REPUBLIC OF UGANDA

MINISTRY OF INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT)

SPEECH BY

HON. AGGREY AWORI, MINISTER OF INFORMATION AND
COMMUNICATIONS TECHNOLOGY

AT

THE LAUNCH OF THE BPO TRAINING PROGRAM AT MAKERERE
UNIVERSITY FACULTY OF COMPUTING AND INFORMATION TECHNOLOGY

17TH JANUARY, 2010

Honorable Ministers and Ministers of State Present,

Permanent Secretaries,

Distinguished invited Guests,

Members of the Press,

Ladies and Gentlemen.

In today's business environment, information systems, the Internet and other global communication networks are creating new opportunities for organizational coordination and innovation. Information and Communications Technology (ICT) are helping organizations extend their reach to faraway locations, reshape jobs and workflows and as a result change the way goods and services are delivered to the citizens. It is important to note that the rapid growth of Information and Communications Technology (ICTs) and related services has brought to us precious opportunities and new challenges as well. Therefore, it is critical for us to work together, in order to grasp opportunities and respond to challenges, so that we are able to maximize the enormous potentials of ICTs.

ICTs have now linked the entire globe through better and faster (digital) communications networks thereby rendering 'time' and 'distance' irrelevant. As a result, companies in developed countries have business models that capitalize on these global communication

networks. These business models cut costs and improve efficiency by outsourcing services to a distant skilled work force.

Business Process Outsourcing (BPO) is the strategic use of a third-party services provider to perform activities traditionally handled by internal staff and resources. This releases the organization to focus more on their core businesses. BPO is often divided into two categories: back office outsourcing, which includes internal business functions such as billing or purchasing, and front office outsourcing, which includes customer-related services such as marketing or technical support.

BPO as a business model has gained rapid momentum and has grown to phenomenal market levels estimated to be over US$1.1 trillion per annum according to the Financial Times of February 15th 2010. Many emerging economies have engaged in this new industry. Countries like India, Philippines and, of recent Mauritius have cashed in on this industry and have made billions of dollars through provision of Information Technology Enabled Services (ITES) to American, European and Asian companies. India now controls between 5-8 % shares of the world total BPO Industry. Other countries like South Africa, Egypt, Kenya, China and Hungary are positioning themselves to have a share in the global BPO Industry.

One of the critical success factors of ensuring the growth of the BPO Industry in any country is development of a critical Mass of BPO Skilled Personnel that can serve all levels of BPO which are;

1. The transactional level of operations like Customers Service Support, Telemarketing, service and Data Entry

2. Skills Value Added Services like Technical IT Support, Insurance Processing, Financial Accounting and Form Processing

3. High End Skills Value Added Services like Software Development, Legal Support Services, Medical Support Services, Engineering Support Services

Today, we are witnessing the first step in ensuring that our country can provide training services to all those levels of BPO. The NRM Government is committed to creating a conducive and enabling environment as a critical element in sustained development of ICTs. This is multi-pronged approach of tackling all the challenges of the BPO sector is to be used to ensure that we grow our industry in a relatively shorter time compared to our other African neighbors.

The National Information Technology Authority in conjunction with Ministry of ICT is spearheading the process of growing the BPO industry through several significant steps by reviewing capabilities of the outsourcing Industry and developing a sustainable model for promoting the BPO industry in Uganda. The BPO Technical Working

Group has been set-up to spear head the activities on the BPO and the launch of this BPO training program is their first key output.

I would like to congratulate all the stakeholders, who through a collaborative effort have provided all the necessary input in ensuring that this international BPO training Program starts.

This is also to encourage all higher institutions of learning to keenly participate in this program if the country is to benefit from these BPO training programs as whole.

Let me once again congratulate all the trainees who have gone through rigorous selection to become the pioneers of the first International BPO training Program here in Makerere University.

I would like to thank you all for taking time off your busy schedules to join us today as we launch

I now take the pleasure of inviting the Rt. Hon Prime Minister to make his speech and officially launch the program.

I thank you.

Hon. Aggrey Siryoyi Awori
Minister of Information and Communications Technology