

Zambia-New Era in ITC Sector 2012-2017

Presented By
Mr R D Gupta
Vice President
Zambia Federation of Employers

21/05/2012



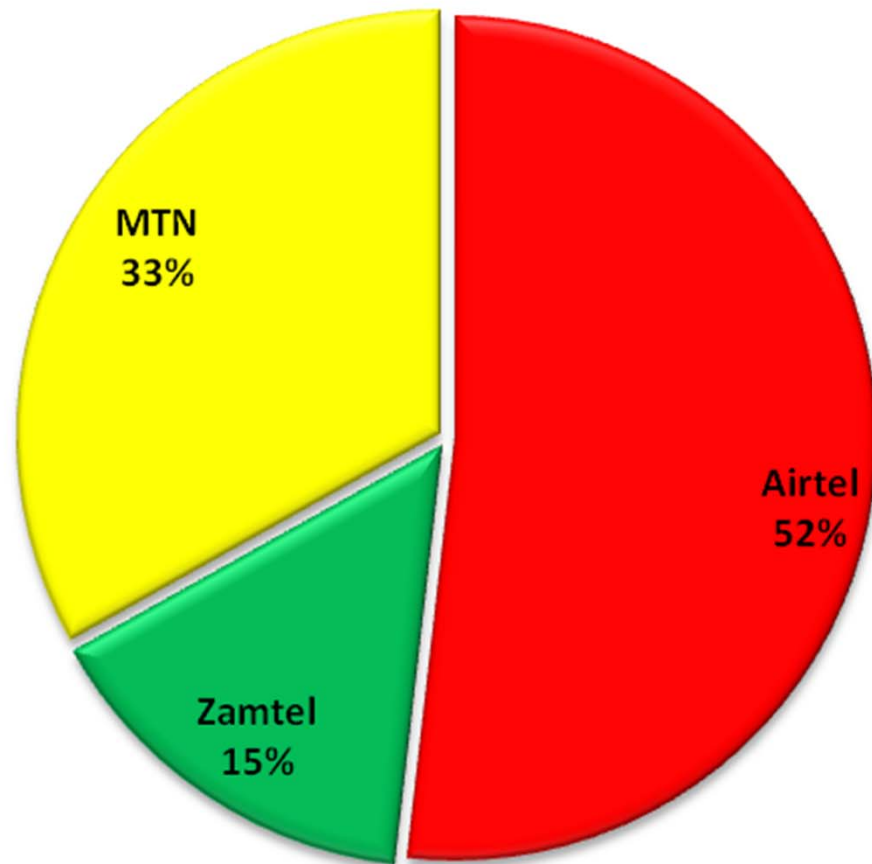
Current Scenario

- Zambia Information & Communication Technology Authority
- Legal frame Work
 - The ICT Act 2009
 - The ECT Act 2009
 - SI 35 ICT (Fees) Regulation
- What do we understand by ITC Sector?
- What have we achieved ?
- What can we do to promote this sector which has potential to employ effectively our youth in large numbers?

What do we understand by ITC Sector?

- Mobile Phones
- Internet Services
- Computers
- Net Working
- Hardware
- Software
- E Commerce
- E Marketing
- What else?

Market Share of Mobile Operator's based on subscription



Performance of Mobile Voice

Year	Subscribers	Per 100 Inhabitants	Growth Rate (%)
2000	49,957	0.51	31.50
2001	97,900	0.97	96.00
2002	139,258	1.34	42.20
2003	204,150	1.90	46.60
2004	413,120	3.73	102.40
2005	949,558	8.30	129.80
2006	1,663,051	14.37	75.10
2007	2,639,026	22.54	58.70
2008	3,539,003	26.96	21.50
2009	4,406,682	32.28	17.67
2010	5,446,991	40.14	24.00
2011	8,164,553	62.55	47.00

Fixed Telephony or PSTN

Year	Number of Fixed Lines	Per 100 Inhabitants	Growth Rate (%)
2001	85,680	0.85	2.83
2002	87,674	0.84	2.33
2003	88,561	1.00	1.01
2004	90,663	0.82	2.37
2005	94,665	0.83	4.41
2006	93,427	0.81	-1.31
2007	91,789	0.78	-1.75
2008	90,600	0.76	-1.29
2009	90,341	0.70	-0.28
2010	118,388	0.90	31.00
2011	85,727	0.80	-27.59

Internet Subscription (Mobile and traditional ISPs)

Year	Total Subscribers	Per 100 Inhabitants	Growth Rate (%)
2001	8,248	0.08	
2002	11,647	0.11	41.00
2003	12,000	0.11	3.00
2004	16,288	0.15	36.00
2005	10,882	0.10	-33.00
2006	11,996	0.10	10.00
2007	17,946	0.15	49.60
2008	18,289	0.15	1.90
2009	17,754	0.13	-2.90
2010	34,436	0.27	93.90
2011	49,867	0.38	44.81



Computers

- Desk Top Computers
- Laptop Computers
- Servers

- Question:
- How many manufacturers we have in Zambia?
- What infrastructure do we have to support the above?
- What policy do we need to correct the situation?



Networking, hardware and software

- What infrastructure do we have?
- What facilities do we have?
- What is the cost of training?
- What market do we have?
- What retention policies we have in place?



What else?

- What long and short term strategy or policy is in place to set targets ranging from five to fifty years?
- How can we effectively use the talent and energy of the youth in the right direction?
- What infrastructure is in place to guide our youth to pick up the skills they are interested in?
- What are we doing to reduce the cost of education and training in order to encourage and engage the youth in the productive sector?



Call Centers and Software Technology Parks

- Out of the various other ITC sector lines, we can implement the concept of call centers and software development technology parks.
- What is a call center?
- What do we need to set up call centers?
- What potential it has for the jobs specially the youth in short term and in long term?
- How do we set up software technology parks?
- How it can compete with Asian countries?



What is a call Centre?

- Call centres combine the use of highly effective and empowered company representatives with a service framework that relies heavily on state-of-the-art communications and information technologies.
- A call centre is sometimes defined as a telephone based shared service centre for specific customer activities and are used for number of customer related functions like marketing, selling, information dispensing, advice, technical support etc.
- A call centre is a service centre which has adequate telecom facilities, trained consultants, access to wide database, Internet and other on-line information support infrastructure to provide information and support to customers.
- It operates to provide round the clock and year round service i.e. 24 x 365 service.



What does a Call Centre do for an Organisation?

- It allows a wider customer base to do business with.
- It offers an economical means of reaching diverse and widely distributed customer group.
- It fine tunes offerings to specific customer groups.
- It allows customers easy access to experts.
- It facilitates business round the clock and in any geography.
- It allows a company to avoid the overheads of brick and mortar branches.



Road Map to Establish Long Term Opportunities for Our Youth in Years to come

- Define the long, medium and short term policy for ITC sector.
- Appoint people to implement the policies with authorities, responsibilities and accountabilities with milestones required to be achieved within the given time frame.
- Create fast track channels of communication for creating required infrastructure.
- Finalize the issue of long outstanding issue of sea link and opening of gateways.

- 
- Create infrastructure for cost effective training in the sector
 - Give call centers and software companies the status of service industry and provide the tax incentives in order to attract the FDI with OBT concept.
 - Make internet and data communication affordable for the masses.
 - While we need government to make policies we also need personnel with on hand (work experience) to over see that the policies are implemented with a set time frame
 - Government must make policies to impose adequate (25%) import duty on import of goods which are locally manufactured in order to promote local industries and create more employment.
 - We should seriously look into the question that for how long the youth can be sitting patiently waiting for us to find jobs for them?



THANK YOU