

**REPORT FOR THE 12th ICTAZ CONFERENCE AND AGM HELD
FROM 26th to 27th NOVEMBER 2020 AT CHRISMAR HOTEL IN
LIVINGSTONE, ZAMBIA**



12th ICTAZ CONFERENCE AND ANNUAL GENERAL MEETING

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EXECUTIVE COUNCIL

1. KARIM MUTEMBO – PRESIDENT
2. CHRISTOPHER LALUSHA – VICE PRESIDENT
3. MILIMO MUNYATI – NATIONAL TREASURER
4. CLEMENT SINYANGWE - MEMBERSHIP CHAIRPERSON
5. SERAH B MBEWE – PROFESSION DEV CHAIRPERSON
6. MULENGA SICHANGWA - NATIONAL CHAIRPERSON
7. MALALA SIMUNGALA – COMPLIANCE & ETHICS CHAIRPERSON
8. JASON MWANZA - TECHNICAL AFFAIRS CHAIRPERSON
9. ROBERT M’SENDO - MILANDS REGION CHAIRPERSON
10. GEORGE MWALE - NORTHERN REGION CHAIRPERSON
11. BWALYA CHISULO - COMMITTEE MEMBER
12. ALINANI SIMUCHIMBA – COMMITTEE MEMBER

1.0. INTRODUCTION

On November 26 to 27, 2020, the Information and Technology Association of Zambia (ICTAZ) held its 12th conference and annual general meeting at Chrismar hotel in Livingstone under the theme, “Digital Transformation and Adoption during the Covid-19 Era.

The conference, which was officially opened Southern Province Permanent Secretary Mwangala Liomba who represented Ministry of Transport and Communication Permanent Secretary Misheck Lungu, attracted over 170 delegates from the ICT profession and supporting stakeholders.

Topical at the conference were innovations in the local ICT space and how the ICT profession/digitisation have been the heroes during the Covid19 pandemic as evidenced by full reliance on various digital products at business and household levels.

Around innovations in the ICT space, it was noted that various companies had made strides in developing home grown solutions with Zesco developing a mobile application that enables customers to report faults, track faults among other services.

It was also reported that ICTAZ had set out a strategic direction to address the ICT professional issues as well as to promote the profession. The association had also formulated and put in place a communication strategy to address public and partner engagement to provide ICT solutions to generate more for less especially after the Covid-19 impact.

ICTAZ also launched its Strategic plan for the period 2021- 2025, which provides ICTAZ with the strategic direction towards being a reputable Association and to

foster the growth of the ICT fraternity in Zambia and the world at large. Delegates were welcomed through a cocktail sponsored by Infratel on the 25th November 2020 at Chrismar Hotel.

CONFERENCE ACTIVITIES

DAY 1 – THURSDAY, 26th NOVEMBER 2020

1.1. WELCOME REMARKS - Mr. Karim Mutembo – President (ICTAZ)

Welcoming remarks were given by the Association President, Mr. Karim Mutembo, where he stated that, digital technology is at the centre of today's economic development and this year's theme was timely as it focused on the emerging digital revolution that has been brought about due to the Covid19 pandemic.

He however noted that improved access to digital technologies and effective use of data and digital systems can be powerful tools in the quest to increase private sector productivity, enhance public sector efficiency and effectiveness.

Mr Mutembo also said ICTAZ has set out a strategic direction to address issues affecting the profession as well as promote the profession itself. He further said reimagining ICT is high on ICTAZ's mandate and focuses on ICT professionals and skills development that meet the industry's and country's requirements.

Mr Mutembo also pledged continued collaboration with Government to stimulate the industry and make it relevant in the economic development of the country in line with the Seventh National Development Plan.

1.2. REMARKS BY PLATINUM & PARTNER SPONSORS (Liquid Telecoms) –

Mr. Mark Townsend Liquid Telecom CEO

Mr. Townsend noted that as Zambia looks to accelerate its digitisation agenda, building more infrastructure remains cardinal in attaining desired goals. He said connectivity lies at the core of successful digital business transformation and to accelerate it, there will be need to ensure that infrastructure, especially in rural areas, is in place.

Mr Townsend said while Government has embarked on a widespread construction of communication towers and currently stand at over 1,000 in a quest to ensure that every Zambian has access to ICTs, there is need for Government to accelerate incentives which will motivate investors to invest in rural areas to narrow the communication access gap. He said with return on investment being low in rural areas, incentives could help in attracting the private sector into those areas thus improving rural penetration and economic transformation through digitisation.

Mr Townsend also said the private sector has invested heavily in network upgrade, and through continued collaboration and incentives from Government, the telecommunication industry could grow further. He said Liquid Telecom has been partnering with the public sector to provide necessary infrastructure and software. Mr. Townsend also called on increased skills in ICT and innovation to accelerate digital revolution.

2.0. OFFICIAL OPENING – PS Eng. Misheck Lungu

Permanent Secretary of Transport and Communications Eng. Misheck Lungu, represented by Southern Province PS Mwanga Liomba.

Government called for stiff punishment to curb the misuse of information communication technology (ICT), which is on the rise as evidenced by continued abuse of social media platforms through the transmission of various illicit information and hate speech.

Mr. Liomba said ICT was there for the good of everyone those misusing it ICT need to be punished hence the need to find ways and means of coming up with stiffer punishments, which can be pushed to parliament for ratification.

The Permanent Secretary said the digital space should be used for the development of the country as opposed to abusing it. He said this should be done through concerted effort between Government and ICTAZ.

Mr Liomba also called for increased skilled personnel in the sector especially in areas of systems development, cyber security, research and development. He also noted that the Covid-19 pandemic has re-emphasized how ICTs can be harnessed to support continuation of daily lives.

2.1. PRESENTATION ON STRATEGIC ADOPTION ON GREEN IT – Ms. Sarah B. Mbewe (ICTAZ Chairperson, Professional Development)

Ms Mbewe noted that while the world can no longer do without various electronic devices, the growth of use of ICTs could cause an increase of carbon emissions and other hazardous toxins during their use and disposal.

She noted that the growth of use of ICTs is a growing concern on the globe and particular in developing countries and has given popularity to the green computing concept that bring to mind the effects that the ICTs might have on the environment, not only at disposal but during their use as well.

Ms Mbewe said this calls for adoption of green ICT strategies in Zambia to minimize the amount of carbon emission in the environment in the anticipation the growth of ICTs use and disposal when no longer in use. She placed emphasis on the need to adopt green strategies in Zambian public institutions that will ensure that the institutions are not only effective and efficient in their business operations through the use of ICTs but also minimize the amount of carbon emission in the environment.

2.2. PANEL DISCUSSION

Topic: Impact of COVID-19 on Digital Transformation in local organizations

Moderator: Mr. Bwalya Chisulo – Committee Member - ICTAZ

Participants: Mr. Austin Sichinga – Assistant Director; Ministry of Transport and Comm

Mr. Alick Siankumo - Immediate Past president - ICTAZ

Mr. Stavy Shipota – Principal DBA – ZESCO

Mr. Shuko Chunga – Regional Cloud Services Manager –
Liquid Telecoms

Discussion Points: The general view was that the Covid19 has brought a lot of innovation as customers needed solutions for their various needs. The ICT profession has been critical in driving commerce, trade and industry. However, there was need to accelerate innovation.

2.3. PRESENTATION BY GOLD SPONSOR – SYBRIN SYSTEMS LTD

Presenter: Mr. Collin Moleleki

Topic: How Sybrin Systems responded to Covid 19

Sybrin noted that most companies were not technologically prepared to adopt working from home when the pandemic hit. The company which is a software developing company developed solutions that could facilitate working from home.

2.4. PRESENTATION BY BRONZE SPONSOR - ZESCO

Presenter: Bwalya Chisulo

Topic: Zesco's digital transformation journey

Mr Chisulo explained that the power utility firm had developed a mobile app which enabled customers access various services such reporting and tracking faults, tracking applications.

He said the mobile app and USSD was a local solution built by Zesco staff thus demonstrating innovation efforts and also cutting down on costs involving when procuring solutions abroad.

2.5. PANEL DISCUSSION

Topic: Adoption of unified communications during Covid-19

Moderator: Mr. Clement Sinyangwe – Chairperson -Membership
ICTAZ

Participants:

Mr. Milner Makuni – Director SMART Zambia

Mr. Chitundu Mulenga - Digital & Cloud Services

Mr. Brian Sikute – Head ICT Road Transport and Saftety Agency

Mrs. Jessie C Sazambile – Acting ICT Security Manager ZAMTEL

In opening the session, Mr Sinyangwe explained that unified communications was a business and marketing concept involving the integration of enterprise communication services such as instant messaging, voice, IP telephone, mobility features, audio and video conferencing and collaboration.

He also explained that unified communication is also an umbrella with a set of products that products that provide a consistent unified user interface across multiple devices.

And the panel noted that unified communication has been a critical tool during the Covid19 era in as far as communication is concerned and ICT professionals have been on the ground to ensure that businesses continue to run effectively.

DAY 2 – FRIDAY, 27th NOVEMBER 2020

2.6. PRESENTATION BY ADVERTING SPACE SPONSOR - ZAMBIA DAILY MAIL

Presenter: Clement Sinyangwe – Deputy ICT Manager (ZDM)

Topic: ZDM Digital contribution during Covid-19

Mr Sinyangwe said the Zambia Daily Mail introduced an ePaper to create a balance between those organisations supporting the green initiative and automation cause, readers in diaspora as well as those in places where our newspaper reaches very late.

He said the media organisation introduced the ePaper because it is easy to access, fast and seamless, multi device Compatible, easy to navigate and digital based Archive. He explained that the ePaper was a web based application and can be accessed using the Web and Mobile app and worked flawlessly (works across multiple device-browsers).

Mr. Sinyangwe said Zambia Daily Mail ePaper is available on Google Play store and can be searched by simply typing eNews Zambia Daily Mail.

2.7. PRESENTATION BY BRONZE SPONSORS - INFRATEL

Presenter: Mr. Zeko Mbumwae

Topic: Infratel Cloud services

Mr. Mbumwae noted that Zambia's digital transformation is impossible without Infratel infrastructure because the company which is a subsidiary of the IDC provides the widest coverage for communication towers.

He further stated that Infratel owns and operates towers in a quest to accelerate connectivity including the rural areas.

Other presentations were made by MTN, Innovative Dynamics and Prolearn

3.0. ANNUAL GENERAL MEETING

At 10:10 the Annual General Meeting was called to order with the members of the executive being introduced.

The members of the executive that were present are;

Karim Mutembo	–	President
Christopher Lalusha	–	Vice President
Milimo Munyati	–	National Treasurer
Clement Sinyangwe	-	Membership Chairperson
Serah Mbewe	–	Profession Development chairperson
Mulenga Sichingwa	-	National Secretary
Bwalya Chisulo	-	Committee Member
Sunata Mvula	-	Registrar

However, Malala Simungala – Ethics and Compliance Chairperson, Alinani Simuchimba –Committee member, Jason Mwanza- Technical Affairs Chairperson could not make it due to work commitments.

The chairperson of the AGM Mr George K. Musonda called for the adoption of the agenda for the AGM, which was proposed and seconded by Fackson Lubingu and Mr Jeff respectively.

On matters arising from the 11th AGM held last year, Mr Musonda if there were any concerns and Mr Simon Chiwamba, who noted that he did not have access to the minutes as they were not available on the website and as such delegates needed to be given time to go through the minutes so that they could raise any issues.

In response, Mr Musonda requested that the minutes be beamed for delegates to read through.

While waiting for the minutes to be beamed, Mr Musonda wanted to get delegate's views on the standard definition of ICT and whether it was grammatically correct to say ICTs and if a phone could be categorized as ICTs further called on the standardization of definitions.

In response, Milimo Munyati –National Treasurer said it also had concerns that ICTs have been used broadly even when it comes to microwaves and thus the need to standardize the categorizing what comprised of ICTs.

Ms. Munyati also said there was need to draw a line so that the profession can get the respect it deserves.

And when reviewing the minutes from the previous meeting Mr Musonda encouraged delegates to speak freely so that issues that members might have had could be addressed.

A delegate, Banji, wanted to know if the two vacant positions; Chairperson Technical Affairs and Committee Member had been filled and in response, the ICTAZ president said the positions were filled with the office bearers being Mr Jason Mwanza and Alinani Simuchimba respectively.

After no further issues were raised, the Chairperson of the AGM requested that the president presents his report.

4.0. PRESIDENT'S REPORT

Mr. Mutembo, said the year 2020 had been a pivotal year for the association as it had led a strong foundation, which it hopes to build on next year and beyond. He said the general membership had been struggling in the wake of Covid19 pandemic, which saw a lot of members exercising cost saving measures.

However, the association pushed to ensure that members paid their membership. The president reported that like other sectors, entities, etc, the association was not spared from the effects of the pandemic resulting in the suspension of activities such as the ICT Expo as Covid 19 restrictions heightened. He later posed to allow the chairperson for recruitment to go through the membership register with Mr Sinyangwe indicating that the period 2019-20 was affected in terms of membership growth due to the pandemic.

Mr Sinyangwe who explained that the team had planned to go on a countrywide recruitment but the pandemic paralyzed the plans. However, the association introduced a membership system whose aim was to create a self-

service portal where members can register and download the certificate and practicing license. The association introduced a practicing license, which was launched mid-2020, in accordance with the Act.

Mr Sinyangwe explained that the association managed to enroll members and thanked the members that took time to utilize the system. He disclosed that the association had a total number of 695 members in 2019 with fellows being 26, and emphasized that there were other fellows but the 26 were the paid up members. There were 598 full members and accounted the largest number, associates stood at 33 while licentiates were 14. Affiliates were six and students and corporates were at three and five respectively.

In 2020, Mr Sinyangwe reported that there was an increase with fellows standing at 35, full members at 688, associates at 53, licentiate 18, affiliates at 17, students at seven and corporates at 24. This brought the total number to 842 representing 23 percent.

Mr Sinyangwe noted that the increase was commendable given the fact that the country is grappling with the effects of the pandemic. He commended the members for their commitment to the association.

After Mr Sinyangwe's presentation, the ICTAZ president asked if there were any questions but the chairperson of the AGM suggested that questions be asked after had been made. However, a delegate asked why student members were few as she felt that students needed to be more because they were the

future of the association. She also wanted to know what was hindering students from joining the association.

In response, Mr Sinyangwe agreed with the concerns but said that the ICT law, which was in place would now compel students to be members for them to study ICT. Mr. Sinyangwe also explained that the association had written to the Ministry of Higher Education to instruct institutions of higher learning to collect subscription when they are paying school fees. That way the numbers would increase among the student population.

Mr Sinyangwe admitted that it had been difficult to force students to pay but would now be compelled by the law.

And another delegate Alinaswe Siame wondered why the numbers had not increased as much given the fact that the use of ICTs had grown naturally in the Covid19 era. He also wanted to know the underlying challenges that had undermined the further growth.

In response, Mr Sinyangwe said the growth of member was largely dependent on activities by the association to highlight the relevance but the restrictions around the pandemic prevented the association from engaging in activities. He also said while efforts were being made through virtual meetings, what remains critical in growing the numbers will be enforcing statutory instruments around the ICT profession to compile people to be members.

And another delegate Chileshe Mubanga wanted to know why members had to pay for the application for membership annually instead of paying application once, obtaining a membership number and only pay practicing fee annually. In response, Mr. Sinyangwe agreed with him saying the executive had observed that and had addressed it.

And giving his comment, ICTAZ former president Milnar Makuni noted that it was a duty of a members to collaborate with the executive in recruiting members and grow the association. He said the association could also consider wooing members in the civil service and consider lowering membership for students. And in response, Mr. Sinyangwe also called on members to come on board and bring solutions that will help to grow the association.

And ICTAZ president Karim Mutembo also urged delegates to download the strategic plan so that they could acquaint themselves with programmes aimed at growing membership among others.

5.0. ICTAZ CONSTITUTION

Mr. Mutembo noted that the constitution that was drafted in the 90s and in view of the changes in the ICT space over the years, there was need to review it and give it life. There was need for members to look at it and decide whether to adopt it. He then invited a legal expert from the Ministry of Justice, Mwimbu Siwialiondo to make a presentation on the constitution and code of ethics before subjecting it to adoption.

Ms. Siwialiondo explained that she was involved in the process of drafting the statutory instruments which are now with the Ministry of Justice but felt

it was important to discuss the constitution and code of ethics as the implementation would be affected by the statutory instruments.

Ms. Siwiwaliondo noted that the Act needed to have an enabling provision which would give the authority to add various issues in the constitution. She cited section 5 of the ICTAZ Act which provides for the functions of the Association and how the constitution will be adopted if adopted.

She highlighted a number of issues in the constitution and code of ethics (***Refer to the draft documents**) and said that the implementation would be done through statutory instruments - the general statutory instrument and disciplinary proceedings.

In response, a delegate commended the executive for developing the documents as they will shape the conduct and systems of the association. He also noted that the constitution should among other issues look at the privileges and powers of branches.

In response, Mr Mutembo was happy with the observations but urged all members to go through the documents and highlight issues so that the constitution meet the aspirations of all members.

And Ms. Siwiwaliondo also advised the executive and members to ensure that the contents of the drafts are accepted by all members. She emphasized that adoption of the constitution should not be rushed and all the terms and conditions should be agreed by the members.

Resulting from Ms. Siwiwaliondo's advice, the AGM chairperson curtailed the debate on the constitution to allow members enough time to review it.

After which the President also told members to highlight the weaknesses in the documents.

Still on the adoption debate, one of the delegate also suggested that the adoption be postpone as most of the members had not reviewed it. And in response, Committee member Bwalya Chisulo reminded the members that they had the power through the ballot to adopt or not to adopt the constitution.

Furthermore, another delegate Simon Chiwamba, who had the chance to review the documents called for a framework for submitting the inputs so that they can easily be tracked.

To conclude the matter, the President proposed that submissions be looked at and incorporate them and subject them to a vote. He emphasized that the role of the executive was to formulate the document and build consensus. Members have a role to play in ensuring that the constitution stands a taste of time.

And in line with the President's report, the president disclosed that the association had made strides in the year under review. Notable achievements were;

1. Drafting of the ICTAZ Constitution, Code of Ethics and Statutory Instruments-The Association engaged a consultant drafter on the 11th of January, 2020 to exercise the works of drafting the legal documents of the Association
2. Development of the ICTAZ Strategic Plan (2021 – 2025)- The plan provides ICTAZ with the strategic direction towards being a reputable

Association and to foster the growth of the ICT fraternity in Zambia and the world at large. This is a time of great change and opportunity and there are high expectations on the Association from members, the general public and stakeholders. Accordingly, this document sets out all the plans ICTAZ wants to achieve in the next five years.

3. Stakeholder engagement- this was aimed to strengthen the position of the profession locally, the association held engagements with various stakeholders.
4. Partnerships and MoUs. The association signed an MoU with Northline Training Consultancy for the purpose of providing training as part of Continuous Professional Development.
5. LIQUID TELECOM and the association signed and sealed a three-year partnership. Both parties are collaborating on all events and trainings in the ICT sector.
6. In a bid to serve our members efficiently, the association developed and implemented the self-service online membership registration system which enables members to complete the registration process and generate membership certificate and practicing license from the comfort of your location.
7. The membership sub-committee also managed to publish the first edition of the ICT Today magazine launched during the gala dinner held at the Neelkanth Sarovar on the 6th December 2019. This was launched by the Permanent Secretary in the Ministry of Transport and Communication Eng. Misheck Lungu.
8. In accordance with Part 5 the Information and Communication association of Zambia Act No. 7 of 2018 of the laws of Zambia which

calls for all ICT practitioners to obtain practicing licenses and further prohibits any organization from engaging any person not holding a practicing license contravenes Part 5 of the ICTAZ No 7 of 2018 of the laws of Zambia, commits an offence and is liable, on conviction, to a fine not exceeding seven hundred thousand penalty units or to imprisonment for a term not exceeding seven years, or to both.

9. The association also managed to open student chapters in the following higher learning institution: University of Zambia, Copperbelt University, University of Lusaka and Mulungushi University, among other institutions of higher learning.

Mr Mutembo also said that apart from the annual AGM and Fundraising Gala dinner, the association intends to hold the first ever ICT Expo which will be an international event bringing together over 300 delegates amongst them, will be International and local ICT vendors, business organisations, government officials, procurement experts and the general public.

He was also happy that the Secretariat has continued to operate in a stable environment in terms of office accommodation and meeting rooms for the executive. I am happy to inform you all the new office facilities for the Secretariat are now located at Plot No.18 Njoka Road, Olympia Park, Lusaka.

The Association engaged has engaged two staff personnel, Ms Sunata Mvula, Registrar and Mr. Mwasile Nkumbu Kowa, Accounts Officer to join Miss Mulenga Mwenya, the Administrative Officer.

6.0. TREASURER'S REPORT

The Treasurer Ms Milimo Munyati presented the 2019 financial report, which she summarised explaining that it was on the website for members to access.

Notable highlights were; the association making a total income of K1,123,950 in 2019 as compared to K619,612 the previous year which was a 81 percent increment. The net profit based on the actual profit which was K69, 367 compared to K44,017 in 2018 which was an increment of 58 percent.

One employee in 2019 from two because the other employee resigned.

The total remuneration of employees in 2019 amounted to K 66,164 compared to K89,509 in 2018.

The association was able to pay its statutory obligations to NAPSA, PAYE and there are no outstanding debts.

The association purchased equipment worth K3750 and the equipment was a genset to curb power outages.

The association also made a contribution of K5,000 towards a Women in IT conference.

Ms Munyati reported that the association was holding about K8, 700 belonging to ICICT, which is a grouping for universities following the event held in 2018. Cash in 2019 stood at K450, 681 which was an increment from 2018. (refer to financial statement on the website)

Receivables increased by 12 percent. Total assets K767,110 which is an increase of K47,000. The association posted a reduction of over 200 percent in returned earnings amounting to K93,321.

Revenue was at K 396,404 from K458, 952 due to less activity in increasing membership hence the need to increase membership.

She called for need to increase the revenue base and urged the secretariat to devise ways of growing the revenue.

She noted that as the association grows, expenditure will increase through media buying, advertising and other expenses hence the need to grow the revenue.

Ms Munyati also stated that the association was also exploring investment ventures such as securities to help increase the revenue base and also to save for the future.

She also reminded members to also provide their details when the deposit money for membership as it was difficult to know who had made payments. She also asked members to even send emails after posting payments.

In response to the financial report, delegates wanted clarity on among other issues AGM income and expenses, communication costs at the secretariat, which the treasurer responded to and also promised to provide more information later.

And another delegate wanted to know the challenges the association faced in its quest to raise funds for the association and measures taken to make ICTAZ attractive and what was being done to attract private projects for income generation.

Another delegate, Chella wanted to know what the association was doing to increase the noncurrent assets.

Another delegate wanted to know the forecast for 2020 and how much has been collected and another delegate wanted to know what the remuneration for staff had reduced.

In response Ms Munyati cited difficulties in forcing members to pay membership but noted that there was need to increase activities that are aimed at attracting members and engaging stakeholders who could give the association business.

And Chairperson for membership Mr Sinyangwe noted that there are over 10000 IT professionals in the country which if the SIs were in place would compile them to be members thus enable the association have more members and thus increase revenue from membership.

And Ms Munyati in response to the non-current assets, reemphasised the plans of participating in debt instruments and was also looking at conducting training programmes in a building the association was looking to rent with the secretariat.

On the forecast for 2020, Ms Munyati said the association' s focus was to work on the SIs and also increase the membership to at least 1000 members but reported that the effects of Covid19 affected that goal.

She also said she would give a detailed report at the next AGM.

And the National Secretary Mulenga Sichangwa noted that the association has grown but more needs to be done.

On the reduced remuneration, she said this was because one employee had left the secretariat.

Members were also urged to be brand ambassadors of the association to help in growing the numbers.

Ms Munyati also called for continued support from members to enable the executive work effectively for the good of the association.

During the meeting it was noted that the governing documents were not in place and this was affecting the effectiveness of the association.

It was therefore important that the code of ethics and compliance are reviewed and adopted.

The general view from the delegates was that they be given enough time to review the documents. It was then concluded that the adoption be deferred but there was need for a timeline when all submissions be made.

The president also suggested that time be given to the members to enable them review the documents and proposed end of March, 2021 as the period to have the emergency AGM meant to adopt the documents. He emphasised that all the documents were cardinal as they would make the association solid as it will be government by the Act.

The president also commended delegates for making the AGM a success and emphasized that members were free to engage the executive and secretariat on various issues.

He then declared the AGM closed at 14:45

