



# PROGRAMME



**Conference & Exhibition**  
Centro Internacional de Conferencia Joaquim Chissano, Maputo  
13-14 October 2010

## ***THEME: Visions for a new ICT era***

An AITEC Africa Event



Held under the auspices of the Ministry of Science & Technology and INCM



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## DAY 1: 13 October 2010

### 9am Opening Session

**MODERATOR:** Sean Moroney, Chairman, AITEC Africa



#### Welcome Address

**Dr Venâncio Massingue, Minister of Science & Technology, Mozambique**



#### Keynote Presentation

Internet and technology trends shaping 21<sup>st</sup> Century business in Africa

**Arthur Goldstuck, CEO, World Wide Worx, South Africa**

Business uses the Internet is shifting dramatically in a world of broadband and multiple undersea cables. An overview of Internet connectivity and usage trends in Africa, and their implications for business.



How a universal household broadband service can contribute to reducing social exclusion

**Lucienne Abrahams, Director, LINK (Learning, Information, Networking and Knowledge) Centre at the Wits Graduate School of Public and Development Management, South Africa**

Gauteng, South Africa's economic centre, has a history of social exclusion by virtue of differentiated access to employment, income, assets and education. In the present day, social exclusion affects approximately 32% of the working age population, if employment or self-employment is used as the main criterion; while digital exclusion affects more than 80% of households, if household combined mobile and Internet access is used as the main criterion. Gauteng is a services-based economy. This presentation covers the findings of a study on the Gauteng information society and e-governance in 2010. It argues that policies that recognise the value of universal household broadband service can contribute to reducing social exclusion through creating the foundation for households to become units of production in a services-oriented economy, rather than merely units of consumption. It argues further that such social inclusion and the availability of e-governance services can increase civic engagement and e-democracy.



Lessons from Kenya's drive for ICT development

**Caroline Juma, CEO, Kenya Computer Resources**

## 11am Refreshment Break

## 11.30am Visions for a new telecommunications era

**MODERATOR:** Mike van den Bergh, Managing Director, Gateway Communications



A telecommunications tier system to maximise service efficiency and delivery

**Yossi Barkan, Executive Director, Africa, PCCW Global, Hong Kong**



The communications market is made up of carriers, operators and service providers which each have different specialist roles to play. A tiered telecommunications market needs to be developed, allowing each stakeholder to focus on what he is best at doing. Case studies will be presented to show how local operators like Telecom Namibia, TDM, Botswana Telecommunications and Benin Telecom have dealt with the challenges they face.



Making order out of chaos: How Nigeria saved its telecommunications sector from melt-down through a clearing house system

**Ike Nnamani, Founder & CEO, Medallion Communications, Nigeria**

As Nigeria accelerated its telecommunications network roll-out in the 21<sup>st</sup> Century and the national regulator wanted to promote competition by issuing multiple licences, new entrants were blocked by the established operators setting up technical barriers. To rationalise the market and create a level playing field, the regulator issued licences for telecommunication clearing houses to be set up, requiring all operators to connect to them. This presentation will assess the impact of this system on telecommunications development in Africa's largest market.

<p style="text-align: center;"> <b>SHOWCASE PRESENTATION</b>                    ...Africa connected the <b>EASSy</b> way             </p>		<p>                 WIOCC-EASSy: The Opportunity for ISPs and Carriers  <b>James Wekesa, Chief Commercial Officer, WIOCC</b>                  To cover: Challenges with current routes; Traffic diversion in the event of outages; Improving network resilience and route diversity.             </p>
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## SHOWCASE PRESENTATION



### Infrastructure sharing trends for mobile broadband networks

**Thabiso Thukani, Government and Industry Relations Manager, Ericsson, South Africa**

For the networks to cover everybody, new business models will be needed. While new entrants tend to build their own networks, regulators favour faster deployment and investment optimization in the telecom sector. Infrastructure sharing limits duplication and gears investments toward underserved areas, product innovation, and improved customer service.

## 1.30pm Lunch

## 2.30pm

## Risk Management, data security and business continuity

(Parallel Session - Plenary Hall)



### Is business continuity management risk management?

**Paul Muchenje, Managing Consultant, ALU Technology.com, Mozambique**

In many organizations risk management has traditionally been driven by finance, while business continuity has developed from security and crisis management arrangements. Because they have often developed independently of each other they are frequently situated in different parts of an organization, meaning they could be moving in different directions. However, attitudes are now changing and that, increasingly, companies are realising that these two disciplines should be working together. Risk management and business continuity are two parts of the same governance framework. Risk management provides the umbrella under which a variety of risk management categories and capabilities can reside; Business continuity is organization's risk control environment.



### Best practices in data loss prevention and data recovery

**Dilip Samji, Technical Director, CA Computer, Mozambique**

- Logical Recovery of disabled hard drives
- Logical recovery via avoiding BIOS interrupts
- Motions that unlock the actuator of a drive
- Diagnosing the physical recovery of drives
- Logic board replacements
- Single and Multi-Platter Swaps
- Head Assembly replacement
- Dealing with damaged sectors
- Diagnosing "clicking noises"



**Data security and computer forensic techniques**  
**Fernando Ceia, MD, Data Recovery Centre, Portugal**

The use of computer forensics: Preservation of Evidence - Adherence to carefully developed set of procedures that address security, authenticity, and chain-of-custody; analysis of User Activity (using Active IT) – Reporting of all user activity on computers and company network including, but not limited to, e-mail, Internet and Intranet files accessed, files created and deleted, and user access times.



**Business continuity life-cycle**  
**Brandon Ross, Business Development Manager, ContinuitySA, South Africa**

Business continuity is a misunderstood and almost feared practice, Quick step guide to explain DR vs. BCM Continuity Management. How does one make the board understand the costs of doing nothing?

2.30pm

## National Communications Roundtable

(Parallel Session - Syndicate Room 1)

**Under the auspices of the Instituto Nacional de Comunicacao de Mocambique (INCM)**



**MODERATOR:** Eng Isidoro Pedro da Silva, Chairman, INCM



**ASSISTANT MODERATOR:** Dr Eng Americo Muchanga, Director General

**LEAD FACILITATORS:**

Lucienne Abrahams, Director, LINK Centre, Wits University

Adrian Schofield, Manager, Applied Research Unit, Johannesburg Centre for Software Engineering, University of the Witwatersrand, South Africa & President, Computer Society of SA

**TOPIC FACILITATORS:**

Hermann Woithe, CEO, Internet Solutions, Mozambique  
Yossi Barkan, Executive Director, Africa, PCCW Global, Hong Kong  
Mike van den Bergh, Managing Director, Gateway Communications  
Ike Nnamani, CEO, Medallion Communications, Nigeria

This is a unique opportunity for all stakeholders in the telecommunications sector to meet in a consultative setting to review progress in the industry and discuss future development, collaboration and business opportunities. Topics to be covered include:

- Infrastructure sharing
- National backbone development
- Fibre backhaul and network management
- VoIP implementation and regulation
- Wireless broadband regulation and roll-out
- Quality of service

DAY 2: 14 October 2010

9am

Corporate systems for productivity & competitiveness -  
Part 1



**MODERATOR:** Paulo Maculuve, Director IT Department, Banco de Mozambique



Bridging the digital divide with social media and cloud computing  
**Hermann Woithe, CEO, Internet Solutions, Mozambique**

Hermann will present his experience with use of social media (Facebook and Twitter) and cloud computing applications (Google Office Suite) in the work environment. He will show how using these free tools increases productivity, decreases cost, and why it the ideal solution for bridging the digital divide in Africa.



Monitoring systems: Why do they fail and how to correct them?  
**Tiago Cabral, Leadership Business Consulting, Portugal**

Projects promoted by government, international agencies and businesses usually are complex and mobilize large amounts of scarce resources, thus requiring appropriate monitoring systems. This is not always an easy task and often monitoring systems are burdensome and heavy on procedures for little benefit. What are the usual shortcomings and can one correct them will be the topic of this presentation.



Experiências e o sucesso dos investimentos em TIC  
**José Murta, Director Geral, EXI, Mozambique**

## 10.30am Refreshment Break

11am

## Human capacity development

Sponsored by Telkom South Africa



**MODERATOR:** Caroline Juma, CEO, Kenya Computer Resources



Entering youth into ICT: A Private-Public Partnership model that works

**Wikus van der Merwe, Senior Manager, Telkom South Africa**

The presentation will showcase the benefits of Private Public Partners to all stakeholders. This case study will provide a model to participants on how to structure learning and development programs in support of closing the skills deficit gap within ICT. Specific focus will be put on how to structure programs for unemployed graduates. The case will be presented by using a 10 minute presentation and a 13 minute Video.



The skills development process: Creating effective links between education and industry

**Adrian Schofield, Manager, Applied Research Unit, Johannesburg Centre for Software Engineering, University of the Witwatersrand, South Africa & President, Computer Society of South Africa**

To be competitive in the “connected” global market, developing economies must equip their people with the technology skills of the 21<sup>st</sup> Century. From children to senior citizens, from budding users to innovative systems designers, it is essential that the right levels of education and training are available to all. This session examines the role played by the education system and the support it needs from industry to equip a nation with the tools that enable efficient and productive activity in all spheres.



The challenges of extending an e-learning system country-wide

**Cameron Smith, e-Learning Development Manager, Instituto Superior de Transportes E Comunicações (ISUTC), Mozambique**

## 1pm Lunch

## 1.30pm Lunchtime Workshop



The New Internet: Threat, opportunity, challenge

**Arthur Goldstuck, CEO, World Wide Worx, South Africa**

For businesses to remain competitive, they must leverage the opportunities, tools and strategies that will ensure sustainability and growth. An insight into the changing nature of Internet connectivity, the threats and challenges that poses to business and the opportunities it represents for efficiency, effectiveness and competitiveness.

## 2.30pm

## Corporate systems for productivity & competitiveness – Part 2

**MODERATOR:** Wangui Kaniaru, Consultant, Kenya

The importance and benefits of document management for effective corporate governance

**Artur Martins, Country Partner, Metrofile, Mozambique**



Customer experience as a competitive advantage  
**Yaron Assabi, CEO, Digital Solutions Group, South Africa**

Contact centres for improved customer service – and increased revenues  
**Noraly Nhantumbo, Information & System Partner, Intellica, Mozambique**



A clearing in the clouds: Achieving real value from Cloud Computing  
**Richardt Human, Business Connexion Cloud Computing Services, South Africa**

Advantages of outsourcing IT & telecommunication services  
**Victor Quintao, Technical Manager, MC4 Made for Communication, Mozambique**

5pm

**Closing Plenary Session: Delegate Prize Draw & Best Stand Awards**

## Contact details

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To register as a delegate, log on to [www.aitecafrica.com](http://www.aitecafrica.com)