

Kenya ICT Board

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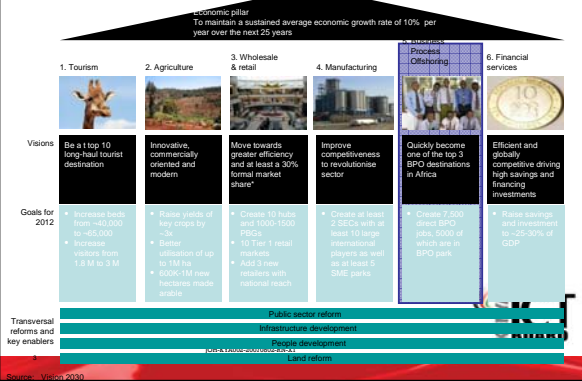
The Kenya ICT Board

The Background

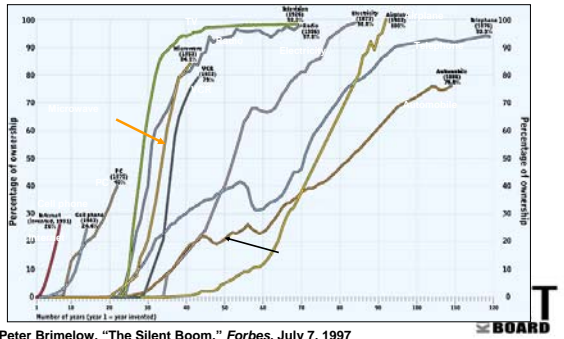


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Business Process Outsourcing in the Vision 2030

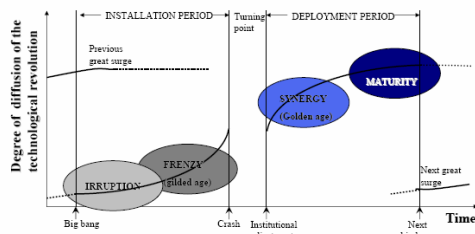


Adoption Curve



The life and times of a technology

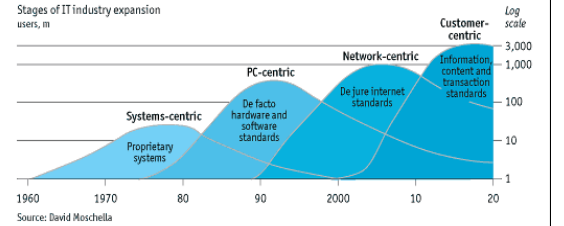
Recurring phases of each great surge



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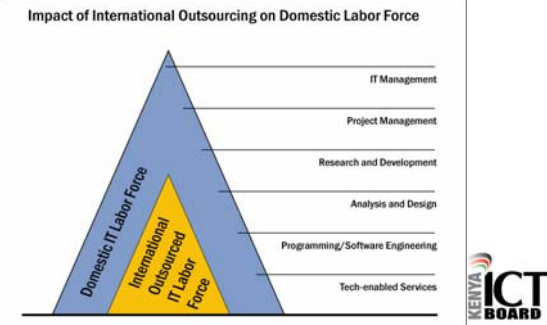
What next?



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Impact of technology Outsourcing (USA)



EUI Rankings

Economist Intelligence Unit e-readiness rankings, 2008
Scoring criteria categories and weights*

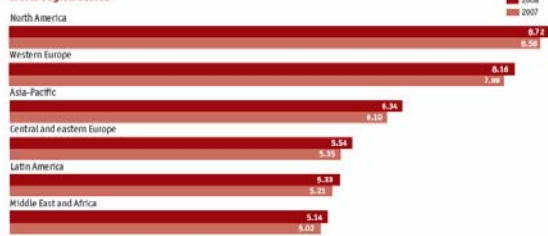
Category	Weight
Connectivity and technology infrastructure	20%
Business environment	15%
Social and cultural environment	15%
Legal environment	10%
Government policy and vision	15%
Consumer and business adoption	25%

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EUI Rankings

Economist Intelligence Unit e-readiness rankings, 2008
World region scores



The Board

KENYA ICT BOARD

The Kenya ICT Board

Establishment

- Established as a State Corporation under the State Corporations Act 446
- Kenya ICT Board is a State Corporation within the Ministry of Information and Communications.
- The overall purpose of the board is to market Kenya as an ICT destination

KENYA ICT BOARD

The Kenya ICT Board

The Board of Directors

- Ms. Catherine Ngahu, Chairman
- Mr. Paul Kukubo, CEO
- Dr. Catherine Nyaki-Adeya
- Mr. Richard Bell
- Mr. Kevit Desai
- Dr. Bitange Ndemo, PS. Information & Communications
- Mr. Joseph Kinyua, PS. Treasury
- Mr. Sammy Buruchara

KENYA ICT BOARD

The Kenya ICT Board

Management Staff

- Paul Kukubo:
 - CEO
- Victor Kyalo:
 - Deputy CEO Projects & Infrastructure
- Eunice Kariuki:
 - Deputy CEO Marketing
- Lucy Odhiambo
 - Head of Communications
- Al Kags
 - Projects officer
- Peterson Kariithi
 - Internal audit and Governance
- Grace Mwai:
 - Grants and Contracts Manager
- Christina Njoka:
 - HR and Admin
- George Otieno:
 - Technical Manager
- Daniel Ouma:
 - Accountant
- ZK Ndirangu:
 - Finance Specialist
- Simon Korir:
 - Procurements
- Kwame Shiroya
 - Programs Assistant



Our vision

- Kenya becomes a top ten global ICT hub
 - This vision is set against the Kenya Vision 2030 plan for wealth and employment creation – to make Kenya a middle class, highly competitive nation by the year 2030.



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Our Mission

- To rapidly and innovatively transform Kenya through the promotion of ICT for socio-economic enrichment of our society



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Mandate of the ICT board

Advisory	Marketing	Capacity Building	Project Management	Investment Facilitation
<ul style="list-style-type: none"> • Providing government with advise towards their design of initiatives for the development and deployment of ICTs in the economy 	<ul style="list-style-type: none"> • Positioning and Promoting Kenya as an ICT destination (locally and internationally) 	<ul style="list-style-type: none"> • Providing government and stakeholders with skills, capacity and funding for anchor ICT implementation 	<ul style="list-style-type: none"> • Co-ordinating, directing and implementing anchor ICT projects 	<ul style="list-style-type: none"> • Facilitate and manage industrial incubation & technology parks and associated facilities on sites estates and land.



Strategic Objectives

- 1 • To develop and position Kenya as the preferred ICT destination in Africa
- 2 • To develop and promote competitive ICT industries in Kenya
- 3 • To develop world class ICT institutions
- 4 • To increase ICT access, utilization for all Kenyans
- 5 • To ensure customer satisfaction.



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1. To develop and promote Kenya as the preferred ICT destination in Africa

- Develop and promote Kenya's Outsourcing Industry (targeting 15,000 full time employees by 2012)
- Develop, launch and sustain a compelling Kenya ICT brand
- Provide Outsourcing bandwidth support
- Build technology and incubation park



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2. To develop & promote competitive ICT industries in Kenya

- To initiate and stimulate National System of Innovation for Kenya, specific to ICT
- Develop and launch National Content Strategy for Kenya
- Spear head capital development for ICT entrepreneurs and business owners (Venture Capital)



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3. To develop world class ICT institutions

- Become a principle partner in the digitization of government and the implementation of government initiatives
- Accelerate the development of ICT skills in tertiary institutions. (including bandwidth support)
- Establish the ICT Board as a focal point for ICT development in Kenya in partnership with other ICT players (including metrics)
 - ICT Public Panels fall in this Strategy



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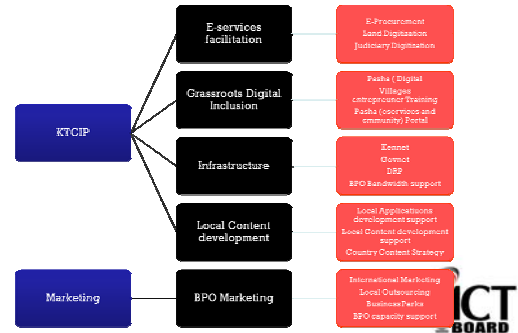
4. To promote awareness and utilization in Kenya

- Create awareness of ICT usage and opportunities among Kenyans
- Implement PASHA! Centres (digital villages) across Kenya
- Develop nationwide grassroots awareness about ICTs .



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Projects that translate our services



Our Stakeholder expectations

The Stakeholder	The ICT Industry	Public sector	Development Partners	The General Public	Academia Student Community
Key board mandate	Capacity Building Marketing	Advisory Project management Capacity Building	Project management Capacity Building	Capacity Building Advisory Marketing	Capacity Building
Key Expectations	Rate of investment and growth within the sector	To enhance public service delivery	Social impact of private sector	ICT inclusion, wealth creation, jobs and skill improvement	Skills development Opportunities World class standards
Our Commitment	Promote funding and other skills interventions, position Kenya	Advisory and best practices, facilitate project management, public sector processes	Ensure government is implemented, mobilize social economic resources	Inclusion through PASHA, facilitate ICT procurement, create	Fund research, provide skills upgrade, establish world class standards

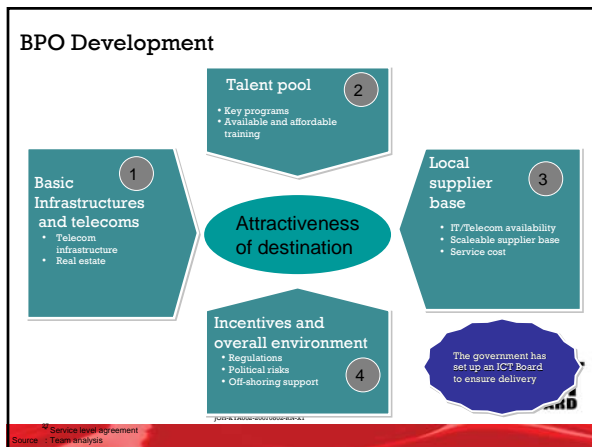
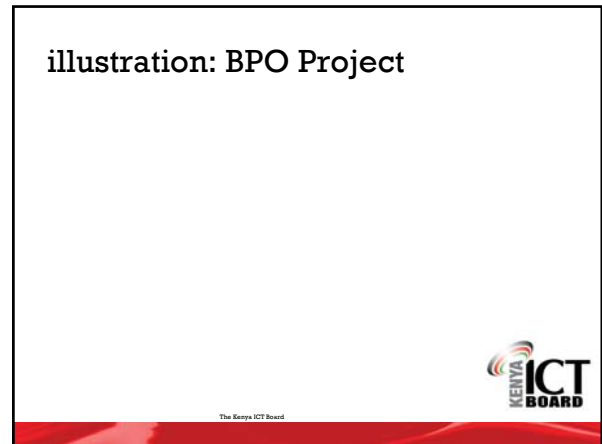
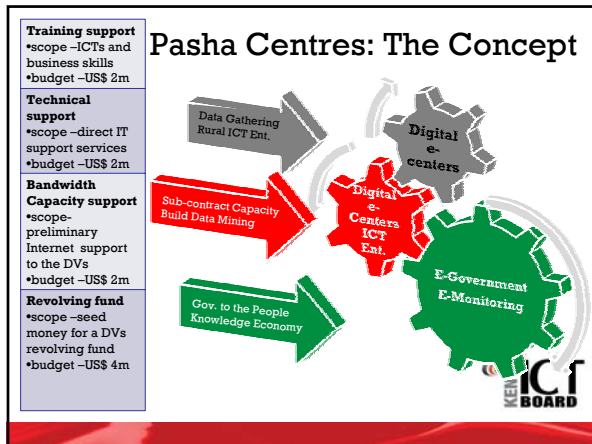


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illustration: The Pasha Project



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KENYA IS WELL SUITED TO PROVIDE CUSTOMER CONTACT AND ADMINISTRATIVE BACK-OFFICE SERVICES

	Activities	Key skills	Enablers
Customer contact	<ul style="list-style-type: none"> • Inbound customer services • Inbound/Outbound sales • Collections • Helpdesk • Correspondence 	<ul style="list-style-type: none"> • Language skills • People skills • Computer literacy 	<ul style="list-style-type: none"> • Skilled workforce
Administration/ general back-office	<ul style="list-style-type: none"> • Data entry • Claims processing • Document management • Transcription and translation 	<ul style="list-style-type: none"> • Computer literacy • Language skills • Business services awareness 	<ul style="list-style-type: none"> • Skilled workforce • Relevant experience

In addition, smaller scale, high-end service outsourcing will continue to grow

Source: Team Interview, Team Analysis

Our Public engagement process: Public Panels

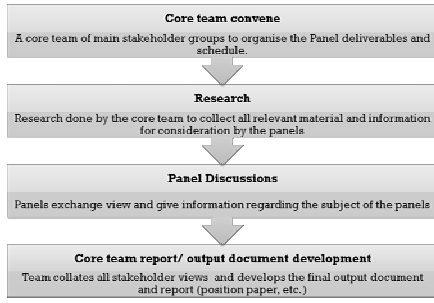
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Public Panels (Our forum for public interaction)

Cross Cutting Issues	E-services	Communities	Infrastructure	Content	Outsourcing
ICT Board Industry Forum Project Management & Capacity Building Standards and certifications	<ul style="list-style-type: none"> Records management Tax management Information Distribution 	<ul style="list-style-type: none"> Pasha centres Local PC assembly support to the line ministry 	<ul style="list-style-type: none"> National Data Centre Government Data Management Government Networks/VOIP Bandwidth Distribution and Subsidy Fibre Project 	<ul style="list-style-type: none"> Local Content Development Rural Involvement Software development capability 	<ul style="list-style-type: none"> BPO Park Kenya Marketing Call Centre development
Business Incubator Innovation Industry Development Edubusiness Venture Capital Marketing					

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The standard **process**



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- Thank You.

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