



REPUBLIC OF UGANDA

SPEECH BY

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AT

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

17TH JANUARY, 2010

- The Hon. Ministers and Ministers of State Present,
- The Vice Chancellor, Makerere University,
- The Chairperson, Organizing Committee,
- Invited Guests,
- Ladies and Gentlemen.

It is a great pleasure for me to launch the first International BPO Training program in Uganda here at Makerere University. I acknowledge with gratitude, the efforts you have all undertaken to accelerate and continue to support the growth of Information and Communications Technology (ICT) in Uganda.

I compliment the efforts of the Vice Chancellor of Makerere University, the Dean of the Faculty of Computing and IT, the Ministry of ICT and National Information Technology Authority – Uganda for successfully organizing this launch. This demonstrates your commitment to promote the growth of the ICT sector in Uganda and beyond.

I welcome you all here today and extend my sincere gratitude towards the Makerere University Faculty of Computing for being able to spearhead this International BPO Training program.

To all BPO industry players, this training program should provide an opportunity for the country to gain a competitive edge over other

emerging BPO Markets because of the key role BPO Skilled personnel play in attracting both local and international BPO Business. Combined with the use of the latest technological and IT infrastructure, Uganda is now able to fully participate in the Global BPO Industry that is estimated at about US\$ 800Bn per year as of December 2010.

The NRM Government is committed to supporting the ICT Sector and BPO Industry in general so as to create employment and enhance people's incomes especially among the youth. The BPO Industry is expected to take advantage of the National Back Bone Infrastructure and other communication facilities provided by our local service providers like the Telecom Companies and Internet service providers.

This training program has come in at the opportune time when the Government is trying to address the 6 major challenges that were hindering the growth of the BPO Industry in the country, these were;

1. Infrastructure;
2. Marketing and Branding Uganda as a Preferred BPO Destinations;
3. Provision of Financing Facilities to the BPO Industry;
4. Human Resource Development (BPO Skills Shortage);
5. BPO Entrepreneurship Development ; and

6. Policy Framework.

So far, government has managed to address the issues of the Policy framework by passing the 3 Cyber Bills (Computer Mis-Use, Electronic Signatures and Electronic Transactions) and the Development of BPO Strategy and Model for Uganda, which is going to be updated this year. Through a collaboration of Government and Makerere Faculty of Computing and IT, the challenge of a shortage of BPO Skills will soon be overcome.

I would like to congratulate all the BPO Industry players who have contributed to the growth of the Industry over the past 5 years and would like to reiterate Governments commitment towards supporting sustainable initiatives that will ensure the growth of this industry.

Let me take this opportunity to encourage the ICT fraternity to continue tackling the fundamental challenges facing use of ICT, both in Uganda and the region with a focus on supporting marginalized persons such as women, children, and people with disabilities. There is, therefore, a need to address the issue of access to ICTs by these groups. Some people have no access to ICT because of the cost of ICT infrastructure and software but Government is sure that with your support, all these challenges will be addressed accordingly.

As Leader of Government Business, let me take this opportunity to inform all the guests present today that we are committed to

ensuring the growth of the ICT sector to harness efficiency and service delivery to our people.

I would also like to congratulate the pioneer trainees of this program. I encourage you to focus on your training as you will be the ambassadors of this project and fundamental to its success.

Once again, let me thank all those who have contributed in ensuring that this endeavor is attained and would like to encourage you to continue with the hard work for the challenges ahead.

I am grateful for the opportunity to be part of this auspicious occasion.

FOR GOD AND MY COUNTRY