



# National ICT Policy 2023

Implementation Plan  
2022 - 2026







## Republic of Zambia

# **National Information & Communication Technology Policy 2023**

Implementation Plan  
2022 - 2026

# Table of Contents

<b>Foreword</b> .....	<b>1</b>
<b>Acknowledgement</b> .....	<b>2</b>
<b>1.0. Introduction</b> .....	<b>3</b>
<b>2.0. Vision and Rationale</b> .....	<b>4</b>
2.1. Vision.....	4
2.2. Rationale.....	4
<b>3.0. Objectives and Measures</b> .....	<b>5</b>
<b>4.0. Implementation Matrix</b> .....	<b>6</b>

# Foreword



Government has revised the National ICT Policy of 2006. The Policy prioritises bridging the digital divide by providing a conducive environment for public and private sector participation

Information and Communication Technologies (ICTs) have been recognised as a catalyst for socio-economic transformation of nations globally. The adoption of ICTs has ushered in the Fourth Industrial Revolution (4IR) and is changing the way people live. The 4IR calls for digital transformation which changes the way the physical, digital and biological worlds interact. This is largely observed through the synthesis of emergent technologies such as Artificial Intelligence (AI), Internet of Things (IoTs), Robotics, Biotechnology, Blockchain technologies, 3D printing, Cloud and Quantum Computing among others.

Digital transformation is disrupting established practices and creating new opportunities. The technological advancements have also brought about new challenges related to information security, data privacy, and e-waste management. In the same vein, transforming Zambia into a digital economy is set to facilitate real-time and seamless socio-economic activities and commercial transactions in the country. It is envisaged that this will enhance efficiency in service delivery.

To address these emerging issues and ensure that the country's digital economy is developed in a sustainable and responsible manner, Government has revised the National ICT Policy of 2006. The Policy prioritises bridging the digital divide by providing a conducive environment for public and private sector participation. It also prioritises, among others, promoting investments in ICT infrastructure, interoperable digital platforms, e-services, digital skills, ICT-based research and development, adoption of local ICT solutions and providing incentives for ICT products and services.

With the forgoing, our aim is to promote mind-set change and inculcate a culture of information security consciousness across the general citizenry. It is anticipated that this will lead to the attainment of the Country's goal of transforming into a digital economy.

Government recognises the role of the private sector, cooperating partners and other stakeholders and will therefore apply a multi-stakeholder collaborative approach in the implementation of this Policy.

A handwritten signature in black ink, appearing to read 'Felix C. Mutati'.

**Hon. Felix C. Mutati (MP)**  
Minister of Technology and Science

## Acknowledgement



The Zambian Government remains committed to providing a conducive policy, institutional and legal environment for transforming Zambia into a Digital Economy

The Zambian Government remains committed to providing a conducive policy, institutional and legal environment for transforming Zambia into a Digital Economy. The review of the National ICT Policy of 2006 led by the Ministry of Technology and Science has been made possible with the support of multiple stakeholders.

Government acknowledges the efforts of the private sector, cooperating partners and the civil society among other stakeholders in complementing Government's efforts to developing the ICT Sector. In particular, Government recognises support from the United Nations Capital Development Fund (UNCDF) towards the development of this Policy.

As we embark on this transformative journey, Government is desirous to enhance its partnerships with stakeholders in the implementation of this Policy. This will enable the Sector contribute effectively to the transformation of the country into a digital economy and ultimately attain its Vision of transforming into a "Prosperous Middle Income Country by 2030".

A handwritten signature in black ink, appearing to read 'B. Habeenzu'.

**Dr. Brilliant Habeenzu**  
Permanent Secretary  
Minister of Technology and Science

# 1.0. Introduction

The 2022 National Information and Communication Technology Policy has been anchored on the Vision 2030 which espouses the transformation of Zambia into a prosperous middle-income country. It expresses the renewed commitment of the Zambian government with respect to the development of the Information and Communication Technology sector and leveraging its benefits to revolutionise key sectors of the economy. The Policy provides strategic guidance on how the development of the sector will be coordinated while ensuring that it remains inclusive, efficient, and competitive. Implementation of this Policy has the potential to meaningfully drive Zambia towards achieving the goal set out in the Vision 2030 and the UN Sustainable Development Goals (SDG). The ICT sector can enable increased productivity, efficiency, and improve service provision across key sectors of the economy such as health, education, transportation, energy, and agriculture, among others.

While Zambia's ICT sector has grown over the last decade, its performance can be enhanced greatly by a more deliberate and coordinated approach to its development. The 2018 ICT Survey commissioned by the Zambia Information and Communication Technology Authority (ZICTA) highlights part of the situation that this Policy seeks to address. For instance, the survey finds that only 32.9 percent of the Zambian population accesses electricity through a utility company, with the situation being particularly bleak in rural areas with only 6 percent having access. Additionally, at a skills-level, only 6.8 percent of the population reported having adequate skills to use a computer. This Policy establishes an overarching direction to address some of these realities, and simultaneously reap the benefits of a well-developed, inclusive, and competitive ICT sector. The Policy is designed to provide a holistic approach for Government to offer strategic guidance and coordinate developments in the ICT sector, as well as harness the sector's potential to disrupt and transform other key sectors.

Zambia's first ICT Policy (2006), recognised the contribution the sector can make in reducing the developmental divide, and ensuring equitable access to key products and services for all citizens. This policy centered around the following themes; enhancing capacity of citizens in ICTs, building an effective and responsive regulatory and policy framework, establishing an efficient ICT sector, and streamlining ICT in all sectors of the economy. This Policy builds on the initiatives outlined in the 2006 iteration, while encompassing technologies and ICT trends that have emerged over the last decade. An analysis of the ICT sector in 2017 revealed significant gaps limiting the potential of the sector's development, despite its prominence in both the 6th and the 7th National Development Plan. The 7NDP in particular makes mention of an enhanced ICT sector as a development outcome under the strategic area of economic diversification and job creation.

Zambia has also signaled its commitment to technological advancement and regional integration through its participation in international fora. Zambia is a member state of the International Telecommunication Union and has participated in the Regional Standardisation Forum for Africa. Zambia has also signed onto a handful of conventions and guidelines stemming from the ITU, such as the Guidelines on Child Online Protection which have since been localised under the Zambia Information and Communications Technology Authority. This Policy does not deviate from Zambia's global and regional contribution to the ICT sector, but rather incorporates global practices while maintaining national relevance.



## 2.0. Vision and Rationale

### 2.1. Vision

*“An integrated ICT ecosystem for Zambia’s digital economy”*

### 2.2. Rationale

The review of the ICT Policy of 2006 has been necessitated by the rapid changes in technology and developments in the ICT sector. Recent developments include artificial intelligence, big data, machine learning and robotics, and nanotechnology as well as the changes in the business models adopted by providers of various ICT services. These technologies have presented opportunities that enable advancements in economic and human development.

However, these advancements have also created new challenges related to information security, data privacy, and management of e-waste among others. The review is therefore, necessary to cater for the changes in the technology advancement and the related emerging issues and also provide for a responsive legal and regulatory framework.

This Policy seeks to accelerate the development of Zambia’s digital economy by enhancing opportunities for digital platforms, services, skills, local participation, investment in infrastructure, supporting innovation and entrepreneurship, and research and development.

## 3.0. Objectives and Measures

1. To increase availability, accessibility and usage of ICT products and services;
2. To enhance human development and ICT skills in all sectors;
3. To promote ICT research, innovation and entrepreneurship;
4. To promote the development and utilisation of e-services in both public and private sectors;
5. To promote the deployment and enhancement of ICT infrastructure; and
6. To ensure a safe and secure ICT environment.

## 4.0. Implementation Matrix

Objectives	Measures	Activities	Indicators	Implementation Timeframe					Estimated Cost (ZMK)	Responsible Institutions	
				2023	2024	2025	2026	2027			
<b>Access and Usage of ICT Products and Services</b>											
To increase availability, accessibility and usage of ICT products and services	Enhance availability, capacity, coverage and reliability of ICT infrastructure	Increase the number of International Interconnection Fiber Optic Links	Number of International Interconnection Fiber Optic Links		1	1				100 000 000	Lead MoTS, ZICTA, MoEn, MOFA, private sector, CPs
		Connect districts to optic fiber	Number of districts connected to optic fiber	10	10	10	10	10		20 000 000	MOTS, E-Government Division, ZICTA, Provincial and district administration
		Deploy Towers	Number of telecommunication towers deployed	24	24	24	24	24		100 000 000	MOTS, E-Government Division, ZICTA, Provincial
		Undertake an infrastructure gap analysis	Infrastructure gap analysis undertaken	1	1	1	1	1		2 000 000	MOTS, E-Government Division, ZICTA
		Formulate an ICT Infrastructure Development and Maintenance Master Plan	ICT Infrastructure Development and Maintenance Master Plan formulated	1						2 000 000	MOTS, E-Government Division, ZICTA, Infratel
		Upgrade ICT infrastructure	Proportion of population coverage of at least 4G	70%	75%	80%	85%	90%		2 400 000 000	MOTS, E-Government Division, ZICTA
		Establish a resilient National Internet Exchange point (NIXP)	Resilient National Internet Exchange point (NIXP) established	1	1	1				86 000 000	MOTS, E-Government Division, ZICTA
		Establish Regional Data Centres	Number of Regional Data Centres established	2	2	2	2	2		500 000 000	MOTS, E-Government Division, ZICTA, Provincial Administration
		Review infrastructure sharing framework	infrastructure sharing framework Reviewed	1	1	1	1	1		1 500 000	MOTS, E-Government, ZICTA
		Engage stakeholders on the framework infrastructure sharing	Number of stakeholders engaged on the framework infrastructure sharing	1	1	1	1	1		1 500 000	MOTS, E-Government, ZICTA
		Develop Spectrum Strategy	Spectrum Strategy developed			1				1 000 000	MOTS, E-Government, ZICTA
		Develop strategy	Strategy developed		1					1 000 000	MOTS, E-Government, ZICTA
		Review implementation of .gm domain	implementation of .gm domain reviewed		1					1 000 000	MOTS, E-Government, ZICTA
		Implement number portability	number portability implemented			1				10 000 000	MOTS, E-Government, ZICTA
		Benchmark satellite implementation	Benchmark report on satellite implementation		1		1			4 000 000	MOTS, E-Government, ZICTA
		Smart Cities Needs Assessment	Smart cities Needs Assessment report	4	4	4	4			20 000 000	MOTS, MLGRD, MIHD, E-Government, ZICTA
			Support Infrastructure for Smart Cities Deployed				1	1		376 000 000	MOTS, MLGRD, MIHD, MHIS, E-Government, ZICTA
		Provide incentive to promote device affordability	Number of incentives provided	2	3	3	3	3			Lead MOFNP, MOTs, ZRA, ZICTA, E- Government, industry
		Develop a scheme for providing devices to learners	Scheme for learners developed		1					20 000 000	Lead MOTs, MOE, ZRA, ZICTA, E- Government, CPs, industry
		Develop low cost models for smart phone ownership	Models for smart phone ownership developed			1					Lead ZICTA, MOTs, NISIR, NSTC, NTBC, Research ICT Africa, Academia, ZABS, CPs
Engage stakeholders on the provision of free internet services in selected public places	Number of public places with free internet services	10	10	10	10	10			Lead MOTs, ZICTA, Provincial administration, Local authorities, ZAFL, MOH, MOHA, MOE, industry, MCTI, MTL, CPs		

Objectives	Measures	Activities	Indicators	Implementation Timeframe					Estimated Cost (ZMK)	Responsible Institutions	
				2023	2024	2025	2026	2027			
<b>Access and Usage of ICT Products and Services</b>											
To increase availability, accessibility and usage of ICT products and services	Ensure equitable access, genuine and distribution of ICT products and services	Provide ICT tools to learning institutions	Percentage of marginalized students in tertiary institutions provided access to e-learning device.	20	20	20	20	20		Lead MoTS, MOE, MCDSS, CPs	
		Distribution of ICT devices to marginalised groups	Number of institutions provided with ICT devices for marginalised groups	10	10	10	10	10		Lead MoTS, ZICTA, MOE, MOH, MOA, MCDSS, ZAPD, ZAFOD, GID, CPs	
		Prioritise scholarships to women, persons with disability, OVCs and youths in ICT studies.	Number of beneficiaries for scholarships in ICT studies	100	100	200	200	200	50 000 000	Lead MoTS, ZICTA, MOE, MOH, MOA, MCDSS, ZAPD, ZAFOD, GID, CPs	
		Provide incentive for service providers in hard to reach rural areas	Tax incentives provided to rural based service providers	3	3	3	3	3		Lead MOFNP, MOTS, ZRA, ZICTA, E- Government, industry	
		Provide wifi hotspots in rural communities	Number of wifi hotspots provided	10	10	10	10	10		Lead ZICTA, MOTS, MLGRD, Local Authority, E- Government, industry	
			Number of kiosks established	10	10	10	10	10		Lead E-Government, ZICTA, MOTS, MLGRD, Local Authority, industry	
		Partner with stakeholders of handicapped devices	Number of stakeholders partnerships	2	2	2	2	2	1 000 000	Lead MoTS, ZICTA, MCDSS, ZAPD, ZAFOD, Civil society, private sector, CPs	
		Provide assistive ICT equipment for persons with disability	Number of beneficiaries of assistive ICT equipment	100	100	100	100	100	10 000 000	Lead MoTS, ZICTA, MCDSS, ZAPD, ZAFOD, Civil society, Provincial Administration, private sector, CPs	
		Increase ICT Regulatory presence at point of entry	Number of point of entry with regulatory presence	4	6	7	8	9	178 000 000	MOTS, E-Government, ZICTA	
		Establish Test lab for ICT products and services Type approval	Test lab for ICT products and services established	1					340 000 000	MOTS, E-Government, ZICTA	
		Promote the adoption and usage of ICT products and services by consumers:	Conduct mindset change and behavioural change campaigns	Number of change management and mindset transformation awareness programmes	10	10	10	10	10	2 000 000	Lead MoTS, MOE, E-GOVERNMENT, ZICTA, PSMD, MOFNP, BOZ, FSDZ, MCDSS, MOH, MoIM, MNOs, ZANIS, MPSAs, CPs & other service providers
			Conduct consumer awareness programmes	Number of consumer awareness programmes	20	20	20	20	20		Lead MoTS, MOE, E-GOVERNMENT, ZICTA, PSMD, MOFNP, BOZ, FSDZ, MCDSS, MOH, MoIM, MNOs, ZANIS, MPSAs, CCPC, CPs & other service providers
			Conduct change management training	Number of change management training undertaken	10	10	10	10	10		Lead MOTS, MOE, E-Government, ZICTA, PSMD, MCDSS, MOH, MoIM, MNOs, ZANIS, CPs, & other service providers
		Provide tax incentives on ICT products and services	Tax on ICT products and services provides	2	3	3	3	3		Lead MOFNP, MOTS, ZRA, ZICTA, E- Government, industry	
		Universal Access Financing Strategy	Universal Access Financing Strategy developed	1						Lead MoTS, MOFNP, ZICTA, Infratel, IHS, MNO, CPs	
		Deployment of communication towers	Number of towers deployed	50	50	50	50	50	750 000 000	Lead MOTS, MOFNP, ZICTA, Infratel, IHS, MNOs, E- Government, CPs and other industry players	
		Conduct gap analysis surveys for the underserved and unserved areas	Number of gap analysis surveys conducted	1		1		1		Lead ZICTA / ZAMSTAS, MOTS, MOFNP, E- Government, CPs and other players	
		Roll out network coverage by population and national geography	Percentage network coverage by national geography	80	82	84	86	88		Lead ZICTA/ ZAMSTAS, MOTS, MOFNP, MNOs, CPs and other players	
		Network coverage by population		90	92	94	96			Lead ZICTA/ ZAMSTAS, MOTS, MOFNP, MNOs, CPs and other players	

Objectives	Measures	Activities	Indicators	Implementation Timeframe					Estimated Cost (ZMK)	Responsible Institutions
				2023	2024	2025	2026	2027		
<b>Access and Usage of ICT Products and Services</b>										
To increase availability, accessibility and usage of ICT products and services	Strengthen e-waste management	Develop a national framework for e-waste management	National framework for e-waste management		1				2,000,000	Lead MoGE, MoTS, ZEMA, ZICTA, MLGRD, ZABS, ZCSA, MPSA, CPs
		Establish e-waste management facilities	Number of e-waste management facilities established		1	1	1	1	5,000,000	Lead MoGE, MoTS, ZEMA, ZICTA, MLGRD, ZABS, ZCSA, MPSA, CPs
		Establish a refurbishment and assembly plant	Refurbishment and assembly plant established			1			100,000,000	Lead MoGE, MoTS, ZEMA, ZICTA, MLGRD, ZABS, ZCSA, Academia, MPSA, CPs
		Conduct consumer awareness programmes	Number of consumer awareness programmes conducted	10	10	10	10	10	25,000,000	Lead MoGE, MoTS, ZEMA, ZICTA, MLGRD, ZABS, ZCSA, MOE, Academia, MPSAs, E-Government, MoIM, MNOs, ZANIS, NAIS, CPs
		Develop an e-waste management Strategy	E-waste Management Strategy developed	1					5,000,000	Lead MoGE, MoTS, ZEMA, ZICTA, MLGRD, ZABS, ZCSA, MOE, Academia, MPSA, E-Government, MoIM, MNOs, ZANIS, MPSAs, NAIS, CPs
	Promote capacity of the energy sector to support ICT infrastructure	Advocate for adoption and use of alternative energy sources	Proportion of households using alternative energy sources	25	27	30	35	40	10,000,000	Lead MoE, MoTS, ZEMA, ZICTA, MLGRD, ZABS, ZCSA, Academia, MPSA, E-Government, MoIM, MNOs, MPSAs, NAIS, CPs
		Provide incentives for the adoption of alternative sources of energy	incentives for the adoption of alternative sources of energy provided			1			2,000,000	Lead MoE, MoTS, ZEMA, ZICTA, MLGRD, ZABS, ZCSA, Academia, MPSA, E-Government, MoIM, MNOs, MPSAs, NAIS, CPs
		Increase connectivity to the national grid	Percentage of households connected to the national grid	33	35	37	39	40	40,000,000	Lead MoE, MoTS, ZEMA, ZICTA, MLGRD, ZABS, ZCSA, Academia, MPSA, E-Government, MoIM, MNOs, MPSAs, NAIS, CPs
			Percentage of sites connected to the national grid	50	55	60	57	65	100,000,000	Lead MoE, MoTS, ZEMA, ZICTA, MLGRD, ZABS, ZCSA, Academia, MPSA, E-Government, MoIM, MNOs, MPSAs, NAIS, CPs
		<b>Human Development and ICT Skills</b>								
To enhance human development and ICT skills.	Promote the uptake of basic, intermediate and advanced ICT skills in learning institutions and communities	Revise curricula at all levels of education to incorporate basic, intermediate and advanced skills	Primary level curriculum revised		1		1		5,000,000	Lead MOE, MoTS, CDC, Academia, ECZ, ICTAZ
			Secondary level curriculum revised		1		1		5,000,000	Lead MOE, MoTS, CDC, Academia, ECZ, ICTAZ
			Number of curricula reviewed at tertiary level		5	2	2	1	10,000,000	Lead MoE, MoTS, TEVETA, CDC, HEA, ZAQ, Higher Learning Institutions, ECZ, ICTAZ
		Introduce specialised courses at high learning institutions	Number of specialised courses introduced at high learning institutions		3	2	2	2	10,000,000	Lead MoE, MoTS, MCDSS, BOZ, ECZ, ICTAZ
		Establish ICT polytechnics	Number of ICT polytechnics established		1			1	600,000,000	Lead, MoTS, TEVETA, MoHID, ZICTA, ICTAZ, CPs
		Conduct digital literacy programmes in communities	Number of digital literacy programmes conducted	4	4	4	4	4	15,000,000	Lead MCDSS, MoTS, MoE, MoLGRD, Provinces, Local Authorities
	Enhance ICT capacity building programmes	Train teachers in ICT	Proportion of teachers trained in basic ICT skills	5%	10%	20%	30%	40%	15,000,000	Lead, MoTS, MOE, E-Government.
		Train public sector workers in ICT	Proportion of public sector workers trained in ICT	5%	10%	15%	25%	30%	15,000,000	Lead, MoTS, MOE, E-Government.
		Establish ICT labs in learning institutions	Percent of learning institutions with ICT labs	5%	8%	10%	15%	20%	100,000,000	Lead, MoTS, MOE, E-Government.
		Distribute ICT devices to learning institutions and health facilities	Percent of learning institutions supported with ICT devices	5%	8%	10%	15%	20%	100,000,000	Lead, MoTS, MOE, E-Government.
			Percent of health facilities supported with ICT devices	5%	8%	10%	15%	20%	100,000,000	Lead, MoTS, MOH, E-Government, MPSAs

Objectives	Measures	Activities	Indicators	Implementation Timeframe					Estimated Cost (ZMK)	Responsible Institutions	
				2023	2024	2025	2026	2027			
<b>Human Development and ICT Skills</b>											
	Promote the development of appropriate local ICT solutions and content	Establish Digital Transformation Centres (DTCs) in rural communities	Number of Digital Transformation Centres (DTCs) established	5	5	5	5	5		Lead, MoTS, ZICTA, ZAMPOST, E-Government Division, MPSAs, MoLGRD	
		Develop ICT awareness programs targeted at rural communities	Number of ICT awareness programs developed	5	5	5	5	5		Lead, MoTS, ZICTA, E-Government Division, MPSAs, MoLGRD	
		Undertake awareness programs targeted at rural communities	Number of awareness programs undertaken	10	10	10	10	10		Lead, MoTS, ZICTA, E-Government Division, Provincial Administration MPSAs, MoLGRD	
<b>ICT Research, Innovation and Entrepreneurship</b>											
To promote ICT research, innovation and entrepreneurship.	Enhance ICT Research and Development	Provide incentives to researchers	Incentives provided for R&D	3	3	3	3	3	50,000,000	Lead MoTS, ZICTA, MoSME, MCTI, ZDA, CEEC, NTBC, NSTC	
			Number of institutions supported to undertake ICT R&D	2	2	2	3	3		Lead MoTS, ZICTA, NISIR, NTBC, NSTC, public research institutions, academia, private sector, CPs	
		Establish ICT research laboratories	Number ICT research laboratories established		1		1		100,000,000	Lead MoTS, MOE, ZICTA, NISIR, NSTC, Higher learning Institutions, academia, private sector, CPs	
	Facilitate adoption of emerging technologies	Establish a regulatory sand box	Regulatory sand box established		1						Lead MoTS, ZICTA, NISIR, NSTC, Higher learning Institutions, academia, private sector, CPs
	Strengthen coordination in the innovation ecosystem to support the growth of innovation and entrepreneurship in the ICT sector	Sign MOUs with strategic partners	Number of MOUs signed	5	4	3	2	2	1,000,000	Lead MoTS, MPSAs ZICTA, NISIR, NSTC, NTBC, ZDA, CEEC, MCTI, PACRA, private sector, e-Government Division, CPs	
					1					1,000,000	Lead MoTS, MPSAs ZICTA, NISIR, NSTC, NTBC, ZDA, CEEC, MCTI, PACRA, private sector, e-Government Division, CPs
	Promote and commercialise locally developed ICT technologies and innovations	Develop local ICT solutions in collaboration with innovation hubs and learning institutions	Number of local ICT solutions developed	20	20	20	20	20	10,000,000	Lead, MoTS, MoE ZICTA, NTBC, E-Government Division, NISIR, Provincial Administration MPSAs, MoLGRD	
		Provide incentives for local developers	Number of local developers provided with incentives	10	10	10	10	10	20,000,000	Lead, MoTS, MoFNP ZICTA, NTBC, NISIR, Private Sector	
				1		1		1			Lead, MoTS, MoF ZICTA, NTBC, NISIR, Private Sector, CPs
		Establish ICT innovation and entrepreneurship hubs	Number of entrepreneurship hubs established	1	1	1	2	2	10,000,000	Lead MoTS, ZICTA, NTBC, E-Government, MoSME, Provincial administration,	
		Develop national framework for developing ICT Start-ups	ICT Start-up Development Framework developed		1					Lead MoTS, ZICTA, NTBC, E-Government, MoSME, Provincial administration	
		Establish Innovation Fund	Innovation Fund established			1				100,000,000	Lead MoTS, MoFNP
				Number of innovations supported from the fund	10	10	10	10	10		Lead MoTS, MoFNP, MoSME, MCTI, ZDA, CEEC, NTBC, NSTC, Private sector
Host innovation fairs and exhibitions		Number of innovation fairs and exhibitions hosted	1	2	2	2	2	20,000,000	Lead MoTS, ZICTA, MoSME, MCTI, ZDA, CEEC, NTBC, NSTC, High Learning Institutions, Private sector		
	Number of innovators exhibiting		50	70	90	100	100		Lead MoTS, ZICTA, MoSME, MCTI, ZDA, CEEC, NTBC, NSTC, High Learning institutions, Private sector		
Establish a mechanism to develop Intellectual Property	Intellectual property mechanism established		1					20,000,000	Lead MoTS, PACRA, MPSAs ZICTA, NISIR, NSTC, NTBC, ZDA, CEEC, MCTI, private sector, e-Government Division, CPs		

Objectives	Measures	Activities	Indicators	Implementation Timeframe					Estimated Cost (ZMK)	Responsible Institutions
				2023	2024	2025	2026	2027		
Promote growth of local enterprises in the sector		Build capacity for commercialisation of innovations	Number of commercialized innovations	10	10	10	10	10	10,000,000	Lead MoTS, MPSAs ZICTA, NISIR, NSTC, NTBC, ZDA, CEEC, MCTI, PACRA, private sector, e-Government Division, CPs
		Develop a mechanism for linking ICT innovators and funders	Mechanism for linking ICT Innovators and Funders developed		1					10,000,000
	Conduct human capacity needs assessment for local ICT entrepreneurs	Training needs assessment conducted	1						2,000,000	MOTS, MOE, E-Government, ZICTA, ICTAZ, Private sector
		Capacity needs assessment conducted		1		1			2,000,000	MOTS, E-Government, ZICTA
		Financial needs assessment conducted		1					1,000,000	MOTS, E-Government, ZICTA
	Undertake a Gap Analysis for ICT business eco-system needs	ICT Business Gap Analysis undertaken	1		1		1		1,500,000	MOTS, E-Government, ZICTA
	Harmonise ICT Market Monitoring mechanisms	ICT Market Monitoring mechanisms implemented	1	1	1	1			2,000,000	MOTS, E-Government, ZICTA
	Provide mentoring programmes for ICT entrepreneurs	Number of ICT entrepreneurs supported with mentorship	5	5	5	5	5		2,500,000	MOTS, E-Government, ZICTA
	Create a database of ICT businesses and their products and services	database of ICT businesses and their products and services developed	1						2,000,000	MOTS, E-Government, ZICTA
	Establish mechanism for licensing ICT products and service dealers	mechanism for licensing ICT products and service dealers established		1					2,000,000	MOTS, E-Government, ZICTA
	Establish mechanism for promoting franchise business in the sector	mechanism for promoting franchise business in the sector established		1					1,500,000	MOTS, E-Government, ZICTA
	Develop a mechanism for local collaboration with established international ICT firms	mechanism for local collaboration with established international ICT firms developed	1						1,000,000	MOTS, E-Government, ZICTA
	Encourage partnerships with international ICT firms	Number of Joint Ventures entered established	1	1	1	1	1		5,000,000	MOTS, E-Government, ZICTA
	Develop appropriate PPP mechanism for the ICT to encourage local participation	Locally driven PPP Mechanisms developed	1		1		1		1,500,000	MOTS, E-Government, ZICTA
	Devise and implement innovative Financing mechanisms for local ICT	Financing mechanism established	1		1		1		3,000,000	MOTS, E-Government, ZICTA
		Number local ICT business funded	1	1					1,000,000	MOTS, E-Government, ZICTA
	Develop a mechanism to facilitate the establishment of ICT spin-off companies	Mechanism to facilitate the establishment of ICT spin-off companies established	1						5,000,000	MOTS, E-Government, ZICTA
	Conduct a mapping of local experts in the ICT sector	Mapping of local experts in the ICT sector undertaken	1						1,500,000	MOTS, E-Government, ZICTA, private sector, ZAQA
	Develop a mechanism for Zambians in the diaspora to participate	Mechanism for Zambians in the diaspora to participate developed	1						1,000,000	MOTS, E-Government, ZICTA, MOFA, MOHA
		Number of Zambians in the diaspora participating	5	5	5	5	5		5,000,000	MOTS, E-Government, ZICTA, MOFA, MOHA
Facilitate collaboration between ICTAZ, industry, and academia in the placement of relevant professionals.	Collaboration between ICTAZ, industry, and academia established	1						1,000,000	MOTS, E-Government, ZICTA, private sector, higher learning institution	
	Number industry, and academia collaborating with ICTAZ	1	1	1	1	1		1,000,000	MOTS, E-Government, ZICTA, private sector, higher learning institution	

Objectives	Measures	Activities	Indicators	Implementation Timeframe					Estimated Cost (ZMK)	Responsible Institutions
				2023	2024	2025	2026	2027		
		Develop preferential procurement protocols for local participation in ICT	Preferential procurement protocols for local participation in ICT developed	1					1,000,000	MOTS, E-Government, ZICTA, ZPA, MPSAs
			Number of locals participating in local awards in both private and public tenders	2	2	2	2	2	100,000	MOTS, E-Government, ZICTA, ZPA
		Encourage modular designing and breaking up tenders for IT systems and services	Number of tenders complying to modular design and breaking for IT systems and services	20%	30%	40%	50%	60%	100,000	MOTS, E-Government, ZICTA, ZPA, MPSAs
		Develop interoperability and open standards	interoperability and open standards developed		1				100,000	MOTS, E-Government, ZICTA, ZABS
<b>E-Services</b>										
To promote the development and utilisation of electronic services in both public and private sectors	Promote the use of electronic services in public and private sectors	Develop a public service digitalisation Master Plan	Public service digitalisation master plan developed	1					2,000,000	MOTS, E- Government Division, ZICTA, MPSAs
		Develop harmonized sectoral digitalization plans	Number sectoral digitalisation plan developed		15	10			20,000,000	MOTS, E- Government Division, ZICTA, MPSAs
		Conduct capacity building programmes for institutions providing e-services	Number of capacity building programs conducted	5	5	5	5	5	5,000,000	MOTS, E- Government Division
		Conduct digital literacy programs	Number of digital literacy programs conducted	10	10	10	10	10	25,000,000	MOTS, E- Government Division
		Conduct e-services awareness programs	Number of e- services awareness programs conducted	10	10	10	10	10	15,000,000	MOTS, E- Government Division
		Conduct change management and mindset transformation awareness programmes	Number of change management awareness programs conducted	10	10	10	10	10	10,000,000	MOTS, E- Government Division
		Conduct institutional needs assessment of ICT tools	Number of institutions assessed	100	100	100	100	100	4,000,000	MOTS, E- Government Division, ZICTA, MPSAs
		Make ICT tools available in all public institutions	Number of public institutions equipped with ICT tools	1	1	1	1	1	4,000,000	MOTS, E- Government Division, ZICTA, MPSAs
	Facilitate the integration and harmonization of systems for delivery of electronic services	Integrate public services to the GSB	Number of Public payment services integrated to the GSB	50	50	50	50	50	2,000,000	MOTS, E- Government Division, ZICTA, MPSAs
		Integrate Government platforms (G2G)	Number of Government platforms integrated	20	20	20	20	20	2,000,000	MOTS, E- Government Division, ZICTA, MPSAs
		Integrate public and private service platforms (G2B)	Number of private platforms integrated to the government platform	20	20	20	20	20	2,000,000	MOTS, E- Government Division, ZICTA, MPSAs
		Carry out annual assessment of electronic services to be integrated and harmonized	Annual assessments undertaken	1	1	1	1	1	2,500,000	MOTS, E- Government Division, ZICTA, MPSAs
		Develop standards to facilitate integration and harmonization of systems	Standards developed	1					1,000,000	MOTS, E- Government Division, ZICTA, MPSAs
		Connect public institutions to GWAN	Number of public institutions connected to the GWAN	60	60	60	60	60	20,000,000	MHAIS, MoTS, E-Government Division, ZICTA
	Promote the development of a digital identity systems.	Establish an integrated Digital Identity Management and Authentication system across all sectors	Integrated digital identity management and authentication system established	5					1,200,000	MHAIS, MoTS, E-Government Division, ZICTA



Objectives	Measures	Activities	Indicators	Implementation Timeframe					Estimated Cost (ZMK)	Responsible Institutions	
				2023	2024	2025	2026	2027			
Facilitate e-commerce in the public and private sectors	Develop a National Post Code System	National Post Code System developed	1						1,000,000	MLGRD, MoTS, E-Government Division, ZICTA	
		Roll out the National Street Naming and Addressing System	Number of streets named	3	3	3	3	3	6,000,000	MLGRD, MoTS, E-Government Division, ZICTA	
		Develop an e-commerce Strategy	e-commerce Strategy developed		1					1,000,000	MOTS, MCTI, E-Government, ZICTA
		Provide incentive for e-commerce	Number of Incentives provided	1	1	1	1	1		6,000,000	MOFNP, MCTI
	Enhance consumer protection	Conduct consumer awareness programmes	Number of consumer awareness programmes undertaken	10	10	10	10	10		10,000,000	MOTS, E-Government Division, ZICTA, MIMs
		Development of IEC materials	Number of IEC materials developed	5	5	5	5	5		1,000,000	MOTS, E-Government Division, ZICTA
	Establish a One-stop-shop for consumer protection issues	One-stop-shop for consumer protection issues established	2	2	2	2	2		20,000,000	MOTS, E-Government Division, MOHIS, MLGRD, CCPC, ZABS, ZICTA	
<b>Information Security and Data Privacy</b>											
To ensure a safe and secure ICT environment	Ensure the protection of Critical Information and Critical Information infrastructure	Develop National Incident Response and Detection (IRD) mechanism	National Incident Response and Detection (IRD) mechanism developed		30	30	30	30		327,142,460	MOTS (Lead), E-Government Division, ZICTA
		Conduct Information Security Management Systems (ISMS) awareness for public and private sector institutions	Number of awareness on Information Security Management Systems (ISMS) for public and private sector institutions		1	1	1	1		5,000,000	Lead MOTS ZICTA
		Develop National Information security standards and guidelines	National ICT security standards developed		1	1	1	1		2,000,000	Lead MOTS, ZICTA, ZABS, E-Government Division DMMU
		Domestic international Information security standards and guidelines	International information security standards and guidelines domesticated	1	1	1	1	1		2,000,000	Lead MOTS, MOJ, ZICTA, ZABS, E-Government Division, DMMU, MOHA, MOFA
		Conduct national information security risk assessment	National information security risk undertaken	1	1	1	1	1		1,000,000	Lead MoTS
		Conduct an information security maturity assessment	Number of information security maturity assessment undertaken		40	50	60	70		200,000	Lead MoTS
		Develop a National Cyber Incident Response Plan	National Cyber Incident Response Plan developed		1					1,000,000	Lead MOTS, ZICTA, ZABS, E-Government Division (EGD), MOHA, MOD, OPSD, DMMU
	Enhance information security awareness	Conduct assessments on the status of implementation of information security awareness programmes	Status on the implementation of information security awareness programmes conducted		100	150	200	250		1,000,000	Lead MoTS, ZICTA, E-Government Division (EGD), MOHA, MOD, OPSD MOHA, MOD, OPSD
		Conduct Data Protection impact assessment (DPIA)	Number of Data Protection impact assessment (DPIA) undertaken	20	40	40	40	40		50,000,000	Lead MoTS, ZICTA, E-Government Division (EGD), ICTAZ, MOHA, MIMs
		Develop information security knowledge Portal	Information security knowledge Portal developed	1	1	1	1			10,000,000	Lead MoTS, ZICTA, E-Government Division
	Enhance data privacy and protection	Conduct an assessment on the of digital signature adoption	Assessment of digital signature adoption undertaken	1	1	1	1	1		1,000,000	Lead MoTS, ZICTA, E-Government Division (EGD), MOHA, MOD, OPSD MOHA, MOD, OPSD
		Conduct Data Protection impact assessment (DPIA)	Number of Data Protection impact assessment (DPIA) undertaken		40	50	60	70		22,000,000	Lead MoTS, ZICTA, Data Protection Commission (DPC), ZICTA, ICTAZ, MOHA, MOD, OPSD
	Ensure implementation of National Public Key Infrastructure (NPKI)	Establish the National Root Certification Authority (NRCA)	National Root Certification Authority established	1						125,000,000	Lead ZICTA MoTS
Establish the Public Sector Certification Authority (CA)		Public Sector Certification Authority (CA)	1						200,000,000	Lead E-Gov Division, MoHa	

Objectives	Measures	Activities	Indicators	Implementation Timeframe					Estimated Cost (ZMK)	Responsible Institutions
				2023	2024	2025	2026	2027		
<b>Policy, Legal and Institutional Framework</b>										
To enhance the policy, legal and institutional framework	Strengthen existing policy and legal frameworks	Develop National Digital Transformation Strategy	National Digital Transformation Strategy developed	1					1500.000	Lead MoTS, MOFNP, MOJ, E-Government Division, ZICTA, ICTAZ
		Undertake sector legal review	Sector Legal Review undertaken	1					1500.000	Lead MoTS, MOJ, MOIM, ZLDC, ZICTA, IBA, PAC, E-Government Division
		Undertake an institutional review study	Institutional review study undertaken	1					1500.000	Lead MoTS, E-Government Division, MDD, PAC, MOJ, MOIM, ZLDC, ZICTA, IBA.
		Review the ICT Act	ICT Act reviewed	1	1				2.000.000	Lead MoTS, E-Government Division, MOFNP, MOJ, MOIM, ZLDC, ZICTA.
		Review the Cyber Security and Cybercrimes Act	Cyber Security and Cyber Crimes Act Reviewed	1					2.000.000	Lead MoTS, E-Government Division, MOFNP, MOJ, MOIM, ZLDC, ZICTA.
		Develop Regulations for the ICT sector	ICT sector Regulations developed		2	2	2	2	3.500.000	Lead MoTS, MOJ, ZICTA, E-Government Division
		Review regulations for the ICT sector	Number of Regulations reviewed	2	2	2	2	2	3.000.000	Lead MoTS, MOFNP, MOJ, ZICTA, E-Government Division
	Harmonize ICT sector institutional arrangements	Undertake a comprehensive review of institutional mandates	comprehensive review of institutional mandates undertaken		1				500.000	MoTS
		Develop cross sectoral collaborative framework	cross sectoral collaborative framework developed			1			500.000	Lead MoTS, MOFNP, ZICTA
		Review the institutional set for Universal Access Fund management	Universal access fund management reviewed						5.000.000	Lead MoTS, MOFNP, ZICTA
	Enhance local and international collaborations	Conduct a mapping exercise to align MoUs with the policy	mapping exercise to align MoUs the policy undertaken		1				1.000.000	Lead MoTS, E-Government Division, IBA, BOZ, ZICTA
		Enter into partnerships with relevant stakeholders	Number of partnerships with relevant stakeholders		2		2		1.500.000	Lead MoTS, E Government Division, ZICTA
		Ratification of the relevant treaties and conventions	Number of relevant treaties and conventions ratified		1	1			1.500.000	Lead MoTS, ZICTA, MOFA, MOJ, E-Government Division





# Implementation Plan 2022 - 2026

National ICT Policy

