to Internet access. For this purpose, ICANN is now engaging in the global dialogue on ICT measurement, including the World Telecommunication/ ICT Indicators Symposium (WTIS). ICANN uses the overall number of Internet users globally reported by ICT Indicators, and undertakes a range of complementary measurements focused on the Internet's unique identifier systems and the Domain Name System (DNS). These include measurements related to [multilingual access to the Internet](#), such as Universal Acceptance (UA) measurements assessing support for multilingual domain names and email addresses; [ICANN Domain Metrics](#), which captures and analyzes domain-related data and metadata; and the [Identifier Technology Health Indicators \(ITHI\)](#) initiative, which develops measurements related to the health of the Internet's identifier systems. These measures could complement the broader ICT indicators by providing quantitative measurements that can help indicate the state of security, stability, and multilingual support of the Internet's identifier ecosystem.

UNESCO complements this technical measurement perspective through its longstanding work on multilingualism and linguistic diversity in the digital environment. [The 2003 Recommendation concerning the Promotion and Use of Multilingualism and Universal Access to Cyberspace](#) provides

a normative framework for reducing languages barriers online, while the [Global Roadmap for Multilingualism in the Digital Era](#) and the UNESCO-led UN [International Decade of Indigenous Languages \(IDIL 2022-2032\)](#) place particular emphasis on the digital inclusion of Indigenous and low-resourced languages. The Roadmap's Plan of Actions translates multilingual digital inclusion into concrete policy and implementation measures to promote Universal Acceptance and enable people to navigate and communicate online in local languages and scripts. This approach is also in line with UNESCO's indicators on multilingual access to the Internet, as reflected in the second generation of the Internet Universality Indicators (IUIs).

In 2026, UNESCO launched the sixth reporting cycle of the 2003 Recommendation, which for the first time includes UA as a dedicated indicator. This monitoring exercise provides an opportunity to strengthen the evidence base for policy development and implementation on multilingual digital inclusion, helping policymakers identify gaps and policy needs related to digital access for Indigenous languages and scripts.

8. What additional ICT indicators would help better measure progress in WSIS Action Line(s)?

WSIS Action Lines and facilitators:

<https://publicadministration.desa.un.org/wsisis20/Documents/WSISActionLines>

For each proposed indicator, please include:

- **Indicator name:** Proportion of domain name registrations in local languages and scripts (Internationalized Domain Names, IDNs).
- **Short definition:** Total number of Internationalized Domain Name (IDN) registrations under all (IDN and ASCII) country-code top-level domains (ccTLDs) for each member state, and under generic top-level domains (gTLDs) globally, expressed as a percentage of total domain name registrations under the respective ccTLDs and under gTLDs.
- **Relevant WSIS Action Line(s):** Relevant WSIS Action Line(s):
 - C8 – Cultural diversity and identity, linguistic diversity and local content is the primary Action Line, as IDNs enable the use of domain names in local languages and scripts and support a more multilingual Internet.
 - The indicator is also relevant to C3 – Access to information and knowledge, as IDNs can facilitate access to online information by enabling users to navigate using domain names in their own languages and scripts.
 - C5 – Building confidence and security in the use of ICTs, as recognizable and meaningful domain names in local languages and scripts may help build user confidence and trust in online services.
 - C7 – ICT applications, as IDNs can lower linguistic barriers to accessing and using digital services and applications, including e-government, e-business, e-learning and e-health.
- **Possible data source(s):** National and regional country-code Top-Level Domain (ccTLD) manager(s) for ccTLD registrations and ICANN for gTLD registrations.

- **Level of measurement (global, regional, national, or local):** National (and regional in case of European Union) for ccTLDs and regional and global for gTLDs.
- **Feasibility of data collection (high/medium/low, with brief explanation):** High. Aggregate domain name registration statistics are routinely maintained by ccTLD managers, who are often associated or even part of a government entity, and could be obtained from the respective ccTLD managers to report by member states (and by European Commission). ICANN has access to the number of registrations under gTLDs.

9. Any additional comments or suggestions?

This indicator would provide a practical way to measure progress toward longstanding international commitments to a multilingual Internet. IDN registrations are currently reported and published through the [IDN World Reports](#) and the [IDN Annual Reports](#). The indicator could benefit from broader reporting by member states on ccTLD registration statistics. The [WSIS Tunis Agenda for the Information Society \(2005\)](#) calls for advancing multilingualism in areas including domain names, email addresses, Internet searching and local content. The [WSIS+20 outcome document](#) reinforces the importance of linguistic diversity and recognizes progress in enabling domain names in different languages and scripts and their universal acceptance. These commitments are also consistent with [UNESCO's 2003 Recommendation concerning the Promotion and Use of Multilingualism and Universal Access to Cyberspace](#), which calls for reducing language barriers in cyberspace and specifically addresses multilingual domain names.

The proposed indicator is also relevant to a series of ITU resolutions on multilingualism on the Internet, which reflect on IDNs:

- [ITU Plenipotentiary Resolution 133 \(Rev. Bucharest, 2022\)](#), the role of administrations of Member States in the management of internationalized (multilingual) domain names.
- [ITU WTSA Resolution 48 \(Rev. New Delhi, 2024\)](#) focuses on internationalized (multilingual) domain names and recognizes their role in promoting multilingualism, while also addressing Universal Acceptance.
- [ITU WTDC Resolution 82 \(Rev. Baku, 2025\)](#) focuses on preserving and promoting multilingualism on the Internet for an inclusive information society.

Measuring the relative uptake of IDNs would therefore provide a quantitative indicator relevant to linguistic diversity at the Internet identifier level. The measurement will be a means of tracking progress against the relevant WSIS, UNESCO and ITU commitments. It would complement existing ICT indicators on Internet connectivity and use by measuring the uptake of IDNs and providing a quantitative measure of the extent to which people and organizations are adopting domain names in their local languages and scripts, including Indigenous languages and scripts. The indicator would provide a useful measure of progress particularly under WSIS Action Line C8, while also contributing to understanding progress under C3, C5 and C7. It also complements Universal Acceptance efforts to ensure that IDNs and internationalized email addresses work correctly across Internet-enabled applications and systems.