



INTERNATIONAL
ICT EXPO
AND **FINTECH**
FESTIVAL 2022

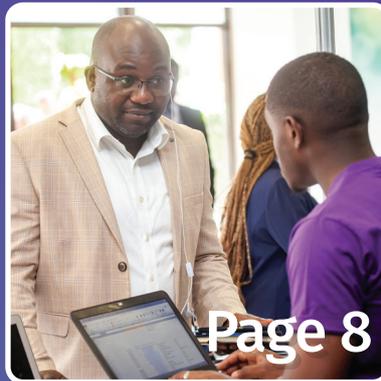
REPORT 2022

INTERNATIONAL ICT EXPO AND FINTECH FESTIVAL 2022

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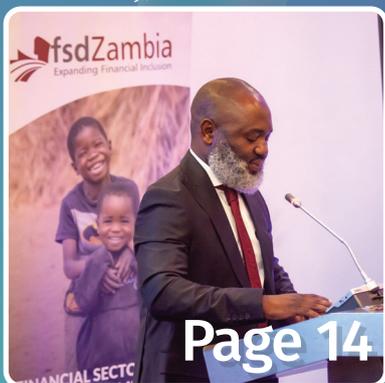
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ACRONYMS

BAZ	Bankers Association of Zambia
BOZ	Bank of Zambia
FSD Zambia	Financial Sector Deepening Limited
GIZ	Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH
ICTAZ	The Information and Communications Technology Association of Zambia
MTS	Minister of Technology and Science
PAYZ	Payment Association of Zambia
UNCDF	UN Capital Development Fund
UNDP	United Nations Development Programme
UNZA	University of Zambia
USAID	United States Agency for International Development
ZANACO	Zambia National Commercial Bank
ZECHL	Zambia Electronic Clearing House

EVENT CONTEXT AND BACKGROUND

INTERNATIONAL ICT EXPO AND FINTECH FESTIVAL 2022

22nd - 23rd September 2022

The first ICT Expo and Fintech Festival- hosted by the Information Communication Technology Association of Zambia (ICTAZ) and the Payments Association of Zambia (PAYZ), with support from the Government of the Republic of Zambia- took place from the 22nd – 23rd September 2022 at Taj Pamodzi Hotel in Lusaka, Zambia. The event attracted 295 delegates from the industry, and was opened by Hon. Felix Mutati, Minister of Technology and Science.

EVENT THEME

“Enhancing Digital Security, Resilience and Skills for Sustainable Digital Transformation through innovation, collaboration & inclusion”.



The objective of this year’s festival was to:

Bring together finance leaders, regulators, start ups and FinTech – savvy audiences for open engagement and knowledge transfer, as well as to strengthen the indigenous fraternity in the wake of the exponential growth witnessed in the industry, locally and globally.



The event was open to all stakeholders in the Fintech and allied fields including entrepreneurs, SME, start ups, corporations, universities, financial service provides, tech companies, investors and regulators.

ABOUT THE EVENT HOSTS



The Payments Association of Zambia (PAYZ)- founded in 2018, and subsequently registered in 2019- was recognized in terms of the constitution as being a payment system association registered in terms of the Societies Act Of Zambia CAP 119. The Bank of Zambia (BoZ) partnered with Financial Sector Deepening Zambia (FSDZ), mobile money operators and non bank payment service providers to form PAYZ. The association serves as a joint industry platform on which members are able to collaborate in dealing with various issues of mutual interest, including payment systems policy formulation, innovations and the conduct of public and private dialogue.



The Information and Communications Technology Association of Zambia (ICTAZ) was established by an Act of parliament; ICTAZ Act no. 7 of 2018 of the laws of Zambia. This was to provide for the registration of Information and Communications Technology professionals and regulate their professional conduct in the interest of the information and communications technology sector.

Section 3(1) of the Act renamed the Computer Society of Zambia registered under the Societies Act to the Information and Communications Technology Association of Zambia

Initiative supported by



The Ministry of Technology and Science is responsible for formulating and reviewing Technology and Science policies in order to contribute to economic growth. It collaborates with the industry and the wider private sector in developing relevant innovations, co-ordinates research to promote investment in science and technology, and promotes advancement of knowledge and skills in science and technology in order to accelerate transformation into digital economy. Furthermore, the Ministry conducts science, technology and innovation impact assessment and monitoring and evaluation.

EVENT ACHIEVEMENTS

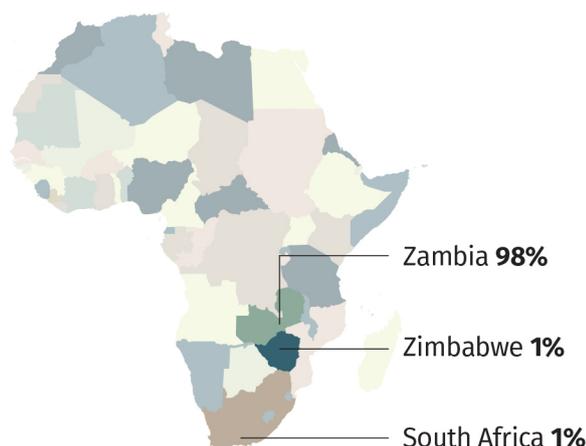
- Provided learning opportunities around FinTech
- Discussed Regulations to enable and unblock FinTech development
- Drove partnerships and funds for FinTech development
- Transferred knowledge and strengthened the indigenous fraternity in the wake of the exponential growth witnessed in the industry, locally and globally

ICT AND FINTECH FESTIVAL SERIES STATISTICS OVERVIEW

Combined data and analysis for event



WORLD MAP IN ATTENDANCE



DAY ONE 01

INTERNATIONAL
**ICT EXPO
AND FINTECH**
FESTIVAL 2022

THURSDAY, 22ND SEPTEMBER 2022

Session 1: Opening Session

KEYNOTE SPEECH

The use of technology to improve and automate financial services and procedures has increased in tandem with the number of Fintechs enhancing financial day-to-day operations. Organisational collaboration is key in fulfilling this year's topic. The impact of technology on daily activities, as well as digital security, is pushing cyber security legislation. Zambia is gradually transitioning to digital finance, with each organisation playing an important role in the country's journey toward digital transformation, financial inclusion, and hope for Zambia's digital economy. Hon. Mutati recognizes the value of a platform like this for exchanging ideas and exhibiting developments.

During the opening session, the ICT Expo and FinTech Festival - first of its kind - was said to be a huge milestone in the industry. The use of technology to enhance and automate financial services and procedures has risen exponentially in the past few years. This has been shown by the birth of numerous Fintechs that have come up with innovative ideas, solutions and great initiatives which are helping businesses, companies and consumers to improve management of day-to-day financial operations. The Zambian industry is working tirelessly to be an African digital field leader.



Other highlights of this session were that the event recognises the evolution of the ICT sector and is aimed at capturing aspirations through the theme, *“Enhancing Digital Security, Resilience and Skills for Sustainable Digital Transformation through Innovation, Collaboration & Inclusion”*. Two years ago, the whole world came to a standstill due to the Covid-19 outbreak. Many day-to-day functions became impossible as people were forced to stay indoors. It was imperative that there be a transition from in-person to online service provision, and fortunately, our ICT professionals were up to the task. Technology is an essential part of every aspect of our lives and there is a need to provide an environment where the ordinary citizen is able to enjoy the full benefits of digital technology. Digital security is one of the main drivers of the recently introduced Cyber Security and Cyber Crimes legislation.

The Ministry of Technology and Science is looking to revise this legislation to ensure the safety and security of citizens online. The New Dawn Administration was acknowledged for being committed to equipping citizens with basic digital skills as outlined in the 8th National Development Plan. ICTAZ pledges to also support the Digital Economy agenda.

The festival was an opportunity for international guests to be exposed to, and learn from, Zambia's progressive journey and efforts around financial inclusion, digital finance, the role of Fintech and the wider spectrum of growing a digitally connected economy. UNCDF encourages policymakers and regulators to create an enabling environment that protects the integrity of our economy, Fintech and encourages innovators to leap forward.

The Fintech festival was recognised as being important because it ensures that all stakeholders in the digital ecosystem share ideas and can showcase their innovations, especially since the country is focusing on moving towards a digital economy and increasing financial inclusion. It was stated how Bank of Zambia's strategic plan for 2020-2023, focuses on Financial Stability and Financial Inclusion and that under this strategic plan, the Bank has committed to undertake activities that will contribute to increasing formal financial inclusion by leveraging digital financial services.

During the opening session Mr. Roy Muyelu (Board Chairman - PAYZ) expressed his delight in being part of the ICT Expo and Fintech Festival, which was the first of its kind. He mentioned how the use of technology to enhance and automate financial services and procedures has risen exponentially in the past few years. This has been shown by the birth of many Fintechs that have come up with innovative ideas, solutions and great initiatives which are helping businesses, companies and consumers to better manage financial day to day operations. He also stated how the Fintech space has continued to dramatically grow, and that there is tremendous need for resilience and skills suitable for sustainable digital transformation through innovation, collaboration and inclusion- including the need to enhance digital and cyber security skills.

The most recent and key development is the implementation of the National Financial Switch (NFS), which has interconnected various financial service providers in Zambia i.e., the commercial banks, non-bank financial institutions, payment service providers, including mobile money and Fintech.

Also, FSD Zambia, is earmarked to achieve Zambia's Financial Inclusion targets. Policymakers, regulators and critical institutions were urged to work together to help mitigate some of these challenges. All market players and smart investors were called on to rise to the occasion and build Zambia's Future "through Innovation, Collaboration and Inclusion".

Honourable Felix Mutati, MP, Minister of Technology and Science informed attendees about the Zambian Government's ambition to build an integrated, inclusive and digitally powered Zambia by 2030. The Minister then highlighted the five elements that needed to be worked on collectively. These included:

- i. Creation of an enabling environment to facilitate Zambia's digital transformation agenda, which will entail the development of a National Digital Strategy and Information and Communication Technology (ICT) policy that will be launched in October 2022. This development will help to ameliorate the disorder and fragmentation that has hindered smooth co-ordination in the past. There is work in progress with regards to inter-operation, where emphasis is on machines talking to machines, with the desired outcome of a cashless Zambian society. In the quest to borrow the best practices from model digitally transformed economies, the Minister will lead a delegation for the purpose of benchmarking, such that at the time of the Innovation Africa Summit there will be a better story to share for Africa, particularly, Zambia. He appealed for technical assistance from ICT experts with the issue of digital Identity (ID) that remains crucial to help eliminate fraud and duplication of efforts.
- ii. The Three As (Availability, Accessibility and Affordability) of innovation which are the yardstick for the quality of services. This means that the people of Zambia must be able to connect and transact across payment systems anytime and anywhere in conformity to the demands of three A's.



- iii. Echoing the New Dawn Government's desire to give the big responsibility of Government revenue service bus to SMART Zambia Institute, whilst providing opportunities to the private innovative firms to operate Government mini revenue service buses e.g., market levies, toll gate. The Government is currently exploring methodical and robust approaches of how to develop software to actualize the idea.
- iv. Encouragement of Public Private Partnership (PPP) through effective and efficient collaborations. The Honourable Minister posited that to achieve sanity, there is need for a common charter that focuses on customer satisfaction. This necessitates the need for regulatory institutions like the Bank of Zambia, ZICTA and security wings to collaboratively develop a common framework to avoid the prospect of confusing the general citizenry.
- v. ICTAZ has a very big role to play in the digital economy transformation agenda and the New Dawn Government wants to give them "teeth". The need for a well-regulated ICT professionals association was emphasised, as is the case with other professions such as medicine and law, with the Medical Association of Zambia and Law Association of Zambia, respectively.

The Minister concluded his remarks by stating that with what he had witnessed at the inaugural ICT Expo and Fintech festival, there is hope for Zambia's digital economic transformation.

Women in technology recognized the Government for the positive strides towards ensuring that Zambia is digitally transformed. It was noted that it is up to the various stakeholders to ensure that the country becomes a leader in the region by collaborating in creating an enabling environment.

SESSION ONE SPEAKERS:

- Mr. Roy Muyelu - Board Chair, PAYZ
- Mr. Clement Sinyangwe - President, ICTAZ
- Mr. Isaac Holly Ogwal - Country Lead, UNCDF
- Ms. Mirriam Kamuhuza - Director Payment Systems, BOZ
- Ms. Engwase Mwale - CEO, FSD Zambia
- Honourable Felix Mutati, MP, Minister of Technology and Science
- Ms. Vivian Milumbe - Representative, Women In Technology Network

Session 2: Opening Plenary And Panel Discussions

SESSION HIGHLIGHT

Change acceptance is required for digital advancement. Fintech relies on banks, as collaborative partners, for their operations because they are not rivals- but allies- in influencing financial and digital evolution.

Mr. Malukutula, Managing Director - MTN Fintech, stated that 10 years from now, services including the banking system will not be what it was 10 years ago. Banks have realised that traditional banking is not what is going to push Zambia to the 69% of financial inclusion that was alluded to earlier. What is needed is not the sharpest of species, or the most intelligent, but the ones that are most responsive to change. He explained how the journey of making Zambia digital has started, as evidenced by the evolution of access mechanisms like Zoona, then mobile money like MTN, Airtel, Zamtel and Kazang – 543. Ninety-percent of the distribution has been done in urban areas, and the work in progress is rural Zambia so that everyone is financially included.



According to Mr. Malukutula, the Government stated that there must be a switch for all financial players to inter-operate; this saw the birth of the National Financial Switch (NFS) which links 19 banks, MNOs and Fintechs in one platform. From an access layer, they started off with USSD, but now there are web interfaces where all the players have apps which everyone can use. He added that with the cross-border remitters, individuals can send money across borders as well as from one phone to another.

Banks and Fintechs are not in competition but, rather, in collaboration - as the drive for financial inclusion is bigger than any one entity. Fintechs have been evolving,



and are not disruptive in a manner that they are innovative.

It was added that innovations being made also give rise to more opportunities for cyber criminals. In trying to curb cyber threats and reduce the risks, guidance is being sought from ISO 27,000 and ISO 27,0001, to name a few. There is also a lot of communication that has been going on with all concerned and interested parties in the cyber space to find a lasting solution to cybercrime.

Security is a journey and because threats are evolving, we can only say 'we are ready' when we are willing and capable of evolving as an industry. In addition, customer personal data cannot be shared as it is private. Customer personal data is private, but is sometimes shared with co-operating partners for purposes of loan disbursements, where credit history is required.

SESSION TWO SPEAKERS:

- Mr. Komba Malukutula - MD, MTN Fintech
- Ms. T. Malemba - Head of products, MTN Fintech
- Mr. Chikondi Mwanza - Commercial Strategist, MTN Fintech
- Mr. Aakash Gumbeer - Senior Manager, MTN Fintech
- Mr. K. Chilongoshi - CIO, MTN Fintech

Session 3: A Fully Digital Zambia: How Prepared Are We?

SESSION HIGHLIGHT

Zambia has put in place remarkable legislation and regulations that rank among the best in Africa, but there is still room for improvement in terms of awareness, updating the school curriculum to promote digitalization, and improving infrastructure utilization to support digital transformation.

To begin with, scientific methods were used to determine/know where Zambia is in terms of digitalization, with some of these inquiries being done by several bodies. The results showed that Zambia is at 45%, meaning it is in the formative stage. The conference was informed that Zambia is doing well in terms of policy and regulations; and that she is topping most African countries. Even though Zambia has the infrastructure, it is not good enough and usage should be increased. The supply side shows that a lot has been done, but the consumer side shows that demand is still low. The future lies in improving the economy and promotion of cutting-edge tech where several jobs will be created.



Mr. Sonny Zulu in response to questions pointed out 3 things:

- Firstly, lack of awareness; there is technology that is available that people are not aware of.
- Secondly, upscaling and reality; IT specialists meet and discuss great ideas but decision makers, CEOs, managers etc are not aware, and therefore will not approve any suggestions or plans.
- Lastly, Policies; Zambia needs to put in place directives that promote digitalisation. For example, if there is a directive that cash payments cannot be made beyond a certain amount, people will be forced to make digital transactions. Another example is developing a digital tool that can deduct toll gate or insurance fees, as toll stations can become a waste of resources. People waste a lot of potentially productive time making and taking payments at toll gates.

SESSION THREE SPEAKERS:

- Mr. Milnar Makuni - Director, Dept of Comms, Ministry of Tech and Science
- Mr. Chibala Makala - Ass. Director, Policy, Smart Zambia



That is time which can be channelled towards productivity.

In addition, one of the challenges affecting digitalization is the language barrier. Most of the information on enablers (gadgets such as phones) and on mobile applications is in the English language. These applications usually have translators, but most people are not aware of this, so they end up not being able to perform basic mobile transactions.

It was noted that the Government almost got paralyzed in the wake of Covid-19, which brought a lot of problems in Zambia, but it also fostered collaboration among key players.

The importance of producing digitalisation knowledge and being able to use it was alluded to. Formal education curriculums are inclusive of Computer Science and Applied Information Technology, however, informal curriculums are not. This poses a problem in digitalisation knowledge spread.

- Mr. Sonny Zulu - CEO, Standard Chartered Bank Zambia
- Dr. Mayumbo Nyirenda - Lecturer, UNZA

Session 4: Exploring The E-Commerce Value Chain (The State Of Commerce, Customer Experience, Brand Payment, Trust, And Digital Connectivity).

SESSION HIGHLIGHT

E-commerce acceleration has been carried out in rural areas by offering education, and awareness on the subject pointed out how the Covid-19 pandemic saw a rise in the use of e-commerce services like Ulendo Eats, mobile money and FNB eWallet to achieve daily tasks - especially during the lockdown. This had Zambia achieving a milestone which would have taken many more years to reach under normal circumstances. Digital players in the ecosystem need to pave way for such services.

It was highlighted that eAfricaExpo has endeavoured to accelerate e-commerce in Zambia by offering tailor made solutions for rural areas, educating the communities about the relevance of e-commerce and making services and internet available to the end-users.

It was disclosed that Zambia's tele-density was over 100% and when it came to e-commerce, the country was moving in the right direction with Fintech. And it was also acknowledged that Covid-19 helped in achieving what would have taken 10 years, in just a period of 2 years (2019-2021). During this period, we saw the rise of Ulendo Eats, mobile money and e-wallet services to pay for school fees, water bills and electricity bills.

Even though there was technology in digital connectivity, the issue was with enablers and how these players in the ecosystem need to enable the technologies like Ulendo, e-agriculture, e-commerce, etc.

SESSION FOUR SPEAKERS:

- Ms. Mwangala Sipumo - PR, E-Africa Expo
- Dr. Munyaradzi Gwatidzo - CEO, Astro Technology, Zimbabwe
- Mr. Aston Njovu - Products Manager, Zee Pay

Session 5: Accelerating The Financial Payment System Through Innovation

SESSION HIGHLIGHT

“When we get to a point where someone selling oranges cannot accept cash but e-wallet or mobile money, then we will be able to appreciate the benefits of both banks and Fintech”. The Zambia National Financial Service is a huge platform that connects all financial players in Zambia, and monitors and certifies them to ensure financial transaction security. As we have previously embraced online payments, the country must work together, co-ordinate, and develop effective payment platforms. Banks have improved their service delivery, and cybercrime is being dealt with, with zeal by more trained personnel in technological systems. There is a need to increase internet connectivity in rural regions, while continuing to use USSD for banking transactions.

There have been discussions about who is taking the lead in the banking systems over the years. The country needs to be looking at how to work together, collaborate and promote efficient payment platforms. The positive highlight was that Zambia now accepts online payments for various services.



It was amplified that the next steps in going digital, should include having more sensitization and distribution, especially in the rural areas. The technology systems are available, but the skilled staff are few. Zambia started with mobile money services which facilitated payments. The innovations have since grown because of the demand.

Zambia National Financial Service is a big platform that links all financial players within Zambia. In response to questions on the process of digitalisation in rural areas, Mr. Nanchengwa said that it is rather challenging to digitalize the rural areas, but the use of USSD made it easier as it does not require an internet connection; if one has a phone with reception, they are able to make transactions.

SESSION FIVE SPEAKERS:

- Mr. Mulenga Chanda - Ass. Manager: Treasury & Financial Markets, Bank of China
- Mr. Gilbert Lungu - Country Manager, Cellulant
- Mr. Leonard Mwanza - CEO, Bankers Association Zambia
- Mr. Christopher Nanchengwa - Information Security Manager (Head), ZECHL

DAY TWO 02

FRIDAY, 23RD SEPTEMBER 2022

Session 6: Bridging The Digital Divide Gap

SESSION HIGHLIGHT

Banks should respond to developing disruptive technologies by assisting Fintech in distributing their goods on the market, as banks are often more robust- whilst Fintechs are more adaptable to change. Contrary to popular belief, the two institutions are not in conflict.

GIZ has been engaging and encouraging financial institutions to develop tailor made financial solutions targeted at promoting financial inclusion among rural farming communities. GIZ has also created platforms that make it possible for financial literacy and capacity building for rural communities to better understand the benefits of digital financial services. In response to questions regarding the interventions GIZ has put in place to ensure the digital divide gap is fully addressed, it was explained that GIZ has partnered with the Ministry of Agriculture with a belief that no sector can operate successfully without integration; and that GIZ has been conducting literacy and data protection training in rural communities.

E – Ngoma is premised on ensuring everyone has access regardless of their location, through partnering with financial institutions to deliver home grown market solutions- with emphasis on reaching out to communities in remote parts of the country. E-Ngoma has also made great strides in partnership with network providers by improving internet service coverage in remote areas so that citizens in those parts of the country have access to affordable internet services.

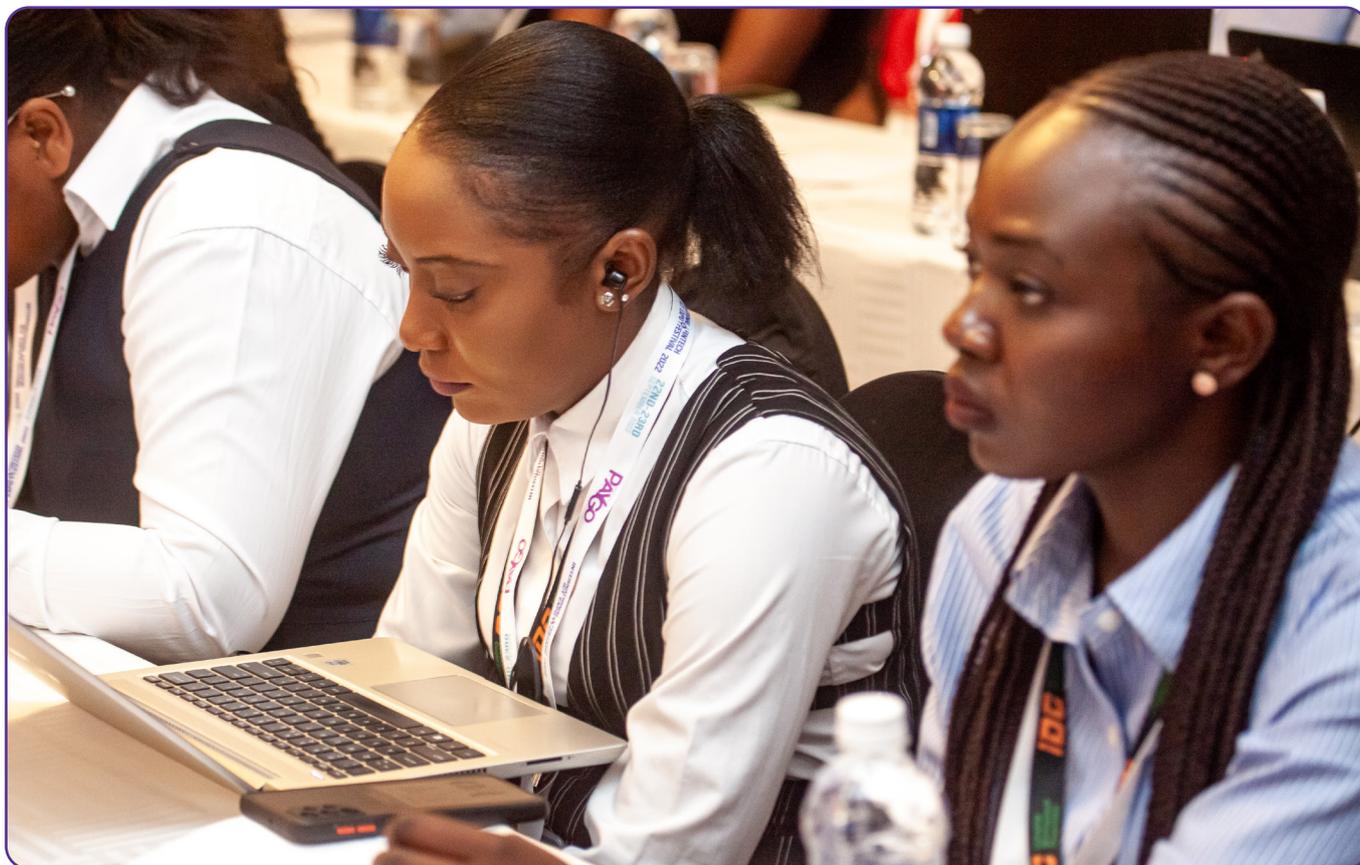
The core focus of USAID is to reduce poverty in the rural communities of Zambia. However, the lack of internet connectivity is the major limitation affecting most of these communities, therefore financial and digital literacy programs are of utmost importance. To conquer these challenges, USAID has partnered with ABSA to give out soft loans to rural farmers and have a few projects running targeting the health, education, and agriculture sectors.

UNDP has, like other development agencies, developed partnerships with other stakeholders to effectively package and deliver interventions on health, education, and agriculture sectors.



The objective is to deliver strengthened systems and improve service delivery evolving around optimal utilisation of digital space. Due to the challenges of low digital inclusion, especially the issue of personal identification, the UN family has distributed biometric kits to the Government of Zambia.

In the health sector, UNDP is working with the Government of the Republic of Zambia, particularly the Department of National registration and Ministry of Health, to promote birth registration in Zambian communities.



In response to questions on what some of the digital solutions that UNDP offers to communities are, it was mentioned that within the operational framework of UNDP there is a laboratory that specialises in development of real-time solutions related to agriculture, education, and health; and the strong focus is on integrated solutions with respect to rural connectivity and transparency matters.

SESSION SIX SPEAKERS:

- Ms. Mali Kambundu - Representative, UNCDF
- Mr. Adam Norikane - Representative, USAID
- Ms. Cornelia Ehlers - Representative, GIZ
- Mr. Greg Saili - Representative, UNDP
- Mr. Chilufya Musosha - Representative, e-Ngoma

Session 7: Consumer Banking: Financial Services are Changing, are Banks Transforming?

SESSION HIGHLIGHT

The protection of computer systems and networks against information disclosure, theft, or damage to their hardware, software, or electronic data, as well as disruption or misdirection of the services they offer, is known as computer security, cybersecurity, or information technology security.



Currently, about 60 – 70 % of the banks in Zambia are now digitally transformed. The motivation to digitally transform is driven by the desire to meet customer needs. From the perspective of regulation, banks have been encouraged to embrace digital transformation whilst developing trustworthy relationships with clients. They leverage on the trust that they can develop with their clients.

Banks are transforming, as seen with the numerous changes that, in this case, ZANACO has undergone with regards to retail banking since 1969. At the moment, the account balance service is available on mobile applications' platforms. Mobile banking services can be

accessed, and transactions can be conducted at convenient locations like shopping malls and markets through agency banking.

Regarding the misconception that Fintechs are in competition with banks, what is desired is to identify areas of strengths for either party and facilitate the development of a complementary relationship. In response to questions on the cost of mobile money transactions being high relative to cash transactions and bank charges: the fact is, the mobile transaction ecosystem is growing in Zambia and there is an expectation that with more competition there will be a downward trend of the cost of mobile transactions.

SESSION SEVEN SPEAKERS:

- Ms. Charity Mwanza - CEO, Digital Paygo
- Ms. Yaza Kara - Head Innovation, Stanbic Bank
- Mr. John Samara - CEO, Sampay
- Mr. Nash Kabunda - Head of Digital Channel Development and Delivery, ZANACO

Session 8: Cyber Readiness in a Changing World: Cybercrimes and Risk Management: Institution Preparedness and The Role of the Private Sector

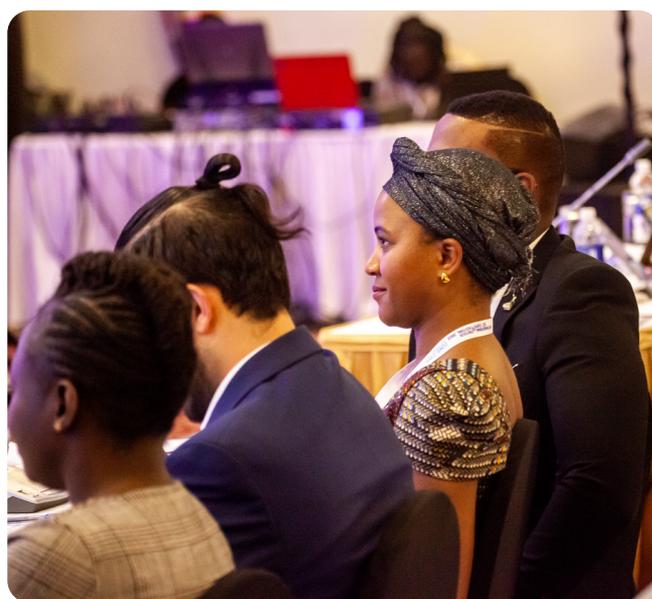
SESSION HIGHLIGHT

Confidentiality is concerned with authorised access to information, and availability deals with provision and time-lines in the provision of a service to the citizens. Suspicious messages that comes through on mobile phones to lure mobile money customers into sending money to unscrupulous people.

Cyber security involves the integrity of data, confidentiality, and availability. Integrity in the cyber security context implies that the information you are getting is identical to with what is provided.

Cyber security is how you ensure protection of data devices, and data contained thereof, against unintended users and cyber-attacks. It is also the protection of digital assets. However, the key phrase at this ICT Expo was *digital transformation*. From the Fintech point of view, it is either one chooses to go digital or go out of business. As such, everyone needs to know how to protect their digital data - starting from the housewife to an organisation level.

At this stage, there is no institution that could be classified as 100% Cyber security ready, because vulnerability is still there in almost every organisation. Security improvement is a continuous process in that today, you can work to reduce a particular vulnerability, then tomorrow, another one emerges.



SESSION EIGHT SPEAKERS:

- Ms. Janet Zulu - Commercial Operations Specialist, INQ
- Mr. Brian Chungu - CEO, StarLabs
- Mr. Elias Mpofu - Cyber Security and Information Specialist, Digital Safe
- Mr. Chris Mwale - Representative, Trade & Development Bank
- Ms. Jessie Himunyanga - Head of Risk and Compliance, Digital PayGo

Session 9: Skills and Home-Grown Innovation for Sustainable Digital Transformation

SESSION HIGHLIGHT

Indigenous talent has been able to handle the ICT infrastructure to such a degree that there has been no serious technical decline in the last six years, and some of the Infratel facilities have even been approved by global ICT authorities. Furthermore, the corporations have made significant investments in digital solutions, with local expertise managing the digital infrastructure and providing world-class services. Zambia possesses the necessary expertise, so homegrown solutions should be prioritised by identifying talent and providing them with opportunities to develop solutions to recognized challenges.



Infratel, a part of Industrial Development Corporation (IDC) is an investment arm of the Government and is 100% owned by IDC. It owns and operates ICT infrastructure, with two data centres in Lusaka and one on the Copperbelt. Though they sometimes need external technical support, for the most part, indigenous talent has been able to manage ICT infrastructure to an extent that in the past six years they haven't experienced major technical downturn; and even global ICT authorities have certified some of the Infratel facilities. Currently, Zambia has not reached a level where she has the right numbers and skills set for the entire ICT sector. As such, everyone needs to deliberately advocate for more financial support towards the deficient skills set in the industry. In spite of having the right skills, Zambia needs to give priority to homegrown solutions through identification of talent; and to grant them opportunities to develop solutions to the identified problems.

Fibrecom has managed to build a 100G world-class

network across the whole country with gateways to neighbouring countries. They recently received colleagues from Botswana and South Africa who were exploring the prospect of utilising Fibrecom networks to deliver services to their clients. In response to the question on the message to the future generation with regards to development and harnessing of homegrown solutions, it was said that the idea is to develop local innovative solutions that will help eliminate licensing costs incurred to external firms like European dynamics. BongoHive for instance, are actively involved in talent search and are working in partnership with universities, the private sector, and relevant Government wings where the message is about complementary efforts to deliver real-time market solutions.

In this sector, general skills are adequate, but there are gaps with regards to specialized skills for the country to be in tandem with the current state of technological advancement. There are currently organisations like ZPPA that are looking for specific skills that are not locally available. There is more to be done regarding early development of ICT skills at primary and secondary level education. The solution lies with us, as the foundation is already in place. What is required is to focus conversation on investments in the form of policy, and localisation of data resources. Conversations about digital transformation, which can be understood by start-ups, should also be promoted.

Lastly it was noted that there is indeed a skills set gap in the ICT industry. However, the challenge is matching the universities curriculum to this identified gap. There is way more emphasis on academic certification, and very little drive to solve real world problems - hence the mismatch. If at all the gap is to be reduced, this needs to change.

SESSION NINE SPEAKERS:

- Mr. Alick Siankumo - Founder, ZCOM Systems
- Dr. Greg Nsofu - IT Director, Bank of Zambia
- Mr. Lukonga Lindunda - CEO, BongoHive
- Mr. Andrew Ngulube - Representative, INFRATEL.
- Mr. Kelvin Haule - Chief Information Technology, Fibrecom
- Mr. Ali Kingston Mwila - Cyber Crime Expert, SmartLead

CLOSING CEREMONY

SESSION HIGHLIGHT

The hosts thanked the Minister of Technology and Science, Hon. Felix Mutati and all participants for their support and attendance.



Director of Programmes, Mr Mulenga Chanda thanked panelists and invited the President of ICTAZ, Mr. Clement Sinyangwe, and the CEO of PAYZ, Mr. Robert Phiri, to give the closing remarks.

Mr. Sinyangwe, President - ICTAZ, appreciated everyone for their active participation, as well as the support received from individual members, institutions, and corporate members - particularly, the Payments Association of Zambia.

Mr. Robert Phiri, CEO of PAYZ, thanked everyone for attending the inaugural ICT Expo and Fintech Expo, and the Ministry of Science and Technology, particularly, Honourable Minister Felix Mutati for the support.



CONFERENCE TAKEAWAYS

1. The academic curriculum needs to be reviewed so that teaching and training are always at par with the world digitalisation progress.
2. Similar to how medical practitioners have the Health Professions Council of Zambia, a governing body/regulatory authority is needed for computer experts and all players in the digital space.
3. Now that the first ICT Expo and Fintech Festival has occurred successfully, it should become an annual event.
4. Strategic plans are needed to improve citizen awareness of the available digital products and applications.
5. Cyber security still needs to be improved to reduce fear of fraud, and doubt, in Zambian citizens who are willing to conduct digital transactions.
6. In-person/physical bank transactions should be reduced. Customers should be able to transact in the comfort of their own homes, or via Fintechs (which should be as close as possible to their customers).
7. There is need to take Fintech to the rural areas, most of the work in Lusaka and other big towns has already been done.
8. Rural areas need tailor-made solutions for how best to use the internet for e-commerce.
9. Appropriate policies should be developed and implemented to facilitate an enabling environment for digital economic transformation.
10. A public-private-partnership strategy would be useful to facilitate the development of well-packaged, integrated and efficient digital economic services.

MAIN SPONSORS



The United Nations Capital Development Fund (UNCDF) is the United Nations flagship catalytic financing entity for the LDCs. UNCDF aims to strengthen financing mechanisms and systems to contribute to transformation pathways such as green economy, digitalization, urbanization, inclusive economies and gender equality and women's economic empowerment.



Digital safe Ltd is an end to end cybersecurity and IT risk management consultant and training firm, with a focus on ensuring that customers meet their needs for information availability, integrity, and confidentiality in line with their objectives.

PAYZ Gala Dinner and Awards Ceremony

To appreciate the extraordinary Fintech industry players, an inaugural high-end Gala Dinner was hosted as part of the festival. This was an evening of entertainment, celebration and networking opportunities which brought together members, partners, the wide industry of operators in the Fintech industry. Additionally, an awards ceremony was incorporated where the most innovative and creative technology companies in payments were awarded and celebrated for their innovation and works that have made significant advances in growing the payments ecosystem.

Awards comprised of the following categories:

1. Best financial payment initiatives

This award was scooped by MTN MoMo, from the list of nominations below:

- Lend me Pay
- **MTN MoMo**
- Tenga
- Zoono

5. Best consumer facing experience

This award was won by AIRTEL MONEY from the list of the following nominees:

- **Airtel Money**
- MTN MoMo
- Tenga
- Zamtel Kwacha

2. Best payment partnerships initiative

This award was won by ZAMTEL & MASTERCARD from the list of nominations below

- Digital PayGo & Mastercard
- SamPay & MasterCard
- Union (ZAZU) & VISA
- **Zamtel & Mastercard**

6. Industry contributor of the year

This award went to KOMBALUME MALUKUTILA – MTN MoMo for the list of the nominees below:

- Charity Chikumbi - FSDZ
- Gilbert Lungu - CELLULANT
- **Kombalume Malukutila - MTN**
- Mutale Chilufya - PREMIER CREDIT

3. Most innovative financial services solution

This award was scooped by MOBILE PAYMENT SOLUTIONS from the list of nominations below:

- EFT Corporation
- **Mobile Payment Solutions**
- Necor
- Probase
- Zynle

7. Most secure payment platform

The award was scooped by Zynle from the list of the following nominees:

- BroadNow
- PayNow
- SamPay
- **Zynle**

4. Most innovative merchant service solutions

This award was scooped by KAZANG from the list of nominations below:

- **KAZANG**
- DIGITAL PAYGO
- MTN
- 543 Konse Konse (C-GRATE)
- Cellulant (Ting)

8. Best Fintech (Non-Bank Collaboration) – The best financial service provider app

This award went to Kazang & Spenn from the list of the following nominees:

- Cellulant & MNOs
- **Kazang & Spenn**
- LendMe Pay & MNOs

9. Best innovation in consumer lending/savings

.....
This award went to FINCA:

- Express Credit
- **FINCA**
- Lupiya Loans
- Premier Credit
- ZNBS

.....
10. Best innovation in RegTech - companies that help businesses comply with regulations efficiently and less expensively.

.....
This award went to NECOR the list of the following nominees:

- EFT Corporation
- **Necor**
- NetOne
- Probase

11. Best emerging payments organisation

.....
This was awarded to ZYNLE from the list of nominations below:

- Cactus financial services
- Cellulant Ting
- FlutterWave
- Mukuru
- SamPay
- **Zynle**

12. Best Innovative Fraud Prevention/Security Award

.....
This award went to INFRATEL:

- Digital Safe
- Emerald bay
- **Infratel**
- Paratus

13. Best Mobile Operator platform

.....
This went to BETWAY:

- 1XBET
- **BETWAY**
- BOLABET
- GALSPORT BETTING

14. Best digitally transformed Government institution

.....
This event was taken by ZRA:

- RATSA
- ZESCO
- **ZRA**

15. Best online banking platform

.....
FNB won the award from the list of nominees below:

- Atlas Mara
- **FNB**
- Zanaco

16. FinTech SHEROE – CHARITY MWANZA

.....
This award went to Charity Mwanza - Digital PayGo from the list of the nominees below:

- **Charity Mwanza - Digital PayGo**
- Chilufya Mutale - Premier Credit
- Evelyn Kaingu - Lupiya Loans
- Lyapa Mbewe

17. Best upcoming young FinTech Thought leader Award – LOMBE CHIBESAKUNDA

.....
The award was scooped by Lombe Chibesakunda from the list of the following nominees:

- **Lombe Chibesakunda**
- Malaizyo Muzamala



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PAYMENTS ASSOCIATION OF ZAMBIA



OUR PURPOSE

PAYZ exists to represent Members in the payment system in the interest of economic development of Zambia.



OUR VISION

PAYZ aspires to be acknowledged as world class, in assisting in the evolution and oversight of the payments industry Zambia.



OUR MISSION

To manage and contribute to the development of the National Payments System.



OUR GOALS

To ensure improved sustainability, research and development, inclusion, financial stability, innovation, and interactive and integrated industry dialogue.

The Association hosted the first ever Zambia Fintech Festival whose primary aim was bringing together like-minded players and stakeholders for open engagement and knowledge transfer, as well as strengthening the indigenous fraternity in the wake of the exponential growth witnessed in the industry locally and globally.

Watch out for our next Fintech Festival in September 2023





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