

The Information and Telecommunication Sector in Armenia

<https://marketpublishers.com/r/I62BE25437E5EN.html>

Date: March 2020

Pages: 139

Price: US\$ 2,000.00 (Single User License)

ID: I62BE25437E5EN

Abstracts

Prioritizing ICT as an important driver of economic growth in Armenia, we have conducted this research to present the current state of the sector, pinpoint challenges, discuss competitiveness, business environment, best practices of government support, current level and prospects for ICT implementation among Armenian small and medium businesses, as well as use of ICT by households. The research included among other things individual interviews with key personnel of major Armenian ICT players. Subjects discussed during interviews cover a variety of things from current state and expectations of the sector to technology changes, required investments, etc.

This report is unique for Armenia in terms of addressing these three aspects. The following key goals were outlined for the research:

Evaluate the role of ICT for Armenian economy to the fullest possible extent using internationally-accepted methods; conduct international peer review

Identify opportunity costs of the government in ICT and their reasons

Present the “anatomy” of ICT

Present the developments (transformation) in telecom subsector

Present the state of things in separate telecom markets

Present the state of things in STEM (Science, Technology, Engineering, Mathematics) education

Evaluate the government's tax policy for ICT vs. international peers
Discuss the international practices of government support to IT sector

Discuss the use of ICT by small and medium businesses from various aspects
(security, prospective technologies, impact, etc.)

Discuss the use of ICT by households (involvement, frequency, purposes, etc.)

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