United Nations Industrial Development Organization

Ministry of Information and Communication Technologies

THE REPUBLIC OF UGANDA

ICT for SMEs: Innovative Services to Empower Entrepreneurs - Uganda

Mr. Yoshiteru URAMOTO,
Managing Director and
Deputy to the Director-General, UNIDO

Hon. Dr. Ham-Mukasa MULIRA
Minister of Information and
Communication Technology, Uganda

ICT Related Challenges of SMEs in Uganda:

- Inadequate access to affordable access ICT equipment
- Paucity of ICT knowledge
- Need for tailor-made solutions

➡️ 17 Internet users per 1,000 people and only 8 out of 1,000 have access to a PC

➡️ Tele-density at 17 people to 100 (Dec 2007)

Mr. Yoshiteru URAMOTO,
Managing Director and
Deputy to the Director-General, UNIDO

Hon. Dr. Ham-Mukasa MULIRA
Minister of Information and
Communication Technology, Uganda

Government's Responds:

- **Creation of a new Ministry for ICT to unify political guidance and regulation**

- **Increased priority of government on ICT**

- **Full liberalisation of telecommunications sector**

- **National Data Transmission Backbone with e-Government Infrastructure established**

- **Policy and legislative framework (Cyber Laws) being established**

- **Rapid growth in ICT training at higher, mid and lower educational institutions (eg. Faculty of Computing and IT, Makerere University has 5,000 students – undergrad/postgrad, schools training, tertiary institutes, etc.)**

- **Investor friendly economic climate (ie. investment incentives)**

Mr. Yoshiteru URAMOTO,
Managing Director and
Deputy to the Director-General, UNIDO

Hon. Dr. Ham-Mukasa MULIRA
Minister of Information and
Communication Technology, Uganda

ICT for SME Programme Uganda: A Comprehensive Approach to Development

- Multistakeholder PPP Approach incl. the Gov. of Uganda, Gov. of Austria, Uganda Private Sector, UNIDO and Microsoft
- District Business Information Centres (DBICs)
- PC Refurbishment Centre of Excellence

Mr. Yoshiteru URAMOTO,
Managing Director and
Deputy to the Director-General, UNIDO

Hon. Dr. Ham-Mukasa MULIRA
Minister of Information and
Communication Technology, Uganda

The Business Information Centre Model Approach:

- Centers are set-up as a joint venture between public and private sector institutions

- Centers operate on a business plan and offer demand-driven, fee-based services:
  - Entrepreneurial advisory services
  - Business information services
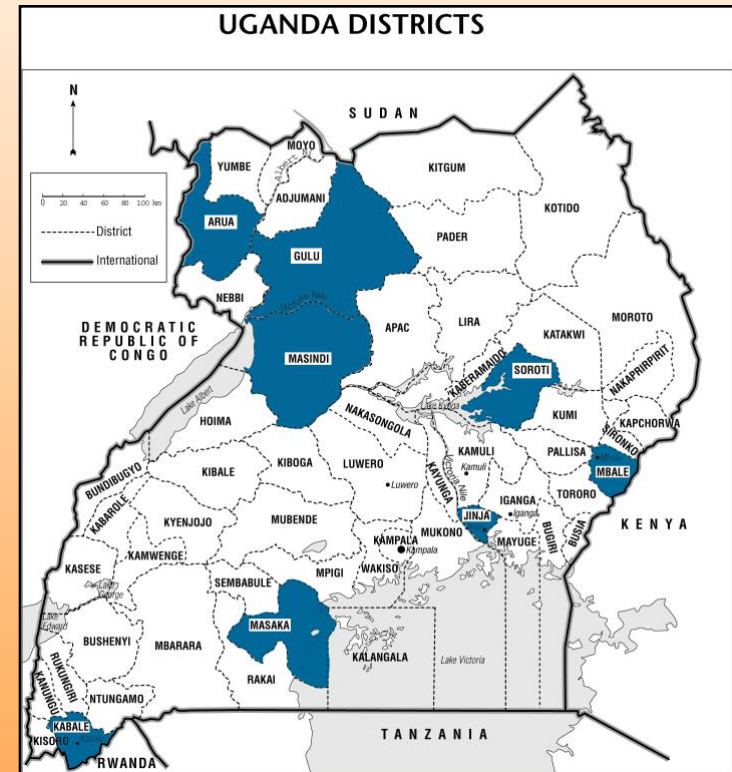 - ICT training
  - Access to Internet

Mr. Yoshiteru URAMOTO,
Managing Director and
Deputy to the Director-General, UNIDO

Hon. Dr. Ham-Mukasa MULIRA
Minister of Information and
Communication Technology, Uganda

The Business Information Centre Model Achievements:

- Business Information Centers have been established in eight Districts throughout Uganda
- The Uganda Gov. will establish another 20 centers based on the above model

UGANDA DISTRICTS

Mr. Yoshiteru URAMOTO,
Managing Director and
Deputy to the Director-General, UNIDO

Hon. Dr. Ham-Mukasa MULIRA
Minister of Information and
Communication Technology, Uganda

UNIDO and Microsoft received the **Africa Investor Award 2007** in the category

"Best Initiative in Support of SME Development"

for the Uganda Business Information Center project

Mr. Yoshiteru URAMOTO,
Managing Director and
Deputy to the Director-General, UNIDO

Hon. Dr. Ham-Mukasa MULIRA
Minister of Information and
Communication Technology, Uganda

Refurbished computer programme

Challenges:

- Affordable access to quality hardware and software for SMEs

UNIDO – Microsoft Partnership:

- Launch of concept at ICT Best Practice Forum, Ouagadougou 2007
- Scalable pilot programme in Uganda
- Increase outreach and replicate pilot programme based on requests from numerous African countries

Refurbished computer programme

PC Refurbishment Centre of Excellence, Kampala:

- Market study documents strong demand for PCs
- Local refurbishment – target of 10,000 PCs per annum
- Price per PC = US$ 175
- Stringent quality criteria
- Warranty and after-sales services
- End-of-life recycling of PCs

Mr. Yoshiteru URAMOTO,
Managing Director and
Deputy to the Director-General, UNIDO

Refurbished computer programme

PC Refurbishment and E-waste management

- Project addresses the entire life cycle of computers
- First comprehensive study on e-waste in Uganda

Mr. Yoshiteru URAMOTO,
Managing Director and
Deputy to the Director-General, UNIDO

The Business Information Centre and PC Refurbishment Model

Lessons learned:

- Strong local ownership
- Collaboration through Public-Private Partnership
- Self-sustainability
- Contingency plan for HR development and retainment

Mr. Yoshiteru URAMOTO,
Managing Director and
Deputy to the Director-General, UNIDO

Hon. Dr. Ham-Mukasa MULIRA
Minister of Information and
Communication Technology, Uganda

For further information, please contact:

Ministry of Information and Communications Technology (ICT)
Republic of Uganda

Mr. Geoffrey Agoi - Email: geoffrey.agoi@ict.go.ug

Directorate of Communications & Broadcasting Infrastructure

United Nations Industrial Development Organization (UNIDO)

Ms. Barbara Kreissler - Email: B.Kreissler@unido.org

Industrial Policy and Private Sector Development Branch

Microsoft Corporation

Ms. Alethea Lodge-Clarke - Email: Aletheal@microsoft.com

Public-Private Partnership Manager

Mr. Yoshiteru URAMOTO,
Managing Director and
Deputy to the Director-General, UNIDO