

DAY TWO



DATA, DIGITISATION & THE AI REVOLUTION

Connected Summit 2023 session outcomes

There is no doubt that data is the new gold, and, therefore, must be safeguarded for the digital economy to thrive.

Without data, the country's quest to use artificial intelligence, build smart cities, drive innovation and generate a vibrant knowledge economy would come to nought.

This is one of the discussions that delegates had on Day Two of the 12th edition of the Connected Summit

as they unpacked ways of using data to accelerate the digital transformation.

The future of work especially for the youth, the development of e-commerce to boost trade at the grassroots and across the border, the challenge of e-waste and how to overcome it and getting more women into the technology sector were the other topics explored in lively discussions. The following are the highlights:





Mr Stanley Kamanguya, Chief Executive Officer, ICT Authority

- The ICT sector will strive to provide digital solutions to the challenges facing the society.
- The industry is driven by three pillars:
 - a. Digital infrastructure
 - b. Digital skills workforce for the digital economy
 - c. Innovation and ICT enterprise.
- The government will focus on digital entrepreneurship and narrow the digital divide.
- The government has made significant steps in digitising most of its services. The target is to have 5,000 digital services online by June.
- Government sees data as the hidden gem that will enable it to innovate.
- There are three set of data we deal with:
 - a. Data on individual identity.
 - b. Data we generate from our transactions and interactions eg, financial and social media.
 - c. Observed data collected from utilities.
- If this data is optimised, it will help us understand our citizens better while maintaining privacy.
- In government currently, there are multiple data sets for citizens. Each institutions have their way of validating people. One institution feels their truth is better than that of the other. Therefore,
 - we need to harmonise data across government to achieve a single view of citizens as we provide digital services.
- Digital identity for every Kenyan is a critical pillar to the digitisation of government. Through the identity, government will increase the ease of doing business and transact more safely.
- There are 5 billion manual records that the government needs to digitise, according to a recent survey done.
- The government is, therefore, developing systems to collect digital records as it also digitises manual ones.
- The current government system is difficult to manage. There is little coordinated approach to digitise government, get data, share, reshare, use and reuse data as a commodity.
- We must embrace an enterprise architecture that will help us do information exchange within government and establish a service bus for ease in transaction. And further help provide centralised citizen support and enhance service delivery.
- The government will develop a true value for data to help the country unlock the digital economy and hasten transformation.



2 CTO, Dell Technologies, Hani Khalaf

- Data is the new gold, and for government, without it, you cannot digitise services and drive innovation.
- The data era started in 2020 due to Covid-19. This has enabled us become data-driven organisations, citizens, cities and societies.
- About 97 per cent of data is useless, therefore, must be processed to make it useful and generate knowledge.
- Smart cities are build from data to generate outcomes for people living in the cities and visitors. This include enhancing citizen compliance.
- AI implementation needs huge amounts of data that must be protected.
- Security of data is critical, because if information gets in the wrong hands, it can be used to create problems.
- Many organisations are drowning in data but starving in knowledge.



3 Panel discussion: AI revolution and the economy of tomorrow

- There is no shortage of tools and capabilities to make AI work in Kenya.
- Kenya also has enough data, machines like laptops and computers that it can use to process data at a very high rate.
- We should think as a country pragmatic ways of using AI. It can, for instance, be used to digitise documents.
- There is no AI without data.
- AI can never replace human, but will augment his activities.
- AI has no aspect of human and empathy, so we can't make it human. It is to help business outcomes.
- AI is broader than ChatGPT. We have robotics, machine learning and speech recognition.

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The future of work in the digital economy



Engineer John Tanui, PS ICT and Digital Economy

- Digital technologies are the future of work, key in job creation as seen in programmes like Jitume and Ajira.
- The Summit should help address the issue of e-waste generation and management in the ICT sector.
- Government has constructed data facilities in various agencies like ICTA, Konza and DoD.
- The ministry will establish 25,000 WiFi hotspots across the country and ensure that the projects are sustainable and offer opportunities for future work.
- Jitume programme is under implementation, and is being used for skilling a million youths.
- At least 15 Jitume centres have been launched across the country and more than 100 young people already earning from foreign institutions.
- Plans are underway to launch Jitume Centre at Kinango TVET on April 5, 2023.
- Government is keen on making Kenya a destination for IT services, attracting business process outsourcing and call centres.
- The government will identify surplus talents in the country, get opportunities globally and link the youths to them.

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Dr Mark Matunga, President & CEO, Africa Center for Advanced Technology

- Kenya is among top five countries globally because of skills and language in terms of attracting jobs from across the world.
- Jobs cover data entry to annotation of self-driven cars. These are being done in Nakuru, Mombasa Road and Westlands
- Once Jitume labs are installed, the youth are trained for three weeks so that they are able to handle computers, then they start to be given tasks.
- Online jobs currently being offered in nine centres and the youths paid in dollars every Thursday. One gets nine dollars a week average. On maturity, one can earn up to 100 dollars a week.
- Over 27,000 young people working as online marketers in Kenya.

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Prof Edward Kisiang'ani, PS for Broadcasting on digital trade and services

- Some 2.1 billion people are currently doing business online across the world. From this, Africa has a small percentage engaging in e-commerce.
- We must cultivate trust among consumers to enhance e-commerce through enhancing cybersecurity to curb fraud. Africa needs to invest in infrastructure, legal framework to develop e-commerce to connect businesses and customers.
- Kenya is strengthening legal framework for e-commerce. The government has developed an e-commerce strategy, to enable us go big on online business.



Panel discussion: Digital technology, talent and training

- We need to develop strategic plans and road maps to encourage the integration of digital skills into education systems, with a focus on TVET institutions.
 - We should implement policy initiatives that support re-skilling and up-skilling programmes for the workforce, helping them adapt to new technologies and job roles.
 - We need to ensure equal access to digital education and training opportunities for all demographics, including marginalised and under-represented communities.
 - We have to foster collaborations between governments, industries, educational institutions, and other stakeholders to share best practices and develop innovative solutions for challenges in the digital economy.
 - We must promote flexible work arrangements and remote work policies to accommodate the evolving nature of work and workforce expectations in the digital age.
- Encourage continuous dialogue among stakeholders to monitor progress, address emerging challenges, and adapt policies and strategies accordingly.
 - Explore innovative training models and educational approaches, such as online learning, micro-credentials, and work-integrated learning, to better prepare individuals for the future of work.
 - Foster an enabling policy and regulatory environment that supports the growth of the digital economy while ensuring worker protection and social safety nets.
 - Enhance the skill sets of young people with a focus on future-oriented fields, such as Artificial Intelligence and the Internet of Things.



Plenary session: Managing e-waste for sustainability

- The 2022 Sustainable Waste Management Act passed last year will be a game changer in waste management. The Act establishes the legal and institutional framework for the sustainable management of e-waste ensuring the realisation of the constitutional provision on the right to a clean and healthy environment and for connected purposes.
- Government should partner with private firms to build a robust and sustainable infrastructure to facilitate an environmentally friendly e-waste management system.
- Government should consider to facilitate NGOs, local investors and private organisations by providing them with tax rebates and land on which to put up e-waste management facilities and infrastructure.
- Small and Medium Enterprises (SMEs) should be encouraged to improve their local communities in efforts towards e-waste management.
- Government should consider offering incentives for international companies or investors who are willing to partner in the refurbishment of old technology gadgets and take back programmes to ease the burden of e-waste.



Panel discussion: Women shaping the digital economy

- More than 50 per cent of consumers are women, thus should be developers of technology that drive business.
- There are cultural impediments like early marriage that are harmful for women's growth. This affects women's ability to embrace technology.
- We should use technology to help achieve equity and empowerment of women.
- To get young girls into technology, we must have more visibility of women in ICT so that girls can relate to the industry and get inspired.
- We should bring recognition into the work women in technology do to spur the industry.
- We should start to provide IT skills to young people at early age. Catch them from as young as age 5 as this is when they understand things faster.
- We should bring more women in leadership positions of organisations like boards where key decisions on ICT are made.
- While legislation should help in gender balance, women should do more to take advantage of it and build themselves.
- Of the 100 top brands loved by Kenyan women, several of them are technology firms, as compared to traditional areas like beauty products and clothing.
- It's upon the society to ensure that the future generation of women in technology are already being developed.
- Women should know that they can be anything they want as long as they put their mind and heart on it.
- We should make ICT a mandatory subject in schools because technology solutions are necessary in all areas.



Sources: KYEB and ICT Authority

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