ICTAZ Annual Conference 2026

The AI-Powered Bridge

Linking Infrastructure, Innovation & Inclusion for Zambia's $60B Economy by 2031

Shupekile Mwanza World Vision International

Regional Senior Advisor, Cyber Security

Theme: Powered by Technology & AI

Sources: Lusaka at dusk (Wikimedia); Mopani Mine (Wikimedia)

Sector Spotlight: Mining

Shupekile Mwanza

Regional Senior Advisor, Cyber Security

World Vision International

"Trust-by-design for Zambia's AI-powered growth."

The 2012 Lesson: Sinazongwe & Mazabuka

We used SMS alerts to help expectant mothers keep ANC visits. Success came not from tech alone, but by engaging government, negotiating telco pricing with Airtel, and localising languages. **Core Lesson: Access + Trust + Affordability = Adoption.**

- **Regional Cyber Advisory:** Governance, risk, resilience, and secure-by-design delivery across multi-country environments.
- **Inclusion Lens:** Focusing on accessibility, local language UX, low-literacy journeys, and low-data/offline patterns.
- **Partnership Muscle:** Bridging government, private sector, and communities—because scale never happens alone.

Source: Speaker Experience | Image: Zambia Flag (Wikimedia)

Zambia 2031 — What Do You See?

Don't imagine the tech—imagine the outcome.

Agriculture

"What does a smart farm look like where yields are predictable?"

Banking

"What does AI-enabled finance look like for the unbanked?"

Health

"What does universal access look like in rural clinics?"

Education

"What does personalized, offline-first learning look like?"

Mining

"What do safer, more predictive operations look like?"

Turn to someone next to you: Share one 2031 outcome your sector must deliver.

The AI-Powered Bridge

Linking Infrastructure, Innovation, and Inclusion for Impact

AI Scales if these are in place

Infrastructure

- Connectivity
- Devices & Power
- Platforms
- Access

Innovation

- AI Solutions
- Smart Procurement
- Ecosystem
- Deployment at Scale

Inclusion

- Affordability
- Disability Access
- Policies
- Digital Literacy

TRUST Cybersecurity • Privacy • Reliability

MEASUREMENT Outcomes • Delivery Dashboards

"If it doesn't scale, it doesn't count."
Shupekile Mwanza

Beyond Connectivity —
Enabling Utilization

Access does not equal adoption

The Utilization Gap

- **Device Affordability:** Feature phones vs. Smartphones cost barrier
- **Rural vs. Urban:** Coverage exists, but power reliability varies
- **Manual Workflows:** Digitisation often stops at the head office
- **Offline Constraints:** Apps fail when connectivity drops

"Infrastructure alone is not enough. The real question is—are people using it?"

Design Levers for Scale

- **Low-Data & Offline-First**
- **Local Language Interfaces**
- **Disability-Inclusive UX**
- **Shared Public Wi-Fi (ZamFree)**

Connectivity vs Usage Gap

Access does not equal adoption. Coverage gains must translate into everyday value.

DESIGN PRIORITIES:

- Low-literacy
- Local-language Interface
- Disability-inclusive Design

Mobile Subscriptions (2024)

23.2M

Active SIMs vs population
High Coverage

Internet Usage

11.4M

Active users vs 13.5M subs
Usage Gap

Mobile Money (2024)

K486.3B

2.99B transactions
14.65M wallets (12.33M active)

ZamPortal (Gov)

322

Services Online
>3.7M txns | >ZMW 5B revenue

Sources: Telecompaper (ZICTA 2024), UN DCO (2024), Bank of Zambia NPS Report 2024, Smart Zambia Institute (SZI)

Local Innovation Story

Maternal mHealth: From SMS to AI-Powered Future

2012 Sinazongwe & Mazabuka

The Challenge

High rate of missed ANC visits due to long distances to clinics and lack of communication.

SMS Alerts Solution

Automated SMS reminders sent to expectant mothers and health posts fo upcoming appointments.

Key Success Drivers

Strong govt engagement, localized language content, and negotiated affordable pricing with Airtel.

Proven Impact:

Significantly increased clinic attendance and reduced maternal deaths in pilot districts.

2031 AI-Powered Upgrade

AI Voice & Translation

Real-time voice bots in local languages (Tonga, Bemba, Lozi) for illiterate users.

Predictive Analytics

AI risk scoring to predict no-shows and high-risk pregnancies before complications occur.

Smart Logistics

Automated transport coordination for high-risk mothers using predictive demand modeling.

Sustainability Note:

Must maintain rural-friendly pricing models (ZMW) and offline-first architecture.

Source: Presenter's implementation experience; Inclusive design best practices

Zambia Daily Mail — March 19, 2026

HH challenges ICTAZ

Urges association to revolutionise country's production systems

CHISHALA MUSONDA
Livingstone

PRESIDENT Hakainde Hichilema has challenged the Information and Communications Technology Association of Zambia (ICTAZ) to take a leading role in transforming the country's production systems through innovation and digital solutions to accelerate economic growth.

Mr Hichilema said technology must move from being a support service to becoming a central driver of productivity across key sectors like agriculture, mining, energy and manufacturing.

Continues on page 8

PRESIDENT Hakainde Hichilema (right) touring exhibition stands upon arrival for the official opening of the Information and Communications Technology Association of Zambia Tech Conference in Livingstone yesterday. PICTURE: THOMAS NGAMA/ ZANIS

I'm for you, Mushanga assures HH

CHISHALA MUSONDA
Livingstone

PATRIOTIC Front (PF) Bwacha Member of Parliament (MP) Sydney Mushanga has thrown his weight behind President Hakainde Hichilema and the UPND ahead of the August 13 general elections.

Continues on page

Inside

FEATURES/9

HH engages OMCs amid global fuel supply

Govt to implement 24-hour economy in phases

Rhinos back in Uganda after 40 years | HH dates Muchinga Province | Catholic

Call to Action

One Zambia, One Digital Team (No Silos) to 2031

> *"Technology must move from being a support service to becoming a central driver of productivity across key sectors like agriculture, mining, energy and manufacturing."*
>
> — President Hakainde Hichilema (ICTAZ Challenge)

Shared Mandate

Build for Context

Inclusion and security - by-Design

Collaborate across sectors and invest in skills

Sources: Zambia Daily Mail (2026-03-19); Cabinet Office PPDF speech; State House