MINISTRY OF ICT & NATIONAL GUIDANCE

A knowlegeable and Productive Society Driven by ICT and National Ideology

ICT INSIGHTS

Unpacking Uganda's ICT Sector

Issue 001 | 2024

OUR VISION

A knowledgeable and productive society driven by ICT and National Ideology.

SECTOR MANDATE

To provide strategic leadership and supervision in ICT and National Guidance for sustainable Development.

OUR MISSION

To increase access and usage of ICT infrastructure and services throughout the country, ensure effective communication of government policies and programmes and promotion of a national ideology for social economic transformation.

Sector Agencies

UCC UGANDA COMMUNICATIONS COMMISSION

NITA UGANDA
- Driving the IT Revolution -

UGANDA MEDIA CENTRE

UBC INSPIRING UGANDA

UTel Your Network Our Pride

Posta Uganda
We deliver trust

Introducing Our
ICT Insights Magazine

In this inaugural edition of our ICT Insights magazine, we delve into recent developments in the industry, offer insights on gearing up for the upcoming year, introduce our latest service offerings, and much more.

We invite you to join us as we unveil our new ICT Insights Magazine, designed to present the ICT sector in innovative and captivating formats.

Key
Abbreviations

ICT	Information & Communication Technology
GDP	Gross Domestic Product
DUV	Digital Uganda Vision
NDP	Nationall Development Plan
PDM	Parish Development Model
NRM	National Resistance Movement
MDAs	Ministries, Departments and Agencies
ESTDEV	Estonian Centre for Internation Development
MAAIF	Ministry of Agriculture, Animal Industry and Fisheries
MoWT	Ministry of Works and Transport
MoFPED	Ministry of Finance, Planning and Economic Development
MoES	Ministry of Education and Sports
MoH	Ministry of Health
MoWE	Ministry of Water and Environment
MoGLSD	Ministry of Gender Labour & Social Development
MoICT	Ministry of ICT & National Guidance
MoLG	Ministry of Local Government
UICT	Uganda Institute of Information and Communications Technology
JICA	Japan Internation Cooperation Agency
JCSE	Joburg Centre for Software Engineering
PRISMS	Protecting Infants Remotely by SMS
ALTI	African law and Technology Institute

Contents

Foreword from the Minister

Dr. Chris Baryomunsi (MP)
Minister of ICT and National Guidance
(X) @ChrisBaryomuns1

> "Celebrating the transformative power of ICT, our Digital Magazine stands as a beacon of innovation, collaboration, and progress, illuminating the path towards a brighter, more digitally empowered future for all Ugandans.

Welcome to the inaugural issue of our ICT Insights Magazine, celebrating the remarkable achievements of Uganda's ICT sector. As Minister of ICT, I proudly present this platform showcasing transformative projects and visionary leadership driving our digital transformation.

In this era of rapid technological advancement, our magazine chronicles the journey toward a digitally inclusive society. From enhancing public services to fostering innovation, ICT revolutionizes every facet of our lives.

Our digital agenda prioritizes technology as a tool for social and economic empowerment, fostering a thriving digital ecosystem. I invite you to immerse yourself in narratives showcasing ICT's transformative power and boundless opportunities.

My appreciation goes out to all the contributors who have helped advance Uganda's ICT sector. Together, we chart a course toward a brighter future. I hope this Magazine inspires innovation and collaboration as we realize ICT's full potential for all Ugandans.

For God and My Country.

Dr. Chris Baryomunsi (MP),
MINISTER OF ICT AND NATIONAL GUIDANCE
(X) @ChrisBaryomuns1

From the birth of the internet in 1983 and its subsequent applications in mainstream development activities, ICT has fast become the pivotal tool for accelerated and sustained growth and development among the citizens of the world. With vast applications in tasks ranging from communication between loved ones across the globe to interfacing with financial and business systems, ICT has become the backbone of the Uganda's economy.

As a key stakeholder in the digital revolution in Uganda, the Ministry of ICT and National Guidance continues to guide the Ugandan people on the various ways technology is being leveraged to drive development and enhance their lives. This magazine is a tell all about our journey with Technology so far and a look into the window of what is in store for the generations of Ugandans that will follow.

For God and My Country

Hon. Joyce Nabbosa Ssebugwawo
Minister Of State For ICT
Ⓧ @hon_ssebugwawo

In today's dynamic world, change is a constant in our lives, driven by the people who determine the rate at which change is adopted or how fiercely it is rejected.

The Ministry has adopted an approach to educate and facilitate the integration of technology into daily life, fostering an environment where technological advancements are not seen as daunting or disruptive, but rather as opportunities for growth and improvement.

Through a host series of community-based initiatives such as workshops, seminars, and hands-on training sessions, the Ministry aims (and has continued) to demystify technology and demonstrate its practical benefits subsequently equipping individuals with the skills and knowledge they need to thrive in a technology-driven world. With mindset change at the core of our efforts, we aim to mobilize a community of forward-thinking citizens that will establish the foundation of a technologically able generation. Experience our journey through the National ICT Magazine.

For God and My Country.

Hon. Kabbyanga Godfrey Baluku
Minister of State for National Guidance
Ⓧ @KabbyangaB

From the Desk of the
Permanent Secretary

Dr. Aminah Zawedde
Permanent Secretary,
Minister for ICT & National Guidance
(X) @azawedde

> *In Uganda, our ICT sector isn't just a sector— it's a symbol of dynamism and progress. It's driving economic growth, fostering inclusivity, and revolutionizing the way we connect, transact, and communicate.*
> "

Uganda's ICT Sector Driving Socio-Economic Transformation

In Uganda, Information and Communications Technology (ICT) is recognized by the Government as a critical pillar for driving socio-economic growth and transformation. By understanding the essential role of ICT in enhancing service delivery, promoting a competitive economy, and ensuring inclusive growth, Uganda has made significant progress in leveraging technology for national development.

The Impressive Performance of Uganda's ICT Sector

In recent years, Uganda's Information and Communication Technology (ICT) sector has demonstrated significant dynamism and progress, driving economic growth, fostering inclusivity, and revolutionizing how Ugandans connect, transact, and communicate. The industry contributes significantly to the national economy, with an estimated 9% of GDP attributed to ICT activities. Moreover, it employs approximately 2.3 million people, highlighting its role as a critical driver of employment and livelihoods. From rapid internet adoption to pioneering financial inclusion initiatives, the nation's journey towards digital transformation is remarkable.

Rapid Digital Adoption:

Uganda's embrace of digital technologies is evident in its significant increase in internet traffic, which surged by 51% from 2022 to 2023. With over 34.3 million phone subscriptions and 27 million internet subscriptions, the nation has demonstrated widespread access to mobile communication and a growing demand for online connectivity and services.

Financial Inclusion Revolution:

Mobile money services have emerged as powerful tools for enhancing financial inclusion. With 37.3 million accounts and a transaction value of UGX 61.8 trillion, this revolution underscores the transformative potential of digital technologies in reshaping financial services and driving economic growth from the grassroots level.

Connectivity Expansion

Uganda is on the brink of a connectivity revolution, with both fixed and mobile subscriptions witnessing an 8% year-on-year increase. Broadband subscriptions have reached 23.7 million, translating to 55 internet connections for every 100 Ugandans. These developments lay the groundwork for a digitally inclusive society and pave the way for further innovation and growth.

Infrastructure Development

The expansion of Uganda's Optic Fiber Cable (OFC) network, covering 39% of districts, forms the foundation for reliable and high-speed internet connectivity, essential for driving digital innovation and empowering communities. Efforts to improve digital broadcasting have also yielded remarkable results, ensuring increased coverage for Digital Terrestrial TV and radio signals, thus enhancing access to diverse and informative content.

Launch of the Digital Transformation Roadmap with the Vice President of Uganda, H.E Jessica Alupo, former UNDP Country Representative Elsie Attafuah, Ministers Dr. Chris Baryomunsi, Hon. Joyce Ssebugwawo and partners

Modernizing Services

The deployment of an E-Post Digital platform at postal offices marks a significant milestone in modernizing postal services, enhancing efficiency, enabling secure communication, and facilitating seamless transactions. Additionally, satellite TV equipment installation in rural communities provides access to educational, informational, and entertainment content, bridging the digital divide.

Vision for the Future

In 2023, the Ministry of ICT and National Guidance unveiled Uganda's Digital Transformation Roadmap, a comprehensive five-year plan (FY2023/24-2027/28) to accelerate the nation's digital revolution. The roadmap focuses on five key pillars: skills development, digital services, cybersecurity, innovation and entrepreneurship, and the necessary enabling environment and infrastructure.

The government's objective is to provide all citizens, regardless of their social status, with access to digital services and to equip public service employees with the necessary skills for effective service delivery. Another key goal is to connect 90% of Ugandan households to the Internet by 2040 and to encourage the widespread adoption of online government services.

These initiatives reflect Uganda's unwavering commitment to advancing its digital agenda. By harnessing technology to foster sustainable development, the aim is to ensure that every citizen benefits from the digital revolution.

Key Statistics and Figures

51%
2022 - 2023

Internet Traffic
National data usage increased from 91.4 million GBs in March 2022 to 138.5 million GBs in March 2023 (51%).

8%
Increase in Subscriptions

Phone Subscriptions
Increase in **Fixed** and **Mobile Phone Subscriptions**

23.7m
Broadband Subscriptions

Broadband Subscriptions
Translatng to **55 Internet Connections** for every **100 Ugandans**

37.3m
Mobile Money Accounts

Mobile Money Services
with **37.3 Million** accounts and a transaction value of **UGX 61.8 Trillion**

39%
OFC Coverage

Government Optic Fibre Cable
4,353.87km of OFC meticulously laid across 57 out of 146 districts 39%)

Revolutionalizing Communication

by Mr. Moses Watasa

Commissioner Communication & Information Dissemination
Ministry of ICT and National Guidance

@MosesWatasa (X)

Communication is crucial for the effective functioning of any organization, particularly at the governmental level. It ensures that internal and external stakeholders can be mobilized to achieve common objectives. In the context of Government, seamless operations and efficient service delivery depend on continuous and effective communication among branches such as the executive, legislative, and judicial arms.

Despite the diversity within a government structure, it operates as a unified entity aimed at delivering services to the populace, guided by national development frameworks like Vision 2040 and National Development Plans (NDPs) such as NDPIII. As NDPIII concludes and preparations for NDP IV commence, clear communication becomes even more vital. Modern governance, which focuses on program-oriented approaches rather than sector-specific ones, requires robust inter-ministerial coordination to ensure effective implementation of programs that enhance service delivery in sectors like education, health, and poverty alleviation.

Uganda's NDP III emphasizes significant investment in the ICT sector to improve livelihoods and create jobs. The Digital Uganda Vision (DUV) was developed to accelerate digital transformation and support various economic sectors. As of 2023, Uganda's ICT sector contributed over 9% to the national GDP and employed over 2.3 million individuals.

Through Digital Uganda Vision, the Digital Transformation Roadmap asserts that the Government should deliver efficient & effective communication which supports implementation of its policies, programs and priorities. Enabling understanding and participation in implementation, for inclusive service delivery, and enhanced livelihoods up to the community level.

The Digital Transformation Roadmap, further emphasizes how efficient and effective communication is essential for implementing government policies, programs, and priorities. It fosters understanding and participation, enabling inclusive service delivery and enhanced livelihoods at the community level. The government also aims to be proactive in gathering, packaging, disseminating information, and acting on feedback, particularly from citizens, to improve service delivery.

Effective communication is key to engaging and preparing stakeholders, including local communities, for developmental projects.

By proactively informing these stakeholders about the objectives, benefits, and impacts of initiatives such as infrastructure development or the Parish Development Model (PDM), the government can foster transparency, collaboration, and stakeholder engagement. This, in turn, enhances the efficiency of service delivery and empowers individuals and communities to actively participate in and benefit from sustainable development initiatives.

The NRM Government has strongly supported the Ministry of ICT and National Guidance, as reflected in the Party's Manifesto, which advocates for ICT, connectivity, creating opportunities, and wealth creation. The establishment of the ICT Hub is a testament to this support, aimed at empowering young people with innovative ideas by providing them with the necessary facilities to create wealth and jobs.

For these initiatives to succeed, clear and simple messages must be crafted and communicated through appropriate channels to different audience segments. The success of the Parish Development Model (PDM), which seeks to reduce poverty and increase incomes at the household and community level, is a testament to the power of effective communication. The PDM has already outperformed previous poverty alleviation programs.

The field of communication has evolved significantly over the past few decades. Traditional media such as radio and newspapers, once state-owned and limited in number, have given way to digital media. The Government Communication Policy now promotes digital uptake through the growth and penetration of digital support infrastructure. Digital communication is preferred for its instant message delivery and feedback capabilities.

Currently, Uganda has over 13.30 million internet users, with an internet penetration rate of about 27%. Between January 2023 and January 2024, the number of internet users increased by 1.2 million (+10.3%), and there are over 2.60 million active social media users.
With 34.3 million active cellular mobile connections, equivalent to 67.7% of the population, Uganda is on the right track in digital uptake.

Efforts to increase digital usage by citizens include the continued development of fiber infrastructure, which is expected to reduce data prices. The government is also focusing on content development, production, and dissemination, with a strong emphasis on digital media.

In 2022, the Ministry of ICT and National Guidance in Uganda appointed a 14-member task force, led by Prof. Arthur Sserwanga, to streamline government communications post-COVID-19.

The task force promptly got to work, collaborating with the Ministry to review the communication policy.
They have also organized vital training sessions for government communication officers, emphasizing digital strategies such as effective social media engagement, online reputation management, and addressing misinformation.

To make digital services more accessible, efforts are underway to reduce the cost of data and the average price of smartphones to between UGX 60,000 and UGX 100,000.
Despite these achievements, challenges such as high internet prices, expensive smartphones, and digital illiteracy persist.

The Ministry of ICT and National Guidance remains committed to providing strategic leadership and supervision in information, communications, technology, and national guidance for sustainable development.

The ministry acknowledges the contributions of its partners and everyone involved in the transformative journey toward increased digital uptake and efficient communication in Uganda.

Population

45.5 Million
Total Population

81% Under 35 years
53% Under 18 years

Media Consumers

24.6 Million
Active Media Users

vs Population
54% (Total) | **96%** (15+)

8 Million
Social Media Users

vs Population | **18%**
vs Media Users | **33%**

Media Landscape

89.2%
RADIO

39.1%
TV

16.9%
INTERNET

10.8%
NEWSPAPERS

E-Governance

A Catalyst for Good Governance

By Pearl Natamba

Communications Officer | Ministry of ICT and National Guidance

🅧 @ask_umura

The journey towards e-governance in Uganda has not been without challenges. Initial obstacles included unstable power supply, poor internet penetration, a lack of skilled IT personnel, and general citizen digital illiteracy.

Additionally, insufficient equipment and limited internet usage in government offices hindered early efforts. However, through consistent modernization of ICT infrastructure and the creation of regulatory and institutional frameworks, these challenges are being addressed.

The Ministry of Information and Communications Technology and National Guidance, established in 2006, has played a crucial role in promoting digital services. Uganda's ranking on the E-Government Development Index has improved by over 5%, reflecting the government's efforts to embrace e-governance and improve service delivery.

Notably, many e-government platforms, such as the Parish Development Management Information System, the Electronic Government Procurement System and the Education Management Information System, are locally developed by Ugandans and fully utilized by Ugandans. This highlights the government's commitment to embracing homegrown solutions and reflects the country's dedication to self-reliance and innovation in public service delivery.

Key systems and their performance metrics include:

Electronic Government Procurement System (e-GP)

36
Entities
use the e-GP

8,090
Suppliers
Registered

14,807
New Registrations

13,579
Procurements
at solicitation stage

7,895
Procurements
Advertised

5,718
Procurements
Successful, under
contract management

4,940
Micro Contracts

2,358
Macro Contracts

4,077
Call off-orders

42
System
Employees

Education Management Information System (EMIS)

11,000,000
Learners
Registered
Over 11,000,000
Learners Registered

145,000
Teaching Staff
Over 145,000

45,000
Institutions
Education
Institutions
with Accounts

33
System
Employees

Online Business Registration System (OBRS)

13,839

Businesses Registered

18,128

Account Holders

112,913

Documents Processed

102

System Employees

e-Visa System

138,000

e-visas Issued in 2022

$6.9m

Revenue Generated in Tourism

27

System Employees

Electronic Post Services (e-Posta)

100

Branches

Used at over 100 Branch Offices

76,799

Postal Boxes Digitized

102

System Employees

Electronic Document Records Management System (EDRMS)

Being rolled out to Ministry of Public Service, Ministry of ICT&NG, Ministry of Trade Industry and Cooperatives, Uganda Retirement Benefits Regulatory Authority.

Integrated Health Management System (IHMS)

Implemented in 10 referral hospitals and 3 regional hospitals. All health facilities are scheduled for enrollment by end of 2024.

Program Budgeting System (PBS)

Successfully implemented across all government MDAs improving planning and budgeting across all sectors; enabling better cost management and increased saving of taxes.

More on E-Governance

Hon Dr. Chris Baryomunsi and NITA-U Executive Director Hatwib Mugasa announcing the reduction in internet prices.

On November 3, 2022, the Ministry of ICT and National Guidance of Uganda marked a pivotal moment in its e-governance journey with the signing of a Memorandum of Understanding (MoU) alongside the Estonian Centre for International Development (ESTDEV). This strategic partnership aims to fortify collaboration between the two nations in advancing e-governance capabilities.

The MoU, signed by Dr. Aminah Zawedde, Permanent Secretary, Ministry of ICT and National Guidance, and Mrs. Katrin Winter from ESTDEV, outlines a roadmap for joint initiatives. It encompasses developing ICT architecture, promoting best practices, and fostering innovative projects within Uganda's public sector.

Dr. Aminah Zawedde and Katrin Winter after signing the MOU between the Ministry of ICT and National Guidance and Estonia Centre for International Development.

Shortly after this milestone, Dr. Zawedde led a delegation to a prestigious e-governance conference in Tallinn, Estonia. At the conference, she highlighted Uganda's strides in e-governance, including a 50% reduction in internet bandwidth costs and connecting 1,466 government agencies to the National Backbone. Dr. Zawedde emphasized the importance of collaborative efforts and innovative e-governance policies for achieving sustainable and inclusive digitization.

Dr. Aminah Zawedde with the Uganda delegation at the E-Governance Summit in Tallinn, Estonia 2023

Estonia, recognized globally for its advanced digital governance systems, has been a pioneering force in transforming public service delivery and citizen engagement through digital solutions. By leveraging partnerships with Estonia and other leaders in e-governance, Uganda aims to accelerate its digital transformation agenda. Such collaborations not only bring shared technological expertise and best practices but also facilitate a vibrant exchange of ideas that can drive nationwide sustainable development and inclusive governance practices.

The partnership between Uganda and Estonia, solidified by the MoU and enriched by insights from the Tallinn conference, represents a significant step forward in Uganda's e-governance evolution.

With the Ministry of ICT and National Guidance spearheading the replacement of imported systems with homegrown applications, Uganda is set to achieve cost savings, improved efficiency, and the nurturing of local capacity. This commitment is reflected through the development of the Digital Transformation Roadmap, positioning the nation as a leader in digital governance in Africa.

PARISH
DEVELOPMENT
MANAGEMENT
INFORMATION
SYSTEM

PDMIS

A Path to Prosperity Through PDMIS

by Jessy Ofwoni

Senior Communications Officer
Ministry of ICT and National Guidance

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H.E President Yoweri Kaguta Museveni launching the Parish Development Model (PDM) in Kibuku District in 2022

In the quest for sustainable development and poverty alleviation, Uganda's Parish Development Model (PDM) shines as a beacon of hope, offering a transformative approach rooted in community empowerment, decentralization, and holistic progress. As the nation grapples with socio-economic challenges, the PDM stands out for its potential to unlock a myriad of benefits, paving the way for inclusive growth, social equity, and resilient communities.

Parish Development Model (PDM) is a strategy by the Government of Uganda aimed at organising and delivering the public and private sectors out of poverty through the creation of employment opportunities at the lowest economic planning unit, the Parish. The Parish Development Model (PDM) is the last mile strategy for service delivery by the Government of Uganda to improve the incomes and welfare of all Ugandans at the household level. This intervention is an extension of the whole of Government approach to development as envisioned in the NDP-III.
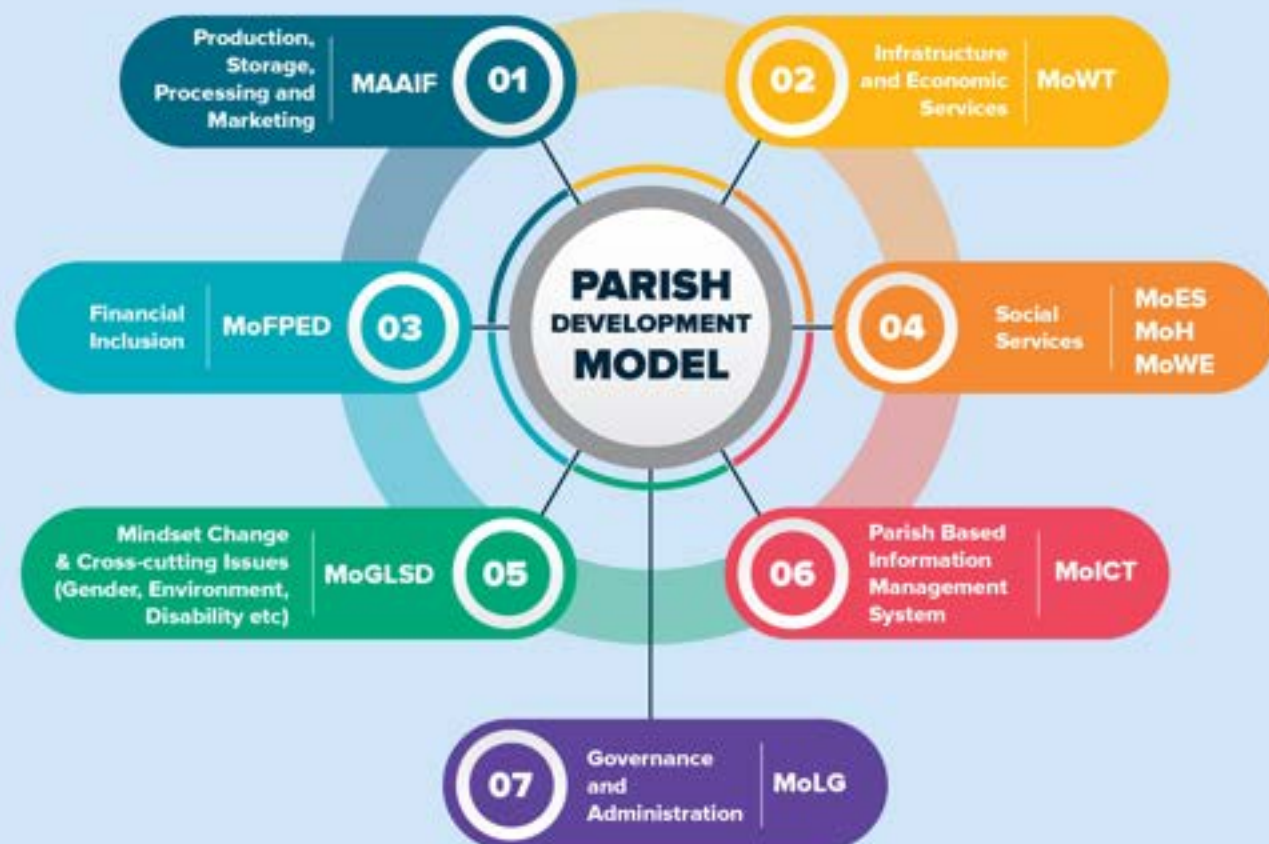
Successful implementation of the model would eventually contribute to the Uganda Vision 2040 which envisions "a transformed Ugandan society from a peasant to a modern and prosperous country" and hence the realization of the third National Development Plan (NDP III) which prioritizes inclusive growth, employment and sustainable wealth creation at household level.

PDM was approved by the Parliament of the Republic of Uganda as a delivery mechanism for transitioning 39% of households from subsistence economy to the money economy starting July 1, 2021. This intervention was developed to address some of the challenges faced by earlier government projects, such as the Youth Livelihood Programme (YLP), and Uganda Women Empowerment Programme (UWEP), which registered low coverage at the Parish level and lacked a direct link to the country's industrialisation and food security agenda.

The President simultneously launched the Parish Development Model project and the Parish Development Management Information System on February, 26 2022 in Kibuku District. The PDM is premised on seven pillars; Agriculture Value Chain Development, Infrastructure and Economic Services, Financial Inclusion, Social Services, Community Mobilisation and Mind-set Change, Parish-Based Management Information System, Governance and Administration.

The 7 Pillars of the PDM with the Key Actors

01 — Production, Storage, Processing and Marketing — MAAIF

02 — Infratructure and Economic Services — MoWT

03 — Financial Inclusion — MoFPED

04 — Social Services — MoES, MoH, MoWE

05 — Mindset Change & Cross-cutting Issues (Gender, Environment, Disability etc) — MoGLSD

06 — Parish Based Information Management System — MoICT

07 — Governance and Administration — MoLG

PARISH DEVELOPMENT MODEL

ℹ
MAAIF | Ministry of Agriculture, Animal Industry and Fisheries.
MoWT | Ministry of Works and Transport
MoFPED | Ministry of Finance, Planning and Economic Development
MoES | Ministry of Education and Sports
MoH | Ministry of Health

MoWE | Ministry of Water and Environment
MoGLSD | Ministry of Gender Labour & Social Development
MoICT | Ministry of ICT & National Guidance
MoLG | Ministry of Local Government

PDM S
PARISH DEVELOPMENT MANAGEMENT INFORMATION SYSTEM

Hon. Dr. Chris Baryomunsi at the launch of the PDMIS.

The PDMIS, which is being rolled out by the Ministry of ICT and National Guidance is currently being used to implement the Financial Inclusion System (FIS) in collaboration with the Ministry of Finance, Planning and Economic Development (MoFPED), the Registration model which captures data of communities and household profiles. The PDMIS is outfitted with two additional modules, the Citizen Participation Information System and a Monitoring and Evaluation system.

As we embrace the transformative power of technology, let us remember that the journey towards sustainable development is a collective endeavour. By fostering collaboration, innovation, and unwavering dedication, we can build a brighter tomorrow for generations to come.

Parish Development Model Information System (PDMIS)

22,118,649	797,364	UGX 779.595 Bn	33,624
Registered Population	**Beneficiaries**	**Funds Disbursed**	**System Employees**
22,118,649 individuals from **7,468,814** households	from **151,718** Enterprise groups	out of UGX **1.058** Trillion capitalized.	

Bridging The Digital Divide Through Skilling

by Sandra Abwin

Administration Associate | National ICT Innovation Hub

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As Uganda charts its course toward a digitally empowered future, the significance of this transformative journey cannot be overstated.

Digital skilling is not merely about acquiring technical knowledge but about unleashing the latent potential within individuals and communities. From the corridors of education to the bustling sectors of industry, digital skilling catalyzes innovation, productivity, and growth.

At the forefront of this revolution stands the Ministry of ICT and National Guidance, a beacon of vision and leadership. Through strategic initiatives and unwavering commitment, the Ministry spearheads efforts to equip Ugandans with the essential skills to thrive in the digital age.

The Digital Skilling Programs have had 9,666 participants of which 5,785 were Male and 3,829 were female.

Central to this mission is the Uganda Institute of Information and Communications Technology (UICT), an oasis of learning and innovation.

With a dedication to excellence and a focus on market-driven training, UICT nurtures a generation of digital pioneers poised to shape Uganda's digital destiny.

Through targeted programs and collaborations, UICT has achieved remarkable milestones:

Capacity Building:

7000 citizens have been trained with basic digital skills across diverse sectors.

Technical Training:

6000 citizens have been trained in specialized courses in the private sector.

Digital skilling for Nakawa women market vendors in 2023 using the Digital Truck.

Certification:
Certifying 272 ICT professionals in cutting-edge fields such as cybersecurity, cloud computing, and data science.

Educator Empowerment:
Enabling 550 teachers to deliver online education curricula, ensuring seamless learning experiences for Uganda's youth.

Workforce Graduation:
Producing 550 ICT- ready graduates ready to contribute to Uganda's digital economy with their enhanced skills and expertise.

Government Empowerment:
Training 183 government cadres to navigate e-government systems effectively, enhancing service delivery and governance.

Innovation Ecosystem:
Fostering innovation through training programs, boot camps, and hackathons, nurturing Uganda's ICT innovation landscape.

Training on the Citizen Participation Information System

Hon. Joyce Ssebugwawo with MTN ACE Phase I graduates, in September 2023.

Through international collaborations with entities like JICA and EON Reality Inc., Uganda is enhancing its ICT industry ecosystem. Academic alliances with institutions such as the University of the Witwatersrand Johannesburg are helping to develop cutting-edge curricula and content.

Industry engagement with ABSA BANK and other key players is providing specialized training in emerging technologies. Additionally, community outreach initiatives with organizations like AFRILTI are improving digital literacy in marginalized communities, promoting inclusivity and empowerment.

Several Memorandums of Understanding (MOUs) have been signed to promote digital skilling in the country.
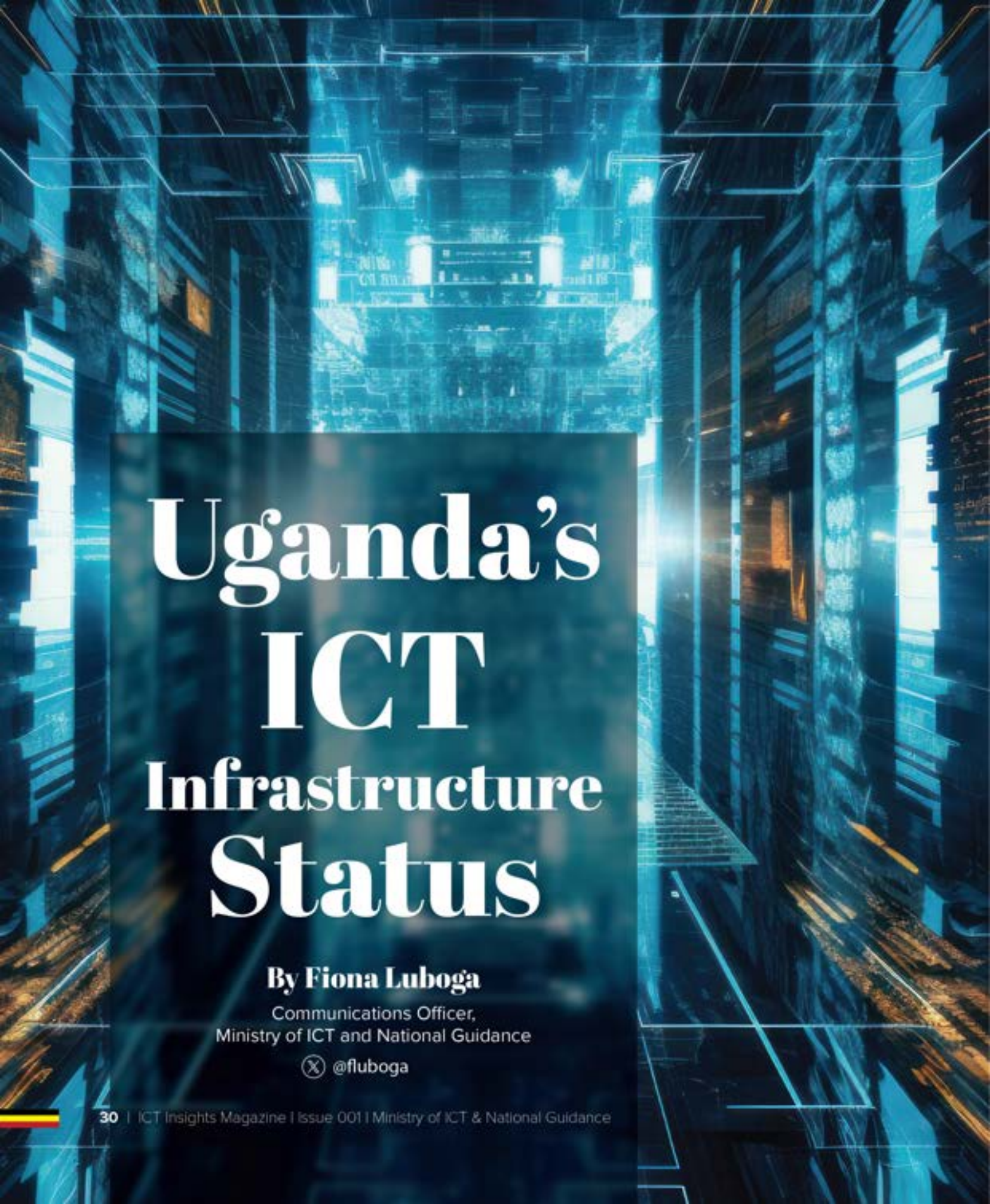These include agreements with:

• **ICDL Africa Limited** to enhance digital skilling,

• **Coursera** to provide online courses and certifications,

• **Estonia Centre of International Development**

to exchange knowledge on national digitization programs,

• **Crossroads Multimedia & Wal-e Visual** for skilling in virtual and augmented reality,

• **Huawei Uganda** to establish an ICT Academy offering training and certification in courses like **5G, AI, Cloud,** and **Security**,

[a] **MTN Uganda** for the National Digital Skilling Program,

• **Refactory Uganda** for ICT innovation and digital skilling, and

• **H3C Corporate** for training on ICT networks.

As Uganda navigates its digital landscape, the Ministry of ICT and National Guidance, in concert with UICT, stands as a beacon of hope and progress.

Through their collective efforts, they empower individuals, drive innovation, and pave the way for Uganda's emergence as a digital powerhouse on the global stage.

Uganda's ICT Infrastructure Status

By Fiona Luboga

Communications Officer,
Ministry of ICT and National Guidance

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NOC engineer showcases network hub in a server rack during a tour of the Mbarara Transmission site

In a remarkable stride towards digital transformation, Uganda is witnessing a monumental expansion in its optic fiber cable (OFC) network, marking a pivotal moment in enhancing connectivity.

With 4,353.87 km of OFC meticulously laid across 57 out of 146 districts, representing a substantial 39% coverage, the nation is poised to bridge the digital divide and usher in a new era of socio- economic prosperity in previously underserved regions.

The landscape of digital broadcasting has witnessed a remarkable evolution, with digital terrestrial TV coverage soaring to 67% and radio signal coverage to an impressive 90%, underscoring Uganda's commitment to embracing cutting-edge technologies and enhancing access to information and entertainment.

Efforts to modernize traditional services have borne fruit, exemplified by the successful deployment of the E-Post Digital platform at the General Post Office (GPO) and 48 Upcountry branches. This digital leap not only streamlines postal services but also lays the groundwork for innovative e-commerce solutions, empowering businesses and consumers alike.
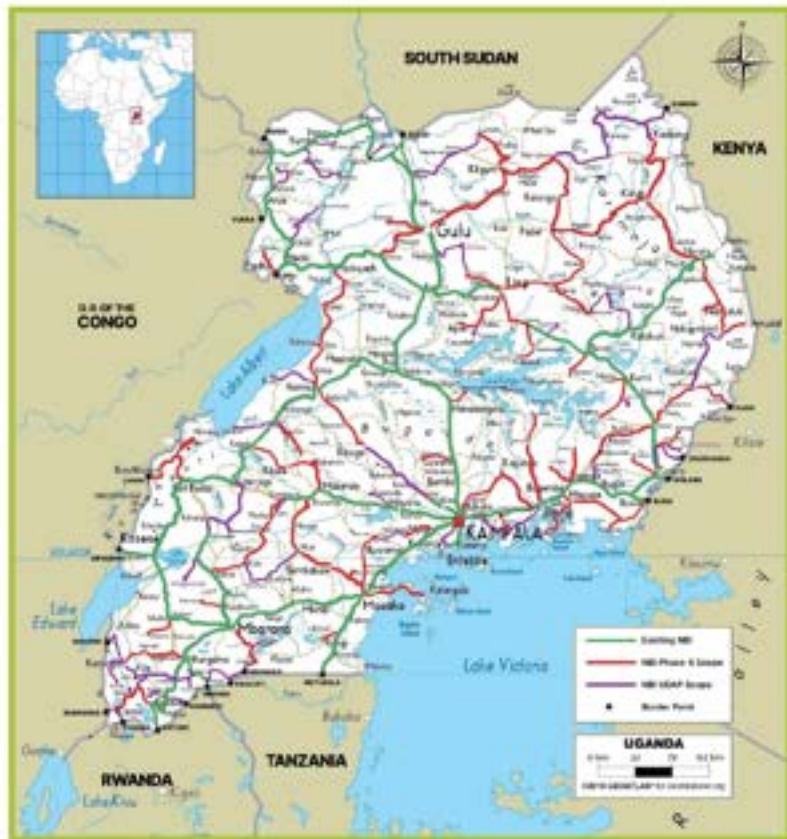
Deployment map for the National Backbone Infrastructure

The support extended by the Government of China has been instrumental in propelling Uganda's digital agenda forward. Under the Ministry of Information and Communications Technology and National Guidance (MoICT&NG), the implementation of the Satellite TV equipment grant, spearheaded by Star Times, has gained significant traction, with satellite equipment installed in 900 villages across the country, bringing digital entertainment and information to even the most remote areas.

In this digital revolution, the Uganda National ICT policy plays a pivotal role, providing a strategic framework for the development and implementation of ICT initiatives across various sectors. With innovation as the compass and collaboration as the cornerstone, Uganda's journey towards a digitally empowered nation is well underway, promising a future of inclusive growth and opportunity for all.

AI
Revolution
Transforming Uganda's Future.

By Sax Agaba

IT Officer E-services | Ministry of ICT and National Guidance

𝕏 @SaxAgaba

Artificial Intelligence (AI) is revolutionizing industries around the world by automating processes, analyzing data, and improving decision-making. In Uganda, AI has the potential to transform businesses and improve the lives of citizens by enabling greater efficiency, innovation, and access to information. Through leveraging AI technologies, Ugandan businesses can streamline operations, optimize supply chains, and enhance customer experiences. AI can also support citizens by providing personalized healthcare solutions, improving access to education, and enhancing government services.

The Ministry of ICT and National Guidance (MoICT&NG), with support from the United Nations Development Programme (UNDP) developed a Digital Transformation Roadmap for Uganda. The roadmap was developed as an implementation tool towards achieving the objectives of the Digital Uganda Vision.

In this roadmap, the Ministry acknowledged adoption and use of AI and emerging technologies as key enablers for digital transformation and development goals.
The Ministry took a number of steps to promote fusion and use of Artificial intelligence.

Dr. Zawedde Aminah the Permanent Secretary of the Ministry of ICT signed a Memorandum of Understanding with Mr. Mwebaze Earnest, The Director of Sunbird Artificial Intelligence (AI) on On 23rd January 2023, geared towards leveraging Artificial Intelligence systems to increase the use of ICT services for Uganda's social and Economic development in accordance with NDPIII.

This AI is already being used as a translation tool in the Citizen Participation Information System (CPIS), and six languages have already been incorporated.
The Sunbird Translate System was built using an open language dataset of 25,000 sentences translated across 6 commonly Spoken languages: English, Acholi, Ateso, Luganda, Lugbara, and Runyankole. This system eases service delivery to citizens by ensuring information is easily comprehended by the intended person. Sunbird has also developed AI systems in Health Care, Agriculture, etc.

Sunbird AI is a non-profit organization registered in 2019 with the goal of developing practical AI systems for social good and in turn generating evidence for decision making and policy through these systems.

The Ministry has been instrumental in formulating policies and strategies, such as the National AI Strategy, to foster AI development and create a favorable regulatory environment encouraging innovation and investment in AI technologies and research. Through this, we have supported the establishment of innovation hubs and incubators that nurture AI startups and projects. These hubs provide resources, mentorship, and funding opportunities to entrepreneurs working on AI solutions.

H.E Yoweri Kaguta Museveni, the President of the Republic of Uganda recognizes ICTs as a significant force driving economic growth. At the 2019 ICT expo, he expressed gratitude to the young innovators who created a robotic prototype of a tractor that will have applications in various sectors, including Agriculture.

By focusing on these areas, the Ministry aims to create an ecosystem that supports the growth and integration of AI technologies, ultimately contributing to the country's socio-economic development. Ultimately, AI has the power to drive economic growth and improve the overall well-being of individuals in Uganda.

Innovating Uganda

The Ministry of ICT's Journey Towards a Digital Innovation Hub

By Winfred Nankanja
Communications Associate | National ICT Innovation Hub

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The Ministry of ICT and National Guidance is actively shaping a thriving digital landscape through strategic partnerships and unwavering commitment. With visionary leadership and support from the United Nations Development Fund, the Ministry has developed a digital transformation roadmap, laying the foundation for Uganda to emerge as a hub of innovation and entrepreneurship.

At the core of this transformation lies the National ICT Innovation Hub, a vibrant facility in Nakawa where 49 innovators are bringing their dreams to life. This ecosystem is supported by the National ICT Initiatives Support Programme (NIISP), which has awarded innovation grants to 132 visionaries and established regional Innovation Hubs in Soroti, Muni, and Kabale.

The Ministry's efforts have resulted in the development and deployment of locally created eGovernment systems. From the Parish Development Model Information System to the Integrated Health Management Information System (IHMIS), and Electronic Government Procurement System (EGP) these solutions streamline processes, enhance efficiency, and empower citizens with seamless access to essential services.

Strategic partnerships with esteemed organisations such as UNDP, H3C Corporate, JCSE, Refactory Uganda, Huawei Uganda, Centenary Technology Services, MTN Foundation, StartHub Africa, Sunbird AI, ICDL Africa Limited, Coursera, Estonia Centre of International Development, JICA, and The Innovation Village have further accelerated Uganda's ICT landscape's evolution.

> **"**
>
> **Uganda has been a hub of diverse talents and ideas. We also pose the fact that we are educated and we are hospitable people, therefore, we must be able to adapt because Uganda is a platform to showcase technology and digital transformation and, in the race, to foster opportunities globally, the Ministry of ICT is committed to ensuring that such opportunities are fully utilised,"**
>
> Dr. Aminah Zawedde
> At the Uganda Innovation Week 2023.

HUB USAGE
2022-2023

Males: **10,317**
Females: **6,201**
Pwds: **81**

The Wall of Fame displaying the innovators at the National Ict Innovation Hub

Electric Commuter Buses. An innovation by Kiira Motors.

Additionally, collaborative projects with esteemed organisations and the enactment of the Free Open-Source Software Policy and the Data Protection and Privacy Act underscore the Ministry's commitment to driving innovation while championing local content development and individual privacy rights.

Looking ahead, the Ministry is forging ahead with ambitious projects and strategic partnerships, including initiatives to bolster Uganda's software sector's competitiveness and drive sustainable growth and innovation in the ICT ecosystem.

Furthermore, the Ministry, in collaboration with its partners, has conducted over 1000 training sessions to skill start-ups for growth and is preparing to host the very first Uganda Developer Summit organised by Refactory creating an expo for software development within the country to attract investment

Participant during the Sci-Tech Expo 2023 experiencing the virtual reality glasses

The National ICT Innovation HUB located in Nakawa, Kampala.

MINISTRY OF ICT & NATIONAL GUIDANCE
A Knowledge and Productive Society driven by ICT & National Ideology

NATIONAL ICT INITIATIVES SUPPORT PROGRAM (NIISP)

GUIDELINES

FOR SUPPORT TO

INNOVATORS

PRISMS

Utilizing ICT for Clinical Decision Support and Quality Improvement in Newborn Care in Africa

By Martin Mukama | PRISMS

Africa is grappling with a shortage of healthcare workers. This is evidenced by a doctor-to-patient ratio of 1:3,000 compared to the World Health Organization's recommended ratio of 1:1,000. This scarcity is more pronounced in specialized fields like surgery, dermatology, and pediatrics, among others. The concerning lack of healthcare professionals in newborn care raises questions about who is providing care for sick newborns, especially in Low and Middle-Income Countries (LMICs) like Uganda, where 90% of global neonatal mortality occurs. Understanding this challenge led to Protecting Infants Remotely by SMS (PRISMS) genesis.

PRISMS was developed in 2014 with the support of CAMTech Uganda, a medical innovation hub, and the Ministry of ICT and National Guidance (MoICT & NG).

PRISMS is a digital neonatal clinical care technology designed for use by trained health providers in the management of at-risk and sick newborn babies. It provides a framework for newborn clinical assessment, uses clinical assessment findings to suggest management plans, and presents quality of care data for quality improvement.

Martin Mukama of PRISMS, receives funding from the MoICT.

A nurse uses the PRISMS Tech to monitor the health of babies.

In 2018, PRISMS received funding from the MoICT & NG. This funding supported the PRISMS team in registering a start-up called E-Wall Technologies Company Limited to commercialize the technology and conduct a Randomized Controlled Trial to build additional clinical evidence. By 2020, as an entity, we had demonstrated that PRISMS played a significant role in reducing in-facility neonatal mortality. The initial funding from MoICT&NG also enabled us to expand our partnerships with various health implementers since we were now legally registered.

Additionally, the MoICT & NG has been instrumental in increasing our visibility both nationally and internationally. In 2022, the PRISMS team was among the five innovators selected by MoICT&NG to exhibit at the Dubai Expo Innovation Week, 2020, opening doors to international partnerships.

The impact of PRISMS has been significant, with more than 155,000 newborn assessments conducted in 62 Ugandan health facilities. In facilities where PRISMS was utilized 80%, in-facility neonatal mortality dropped by more than 20%. More than 200 health workers have also been trained in PRISMS utilization and related programs like Healthy Babies Survive (HBS). The technology has expanded beyond Uganda, with implementation in

Tanzania. In a recent dissemination in Tanzania, after one year of PRISMS utilization in two facilities, in-facility neonatal mortality was reduced by 45% and 23.2%, respectively. We are excited to announce the deployment of PRISMS in South Sudan starting August 2024.

The success of PRISMS would not have been possible without the support of various health implementing partners like Doctors with Africa CUAMM, Baylor Children's Organization, and Save the Children International, among others. Their collaboration and contributions have been instrumental in driving the positive outcomes seen in neonatal care across different regions in Uganda.

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State Minister for Health, observes a demonstration of the PRISMS technology.

Safeguarding Intellectual Property

By Shirley Gladys Nakyejwe
Senior IT Officer Research and Development Department
Ministry of ICT and National Guidance

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Dr. Aminah Zawedde and Mercy Kainobwisho, Registrar General & CEO of URSB, unveiling the Intellectual Property Management Toolkit at the Intellectual Property Conference.

Imagine a world without your favorite songs, iconic logos, or innovative technologies. Creativity would be stifled, and ideas would not be protected. Intellectual property (IP) rights safeguard these intangible assets, encourage innovation, and drive economic growth. In Uganda, as in many countries, understanding and valuing IP is essential for creators and innovators to thrive.

Intellectual property (IP) rights are crucial for protecting and promoting creativity and innovation in Uganda. IP encompasses various creations, including inventions, literary and artistic works, designs, symbols, names, and images used in commerce. These creations are protected by Intellectual Property Rights (IPRs), which grant exclusive rights to the inventor or creator for a specified period.

Common IPRs include copyrights, trademarks, patents, and industrial designs. Copyrights grant exclusive rights to creators for their literary and artistic works, while trademarks distinguish the goods or services of one enterprise from those of others. Patents and utility models protect inventions, and industrial designs cover an article's ornamental or aesthetic aspect. Trade secrets are also part of IP, kept confidential, licensed, or sold.

To date, Uganda has made significant strides in protecting IP. The Uganda Registration Services Bureau (URSB) oversees the registration and enforcement of IPRs at the national level. Uganda is also a member of the African Regional Intellectual Property Organization (ARIPO), which supports IP protection in its member states.

An analysis of the 2023 Uganda Registration Services Bureau (URSB) report reveals a disparity within Uganda's intellectual property (IP) landscape. Trademark filings present a promising outlook, with over 12,000 applications submitted. This significant increase signifies a growing recognition among Ugandan businesses of the importance of brand protection, fostering a more competitive and brand-conscious marketplace.

The Ministry of ICT & National Guidance is crucial in promoting innovation and protecting IP in Uganda. Through training, sensitization, and guidance, the Ministry helps innovators understand the importance of IP and provides support for registering and enforcing IP rights.

Management of IPRs requires a multidimensional approach aligned with national laws and international treaties.
The Ministry of ICT & National Guidance is drafting Intellectual Property Guidelines and implementation strategies to ensure the proper handling and management of IPRs for locally developed systems, applications, and innovations in the ICT sector.

Patent applications, however, tell a contrasting story. With only 52 filings in 2023, Uganda lags behind in cultivating a robust innovation ecosystem. This data underscores the need for strategic interventions to address this disparity.

While Uganda's overall ranking of 121 out of 132 in the 2023 Global Innovation Index (GII) report may appear unfavorable, it indicates a slight improvement compared to previous years. This modest progress and the positive trend in trademarks suggest Uganda is on the correct trajectory.

As Uganda continues to embrace innovation, protecting IP will be key to unlocking its creative potential. By valuing and safeguarding their intangible assets, Ugandan innovators and creators can benefit commercially and contribute to the country's economic growth and development.

Lynette Kukunda from Uganda Registrations Service Bureau providing IP guidelines during the IP Clinic for innovators

NATIONAL ICT JOB FAIR 2023

MINISTRY OF ICT & NATIONAL G...
A Knowledge and Productive Society driven by ICT & In...

Fostering Youth Employment

By Hillary Turyasingura

Communications Officer | Ministry of ICT and National Guidance

@HillaryTuryasi1 Ⓧ

The Ministry of ICT and National Guidance organizes the annual National ICT Job Fair, which aims to facilitate connections between young professionals in the field of ICT and potential employers, while also highlighting various job opportunities, internships, apprenticeships, and training programs within the dynamic ICT industry.

The most recent edition took place from the 17th to the 18th of October 2023 at the Kololo Independence Grounds.

Organized under the theme "Navigating the Digital Horizon", the 2023 National ICT job Fair was presided over by His Excellency the President of the Republic of Uganda Yoweri Kaguta Museveni who was the guest of honor at an exhibition of over 77 companies and over 1000 participants.

The President reiterated that if well utilized, the digital space can improve the quality of life in Uganda. He further commended Huawei for their support adding that his invitation in the early 2000s for Huawei to start work in Uganda has paid off.

While speaking at the event, The Minister of ICT and National Guidance, Hon. Chris Baryomunsi mentioned that over 10,163 opportunities had been registered, including:

- 1626 jobs
- 274 internships
- 554 apprenticeships
- 7709 training/scholarship opportunities had been offered.

This event showcased several success stories just a year after the inaugural job fair. Huawei's Managing Director in Uganda, Mr. Sunrise Xie, announced that they offered 15 internship positions to attendees, all of whom are now full-time employees at Huawei.

Mr. Sunrise Xie expressed the company's commitment to offering more internship opportunities and providing 500 free quotas for advanced ICT technologies training to those who register with Huawei. He emphasized the potential of ICT to drive Uganda's economic development and improve people's well-being, advocating for the development of a technologically empowered Uganda.

Huawei has collaborated with 15 universities in Uganda to establish ICT academies aimed at training Ugandans. Every year, they train approximately 50,000 individuals in cutting-edge ICT technologies at no cost. The company also sponsors students from the ICT academies to participate in global ICT competitions, where Ugandan teams have achieved notable success.

"Each year, we train about 50,000 Ugandans in the most advanced ICT technologies at no cost. We organized students from the ICT Academy to participate in the global ICT competition. In May 2023, there were four teams from Uganda that participated in the global ICT competition in China. The four teams won the second prize in the competition among more than 500 universities from 16 countries," Mr. Sunrise Xie said.

The Uganda Institute of Information and Communications Technology also provided free short courses in Information Technology to interested participants at the job fair.

With significant accomplishments within just two years of its inception, the National ICT Job Fair, designed in collaboration with the Ministry of ICT and National Guidance, has proven to be a valuable initiative. Embracing such events contributes directly to addressing youth unemployment challenges in Uganda today.

His Excellency the President of Uganda, flags off the Nationa ICT Job Fair, 2023.

What is
Business Process Outsourcing?

By Hellen Kyamazima
Communications Department | Ministry of ICT and National Guidance

Ⓧ @HellenNunu

Business Process Outsourcing (BPO) involves acquiring external services from third-party providers to enhance internal applications. This occurs across civil society, private, and public sectors, both onshore and offshore, aiming to boost efficiency and effectiveness through innovative solutions. In Uganda, BPO aligns with strategic objectives to use ICT for job creation and poverty reduction, as outlined in the National Development Plan III, Uganda Vision 2040, and other government frameworks.

In recent years, Uganda has emerged as a thriving hub for BPO, attracting global attention for its cost-effective solutions, skilled workforce, and favorable business environment. As companies worldwide seek to streamline operations and reduce overhead costs, Uganda has positioned itself as a strategic destination for outsourcing various business functions.

With its burgeoning BPO industry, the country offers diverse services, including customer support, IT services, finance and accounting, human resources, and more. This diverse portfolio and a highly educated and multilingual workforce have made it an attractive choice for outsourcing partners seeking quality services at competitive rates.

The Information Technology, and the Information Technology Enabled Services (ITES) sectors in Uganda have attracted both local and foreign companies to invest in sectors that provide services to indigenous and international communities. The Uganda Business Process Outsourcing body has partnered with organizations such as the International Trade Centre, Korea SMEs and Startups Agency, Uganda Investment Authority, Uganda Export Promotion Board among others.

The success of Uganda's BPO industry can be attributed to the fact that the country boasts a large pool of skilled professionals with expertise in various sectors with a workforce that is adept at delivering high-quality services tailored to meet the specific needs of clients across different industries while benefiting from favorable government policies and incentives designed to promote foreign investment and stimulate economic growth.

Innovators and Business Process Outsourcing (BPO) practitioners that were selected to represent Uganda during the Innovation Week at the Dubai Expo 2020

Pro-business regulations, tax incentives and infrastructure development initiatives have created an enabling environment for BPO companies to thrive and expand their operations.

Uganda offers strategic advantages such as language proficiency, cultural compatibility and geographical proximity to key markets. Its time zone alignment with major business centers facilitates real-time communication and collaboration, enhancing efficiency and productivity for outsourcing partners.

Last year, the Ministry of ICT and National Guidance (MoICT&NG), alongside the Business Process Outsourcing (BPO) and Innovation Council, visited the Republic of the Philippines for a BPO study visit in a delegation led by the Hon. Dr. Chris Baryomunsi and PS Dr. Aminah Zawedde.

The BPO study tour was mainly conducted to provide an opportunity for the Uganda team to learn from the best BPO practices in the Republic of the Philippines providing a platform for networking with other Government leaders, industry practitioners, and experts whose significant contributions have shaped the development of the BPO industry in the Philippines.

Fortunately, both Uganda and the Philippines have a number of similarities such the fact that they both have a high level of English proficiency, both countries have a relatively young population, and both have government support for the Development of BPO, all of which are crucial requirements for BPO to thrive in any economy.

It should be noted that the Republic of the Philippines is one of the BPO market leaders with a BPO industry that contributes nearly $30 billion annually to the economy. It is estimated that 1.3 million Filipinos were employed in over 1000 BPO companies in 2019, with a growth trend of 8-10% yearly.

The Philippines is estimated to hold 10-15% of the global BPO market, and its services are oriented to its former colonial power, the USA.

Ministry of ICT Leadership, BPO and Innovations Council members and the Department of Information and Communications Technology (DICT) from the Republic of the Philippines during the study tour in June 2023

The Republic of the Philippines also serves Europe and many other countries, such as Japan, New Zealand, and Australia. This is something that Uganda wants to emulate so as to grow her BPO industry in the coming few years.

However, despite its many advantages, the country's BPO industry faces certain challenges and risks which include; the increasing competition from other outsourcing destinations, cyber security threats, and the need for continuous innovation to stay ahead in a rapidly evolving market.

The dynamics of business process outsourcing in Uganda continue to evolve, driven by a combination of factors including skilled labor, favorable government policies and technological innovation.

As businesses worldwide seek to optimize their operations and drive growth, it stands ready to unlock new opportunities and deliver value-added solutions to its global partners.

BUSINESS PROCESS OUTSOURCING (BPO)

USD **318.8Bn**	USD **128 Million**	**48**	**10,000**
Global BPO	Domestic BPO	Registered Companies	Empoyment Opportunitites
Estimated Value as at 2024.	In Uganda the domestic market is generating 0.04% of Global Market.	Uganda BPO Association Employing over 4,000 Ugandans	(MoICT 2023)

Empowering the ICT Sector through
National Guidance

By Jonah Bakalikwira
Asst. Commissioner National Guidance
Ministry of ICT and National Guidance

In 2006, Uganda transitioned from the Movement system of governance to a multiparty system, marking a new chapter in the nation's political landscape. This shift brought about a renewed focus on unifying Ugandans around a shared vision, emphasizing the importance of national guidance, community mobilization, and mindset change in driving development. Central to this transformation is the ICT sector, a critical component in shaping Uganda's future.

National guidance is crucial in promoting the ICT sector by providing strategic direction. It ensures that ICT initiatives align with national development goals, fostering a cohesive approach to challenges and opportunities. By encouraging broad participation and engagement from all citizens, the government helps create a digital environment where diverse voices contribute to the sector's growth. This inclusivity is vital for expanding internet access, improving digital literacy, and ensuring that digital advancements benefit all Ugandans.

The National elections conducted under a multi-party system where NRM won, formed a government that embarked on shaping the development/transformation trajectory pathways and this also led to the National Guidance Policy, solely built based on 'Kujenga Uganda Tunayotaka' - Building the Uganda we Want.

Government Policy formulation was revolutionized by the Regulatory Based Practice where policies are based on an articulated problem context and a desire to meet a specific Need. This policy is an effort to ensure building Uganda's posterity based on patriotism, National Value system, national pride, National Interest, and Common good.

Mr. Bakalikwira Jonah Asst.Commissioner National Guidance addressing the youth leaders at a youth ideological Camp at St. Charles Lwanga Kasasa SS in Kalungu district.

Community mobilization is another cornerstone of Uganda's development strategy. By engaging citizens and encouraging active participation, the government helps create a digital environment where diverse voices contribute to the sector's growth. The government's efforts to orient citizens towards a shared national interest and common good are particularly relevant for the ICT sector. Embracing patriotism, Pan-Africanism, socio-economic development, and democracy provides a strategic direction for all leaders. This collective effort helps build a robust digital infrastructure, fosters innovation, and supports the development of ICT solutions that address national and local needs.

Mindset change is another aspect that is essential for the successful development of the ICT sector. Despite numerous government initiatives, there remains a significant challenge in understanding and adopting the national ideology. By promoting a culture of innovation and digital literacy, the government aims to overcome these barriers and drive digital transformation. Encouraging citizens to identify their interests, capacities, and competencies in the digital realm empowers them to make informed decisions for their improved well-being. This empowerment is crucial for fostering a vibrant ICT sector where individuals and communities can harness the power of technology to improve their lives.

Through the concerted efforts of national guidance, community mobilization, and mindset change, Uganda is positioned to build a vibrant and inclusive ICT sector, driving the nation towards a prosperous digital future.

Cyber Security

by Sandra Namatovu | Administration Associate
& Imelda Mirembe | Senior Communication Officer
Ministry of ICT and National Guidance

**Cybersecurity isn't Just a Shield;
It's the Sword that Cuts Through Threats, Forging a Path to
Innovation and Prosperity in the Heart of Africa.**

In an era where our lives are increasingly intertwined with digital technologies, cybersecurity emerges as a critical pillar safeguarding nations against malicious cyber threats. In Uganda, the recognition of this importance is reflected in the concerted efforts to fortify its cyber defenses and foster a secure digital environment conducive to economic growth and social development.

Cybersecurity, in its essence, involves protecting systems, networks, and programs from digital attacks that aim to disrupt operations, steal sensitive information, or cause harm. In Uganda, the discourse on cybersecurity extends beyond mere protection—it encompasses a comprehensive strategy involving various stakeholders, policies, and frameworks.

At the forefront of Uganda's cybersecurity architecture stands a multitude of stakeholders, each playing a distinct role in shaping and implementing policies to bolster cyber resilience. From governmental bodies like the Ministry of Information, Communications Technology and National Guidance (MoICT&NG) to regulatory agencies like the Uganda Communications Commission (UCC), a collaborative effort is underway to mitigate cyber risks and enhance security measures.

Central to Uganda's cybersecurity agenda is the National Cybersecurity Strategy 2022-2026, a roadmap crafted through extensive consultations to steer the country towards a digitally empowered future. This strategy delineates key areas of focus, including the building of a safe digital economy, enhancing threat preparedness, fostering a robust cybersecurity ecosystem, capacity building on cyber skills, and fostering international cooperation.

Despite strides in cybersecurity policymaking, Uganda grapples with challenges such as limited ICT literacy, digital divides between urban and rural areas, and vulnerabilities in critical infrastructure. However, these challenges also present opportunities for concerted efforts in education, awareness-raising campaigns, and technological innovation to bridge the gap and fortify the nation's cyber defenses.

Recognizing cybersecurity as a shared responsibility, Uganda emphasizes the active involvement of the private sector, communities, and individuals in adhering to national cybersecurity guidelines and best practices. With a burgeoning entrepreneurial landscape, particularly in the realm of micro, small, and medium enterprises (MSMEs), there's a ripe opportunity to embed cybersecurity principles into business operations and foster a culture of resilience.

Uganda's performance on global competitiveness indices underscores the imperative for continuous improvement in cybersecurity infrastructure and practices. Despite challenges, Uganda's commitment to bolstering its digital resilience sets the stage for a promising future, where technological advancements are balanced with robust cybersecurity measures.

As Uganda charts its course towards becoming a digitally empowered society and knowledge economy, cybersecurity emerges as a linchpin safeguarding its digital aspirations. Through strategic policymaking, collaborative partnerships, and concerted efforts across sectors, Uganda is poised to navigate the complex cybersecurity landscape and realize its vision of a secure and prosperous digital future. In the journey ahead, fostering a culture of cyber awareness, innovation, and resilience will be paramount in shaping Uganda's cybersecurity narrative.

H.E Yoweri Kaguta Museveni awarding Dr. Aminah Zawedde a medal of profound service during the 2023 International Labor Day Celebrations in Namutumba District.

Hon. Joyce Ssebugwawo being awarded Distinguished Order of the Crested Crane second class by President Kaguta Museveni during the Heroes day 2024 celebration

The first National Ict Job Fair at Makerere University in 2022 with the chief guest H. E Jessica Alupo the Vice President of Uganda

Launch of Huawei 2021 ICT Competitions

Dr. Aminah Zawedde participating in a panel discussion during the E-Gov summit in Estonia

The appointment of the Taskforce in 2022 with Hon. Kabbyanga Godfrey, Hon Joyce Ssebugwawo, and Dr. Aminah Zawedde at the ICT Innovation Hub
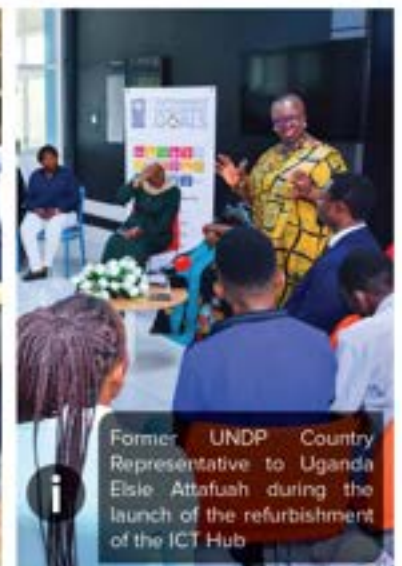
Former UNDP Country Representative to Uganda Elsie Attafuah during the launch of the refurbishment of the ICT Hub

Hon. Godfrey Kabbyanga giving an overview on the National Guidance Policy during the ICT parliamentary committee retreat at Namanve in 2024

Panel discussion during the launch of the Digital Transformation Roadmap in 2023

Launch of the Digital Truck during Women's Day celebrations 2023 at Kololo

Ahunna Eziakonwa, UNDP Assistant Administrator and Regional Director for Africa during a courtesy visit to the ICT Hub

Osbert Osamai from Centenary Technology Services at the launch of the MTN ACE Leap Program

Signing of the MOU Between Ministry of ICT and NG and Centenary Group Board

Minister of state for National Guidance, Hon. Godfrey Kabyanga Baluku experiencing the amazing power of Virtual Reality during POATE 2024.

PS Min. of ICT together with MTN CEO Sylvia Mulinge during MTN Yellow Care Celebrations in 2023

DataFest pre-event hackathon at the ICT Hub in partnership with Pollicy

Anthony Bwengye from Enabel was conducting a Training of Trainers session at the ICT Innovation Hub for the Digital & Entrepreneurship Skilling Academy Course geared towards business development for youth in Uganda.

Panel discussion during the Uganda Innovation Week 2023 at the ICT Innovation Hub

One of the teams presenting at the Agritech hackathon during their pitch session.

The ICT Parliamentary committee together with Ministry of ICT and NG and sector agencies during the retreat at Namanve in April 2024

Iran's Deputy Minister of Technology & Innovation together with his delegation visiting the ICT Innovation Hub in May 2024

Ministry of ICT Staff marching on Africa Public Service Day, 2024

Launch of the MTN ACE Phase II at the National ICT Innovation hub

Bi-lateral meeting with the Philippine delegation led by Department of ICT Secretary, Ivan John E. UY.

Amos Mpungu participating in a panel discussion during the E-Gov summit in Estonia 2023

The Chair- ICT, Media & Publicity subcommittee, PS Dr.Aminah Zawedde hands over the official potraits of the NOC of NAM &G77 summits to the NOC leadership- Ms. Lucy Nakyobe, PS MoFA Vicent Bagiire &Permanent Representative of Uganda to United Nations Mr. Adonia Ayebare during the twin summits' post review meeting.

Hon. Kabbyanga Godfrey with Innovators at the the Uganda Innovation Week 2022

Eron Niwagaba from E postal exhibiting during a courtesy visit to the ICT Hub

Edutech Club CEO Godfrey Mukisa training one of the participants with the WordPress software.

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