REPUBLIC OF ZAMBIA
OFFICE OF THE PRESIDENT
ELECTRONIC GOVERNMENT DIVISION

(SMART ZAMBIA INSTITUTE)

2024 DIGITAL GOVERNMENT AFRICA SUMMIT REPORT

HELD AT CEILA RESORT IN CHONGWE DISTRICT, LUSAKA, ZAMBIA
FROM 2ND TO 4TH OCTOBER 2024

Prepared by

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A STATEMENT FROM THE NATIONAL COORDINATOR

(SMART ZAMBIA INSTITUTE)

I would like to express my heartfelt appreciation to the Cabinet under the leadership of **His Excellency Mr. Hakainde Hichilema President of the Republic of Zambia**, whose leadership kept us motivated to our achievement of successfully hosting the 2024 Digital Government Africa Summit. Cabinet's commitment to advancing digital governance and innovation in Zambia and across African countries has been instrumental in making the Summit a success.

My deepest gratitude is also extended to the Cabinet Office for providing unwavering guidance and support in demonstrating collaboration among Government Institutions to jointly host 2024 Digital Government Africa by the Ministries of Finance and National Planning, Technology and Science, Home Affairs and Internal Security, Education and the Electronic Government Division in partnership with the African Brains.

Certainly, the success of hosting the summit was made possible by the collaboration and dedication of several stakeholders and partners. I would like to thank the organising committee; whose hard work and commitment drove the summit from preparation to hosting. A special thanks also goes to our partner AfricanBrains for their ongoing support in hosting the summit which helped shape our approach.

In closing, I am grateful to everyone involved in hosting the summit. Your commitment and passion has made the summit a success and fostered a spirit of collaboration and partnership going forward.

Mr. Percy Chinyama
National Coordinator
SMART ZAMBIA INSTITUTE

December, 2024

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EXECUTIVE SUMMARY

The 2024 Digital Government Africa (DGA) Summit took place from 2nd to 4th October, 2024, at Ciela Resort, Chongwe District, Lusaka Province, Zambia. The Summit was themed "Building Resilient and Secure Digital Governments for Sustainable Development". It was jointly hosted by the Ministries of Technology and Science, Home Affairs and Internal Security, Finance and National Planning, Education and the Electronic Government Division (SMART Zambia Institute) in partnership with the African Brains. Hosting of the 2024 Digital Government Africa Summit follows the success of the 2023 DGA Summit held in October 2023.

A remarkable total of 909 delegates representing Government officials and ICT Industry Partners from across Africa ncontinent and other continents attended the Summit. Distinguished attendees included His Excellency Mr. Hakainde Hichilema President of the Republic of Zambia; Ministers responsible for Home Affairs and Interior; Science, Technology, ICT, Finance, and Education. Other participants included State Governors, Heads of national agencies responsible for e-Government, development partners, private sector entities, and civil society organizations.

Six (6) panel sessions and thought leadership presentations on the specialised digital topics were held during the Summit. In addition, 13 dedicated roundtable meetings were hosted between the Government of the Republic of Zambia institutions and industry partners. Over 100 industry partners had a one-on-one discussions with Governments on the roundtable meetings during the three (3) days Summit. The topics covered included among others, e-participation of citizens, digital identity, authentication, digital government infrastructure development, financial digital inclusion, electronic Government services, and digital public sector governance.

Ground-breaking digital initiatives and commitments to support digitisation of government services were announced during the summit. Among the key included the signing of the Memorandum of Understanding between Zambia and Burundi to enhance fibre optic connectivity between the two nations. Establishment of the DGA governing framework by forming official working group with members drawn from different African Countries that will spearhead digital transformation initiatives and to position DGA Summit as a brand for SMART Zambia Institute and other key Ministries including African ICT Industry Players.

The Summit underscored the importance of commitment, investment, and an entrepreneurial spirit to address digital issues, serving as a pivotal platform to propel Africa's digital government initiatives forward. It highlighted the potential of digital advancements to shape a sustainable, inclusive, and progressive digital ecosystem landscape across the African continent to enhance the lives of the people.

1.0 INTRODUCTION

The 2024 edition of the Digital Government Africa (DGA) Summit was held from 2nd to 4th, October 2024, at Ciela Resort, Chongwe District, Lusaka, Zambia. The Summit was jointly hosted by the Ministries of Technology and Science, Home Affairs and Internal Security, Finance and National Planning, Education and the Electronic Government Division (SMART Zambia Institute) in partnership with the African Brains. This Summit marked a pivotal milestone in the realm of Digital Governance across the African Continent through convening Government Leaders, pioneers of innovation, industry experts and investors from the Information and Communication Technology (ICT) Sector to explore opportunities, address barriers, and expand digital solutions. Zambia's outstanding strides in fostering technological innovation and digital transformation, earned it the privilege of hosting this important Summit. This followed the country's successful hosting of the inaugural 2023 DGA Summit in October 2023.

The 2024 DGA Summit was themed:

"Building Resilient and Secure Digital Governments for Sustainable Development".

Through this post summit report, the Division highlights key information. The report is structured as follows; introduction, background information, proceedings of the summit, and lastly conclusion.

Figure 1: Hon. Minister Jack Mwiimbu MP Minister of Home Affairs (top L); Hon. Felix Mutati MP, Minister of Technology (top R), Hon. Douglas Siakalima MP, Minister of Education (bottom L), Hon. Dr. Situmbeko Musokotwane MP, Minister of Finance (bottom R) & Mr. Percy Chinyama National Coordinator (C)

1.1 Background Information

The push for digital transformation across African nations, including Zambia, is central to the continent's broader socio-economic development goals. Zambia, like many other African countries, is actively pursuing electronic Government policies and strategies with the aim of building a vibrant digital economy, recognizing the strong link between digital progress and economic growth. Consequently, the adoption of best practices and innovative technological solutions is essential for the success of any Public Sector digital transformation initiative. The importance of practical engagement was emphasized, encouraging participants to make the most of the next two days for in-depth discussions on critical issues affecting their countries, including security and fostering greater collaboration with industry leaders, as well as promoting inclusivity and cooperation among neighbouring nations.

To further advance the Digital Transformation Agenda, the Zambian Government partnered with AfricaBrains to host the second edition of the DGA Summit. Digital Government Africa is the official ministerial pan-African summit, aligned with the roll-out of national e-Government services across the African continent. The 2024 DGA Summit was designed to facilitate collaboration among decision-makers from across the continents, urging delegates to work together, learn from one another, and take tangible steps towards strengthening regional cooperation. Delegates were encouraged to exchange ideas and practices to effectively address shared challenges, with an emphasis on a collaborative approach to digital transformation and technological innovation.

The Summit provided a platform for the Government Ministers, Senior Government Officials, leading international ICT solution providers, investors, and other stakeholders to engage in discussions aimed at accelerating the digitalization of the public sector across Africa. It marked a significant milestone in the ongoing effort to advance digital governance in the African countries.

1.2 Objectives

The objectives of the summit were to:

(i) *Provide a platform for sharing experiences and best practices in the development and implementation of Digital Governance systems across the continent;*

(ii) *Facilitate dialogue and collaboration between Governments, Private sector, Civil Society, Academia, and International Organisations in the pursuit of resilient and inclusive Digital Governance;*

(iii) *Showcase innovative digital solutions and applications that were transforming public service delivery, citizen engagement, and governance; and*

(iv) *Build partnerships and networks that support the development and implementation of Digital Governance systems across the African continent.*

1.3 Format of Summit

The three (3) days Summit comprised several layers of activities and networking opportunities in a meeting-based format. Among the key activities included:

(i) 25-minute panel discussions and plenary sessions;
(ii) Individual and Corporate presentations;
(iii) Government to Government round table discussions;
(iv) Government to Industry round table discussions
(v) Exhibitions: Government and Corporate;
(vi) Formal and Informal Networking; and
(vii) Poolside receptions.

1.4 Summit Participation

A record number of 909 delegates from across African Countries and other continents attended the Summit. Of the total delegates, 535 delegates were locals and 374 were foreign delegates. Government Ministers and Senior Government Officials from the Ministries responsible for Internal Security, ICT, Finance, Education and representatives of institutions responsible for implementation of electronic Government services represented their countries. Further, the Summit attracted non-state actors and private sector players from African and non-African countries. Forty-one (41) ICT Industries partnered for the 2024 DGA Summit. The countries represented by the delegates are as shown in the figure below and for the specific industry partner (**see page 30**).

Figure 2: Delegates attending DGA Summit

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2.0 PROCEEDINGS OF THE SUMMIT

2.1 Opening, Welcome and Keynote Address

Figure 3: His Excellency Mr. Hakainde Hichilema President of the Republic of Zambia (R) ushered into the conference room by Mr. Percy Chinyama (L) National Coordinator, SZI

Key Note address by His Excellency Mr Hakainde Hichilema President of the Republic of Zambia

His Excellency Mr. Hakainde Hichilema the President of the Republic of Zambia officially opened the summit. His Excellency called on African countries to prioritize and invest in digitization in order to accelerate development and improve the lives of the citizens. The President said Africa must grow. Therefore, as Government, Private Sector and Partners they are in it together. His Excellency stated that digital platforms will help lower the cost of doing business, deliver services to those who live in the remotest part of the countries. The President stressed that it is our digitisation, and our technology that will help deliver the services and goods from the ports of our countries into the market in the demand areas. His Excellency emphasised that working together, Governments should therefore deliver better lives for our people in the African continent and beyond. So, there is nothing that cannot be changed as long as it is standing in the ways of progress, stated the President. His Excellency also underscored the roles of digitization in spurring free trade and integration among African countries for accelerated economic and social development.

Figure 4: His Excellency Mr. Hakainde Hichilema President of the Republic of Zambia officailly opening the summit

Figure 5: His Excellency Mr. Hakainde Hichilema President of the Republic of Zambia (C), Hon. Jack Mwiimbu Home Affairs Minister (immediate L from the President); Mr Percy Chinyama, NC (far L), Senator Garba (immediate R from the President) & Ms. Aida Dirra

Remarks by **Senator Garba Musa Maidoki, Federal Senate of Nigeria**. Senator Garba Musa Maidoki reminded the delegates that they are pan-African. They should therefore see Africa as one family and gone are the days when Africa was known to be providing raw materials. The Senator stressed that once the African leaders are focussed on digitisation, the amount of resources that will be available to the countries would be limitless. To this end, African Governments need to develop their own software and digital solutions to leverage on the rich natural resources that has been endowed with them.

Hon. Jacob Mwiimbu (MP), Minister of Home Affairs & Internal Security called upon **His Excellency Mr Hakainde Hichilema the President of the Republic of Zambia** to address the delegates and officially open the Summit

Figure 6: Hon Jacob Mwiimbu, Minister of Home Affairs (L) & Mr Percy Chinyama NC (L) giving remarks during official opening of the Summit

Figure 7: Senator Garba Musa of Nigeria (L)& Ms. Aida Dirra (R) Snr Vice President and Group Head for Africa, Visa Inc offering remarks during the official opening of the summit

Zambia's Implementation of National Digital Identity by Honourable Jacob Mwiimbu MP, Minister of Home Affairs & Internal Security, Zambia.

The Honourable **Jacob Mwiimbu MP, Minister of Home Affairs and Internal** Security presented Zambia's journey in the implementation of the National Digital Identity. The Honourable Minister highlighted the country's significant strides that have been made so far in the digital public infrastructure with approximately 1.5 million citizens registered through the Integrated National Registration Information System (INRIS). The Honourable Minister also indicated that the Digital Identity is not just a tool for identification of citizens, but also a critical asset that strengthen governance, reduce the cost and improve access to vital services like banking, social security and mobile connectivity.

Welcome and Introduction to Zambia's National Electronic Government Policy by Mr. Percy Chinyama, National Coordinator of the Electronic Government Division (SMART Zambia Institute)

Mr. **Percy Chinyama**, the National Coordinator extended a warm welcome to the delegates, particularly those from outside Zambia. the National Coordinator expressed gratitude and excitement for hosting the event. Reflecting on past initiatives, the National Coordinator emphasised the need for a shift from mere analysis and brainstorming among technology professionals to actionable outcomes. He stressed the importance of practical engagement, urging participants to take advantage of the next two days for meaningful discussions about critical issues facing their countries, including safety and collaboration with industrial leaders.

The National Coordinator pointed out the significance of the summit, noting that some global conferences, lacked representation from certain regions like

African nations. The National Coordinator expressed a desire for greater inclusivity and engagement among neighbouring countries. The National Coordinator also shared a personal realisation about the shared needs and challenges faced by different regions. He highlighted the emotional connections people have, emphasising the necessity of understanding each other's situations to foster collaboration. He called for assimilation of ideas and practices across nations to address common challenges effectively. The need for a functional, collaborative approach is underscored, focusing on digital transformation and shared technological advancements.

The DGA Summit had been introduced as a framework for fostering collaboration among decision-makers. The National Coordinator urged delegates to work together, learn from each other, and take actionable steps towards enhancing regional cooperation. The National Coordinator outlined plans for creating a working group to facilitate ongoing discussions post-conference, with a commitment to meet regularly to tackle shared issues and develop rules of engagement. This initiative aimed to solidify collaborative efforts across nations involved in the DGA. In concluding his address, The National Coordinator expressed optimism about the future, emphasising the importance of support and dedication to achieving their collective goals. He encouraged participants to engage deeply with the challenges at hand and to cherish the experience of collaboration and wished everyone well, reinforcing the message of unity and progress.

Africa's Priority of Delivering Digital and Financial Inclusion by Honourable Dr. Situmbeko Musokotwane MP, Minister of Finance and National Planning, Zambia

The Honourable Minister of Finance and National Planning represented by **Mr Ringo Zulu**, Controller of Internal Auditing held that Zambia advocates for a collaborative approach to drive digital transformation across Africa. Among the key pillars the Honourable Minister highlighted included:

- **Enabling Environment:** pointed out on the importance of creating an enabling environment for digital transformation. This includes formulating policies that support digitization, reducing barriers to Fintech startups, and promoting Public-Private Partnerships.
- **Digital Financial Literacy:** stressed the need for government frameworks to prioritize digital financial literacy programs. These programmes would empower citizens to effectively utilize new technologies, driving social-economic transformation.
- **Digital Infrastructure:** develop robust digital infrastructure to support digital transformation.
- **Digital Skills:** Enhancing digital skills among citizens to leverage digital technologies effectively.

- **Digital Entrepreneurship:** Fostering digital entrepreneurship and innovation to drive economic growth.

- **Digital Financial Services:** Expanding digital financial services to increase financial inclusion and reduce poverty.

The Minister stated that by focusing on these areas, Zambia aims to accelerate the digital transformation and promote economic growth and development in Africa.

Figure 8: Mr Ringo Zulu, Controller of Internal Auditing delivering a speech on behalf of the Hon. Minister of Finance during the summit

2.2 Panel Sessions

Panel Session 1:

Topic: The Whole Government Approach to African Digital Transformation
Moderator: **Phyllis Kamau,** Senior Director Government Sales, Visa Inc.

Panellists:

- **Honourable Dr. Situmbeko Musokotwane MP**, Minister of Finance & National Planning, Zambia;
- **Honourable Mthuli Ncube,** Minister of Finance, Zimbabwe;
- **Honourable Dr. Leon Amos Schreiber,** Minister of Home Affairs, South Africa.
- **Honourable Engineer Maryprisca Winfried Mahundi,** Deputy Minister Information & Communication Technology, Tanzania;
- **Ambassador Prof. Julius Kibet Bitok,** Principal Secretary for Immigration & Citizen Services, Kenya.

Figure 9: Panelists discussing the whole government approach to African digital transformation

The Moderator **Mr. Phyllis Kamau** set pace for the discussion on this panel which centred on addressing the necessity of a whole government approach to ensure effective implementation of E-Government and public sector digital transformation. The purpose was to learn of what policies were being implemented to ensure nationwide inclusivity and that Electronic-Government is designed for all citizens. Whole-of-Government and citizen inclusivity requires strategic purpose, enabling infrastructure and responsive public institutions. The panelist comprised ministers responsible for finance, home affairs and ICT setting the stage for the whole government approach.

Key Takeaways:

(i) **Celebration and reflection on digital transformation:** The event is a platform to celebrate the progress made and reflect on the future needs in digital transformation, particularly within public services.

(ii) **Holistic approach to government digital transformation:** The digital transformation of public services should be holistic, focusing on citizen security, efficiency, centralization, and cost-effectiveness.

(iii) **Collaboration between governments and stakeholders:** Emphasizes the importance of collaboration between governments, private sectors, and regulatory bodies in the digital transformation process.

(iv) **Success in Kenya's digital systems:** Kenya has achieved significant success in its digital transformation, with high engagement from citizens using the government's digital platform for services like national ID and driving license applications.

(v) **Digital infrastructure and connectivity:** The importance of improving connectivity and digital infrastructure was underscored, with Uganda expanding fiber optic networks and Tanzania focusing on data governance.

Zambia emphasized financial inclusion and affordability as key factors, while Kenya's e-Citizen platform exemplifies how digital services can enhance government efficiency.

(vi) **Private Sector's role in supporting government digital initiatives:** There is active collaboration with private sector giants such as Google and Amazon to secure digital assets and drive innovation in public services.

(vii) **Youth engagement in the digital economy:** The involvement of young people in Kenya's digital future is crucial, given the country's young demographic and the growing need for digital skills.

(viii) **Focus on data privacy and security:** Ensuring the protection of citizen data and the security of digital systems is a major concern that needs constant attention.

(ix) **Financial inclusion and digital identity:** Zambia's focus on affordable financial services and Tanzania's emphasis on digital identity reflect the broader theme of ensuring equitable access to digital services. Zambia also linked digital rights and security with financial inclusion, stressing the need for privacy and data protection.

(x) **Leadership and vision:** Kenya's e-Citizen platform success was attributed to strong executive support and strategic vision, particularly from the President. Leadership was a key theme, with Uganda and Tanzania also emphasizing the role of strong governance in driving digital transformation.

Thought Leadership Session 1: Empowering the Public Sector to Transform Lives by Jack Ngare, Technical Director, Office of the CTO, Google Cloud

Highlights:

- Between 2021 and 2023, estimates show that Google's products and services provided more than $30 billion of economic activity across Sub-Saharan Africa. This has the potential to grow to $180 billion by 2030.

- In 2023 Google Cloud, Google Search, Android, Youtube, Google Play and Google Advertising helped provide an estimated $16 Bn in economic activity for businesses, non-profits, creators, developers and publishers across Sub-Saharan Africa.

- Internet economy can grow to $180Bn, 5.2% of the GDP by 2030.

Figure 10: Jack Ngare, Technical Director, Office of the CTO, Google Cloud presenting on empowering the Public Sector to Transform Lives at the Summit

Ministerial Speech by Hon Felix Mutati MP, Minister of Technology and Science

Hon. Felix Mutati, MP Minister of Technology and Science underscored the importance of UN Member States which adopted the Global Digital Compact in September 2022 as a global commitment to design, use and govern commitment. The Hon. Minister urged Governments across African countries to start the journey of collaboration and make strides to work on the global commitment. The Global Digital Compact identified partnership and collaboration, trust and confidence and sustainable financing as pillars to foster digitisation which Governments must promote. Zambia is working with other countries to enforce digital transformation. Africa as a continent must bridge the digital gap and continue to empower and improve collaboration. To this end, the Government of Zambia has prioritized digital literacy programmes for the general public to sensitise them on digital transformation and how they can play their part in digitalisation. The Hon. Minister also highlighted on the progress made in establishing an Artificial Intelligence Center of Excellence in Zambia and the development of the National Artificial Intelligence Strategy, in partnership with Google and the Tony Blair Institute. The National Artificial Intelligence Strategy has since been launched.

Figure 11: Hon Felix Mutati MP, Minister of Technology and Science delivering a ministerial speech at the summit

Panel Session 2:

Topic: Ensuring a secure and resilient digital infrastructure for Citizen-Centric e-Government

Moderator: Clayton Naidoo, Commercial Director, Global Strategic Initiatives, Google Cloud

Panellists:

- **Honourable Felix Mutati MP**, Minister of Technology and Science, Zambia;
- **Honourable Léocadie Ndacayisaba**, Minister of Communications, ICT and Media, Burundi;
- **Honourable Mohamed Adam Moalim Ali**, Minister of Communications and Technology, Somalia;
- **Honourable Mondli Gungubele**, Deputy Minister of Communications and Digital Technologies, South Africa;
- **Engineer John Tanui**, Principal Secretary for ICT, Ministry of Information, Communication and Digital Economy, Kenya.

Figure 12: Panelists deliberating on how to ensure a secure and resilient digital infrastructure for Citizen-Centric e-Government

The Moderator **Mr. Clayton Naidoo**, led the discussion that was aimed at providing the most up-to-date information on how governments are ensuring resilience when deploying digital infrastructures that underpin electronic services. The Moderator encouraged the panelist to address how such deployment is centred around the demands and needs of citizens, and accordingly how Governments are responsive to citizen feedback. The panellists discussed key elements of secure and resilient digital infrastructure, focusing on how African countries can develop citizen-centric e-Government services. The conversation highlighted varying levels of digital maturity and investment across the continent and outlined steps being taken to create infrastructure that supports digital transformation, cybersecurity, and socio-economic development. Major points included broadband investment strategies, cross-border partnerships, digital skills enhancement, and the role of data governance in digital economies. Panellists emphasized that building a secure and

resilient digital environment requires collaboration between governments, private sector entities, and international partners.

Key Takeaways

(i) **Broadband Expansion:** Investments in broadband infrastructure should be prioritised at the national and subnational levels to enable robust Electronic-Government services.

(ii) **Cybersecurity Frameworks:** It is essential to continuously update cybersecurity policies and frameworks to respond to emerging threats and safeguard digital infrastructure.

(iii) **Data Management:** Ensuring data quality and developing efficient governance mechanisms will be critical for harnessing AI and other emerging technologies effectively.

(iv) **Partnerships for Development:** Governments should seek partnerships with private sector players, other nations, and international organizations to accelerate the pace of digital transformation.

Thought Leadership Session 2: Enabling African Digital Government Ecosystems by Aida Diarra, Senior Vice President and Group Head of Sub-Saharan Africa Visa Inc.

Ms. Aida Diarra presented Visa Inc.'s perspective on the digitalisation of Government services in Africa, using real-life examples to highlight how digitization improves efficiency, transparency, and inclusivity in government operations. The presentation underscored Visa's role in enabling digital payment systems that integrate with digital ID platforms and public services. **Ms. Diarra** shared a personal story from her visa application experience to highlight the transformative power of digital services in reducing bureaucracy. Her talk emphasized the growing importance of Public-Private Partnerships, Cybersecurity, and Financial Inclusion in Government digital ecosystems. Further emphasise was that digital transformation is crucial for Africa's success and requires ecosystem-wide collaboration from the Governments and Private Sectors.

Key Takeaways

(i) **Government-Industry Partnerships:** Visa's active role in enabling secure digital payments for government services shows the importance of collaboration between public and private sectors.

(ii) **Consumer-Centric Services:** For successful adoption, digital government services must be designed with the user experience in mind.

(iii) **Cybersecurity:** A robust focus on cybersecurity is necessary to protect sensitive government data and ensure national security.

(iv) **Digital Inclusion:** Digitizing government services offers an opportunity to enhance financial inclusion and bring transparency to governance.

Figure 13: Ms. Aida Diarra, Senior Vice President and Group Head of Sub-Saharan Africa, Visa Inc making a presentation on enabling African digital government ecosystems

Panel Session 3:

Topic: Progress in Implementing Technology for e-Government Capacity Building

Moderator: **Seyi Ebenezer**, CEO and Founder of Payaza

Panellists:

- **Devendre Gopaul**, Permanent Secretary, The Prime Minister's Office (Defence and Home Affairs Division), Mauritius;
- **Jacob Narengo**, Secretary – Internal Security, State Department for Internal Security and National Administration, Kenya;
- **Paul Katema**, Director of E-Government, Ministry of Information and Digitalization, Malawi;
- **Ricco Boma**, Director Services Management, President's Office: e-Government Authority, Tanzania;
- **Sulaiman Phoray Musa**, Director Office of the President, Public Sector Reform Unit, Sierra Leone.

The Moderator, **Mr. Seyi Ebenezer, CEO and Founder of Payaza** set pace to discuss the progress and address challenges in implementing technology for electronic government capacity building. Across Africa, countries are implementing

E-Government platforms and digital identity. At the heart of successful implementation is the specification of new technologies and the considerable demand this puts on Government not just financially but also considering interoperability, information security, infrastructure design, future proofing and the ongoing systems operation and maintenance. The Panelists emphasized the need for careful planning, local innovation, and regional collaboration to avoid common pitfalls and ensure success.

Key Takeaways

(i) **Vendor Management:** Governments must ensure they remain in control of their digital transformation process by clearly defining the technical specifications of digital solutions and avoiding over-reliance on external vendors.

(ii) **Regional Collaboration:** There is a growing consensus that African nations must work together, sharing resources, knowledge, and infrastructure to ensure that everyone benefits from the digital transformation.

(iii) **Home-Grown Solutions:** Fostering local innovation and developing context-specific solutions can help governments better meet the needs of their populations while avoiding the limitations of generic, foreign-built systems.

(iv) **Learning from Others:** Cross-country collaboration and learning from international best practices can help countries avoid costly mistakes and adopt proven solutions.

Panel Session 4:

Topic: Building Confident Citizen Participation in Digitization of National Identity

Moderator: **Abe Wakama,** CEO, IT News Africa

- **Honourable Jacob Mwiimbu (MP)**, Minister of Home Affairs & Internal Security, Zambia;
- **Honourable Moses Kunkuyu**, Minister of Information and Digitalisation, Malawi;
- **Honourable Errol Fonseka**, Minister of Internal Affairs, Seychelles;
- **Honourable Kazembe Kazembe**, Minister of Home Affairs & Cultural Heritage, Zimbabwe;
- **Honourable Lucia Witbooi**, Deputy Minister of Home Affairs, Immigration, Safety and Security, Namibia.

The Moderator **Mr. Abe Wakama**, CEO, IT News Africa led the discussion on the implementation of digital identity in Africa and how governments are building citizen-centric platforms that give confidence in the new technologies. The aim was to hear how governments are progressing and meeting the challenges, and accordingly ensuring that the public has confidence in these digital systems. Challenges include system design, the backbone

infrastructure required to scale digital ID and the collection of data in a manner that is trusted by the citizenry.

Key Takeaways:

(i) Urgent need to digitalise National ID in Africa and government processes.

(ii) There is need to ensure that every African Country has ease of access to optic fibre connection including the landlocked countries.

(iii) Need for collaboration between Government and the private sector to achieve Digitalisation agenda.

(iv) Need for African Countries to assist each other to develop a strong Digital Africa.

(v) Need to connect the continent with Fibre.

Figure 14: Panelists discussing on building confident citizen participation in digitization of National Identity at the summit

Thought Leadership Session 4: Electronic and Cross-Border Payments infrastructure for improving Intra-African Trade

Speaker: **Ifelade Ayodele**, CEO and Founder, Blaaiz Innovations

Key Highlights

(i) Africa contributes only 3% to global trade

(ii) **Digital divide:** Differences in digital payment adoption across Africa with East Africa's dominance in mobile money (e.g, M-Pesa) verses reliance on traditional banking in other regions.

(ii) **Electronic and Cross-Border Payments:** Electronic and Cross-Border Payments are essential for boosting intra-African trade by reducing transaction costs, increasing efficiency, and enhancing financial inclusion

(iv) **Key components of a robust infrastructure:** Robust infrastructure requires interoperable national payment systems, secure cross border payment corridors, mobile money, centralized payment clearing, and strong data privacy.

(v) **Governments and the Private Sector:** Governments should create a conducive operating environment that enables the development of innovative payment solutions by the Private Sector.

Thought Leadership Session 5: Enhancing Citizen Inclusion through Digital Identities

Panallists:

- **Nkululeko Nxasana**, Sales Director, Toppan Gravity;
- **Ernie Quah**, Vice President, Digital Government Consulting, Toppan Ecquaria.

The presentation focused on the role of digital identities in enhancing citizen inclusion and access to government services. Nkululeko Nxasana emphasised the challenges many African countries face in ensuring rural populations have access to essential government services, often hindered by inadequate infrastructure and economic exclusion. The 'circle of life' approach was highlighted as a holistic way to manage citizen identities, starting from birth and continuing through their life journey. Mr. **Ernir Quah** presented a case study on Singapore, showcasing how the nation successfully implemented digital identity systems to provide citizens access to essential services, improving efficiency, and trust in government services.

Key Takeaways:

(i) **Digital Inclusion:** Africa must work towards ensuring all citizens, especially in rural areas, have access to digital services through robust digital identity systems.

(ii) **Cross-sector Collaboration:** Governments, businesses, and private sectors need to collaborate to make digital identities accessible and efficient.

(iii) **Holistic Identity Management:** A comprehensive digital identity system can support citizens from birth to death, simplifying interactions with government services.

Driving Digitalisation of the Economy in Zambia Leveraging Policy Reforms by Angela Wamola, Head of Sub Saharan Africa, GSMA

Highlights

- Zambia's economy is strongly affected by the mining sector- This exposes the country to volatility arising from external and internal shocks;
- The largest sector in terms of job creation in Zambia is agriculture;

- Digitalisation will have a positive impact across the digital economy- Agriculture, Mining, Manufacturing, Transport, Services and Business;

- Digitalisation increases the efficiency and effectiveness of government services like;

- Growth of the Digital Economy will increase GDP, create jobs and raise tax revenues;

- Mobile internet coverage has expanded rapidly in Zambia but adoption remains lagging;

- The right policy environment will increase adoption of mobile internet which is the foundation of the digital economy.

Panel Session 5:

Topic: Pan-African Cooperation and Interoperability of Digital and Biometric Identity Systems

Moderator: Ernie Quah, VP, Digital Government Consulting, Toppan Ecquaria

Panellists:

- Rosemary Kisembo, Executive Director, National Identification & Registration Authority (NIRA), Uganda;

- Edson Guyai, Director of Identity Management, National Identification Authority (NIDA), Tanzania;

- Alexandre Marie Yomo, General Manager, National Civil Status Registration Office (BUNEC), Cameroon;

- Eng Lanre Yusuf, Director IT/IDD, National Identity Management Commission, Nigeria;

- Jean-Luc Mugogwa, Deputy Coordinator, Office of the President Agency for Digital Development, Democratic Republic of Congo.

The **Moderator Mr. Ernie Quah, VP,** Digital Government Consulting, Toppan Ecquaria set pace for the discussion on the opportunity for greater regional integration, cross border trade and movement better facilitated by biometric digital identities. Several African countries are implementing biometric digital identity systems, spurred by technological advancements that have accelerated digitisation of processes and services. Such services include e-government, e-identification or digital identification, e-commerce, and digital banking. The African Union has issued several instruments and guidelines, such as the AU Convention on Cyber Security and the AU Data Policy Framework.

Key Takeaways

(i) A successful digital wallet requires more than just an app; it needs comprehensive lifecycle management, owner-device binding, and a trusted issuing authority for digital documents.

(ii) **AI and Accessibility:** AI and local language support are crucial for making digital public services accessible to diverse populations. The focus is on enabling people to interact naturally with AI tools, increasing usage among those without English proficiency.

(iii) **Interoperability as a Key Factor:** Regional integration requires countries to work on digital technology adoption and standardize frameworks to facilitate cross-border data sharing.

Thought Leadership Session 6:

Topic: What are the Key Ethical Considerations for AI in Education?

Speaker: **Dr. Prince Abudu**, Head of AI at Cassava Technologies

Panel Session 6:

Topic: Aligning Digital Skills with New Technologies and the Impact of Artificial Intelligence (AI)

Moderator: **Laura Tsikirai**, Head of Partnerships for Higher Life Foundation

Panellists:

- **Honourable Ghislain Thierry Maguessa Ebomé**, Minister of Technical & Vocational Education and Training; Republic of the Congo;
- **Honorbale Yusuf Tanko Sununu**, Minister of State for Education, Nigeria;
- **Honorbale Faustina Caley**, Deputy Minister of Education, Arts & Culture, Namibia;
- **Honourable Charles Acheampong**, Deputy Minister of Communications and Digitalisation, Ghana.

The Moderator Mr. **Laura Tsikirai**, Head of Partnerships for HigherLife Foundation led the discussion that focused on how digital tools and online resources can support learning and address how such technologies can improve digital skills. As governments look to implement digital transformation it is essential that the citizenry and public sector have the requisite digital skills while keeping up-to-date with the fast-changing technologies.

Key Takeaways

Potential impact of artificial intelligence (AI) in education. Education technology generates passion as it evolves at breakneck speed. Research shows that the promise of technology is not being realized to its full potential.

2.3 Summit Roundtable Meetings between Government Institutions and Industry Partners

Thirteen (13) dedicated roundtable meetings were set up for Government of the Republic of Zambia (GRZ) Institutions and the industry partners on a one to one basis. The roundtables hosted by GRZ and areas of interest discussed with the Industry Partners that visited the roundtables during the Summit were as contained in Table 1:

Table 1: One -on-One Roundtable Meetings between Government Institutions and Industry Partners

SMART Zambia Institute: e-Government Policy and Planning (with MoTS)	Ministry of Technology & Science: Digital Transformation & ICT Infrastructure
Infineon Technologies	Thales
Altron Security	Liquid Intelligent Technologies
Clinq Gold	NXP
Ice Tech	Thamani technologies
iDakto	Software Group
INQ	Thamani technologies
Entrust	West indian Ocean Cable
Google Cloud	IHM Southern Africa
Oracle	INQ
Idemia	Irembo
	Krunch It
SMART Zambia Institute: Digital Government Platforms & Services	Ministry of Technology & Science: Information & Cyber Security (with ZICTA & Data Protection Commission)
VISA	Oracle
Toppan Ecquaria	Visa
Altron Security	Real Tyme
Dande Mudande	Uptime Institute
Google Cloud	Thales
Clinq Gold	INQ
Tech 5	
Toppan Gravity	
Veridos	Ministry of Finance and National Planning: Financial Technology & Electronic Payments
Krunch It	
Mantra Smart Identity	Payaza/Blaaiz electronic payments
Ice Tech	Idemia Group
Zetes	Mukuru
Software Group	Liquid Intelligent Technologies
INQ	Clinq Gold
In Groupe	West Indian Ocean Cable Company
Irembo	Mojaloop
SMART Zambia Institute: Government Cloud, Data Centres & Interoperability	Ministry of Finance and National Planning: Financial Inclusion
Liquid Intelligent Technologies	Mukuru
Oracle	Payaza/Blaaiz
Mojaloop Foundation	TALA
West Indian Ocean Cable Company	MojaLoop Foundation
IHM Southern Africa	Africa Neda
Google Cloud	Visa
Uptime Institute	Identy
	Clinq Gold

Ministry of Home Affairs & Internal Security: Digital Security (with Zambia National Police)	Software Group
	In Groupe
Toppan Gravity	
Real Tyme	Combined Government: Ministry of Local Government & Electoral Commission: Local Authority Digitalisation Solutions and Electronic Voting
Google Cloud	Ice Tech
NXP	Liquid Intelligent technologies
SITA	Mukuru
SELP	Google Cloud
Identy	
Thamani Technologies	
In Groupe	
Ministry of Home Affairs & Internal Security: National Digital Identity & Citizenship	Ministry of Education: Digital Skills, E-Learning & Accessibility
Cetes	Akello
Canadian Bank Note	Krunch It
Liquid Intelligent Technologies	Altron Security
Zetes	INQ
Semlex	Toppan Gravity
Mojaloop	
Altron Security	
Get Group	
Selp	
IAI	
Identy	
NXP Semiconductors	
Thales	
Ministry of Home Affairs & Internal Security: Immigration, Border Management & Security (with MOD)	Ministry of Technology & Science: AI and Emerging Technologies
Canadian Bank Note	IHM Southern Africa
Cetis d. d.	TALA
ICE Tech	Liquid Intelligent technologies
Semlex	Krunch It
Liquid Intelligent Technologies	INQ
Somapa Information Technology	ICE Tech
GET group	
Zetes	
In Groupe	
Travizory	
INQ	
Idemia	

Figure 15: Roundtable meetings between GRZ institutions and industry partners during the summit

2.4 Exhibitions by the Government Institutions and Industry Partners

Government Institutions and Industry Partners showcasing various eservices and products. photo Highlights photos of the exhibition are shown below.

Figure 16: His Excellency Mr. Hakainde Hichilema (L) appreciating SZI eServices at the stand being explained by Mr. Chewe Principal Risk Management

Figure 17:Delegates visiting exhibitions stands during the summit

3.0 CLOSURE OF THE DGA SUMMIT

Mr. Percy Chinyama, National Coordinator, e-Government Division (SMART Zambia Institute)

The proceedings of the summit ended on Friday 4th October 2024. **Mr Percy Chinyama**, The National Coordinator for SMART Zambia Institute expressed delight at the Summit's success. The National Coordinator revealed that delegates were committed to forming a working group and advisory board for future DGA conferences. The National Coordinator also emphasized the significance of the DGA Summit in promoting pan-African digital transformation. He stressed that in hosting the DGA Summit, Zambia demonstrated its commitment to championing e-Government across the continent. Thus, the 2024 DGA Summit marked the beginning of Africa's transformative digital journey.

Hon Felix Mutati MP, Minister of Technology and Science

Honourable Felix Mutati MP, Minister of Technology and Science was then called upon to officially close the Summit. In his remarks, the Honourable Minister thanked Government leaders for attending the Summit in Zambia. Delegates were informed that Zambia aimed to learn from Nigeria's success in generating revenue through digital means. In this regard, partnership, collaboration, and creating platforms and solutions were crucial for digital transformation in African countries and beyond. The Honourable Minister also reminded the delegates about H**is Excellency Mr. Hakainde Hichilema** emphasis in ensuring that digital transformation should positively impact the lives of our people. The Honourable Minister then officially closed the Summit.

Figure 18: Honourable Felix Mutati (L), Minister of Technology and Science and Mr. Percy Chinyama NC(R) delivering closing remarks at the summit

4.0 2024 DGA SUMMIT OUTCOMES

The key outcomes of the summit included the following;

(i) Progressive agreements:

a. Zambia and Burundi signed a historic Memorandum of Understanding to enhance fibre optic connectivity between the two nations. The agreement was formalized by Zambia's Minister of Technology and Science, Hon. Felix Mutati and Burundi's Minister of Communication, Technology and Information, Léocadie Ndacayisaba. It focuses on laying a fibre optic cable beneath Lake Tanganyika, which will serve as a digital bridge between the countries. With 350 kilometres of cable already in place, this project establishes Zambia as a crucial hub for Information and Communication Technology in the region.

b. Four (4) firms expressed interest in providing digital solutions. These included Mojaloop Foundation interested in exploring and potentially adopting Mojaloop in Zambia as a national payment interoperability solution; ICE Tech interested in provision of Cross Boarder Solutions -Tolling and Customs systems. IDEMIA Group interested in provision of biometric-based technologies and solutions and Infineon Solutions interested in providing biometric identity solution for the Government ID.

(ii) **Structure:** Establish a DGA governing framework by creating an official Technical Working Group (TWG) comprising members from different African nations to spearhead digital transformation initiatives. The TWG should be meeting quarterly to discuss common issues and ensure collaboration

(iii) **Expanded reach:** To position DGA as a brand for SMART Zambia Institute and other key Ministries including African ICT Industry Players.

(iv) **Collaboration and Partnership:** Continue creating opportunities for meaningful dialogue on common technologies and consensus between the Governments, technology leaders, and technology experts across the African countries and beyond.

(SMART ZAMBIA INSTITUTE)

ANNEX

2024 DGA SUMMIT INDUSTRY PARTNERS

(SMART ZAMBIA INSTITUTE)

2024 DGA SUMMIT AGENDA

Digital Government Africa 2024

E-Government, Digital Skills, Fintech, & Identity

2-4 October 2024, Lusaka, Zambia

Africa's Digital Ministerial Summit

Tuesday 01 October

All Day Arrival of VIPs, African Ministers and Officials, Speakers into Zambia. Transfers to Ciela Resort, Bonanza Estate.

Wednesday 02 October

07:45 – 08:45	Morning coffee, collection of delegate badges at Lusaka International Convention Centre
08:45 – 08:50	**Welcome and Introduction Briefing to Digital Government Africa 2024** **John Glassey**, Chief Executive Officer, AfricanBrains
08:50 – 09:05	**Welcome & Introduction to Zambia's National E-Government Policy** **Percy Chinyama,** National Coordinator for Office of the President, E-Government Division (SMART Zambia Institute)
09:05 – 09:20	**Zambian Ministerial Speech:** Africa's Priority of Delivering Digital & Financial Inclusion **Hon Dr Situmbeko Musokotwane (MP)**, Minister of Finance & National Planning
09:20 – 10:15	**Panel Session 1:** The Whole Government Approach to African Digital Transformation **Hon Dr Situmbeko Musokotwane (MP), Minister of Finance & National Planning**, Zambia **Hon Mthuli Ncube**, Minister of Finance, Zimbabwe **Hon Dr Leon Amos Schreiber,** Minister of Home Affairs, South Africa **Hon Eng Maryprisca Winfried Mahundi**, Deputy Minister Information, Communication and Information Technology, Tanzania **Amb Prof Julius Kibet Bitok,** Principal Secretary for Immigration & Citizen Services, Kenya Moderator: **Phyllis Kamau**, Senior Director Government Sales, Visa Inc.
10:15 – 10:40	**Thought Leadership Session 1:** **Empowering the Public Sector to Transform Lives** **Jack Ngare,** Technical Director, Office of the CTO, Google Cloud
10:40 – 11:05 -	Morning coffee break

11:05 – 12:00	**Panel Session 2:** Ensuring A Secure & Resilient Digital Infrastructure for Citizen-Centric E-Government **Hon Felix Mutati (MP)**, Minister of Technology & Science, Zambia **Hon Léocadie Ndacayisaba**, Minister of Communications, ICT and Media, Burundi **Hon Mohamed Adam Moalim Ali**, Minister of Communications and Technology, Somalia **Hon Mondli Gungubele**, Deputy Minister of Communications and Digital Technologies, South Africa **Eng John Tanui**, Principal Secretary for ICT, Ministry of Information, Communication & Digital Economy, Kenya **Moderator: Clayton Naidoo**, Commercial Director, Global Strategic Initiatives, Google Cloud
12:00 – 12:25	**Thought Leadership Session 2:** Enabling African Digital Government Ecosystems **Aida Diarra**, Senior Vice President and Group Head of Sub-Saharan Africa Visa Inc.
12:25 – 13:20	**Panel Session 3:** Progress in Implementing Technology for E-Government Capacity Building **Devendre Gopaul**, Permanent Secretary, The Prime Minister's Office (Defence and Home Affairs Division), Mauritius **Jacob Narengo**, Secretary – Internal Security, State Department for Internal Security and National Administration, Kenya **Paul Katema**, Director of E-Government, Ministry of Information and Digitalization, Malawi **Ricco Boma**, Director Services Management, President's Office: e-Government Authority, Tanzania **Sulaiman Phoray Musa**, Director Office of the President, Public Sector Reform Unit, Sierra Leone Moderator: **Seyi Ebenezer**, CEO & Founder of Payaza
13:20 – 14:35	**Lunch**
14:35 – 17:55	Pre-scheduled meetings between government and industry: roundtables hosted by African ministries
18:30 – 21:00	**Poolside Evening Reception, Ciela Resort Hotel. Sponsored by Toppan Group Welcome from:** **Nicolas Jaouen**, Head of ID Business Development, Toppan Gravity **Hon Jacob Mwiimbu (MP)**, Minister of Home Affairs & Internal Security, Zambia **Hon Felix Mutati (MP)**, Minister of Technology & Science, Zambia **Percy Chinyama**, National Coordinator for Office of the President, E-Government Division (SMART Zambia Institute)

Thursday 03 October

07:45 – 08:45	Morning coffee at Lusaka International Convention Centre
	OFFICIAL PRESIDENTIAL WELCOME UNDER THE PATRONAGE OF MR HAKAINDE HICHILEMA, PRESIDENT OF THE REPUBLIC OF ZAMBIA Prayers & Zambian National Anthem
09:00 – 10:50	**Introduction** **Master of Ceremonies** **Aida Diarra, Senior Vice President & Group Head for Africa, Visa Inc.** **Senator Garba Musa Maidoki, Federal Senate of Nigeria** **Mr Hakainde Hichilema, President of the Republic of Zambia** Fireside Chat Moderated By: **Percy Chinyama**, National Coordinator for Office of the President, EGovernment Division (SMART Zambia Institute)
10:50 – 11:00	Family Photo with President of the Republic and Heads of Delegations
11:00 – 11:30	Morning coffee break
11:30 – 11:40	Zambian Ministerial Speech: Zambia's Implementation of National Digital Identity **Hon Jacob Mwiimbu (MP)**, Minister of Home Affairs & Internal Security, Zambia
11:40 – 12:35	**Panel Session 4:** Building Confident Citizen Participation in Digitization of National Identity **Hon Jacob Mwiimbu (MP)**, Minister of Home Affairs & Internal Security, Zambia **Hon Moses Kunkuyu**, Minister of Information and Digitalization, Malawi **Hon Errol Fonseka**, Minister of Internal Affairs, Seychelles **Hon Kazembe Kazembe**, Minister of Home Affairs & Cultural Heritage, Zimbabwe **Hon Lucia Witbooi**, Deputy Minister of Home Affairs, Immigration, Safety & Security, Namibia **Moderator: Abe Wakama**, CEO, IT News Africa
12:35 – 13:00	Thought Leadership Session 3: Electronic and Cross-Border Payments Infrastructure for Improving Intra-African Trade Ifelade Ayodele, CEO & Founder, Blaaiz Innovations
13:00 – 13:25	**Thought Leadership Session 4:** Enhancing Citizen Inclusion through Digital Identities **Nkululeko Nxasana**, Sales Director, Toppan Gravity **Ernie Quah**, VP, Digital Government Consulting, Toppan Ecquaria
13:30 – 14:45	Lunch
14:45 – 18:00	Pre-scheduled meetings between government and industry: roundtables hosted by African ministries

19:00 – 21:30	Zambian Braai Dinner, Ciela Resort Hotel. Sponsored by inq. Digital Welcome from: **Duncan Pie**, Managing Director, inq. Digital, Botswana & Zambia **Percy Chinyama**, National Coordinator for Office of the President, E-Government Division (SMART Zambia Institute)
Friday 04 October	
08:00 – 09:30	Morning coffee at Lusaka International Convention Centre
09:30 – 09:45	African Cooperation on E-Government Best Practice **Percy Chinyama**, National Coordinator for Office of the President, E-Government Division (SMART Zambia Institute)
09:45 – 10:40	**Panel Session 5:** Pan-African Cooperation & Interoperability of Digital & Biometric Identity Systems **Rosemary Kisembo**, Executive Director, National Identification & Registration Authority (NIRA), Uganda **Edson Guyai**, Director of Identity Management, National Identification Authority (NIDA), Tanzania **Alexandre Marie Yomo**, General Manager, National Civil Status Registration Office (BUNEC), Cameroon **Eng Lanre Yusuf**, Director IT/IDD, National Identity Management Commission, Nigeria **Jean-Luc Mugogwa**, Deputy Coordinator, Office of the President Agency for Digital Development, Democratic Republic of Congo **Moderator: Ernie Quah**, VP, Digital Government Consulting, Toppan Ecquaria
10:40 – 11:05	**Thought Leadership Session 5:** What are the Key Ethical Considerations for AI in Education? Dr Prince Abudu, Head of AI at Cassava Technologies
11:05 – 11:35	Morning coffee break
11:35 – 13:40	Pre-scheduled meetings between government and industry: roundtables hosted by African ministries
13:40 – 15:00	Lunch
15:00 – 15:15	**Zambian Ministerial Speech:** Developing Digital Skills for Citizens & the Public Service **Hon Douglas Syakalima (MP)**, Minister of Education, Zambia
15:15 – 16:10	**Panel Session 6:** Aligning Digital Skills with New Technologies & the Impact of Artificial Intelligence (AI) **Hon Douglas Syakalima (MP)**, Minister of Education, Zambia **Hon Ghislain Thierry Maguessa Ebomé**, Minister of Technical & Vocational Education and Training, Republic of the Congo **Hon Yusuf Tanko Sununu**, Minister of State for Education, Nigeria **Hon Faustina Caley**, Deputy Minister of Education, Arts & Culture, Namibia **Hon Charles Acheampong**, Deputy Minister of Communications and Digitalisation, Ghana **Moderator: Laura Tsikirai**, Head of Partnerships for HigherLife Foundation
16:10 – 16:30	**Closing Comments from the Zambian Hosts** **Percy Chinyama**, National Coordinator for Office of the President, e-Government Division **Hon Felix Mutati (MP)**, Minister of Technology & Science, Zambia

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At a Glance

E-Government, Digital Skills, Fintech, & Identity
Digital Government Africa 2024
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Google Cloud
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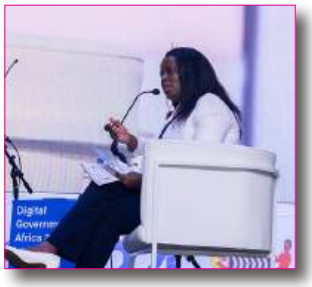

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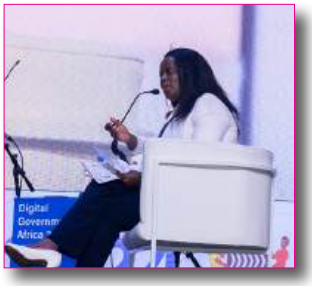

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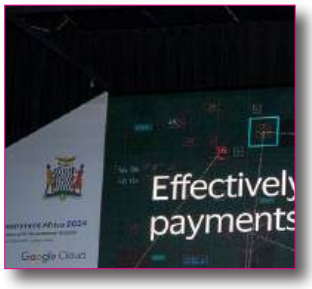

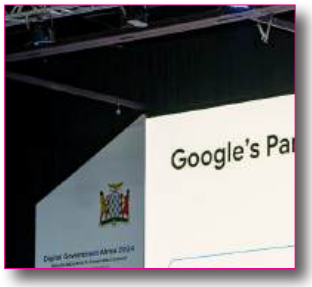
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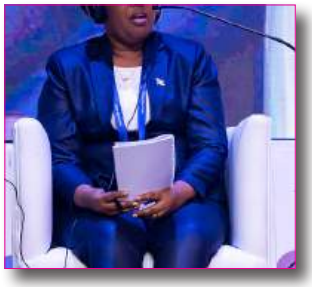

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