

# TEMPLATE FOR SUBMISSION OF CONTRIBUTIONS



## 2020 Regional Development Forum for Africa (RDF-AFR)

*Digital transformation to accelerate achievement of the SDGs  
– Digital development, partnerships and funding*

6-7 October 2020, 12:00 – 15:00 CAR (Virtual meeting)

with preparatory break-out sessions on 5 October 2020 (12:00 – 13:30 CAT)

## CONTRIBUTION BY SMART Zambia Institute (SZI), Zambia

**TITLE:** Digitally transforming Zambia by building capacity and digital inclusion

**EXPECTED DURATION OF PRESENTATION:** [5 minutes]

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❖ **Africa Regional Initiatives:** [Select the Regional Initiative(s) relevant for your contribution]

[Yes/No] AFR Regional initiative 1 – Building digital economies and fostering innovation in Africa

[Yes/No] AFR Regional initiative 2 – Promotion of emerging broadband technologies

[Yes/No] AFR Regional initiative 3 – Building trust and security in the use of telecommunications/  
information and communication technology

[Yes/No] AFR Regional initiative 4 – Strengthening human and institutional capacity building

[Yes/No] AFR Regional initiative 5 – Management and monitoring of the radio-frequency spectrum  
and transition to digital broadcasting

❖ **Related ITU development thematic:** [Select the thematic area(s) relevant for your  
contribution]

[Yes/No] Networks and digital infrastructure

[Yes/No] Cybersecurity

[Yes/No] Emergency telecommunications

[Yes/No] Environment

[Yes/No] Digital policy and regulation

[Yes/No] Capacity development

[Yes/No] Digital services and applications

[Yes/No] Digital inclusion

[Yes/No] Digital innovation ecosystems

[Yes/No] Statistics and data for evidence-based decision making

❖ **Year(s) of implementation:** [Select the year(s) for which your action/project/initiative is  
relevant]



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[Yes/No] 2018	[Yes/No] 2019	[Yes/No] 2020	[Yes/No] 2021	[Yes/No] to 2030
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❖ COVID-19 response related initiative: [Please indicate if your action/project/initiative is relevant for COVID-19 response]

[Yes/No] COVID-19 response related initiative

The action and project that SMART Zambia Institute (SZI) in Zambia is currently undertaking in collaboration with the International Telecommunication Union (ITU) and its partners spells out a lot of relevance to tackling the Covid -19 pandemic and providing a solution for Public Service employees and citizens to operate in the New Normal Environment.

The various Online ICT courses being pursued by our Public Service workers give capacity and enablement for collaboration and communication in virtual environments amid the COVID -19 scourge. This has assisted the Public Service to build capacity in basic ICTs and use existing equipment to carry out every day work operations virtually as well as continue operating using ICTS in this new normal. The relevance of a such an accommodative and overwhelming programme cannot be overemphasised as this has come at a time when we need new ways and strategies to ensure development efforts are not completely curtailed and impeded by the COVID 19 advent.

The initiative which is far reaching is expected to capacitate Public Service employees in ICTs and accordingly the Zambian citizenry at a basic level to enable them to utilise basic ICTs and participate fully in our everyday transactional and economic activities.

### Background [max 300 words]

The world has embraced Digital Transformation as an enabler of social and economic development. The need to digitally transform is ever present than any other time in history. Digital Transformation is making significant contribution to global trade, investment, and economic advancement of Countries in the World.

In view of the Global Digital Transformation, the Government of the Republic of Zambia has mandated the SMART Zambia Institute (SZI) to coordinate and implement eGovernment Services to the Citizens (G2C), eGovernment Services to Business (G2B), eGovernment Services to Government and eGovernment (G2G) Services from Government to Employees (G2E). Digital Transformation is at the Centre of the mandate of the SMART Zambia Institute. The SMART Zambia Institute’s vision is “A Zambia transformed into information and knowledge-based society supported by increased access to ICT by all citizens by 2030”.

In order to achieve this Vision, SZI, is determined to build capacity in the Public Service and the Citizenry by conducting Digital literacy programmes aimed at imparting Digital skills and knowledge and increasing efficiency and effectiveness in public service delivery and better quality of life for the citizenry.

Zambia is one of the four (4) countries in Africa that were selected for the Digital Transformation Centres (DTC) Initiatives and the SMART Zambia Institute is the Focal Point for the implementation of the DTC Initiatives in Zambia. The DTC Initiatives, Phase 1 Programme will be supported by the International Telecommunication Union (ITU) World Telecom and its partners during implementation. The programme has a large component of Training of Trainers (ToTs) sessions for purposes of capacity building to be able to train Teachers, Public Service employees and Citizens.

The programme is aimed at imparting the required Digital skills and knowledge to the ToTs. Upon completion of the online training programme currently being undertaken, the ToTs are supposed



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to train Trainers who will transfer the skills and knowledge to the Citizenry, the School Teachers, and the Public Service employees. This will foster and ensure progression towards the transformation of Zambia into a Digitally Literate Society and thus meeting the expectation of our vision 2030.

The International Telecommunication Union (ITU) and its partners such as CISCO have been handy in providing the much needed support and impetus during phase 1 implementation of DTCs in Zambia with further support being planned and looked forward in order to further actualize achievement of set out goals of Digital Transformation in accordance with the Memorandum of Understanding (MoU) signed between Zambia and the ITU.

### Proposal [max 400 words]

SMART Zambia Institute (SZI), being the Focal Point for the implementation of Digital Transformation Centers (DTCs) Initiative in Zambia, will be considering and requesting the possibility of financial/resources support from the International Telecommunication Union, Its partners or International Agencies and the Government of the Republic of Zambia given the massive task of managing and implementing the Digital Transformation Centres (DTCs) across the Country.

SZI proposes and plans to undertake the following activities for the DTCs Initiative:

#### 1. Launch of the DTC initiative

AS Zambia is one of the four (4) countries in Africa that were selected for the Digital Transformation Centres (DTC) Initiative we are proud and would like the Citizens to know the good initiative that ITU in partnership with CISCO is currently undertaking. It would and opportunity for our Leaders in Government to learn more about the DTC Initiative and therefore win their support (Leadership Support and Solicitation) over the implementation of the Initiative throughout Zambia. The official will assist in ensuring widespread awareness and Sensitisation of the initiative.

#### 2. Stakeholder engagement

By engaging stakeholders SZI seeks to achieve the following:

- provide an opportunity for SZI to interact with the key stakeholders such as ZICTA, Ministries Mobile Services Providers and others.
- create and critically analyse stakeholder profiles (roles) to support and create holistic approach towards the implementation.
- define the Stakeholder Engagement Strategy.
- creation of an ICT information base.
- plan the engagements and strategy of widened implementation of the Initiative across the Country and impacting on the Citizenry.

#### 3. Basic ICT equipment and tools

Procurement of basic ICT equipment and tools e.g. laptops, desktop computers, tablets, projectors, printers is a much needed requirement to ensure programme success.

#### 4. Infrastructure

Extend existing Network Infrastructure to rural locations to cater for the rural population (Youth, Women) and provide them an opportunity to access digital training and services.

#### 5. Training of Citizens

The Training of Citizens has the following objectives:



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- Citizens' readiness for changes in the labour market, education and the development of digital skills;
- ensuring security and trust in the digital society.
- empower schools and educational institutions to be innovative developers and to enhance the teacher's digital skills;
- increase productivity, efficiency, and effectiveness in service delivery in Zambia
- Increased Digital Literacy and uptake of ICTs

### 6. Publicity Programme (Sensitisation and Awareness)

The Publicity Programme is aimed at sensitization and creating awareness of the DTC Initiatives and will ultimately lead to increased uptake of Digital Literacy and Uptake of ICTs.

SMART Zambia Institute – Zambia in its quest to attain its Vision will endeavour to establish Sustainable, Modern and Attainable Real-Time (SMART) citizen-centric services that bring inclusiveness and national social stability for global competitiveness and improved quality of life for the citizenry.

**PLEASE SUBMIT THE CONTRIBUTION BY 15 SEPTEMBER TO [ITU-RO-AFRICA@ITU.INT](mailto:ITU-RO-AFRICA@ITU.INT)**

