



ZICTA

ZAMBIA INFORMATION AND COMMUNICATIONS TECHNOLOGY AUTHORITY

Child Online Protection: A Zambian Perspective

- Introduction
- 2013 Status
- COP Strategy Framework
- COP Initiatives
- Challenges
- Way Forward
- Conclusion

Introduction

- ❑ ZICTA management strategy was to undertake a national ICT survey on which to base the CoP framework
- ❑ Govt through the line Ministry plays a key role by spearheading the devt of the national CoP strategy, child policy & inter-linking other Govt ministries & Depts
- ❑ With the evolvement of the ICT sector landscape, we have seen the migration of traditional voice revenue to data services which are being driven by the rise of social media and other broadband services

- ❑ Criminal and unethical activities are also shifting online
- ❑ Children are being exposed to these vices at an early age and this poses a great danger

Background

- ❑ ITU launched the Child Online Protection (COP) Initiative in November 2008 within the GCA framework in order to ensure a safe and secure online experience for children everywhere
- ❑ COP aims to tackle cybersecurity holistically, addressing legal, technical, organisational and procedural issues as well as capacity building and international cooperation

Zambian ICT Survey

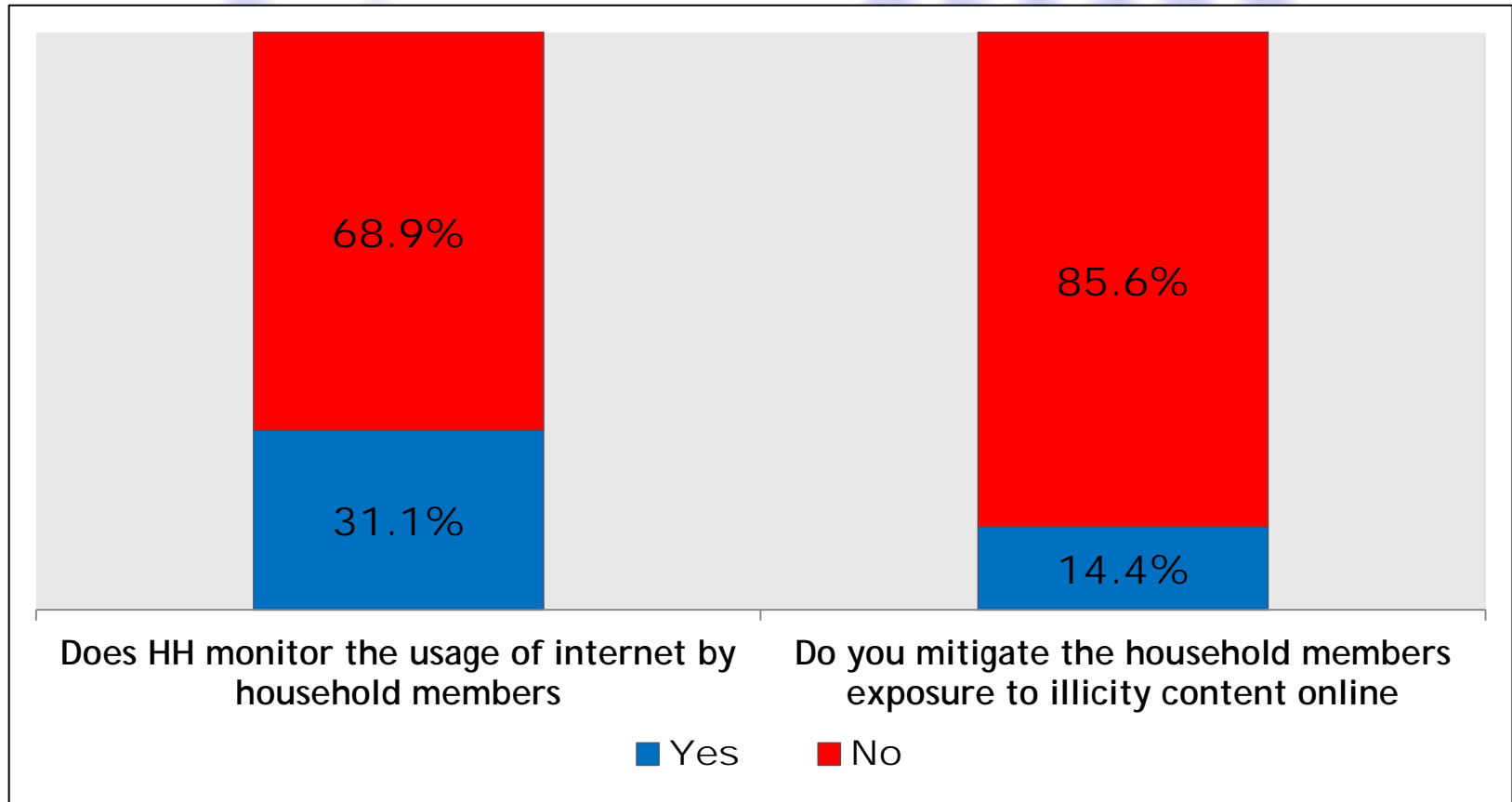
- In 2013 a survey was conducted to find out the level of exposure, awareness and available mitigation measures in Zambia. It obtained perspectives of Internet users who included parents and children as well as that of operators offering Internet services in Zambia

ICT INDUSTRY STATUS

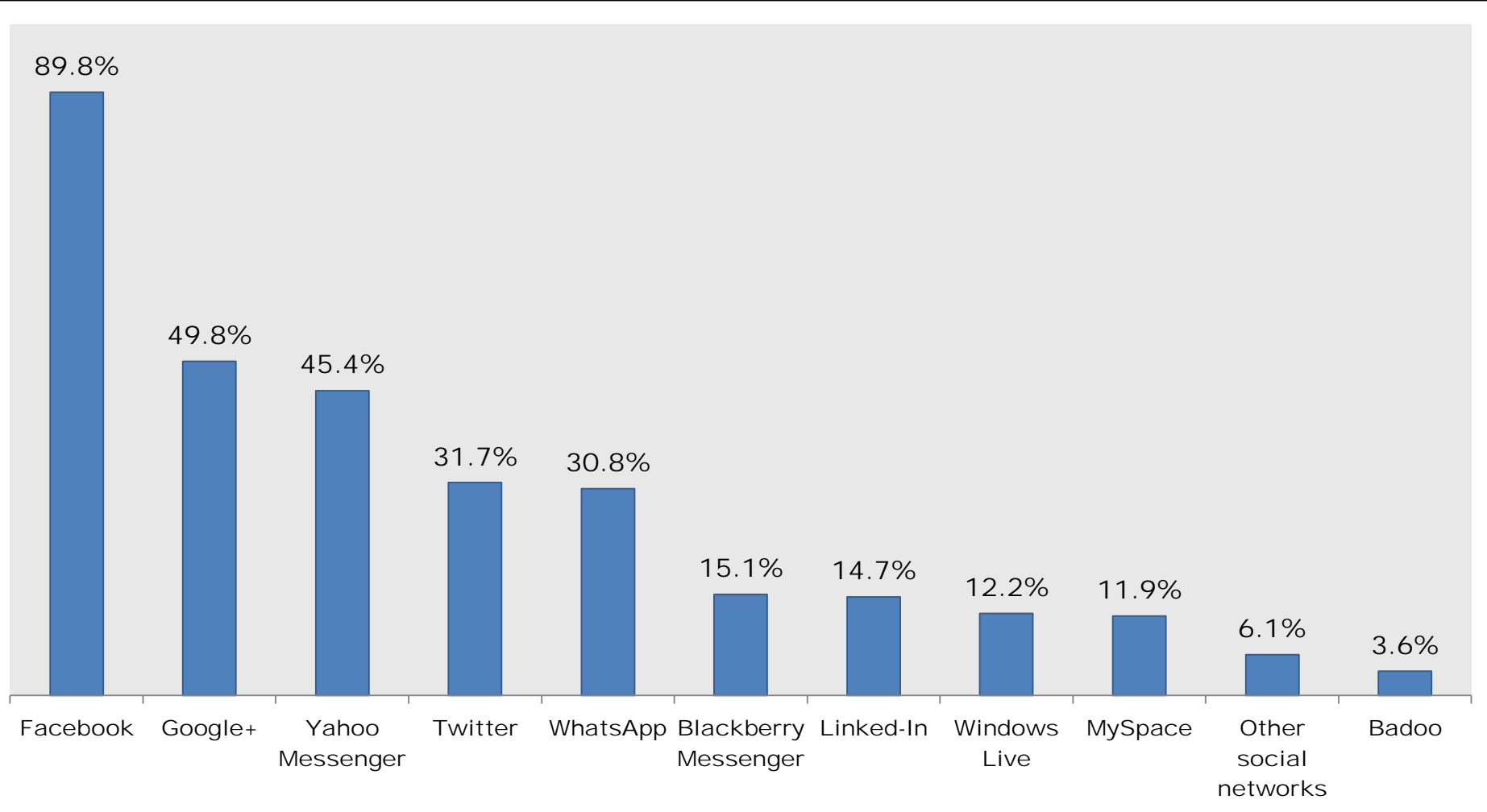
- ❑ The industry in Zambia is not obliged to actively participate in COP activities. During the national survey the following were the findings as regards the Industry's status:
 - ❑ Six (06) of the 13 surveyed ISPs reported having measures in place to prevent illicit content
 - ❑ Three (03) ISPs indicated that they had the ability to mitigate online fraud and five ISPs were able to mitigate phishing
 - ❑ Four (04) of the ISPs indicated they had mechanisms in place that limited subscribers' access only to legal web content - either by operating system filtering or web browser filtering
 - ❑ Of ISPs without mechanisms for limiting consumer access to illicit internet content, two (02) indicated having ineffective tools, four (04) indicated that it was the responsibility of subscribers to avoid illegal content and one (01) indicated have NO legal obligation to regulate online content.

PARENTAL PARTICIPATION IN COP

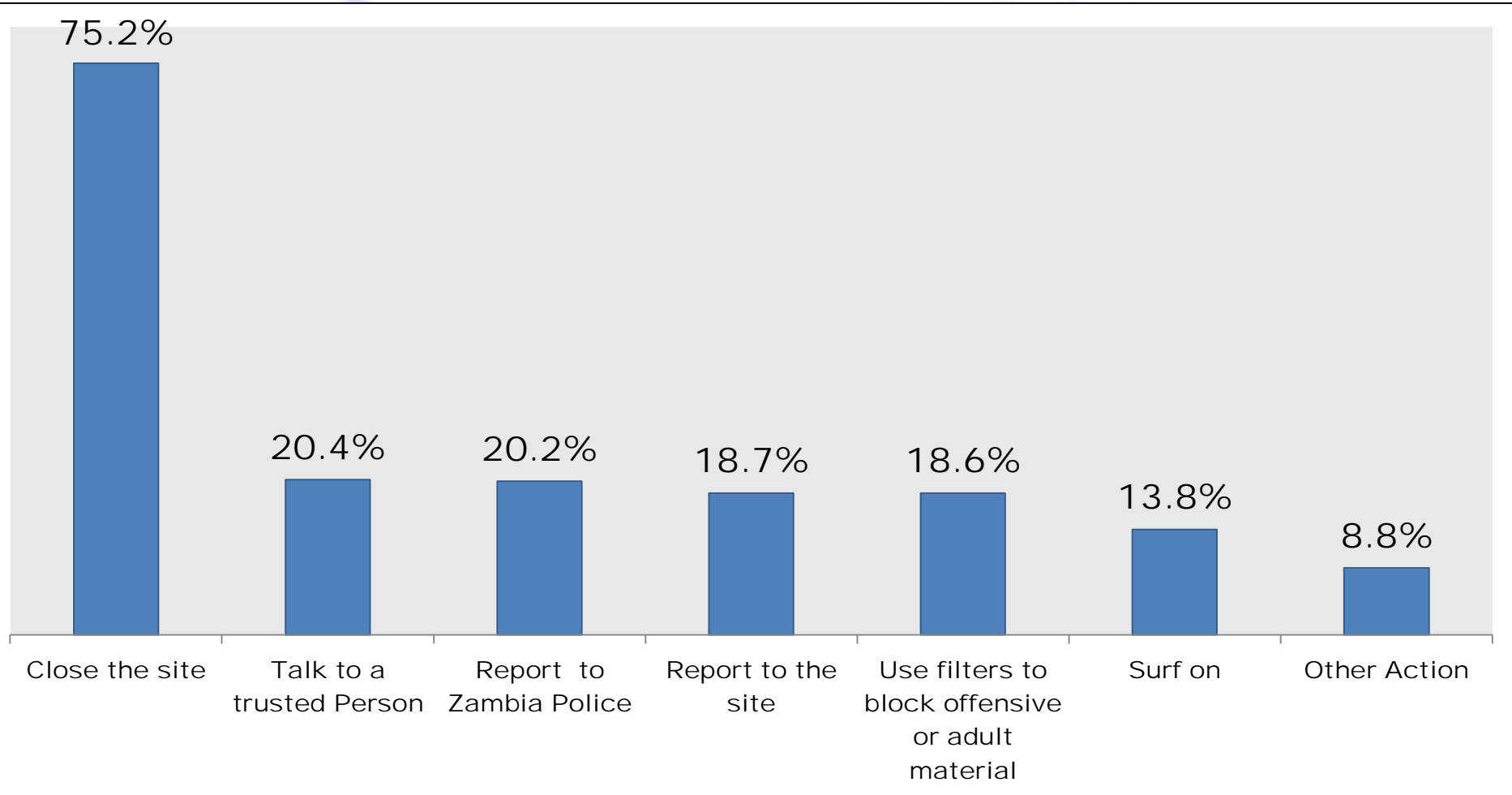
Parental/Responsible adult monitoring of internet usage by younger household members



Preferred Social Networking Site



Actions taken when internet users encounter material that is considered offensive by law



COP Strategy Framework

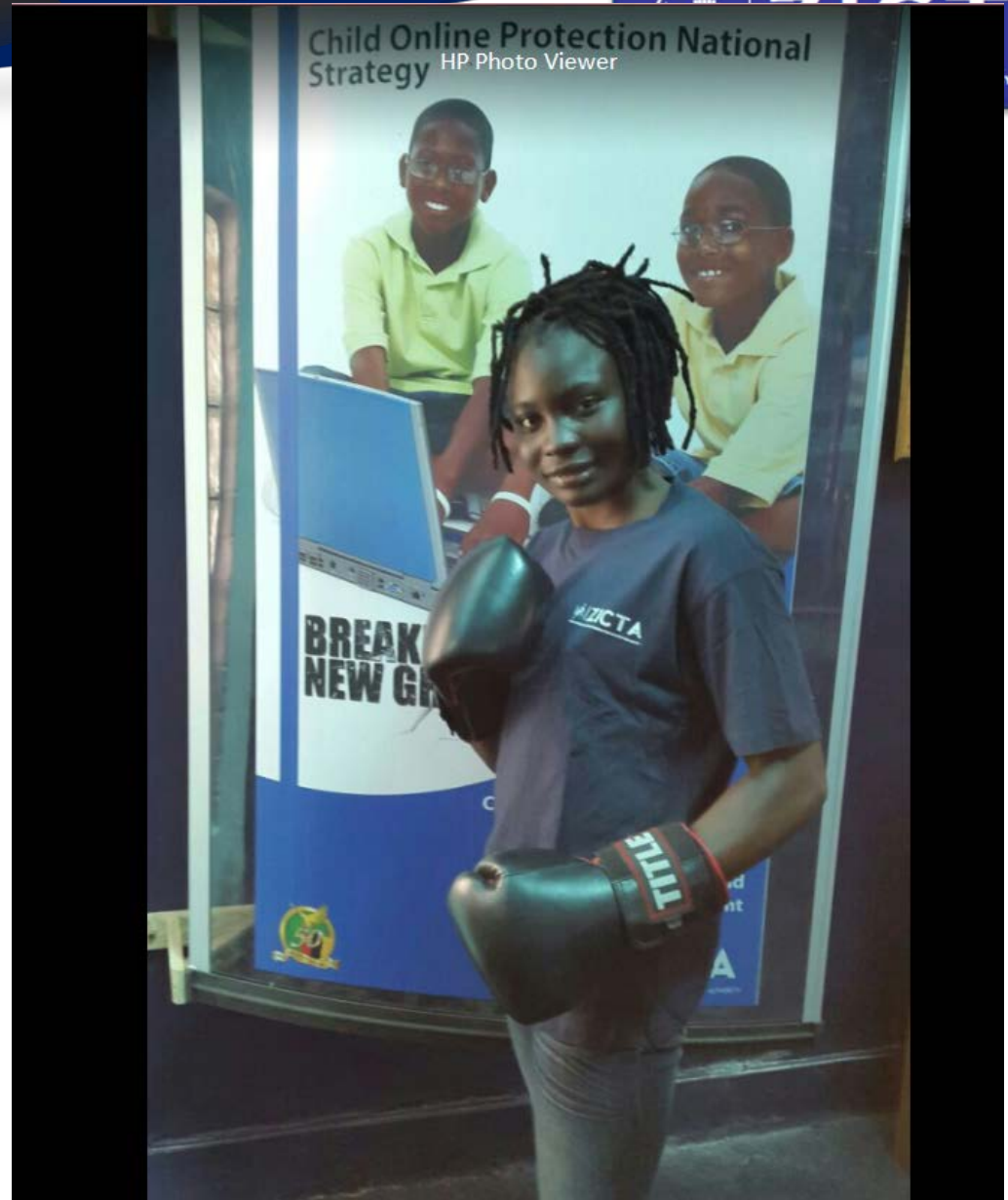
- ❑ In order to address these issues highlighted in the survey, Our Line Ministry, ZICTA (ITU-IMPACT), organised a Child Online Protection (COP) Framework Workshop with a primary objective to develop a sustainable Action Plan to be implemented in the country
- ❑ The Strategy Framework and Action Plan have developed based on the five work areas (pillars) of COP
- ❑ Implementation scheduled for first quarter of 2015

National Child Policy

- ❑ Draft policy being circulated to Ministries & COP issues have been incorporated
- ❑ Important to have a coherent strategy taking into account the role of different stakeholders and existing initiatives

- ❑ Implementation of the ITU - HIPPSA project
- ❑ Set up of over 100 ICT Clubs in Schools focusing on Online safety and productive usage of ICTs
- ❑ Connecting Learning Institutions - establishment of computer labs
- ❑ The COP strategy is also looking at Children with Disabilities . COP looks at all sectors of child protection
- ❑ Childline Zambia (116)- Child Emergency Hotline
- ❑ Collaboration with UNICEF
- ❑ Collaboration with Ministry of education to come up with ICT curriculum with online safety
- ❑ National debate time programme
- ❑ Creation of child protection unit at the Police, ministry of community development mother and child health and Ministry of Gender and Child Protection.
- ❑ Girls in ICTs - Child sensitization programme
- ❑ ZICTA to intensify its publicity on Social Media especially facebook, which is by far the most popular in Zambia, Asikana Network and Bongohive.

**Appointment of Child
Online Protection
Ambassador –WBC
Champion Catherine
Phiri**



- ❑ The challenges include legal, technical, Institutional and Individual.
- ❑ Legal: Inadequate laws to effectively protect children.
- ❑ Technical : lack of tools to minimise child risks. Capacity building in COP: lack of resources for teachers and parents
- ❑ Organisational / Institutional: Lack of coherent strategy . Need to strengthen the Institutional framework and coopt others. Strengthen collaboration and coordination of stakeholders . Child health and child protection departments in two separate ministries for child policy and implementation.
- ❑ Individual: ICT illiteracy among most parents and heads of households. Disconnect between head of households and institutions implementing COP activities.

- ❑ Zambia to incorporate some of the recommended ITU COP Guidelines for Industry, educators, children and policy makers in its framework
- ❑ Government continued involvement and buy-in critical to implementation of COP strategy
- ❑ Formulation of COP awareness programme around Facebook since it is most popular social media among young
- ❑ Zambia to collaborate with international stakeholders to build capacity and learn international best practices on Child Online Protection
- ❑ Arising from the fact that some households had children as young as 5 years using the internet, ZICTA will conduct research in 2015 and will widen the scope of the ICT Survey to include children below the age of 10 years

- ❑ To ensure that the Cyber security Model Laws are enacted
- ❑ Co-opt more members into the Inter-Institutional Committee
- ❑ Include ZM CIRT and available platforms to champion Cybersecurity and COP
- ❑ Create National Child Ambassador Programme network across the country
- ❑ To create national roadmap for training and capacity building programmes for various stakeholders
- ❑ Promote and Support hotline for illegal content and law enforcement structures
- ❑ Draw up Roadmap for COP awareness
- ❑ Develop Cyber Security strategy at National level
- ❑ Develop partnership framework at national, regional and International level for enforcement of COP strategy

- ❑ Government participation is critical to successful implementation of National COP strategy and awareness program
- ❑ National COP strategy must be coherent, create synergies and minimize duplicity
- ❑ Mainstreaming of COP activities is important in order raise awareness on online risks and vulnerabilities
- ❑ Conducting periodic research on COP is critical. National COP strategies should be based on empirical data
- ❑ Involvement of Children and Youths in COP programmes
- ❑ Continuous review of Legal framework at national and International level in order to make laws relevant and address COP issues.



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THANK YOU