



# KENYA INTERNET GOVERNANCE FORUM REPORT 2022

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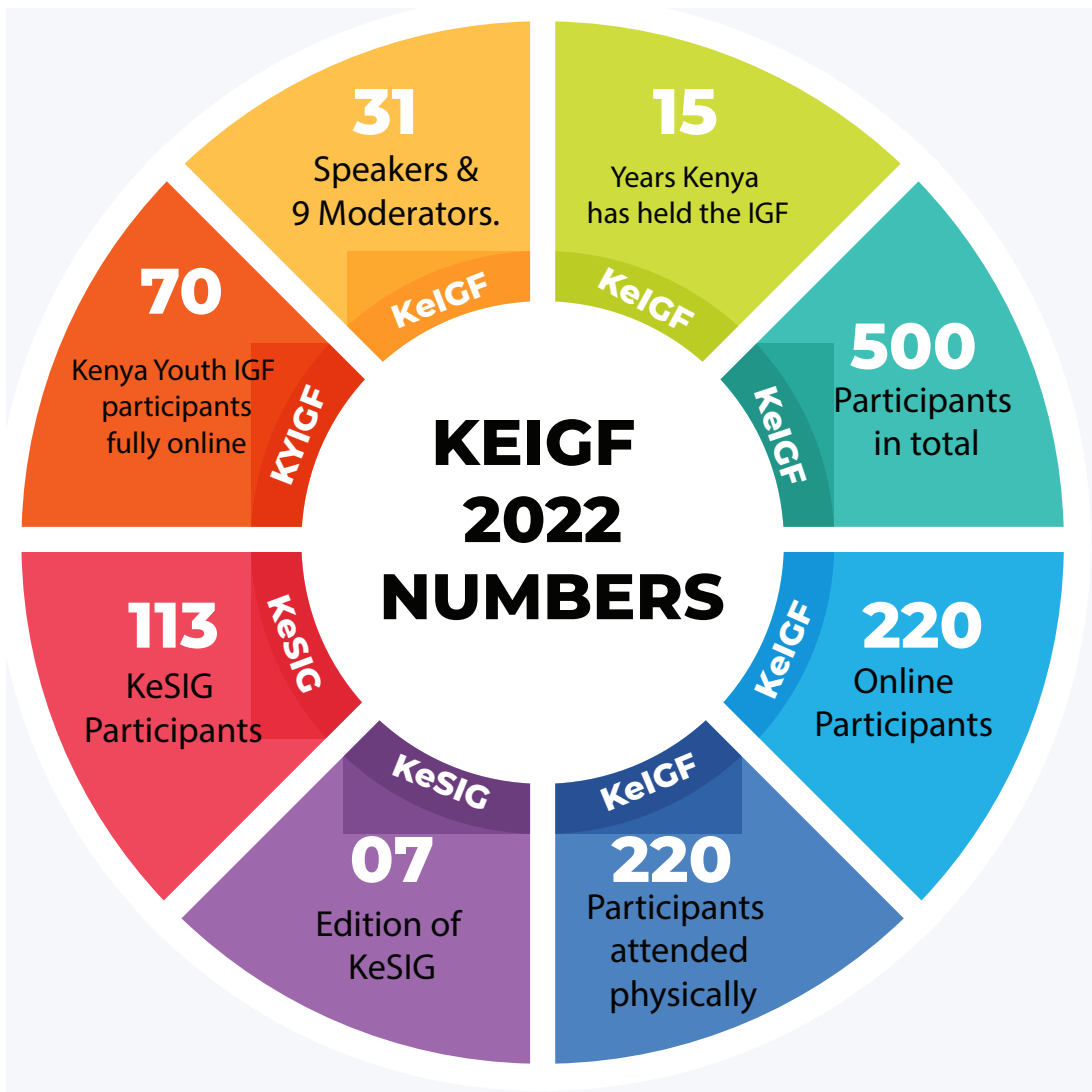
**KICTANet**

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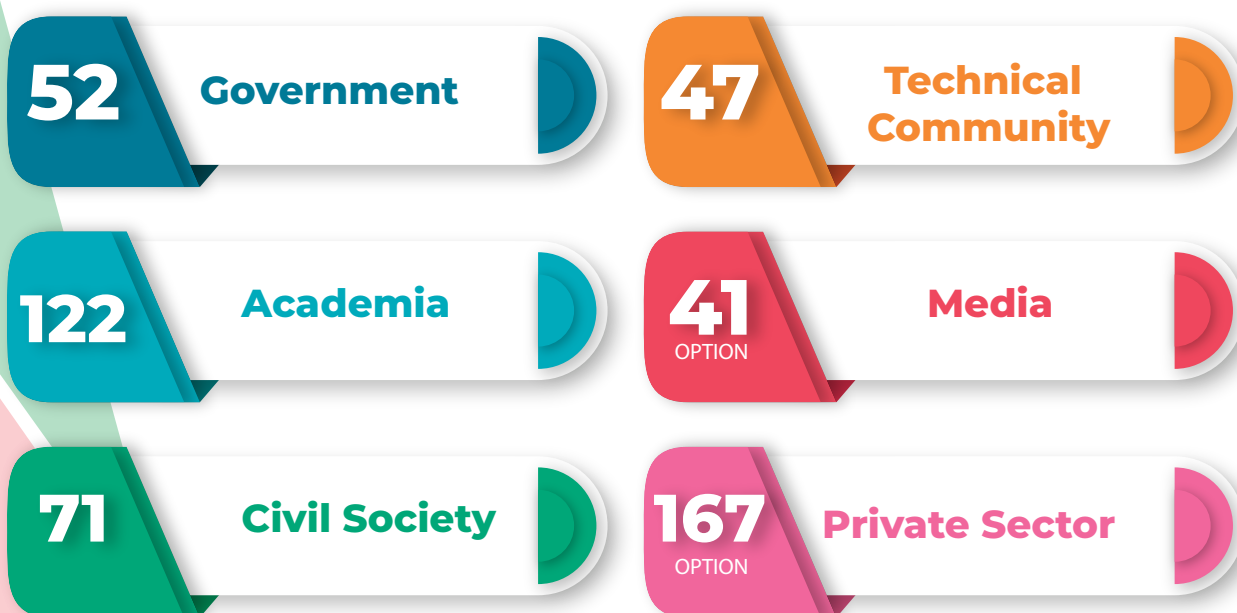
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**STAKEHOLDER GROUPS REPRESENTED BY THE 2022 KeIGF attendees**



# Executive Summary

The Internet Governance Forum (IGF) is an open and inclusive multi-stakeholder forum where public policy issues related to key elements of internet governance, such as the internet's sustainability, robustness, security, stability, and development are discussed.



**M**odeled on the IGF structure and principles, the Kenya IGF is a unique platform for all stakeholders to openly share perspectives and concerns on the key issues that may affect the future of internet users in the country and across the globe in general.

The 15th edition of the Kenya IGF was organised and convened by the Kenya ICT Action Network (KICTANet) in partnership with various industry stakeholders.

The event received support from the **Communications Authority of Kenya (CA), Meta Platform Inc, GIZ, Safaricom, UK Government Digital Access Program through UKAid, CIPESA, Huawei, TESPOK, KENIC, AFRINIC, and the Internet Governance Forum Support Association (IGFSA)**, with **Liquid Technologies** being the connectivity partners.

The coming on board of all the partners was an indication of willingness and commitment to the development and growth of the internet in Kenya.

The Kenya IGF was convened as a hybrid event with both physical and online participation, and included a sign language interpreter, to ensure inclusive engagement by participants who are abled differently.

The 2022 theme was **“Resilient Internet for a shared sustainable and common future”**. The participants at this meeting consisted of 280 individuals in person and 220 attending virtually via Zoom Webinar, Facebook Live, and Livestreamed on KICTANet’s YouTube channel. The participants were drawn from various sectors including government, the private sector, civil society, the technical, academic community, and the general public.

The meeting was also active on digital platforms under #KeIGF2022 with a potential reach of 11.03M. This is the number of people who saw any content from or about KICTANet Pages, including posts, stories, advertisements, and social information from those who interact with the pages. The event was also featured on both broadcast (Kenya Broadcasting Corporation) and digital media.



*Ali Hussein, the Chairman KICTANet,*

From the Opening Remarks **Ali Hussein, the Chairman KICTANet**, recognized the importance of the various thematic discussions and lauded the manifestation of KICTANet's advocacy efforts in offering evidence-based recommendations to stakeholders including social media companies such as Meta to strengthen policies and enforcement of political messaging and electoral misconduct.

**Grace Githaiga, Convenor, and CEO, KICTANet** explained the multi-level framework of Internet Governance Fora which happen at national, regional, and global levels, where public policy issues related to key elements of Internet governance, such as the Internet's sustainability, robustness, security, stability, and development



*Grace Githaiga, Convenor, and CEO, KICTANet*

are discussed. She highlighted the key activities undertaken to mark the Kenya Internet Governance Forum's week 2022.

Through the Keynote Address delivered by Senior Director, representing the **Director-General, Communications Authority (CA), Christopher Kemei** affirmed CA's consistent participation in the Internet Governance Forum (IGF) for the past 15 years in collaboration with KICTANet.

He pointed out the authority's responsibility in consumer protection through ongoing initiatives and urged internet stakeholders in Kenya to identify and resolve peculiar challenges of the region which are unaddressed, such as cybersecurity capacity development.

At the first session, **'High (C-Level) Panel – A Resilient Internet for a Shared, Sustainable and Common future'**, discussion on the internet's unique utility was notable.

All panelists drawn from different stakeholders agreed that the internet's resilience was a collaborative effort calling for the implementation of global standards and norms, increased responsible digital tool usage by users, improved cyber awareness to counter disinformation, continued development of robust physical infrastructure, and adoption of enhanced safety and security measures.

The subsequent session on Governing Data and Protecting Privacy panel emphasised the need for awareness of data governance, individual rights to data protection, and compliance with data protection laws and regulations. The session speakers highlighted challenges to adequate data governance such as inadequate compliance and fragmented efforts, and the role of data protection impact assessment in enabling data protection.

ICTs and the Upcoming Elections were the third thematic topic of discussion. There was a rallying call for tackling disinformation and misinformation in the run-up to the general elections and enabling responsible civic participation in democratic processes through social media.

Additionally, there was a call for integrity and transparency on the part of the Independent

Electoral and Boundaries Commission (IEBC) in its adoption of technology in electoral processes. In addition, the need for strong iteration on the expansive reach of citizen freedom of expression, accompanying constitutional limitations and the duty of the government to maintain such rights without overreach through internet shutdowns.

The need for cybersecurity awareness and cyber hygiene on the part of organizations and citizens were emphasized as key concerns in the discussion on Connecting all people and promoting cyber hygiene Panel.

The changing threat landscape such as the exploitation of Virtual Private Networks, the use of patch management, and the need for organisations to stay updated with cybersecurity practices was flagged as necessities for maintaining a cyber secure culture.

In conclusion, the last session zeroing in on Emerging Issues – Youth, Online work, Inclusion, and Regulation underscored the importance of inclusivity in the design and digitalization of public and private services, the need for enhanced accessibility for Persons with Disability to digital government resources, and a call for a change in perception and treatment of the youth from hostility to acceptance and improved allotment of opportunities.

The event also featured an Award ceremony for the Kenya School of Internet Governance (KESIG) which attracted over 300+ applications, with 118 participants admitted due to resource constraints, and 72 successfully completing the course on time, representing an 85.9% completion rate. Further, the outcome report of the 2022 Youth IGF, which was convened as a virtual event with 73 attendees across 11 counties with the youngest participant being 13 years old was presented.





*The launch of the results of the Kenya Digital Readiness Study focusing on topics relevant to a functional e-governance system by Estonia's government Representative Raimo Reiman.*

In delivering the Vote of Thanks, **Rosemary Kimwatu chair of the Multi Advisory Group (MAG)** thanked all the sponsors, partners, speakers, MAG members, KICTANet team, and attendees for their engagement.

**The Kenya IGF 2022** culminated in the evening 'Fireside session' on Digital Readiness of e-Government in Kenya. It featured the launch of the results of the Kenya Digital Readiness Study focusing on topics relevant to a functional e-governance system by Estonia's government Representative Raimo Reiman.

The study sought to map and review the current status of digital governance and provided proposed recommendations for adoption including strategic and operational coordination, the establishment of interoperability, adoption of digital identity and digital signatures, development of digital skills, enhanced e-participation and inclusion, and adoption of global best practices.

The panel addressed how the adoption and use of e-government services could be strengthened in countries whilst enabling interoperability, coherent governance coordination, and eliminating bureaucracy.

*Conclusively, the attendees - representing various sectors including government, the private sector, civil society, the technical and academic community, and the general public - shared key session highlights and comments on the active chat box.*

*There was unquestionable consensus on the great content, good insights, impactful learning, and interesting conversations in recognition of how the internet has come to play such an important role in citizens' lives and hence the need for its governance.*

# BACKGROUND AND INTRODUCTION



## ABOUT THE INTERNET GOVERNANCE FORUM (IGF)

**T**he Internet Governance Forum (IGF) is an open and inclusive multi-stakeholder forum where public policy issues related to key elements of Internet governance, such as the Internet's sustainability, robustness, security, stability, and development. The United Nations Secretary-General formally announced the establishment of the IGF in July 2006 and the first meeting was convened in October 2006.

The purpose of the IGF is to maximise the opportunity for open and inclusive dialogue and the exchange of ideas on Internet Governance (IG) related issues; create opportunities to share best practices and experiences; identify emerging issues and bring them to the attention of the relevant bodies and the general public and contribute to capacity building for Internet governance.

The event brings together stakeholders representing government, the private sector, civil society, the technical and academic community, media, and the public in an informal setting for policy dialogue on Internet governance issues

on an equal basis through an open and inclusive process. This type of cooperative engagement is usually referred to as the multistakeholder model of Internet Governance, which is one of the key features of the Internet's success. This model is paramount to ensuring that the Internet remains sustainable for economic and social development.

The fora are localised and their outcomes feed into each other from country to sub-regional then regional level finally culminating in a report that is presented at the global level.

The outcomes of the country level (Kenya IGF) feed into the regional level (East Africa IGF), continental level (Africa IGF), and ultimately at the global level (IGF). Previously, Kenya hosted the East Africa IGF in 2009 and thereafter, the global IGF in 2011 in Nairobi.

This year, the Annual Global IGF Meeting convened by the United Nations will be hosted by the Government of Ethiopia from November 28 to December 2, 2022, in Addis Ababa.

About the Kenya Internet Governance Forum (KIGF) is an open and inclusive multistakeholder forum that annually brings together over 250 industry stakeholders representing government,





the private sector, civil society, the technical and academic community, and the public to discuss Internet Governance. KICTANet has convened the Kenya IGF every successive year since 2008 in partnership with industry stakeholders, and this year commemorated the 15th Edition.

The outcomes of the Kenya IGF will feed into the African IGF and Global IGF later this year. This year's Kenya IGF week took place from June 27-30, 2022. The COVID-19 pandemic continues to affect work all over the World and in the country. However, with the lifting of sanctions, planned annual activities were all held physically but also offered a virtual option to attendees.

The forum also included a sign interpreter to ensure inclusive engagement by participants who are abled differently. As has been the case in the past, KICTANet partnered with the Communications Authority (CA), Meta Platforms Inc, Safaricom, and Kenya Network Information Centre, among others.

The participants at this meeting consisted of 280 individuals in person and 220 attending virtually on Zoom webinars, Facebook Live, and via Livestream on KICTANet's YouTube channel. Further, the Kenya IGF featured an award ceremony for the participants

of the Kenya School of Internet Governance (KESIG). The school is an initiative of KICTANet and other partners, to promote awareness and knowledge of stakeholders in Kenya to enable them to contribute actively to Internet Governance.

Alongside the national IGF, a Youth IGF was convened a day before the event to bring in voices of young Kenyans to the national discussions. The event featured the participation of young people and was convened as a virtual event with a target participation of 50, but successfully surpassed the target with an overall participation of 73 attendees across 11 counties with the youngest participant being 13 years old.

## THEME

This year's global IGF theme is 'Resilient Internet for a shared sustainable and common future'. Accordingly, the Kenya IGF theme was aligned to the global IGF theme and responded to the local context including the upcoming 2022 general election.

The Forum program was developed in line with the following sub-themes:

- Connecting all People and Safeguarding Human Rights
- Avoiding Internet Fragmentation
- Governing Data Protection and Privacy
- Enabling Safety, Security, and Accountability
- Addressing Advanced Technologies, including AI.

## EXPECTED OUTCOMES

The main outcome of the Kenya IGF is to maximise opportunities for open and inclusive dialogue and the exchange of ideas on Internet Governance (IG) related issues. Others include:

- Creation of opportunities to share best practices and experiences;
- Identification of emerging issues and bringing them to the attention of the relevant bodies and the general public
- Contribution to capacity building for Internet governance.

## THE APPROACH

The format of the Forum was a hybrid event that included:

- Thematic moderated online discussion prior to the face-to-face meeting,
- Thematic moderated panel sessions,
- Moderated plenary discussions, and
- Remote online participation.

Desk registration for the KIGF started at 8.30 a.m on the material day and the discussions ran between 0900 – 1700. The online registration commenced two weeks before the event. A networking lunch and coffee breaks were provided as well as a fireside event (evening panel session), followed by a networking cocktail. The event was free to attend for registered participants.

## MEDIA REPORT AND COVERAGE

As with other fora, the Kenyan IGF was active on digital platforms adopting the use of the Brand Moran tool, Twitter analytics, Facebook Analytics, and LinkedIn Analytics to analyze #KeIGF2022 conversations under the following metrics.

Potential reach: The number of people who saw any content from or about KICTANet Pages, including posts, stories, ads, social information from people who interact with the page, and more was 11.03M.

### Twitter

Through the Twitter account @KICTANet, there was a potential Impact of **80.7 million** - this is the number of times somebody might have seen the hashtag compared to **63,192** in the #KeIGF2021

Followers per contributor- the average number of followers per contributor during the campaign stood at **125,310** with **117** contributors.

There were **644** original tweets, **281** replies, and **1,300** reshares with an engagement rate of **4.4%** i.e. any interaction users had with posts such as likes, shares, comments, replies, retweets, and clicks.

### Facebook

On Facebook under the Account name: **Kenya IGF @KenyaIGF**, the number of followers increased from **240** likes and **249** follows to a current Community of **302** likes and **249** follows, with a page reach of **149** and page visits of **28** during the event. In terms of location for the audience, Nairobi was predominant with **46.1%**, Mombasa with **5.5%**, Kisumu with **4.1%**, and Eldoret, Dar es Salaam in Tanzania, Nakuru and Kitale with **2.7%**, **1.7%**, **1.7%**, and **1%** respectively.

### LinkedIn

On LinkedIn, the **KICTANet** page had **202** new followers reflecting an increase from **2034** to **2241**, while the **#KeIGF2022** posts attracted **40,935** impressions, **993** reactions, 17 comments, and **46** shares.

### Website

**KICTANet** set up a dedicated web page <https://kigf.or.ke/all-events/> for the series of events for Kenya IGF week with links to their detailed pages, and registration links. The page had **2.3k** users with the majority being from Kenya, the United States, and the Netherlands.

### Broadcast and Digital Media

The national broadcaster with the widest reach in Kenya, Kenya Broadcasting Corporation (KBC) Channel 1 - Take On Tech | Data Privacy on Social Media -

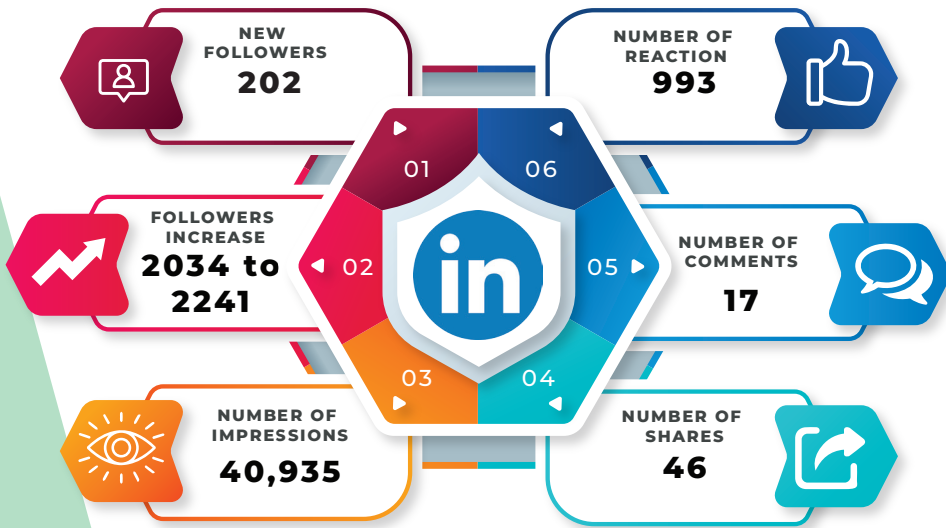
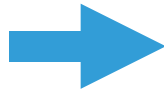
<https://www.youtube.com/watch?v=q7ik58Kj8cg>

CAJ News Media, Kenya stakeholders discuss cyber hygiene <https://www.cajnewsafrika.com/2022/07/04/kenya-stakeholders-discuss-cyber-hygiene/>

Tech Trends Kenya, Nairobi Hosts 15th Edition Kenya Internet Governance Forum, <https://techtrendske.co.ke/nairobi-hosts-15th-edition-kenya-internet-governance-forum/>



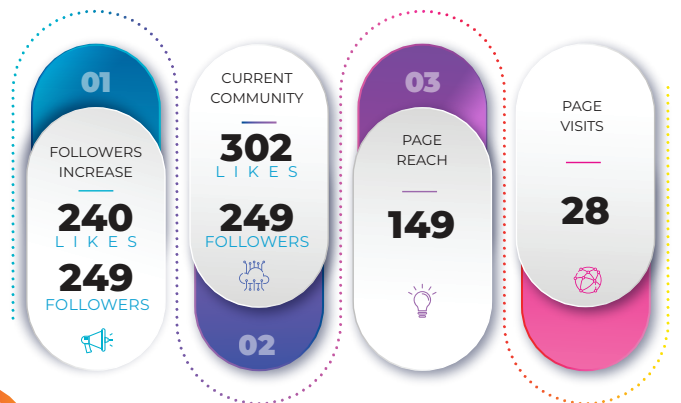
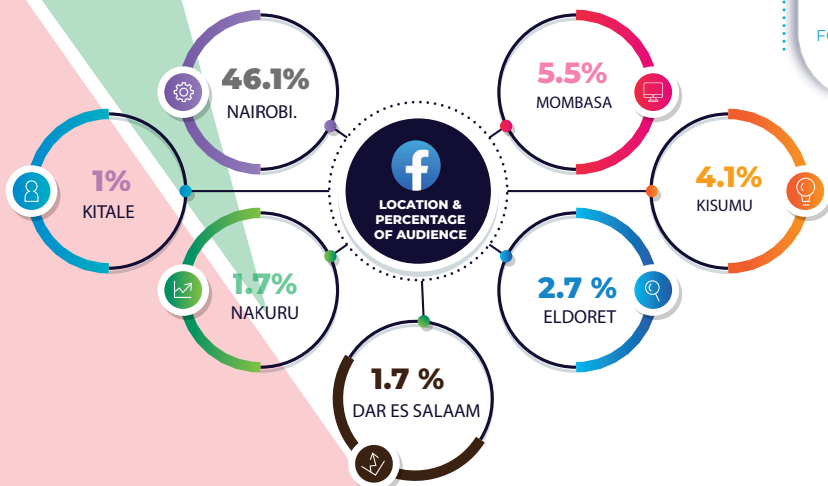
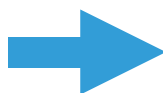
BY NUMBERS



BY NUMBERS



BY NUMBERS



# OPENING AND WELCOME REMARKS

Speaker: Ali Hussein, the Chairman, KICTANet



**A**li Hussein, the Chairman KICTANet commenced his address by thanking the KICTANet team, sponsors, and all relevant stakeholders responsible for this year's KIGF.

He recognized the importance of the various thematic discussions planned for the day in light of the regulatory data protection changes, the ongoing work that KICTANet is supporting for an inclusive and accessible internet, and the importance of cyber hygiene for users to avoid cyber risks, and threats.

He applauded the efforts of the government in implementing reforms to ensure child online protection and the need for more inclusive protection, especially for persons experiencing online gender-based violence.

**Mr. Hussein** called for interrogation of the role of technology in the upcoming August 8th elections as well as the use of filter bubbles, voter profiling, data-driven campaigns, hate speech and inciteful speech, misinformation and disinformation, which have been amplified by platform algorithms.

Further, he lauded the manifestation of KICTANet's efforts in offering evidence-based recommendations to social media companies to strengthen policies and enforcement on political messaging and electoral misconduct.

He noted that Facebook's holding company, Meta Platforms shared steps to increase electoral integrity as well as the evident increasing appreciation for data protection impact assessments by government and the private sector.

These, he noted, amongst other wins were clear steps in the right direction, calling for stakeholders to be more vigilant in efforts to uphold digital rights.

*In closing, he observed the risks and opportunities that have arisen from the pandemic, including Covid Assisted Digital Transformation (CADiT), and urged attendees to take advantage of the new changes for the good of all.*

# OPENING REMARKS

**Speaker: Grace Githaiga, Convenor, and CEO, KICTANet**



**G**race Githaiga, Convenor, and CEO, KICTANet welcomed all attendees and celebrated Kenya's place as one of the first countries to hold a national Internet Governance Forum, and this has been consistent for the past 15 years.

She introduced The Kenya ICT Action Network (KICTANet), a multistakeholder think tank for ICT policy and regulation. The network she observed, acts as a catalyst for reform in the ICT sector and is guided by four pillars: policy advocacy, stakeholder engagement, capacity building, and research. KICTANet's guiding philosophy is that of encouraging synergies for ICT policy-related activities and initiatives.

The network provides mechanisms and a framework for continuing cooperation, engagement, and collaboration in ICT matters among industry, technical community, academia, media, development partners, civil society, and government.

She explained the multi-level framework of Internet Governance Forums which happen at a national, regional, and global level creating an open and

inclusive multi-stakeholder forum where public policy issues related to key elements of Internet governance, such as the Internet's sustainability, robustness, security, stability, and development are discussed.

**Ms. Githaiga** stated that the purpose of the IGF is to maximise the opportunity for open and inclusive dialogue and the exchange of ideas on Internet Governance (IG) related issues; create opportunities to share best practices and experiences; identify emerging issues and bring them to the attention of the relevant bodies/stakeholders and the general public and contribute to capacity building for Internet governance.

She further observed that the 2022 year's global IGF theme; 'Resilient Internet for a shared sustainable and common future' and confirmed that the Kenya IGF theme was not only aligned to the global IGF theme but would also respond to the local context including the upcoming 2022 general election - that officials have intimated would be fully automated countrywide.

She highlighted the following key activities which marked the 2022 Kenya Internet Governance Forum's week:

- The Kenya School of Internet Governance (KeSIG) took two weeks and is an annual training to induct new and fresh voices into the ICT policy-making process.
- In collaboration with GIZ, the Network also conducted a three-day women's digital security Training of Trainers. 20 women aged between 18-34 years were drawn from social justice organizations, civil society, and the private sector.
- A Roundtable Meeting on Women's Privacy and Data Protection in the context of Elections included the launch of a policy brief on privacy concerns for women in light of the high number of data breaches.

A Community of Practice Event was also held on Module 5 of the Digital Enquirer Kit on Online Gender-Based Violence.

- In collaboration with Meta Platforms Inc, held An engagement on the use of Meta Platforms with over 50 representatives, and discussed privacy concerns on online platforms for Kenyans.
- In collaboration with CIPESA, KICTANet launched two study reports. One on Disinformation Pathways, in the electioneering period, and the second one on data governance that looked at COVI practices.
- In collaboration with the UK Digital Access Program partners, ICT Authority (ICTA), Kenya Film Classification Board (KFCB) Association of Peoples with Disability in Kenya (APDK), and the British Council, mounted a training on cyber hygiene with women, Persons living with Disabilities, and youth from Mathare, Kibera and Mukuru areas in Nairobi. This training is part of KICTANet's cyber hygiene campaign to equip marginalised and digitally excluded communities with practical skills on how to stay safe online.
- The Network also held the Kenya Youth IGF, which seeks to bring the voices of the youth into internet governance conversations.
- Later in the day, during the Fireside event, there was a launch of the Digital Readiness of e-Government in Kenya Report authored in collaboration with the GIZ, and the Estonia E-governance academy.
- And the culmination of the week's events was the day's Kenya IGF theme resilient internet for a shared and sustainable common future.

In light of this year's theme, 'Resilient Internet for a shared sustainable and common future', she called upon attendees to pause and reflect on the journey of the internet in Kenya. The main concerns, in the

beginning, were access and affordability, but this has changed with more e-government services, and the Kenya Revenue Authority (KRA) making it mandatory to file taxes online by all.

This is a confirmation that the Internet has entered into Maslow's hierarchy of needs. Discourse then moved to content creation to diversity and moderation, harms and risks arising from Internet use, such as cybersecurity, privacy, hate speech, and disinformation.

Lastly, with the COVID-19 pandemic, more people including school children, doctors, pharmacies, – and even those who had been reluctant to embrace ICTs, moved online, over the past two years.

She noted that the new transformation brought new emerging challenges for the public such as cyber hygiene, the need to combat disinformation and fake news, promotion of responsible use of the Internet during elections, enhanced data governance, digital inclusion, and last-mile connectivity to ensure that no one is left behind.

More importantly, **Ms. Githaiga** called attendees to ponder over what the future of the internet and unimagined technologies should look like. To consider the good they propose and the new risks that they would present. Query concerns that have not been considered, what steps need to be taken in advance, and how to prepare for the future.

The IGF, she observed, is the place where these conversations commence and happen. The main outcome of the Kenya IGF is to maximise opportunities for open and inclusive dialogue and the exchange of ideas on Internet Governance (IG) related issues through multistakeholderism.

*In conclusion, she appreciated all the sponsors including, the Communications Authority of Kenya (CA), Meta Platforms Inc, GIZ, Safaricom, UK Government Digital Access Program through UKAid, CIPESA, Huawei, TESPOK, KENIC, AFRINIC, IGFSa, and Liquid Technologies and looked forward to engaging and insightful conversations.*

# KEYNOTE ADDRESS:

## A RESILIENT INTERNET FOR A SHARED, SUSTAINABLE AND COMMON FUTURE

**Speaker: Christopher Kemei, Senior Director, representing the Director-General, Communications Authority**



**In his opening remarks on a resilient Internet for a shared, sustainable and common future, Mr. Kemei, thanked all stakeholders and affirmed CA's consistent participation in the Internet Governance Forum (IGF) for the past 15 years, as a valuable collaborative effort to gather critical input from stakeholders.**

**Mr. Kemei** pointed out that the forums are important in making decisions on internet governance and addressing the global rapid growth and changes on the Internet.

Communications Authority of Kenya endeavours to protect all Kenyan consumers of ICT services by promoting responsible use of communication platforms.

Given this mandate, **Mr. Kemei** added that as the ICT regulator, CA checks on the emerging technologies and provides an enabling environment to local and international industry players on how they can work harmoniously to achieve laid down goals albeit through different approaches but aiming at the same objective. He exemplified the existence of cars without drivers as a pointer to technological changes calling for preparedness on spectrum issues.

**Mr. Kemei** lamented that cyber security is a real threat and CA has fronted it as a key development agenda during the 2022 International Telecommunications Union (ITU) World

Telecommunication Development Conference (WTDC).

Cybersecurity was raised as a concern in Kenya's level of preparedness when compared to the developed world which has structures and relies on subscribed help from international players. He thus called for a stronger multistakeholder approach to enhance advocacy efforts on the international stage. He however conveyed that CA has instituted measures to deal with the threat.

With highly trained multi-agency cyber threat experts using state-of-the-art technology at the Computer Incident Response Team (CIRT), the center operates throughout the day to facilitate threat detection, prevention, and analysis incidence response.

Between July 2021 and April 2022, the CIRT detected more than 351 million cyber threats. The Digital Forensics laboratory has also successfully facilitated the investigation of over 700 cybercrime cases.

Together with other partners like the Foreign, Commonwealth, and Development Office (FCDO), and UK Digital Access Programme (DAP), the Authority is spearheading societal cyber hygiene awareness and training to ensure everyone, including children, gains knowledge on cyber security.

Consequently, Child Online Protection (COP) initiatives are also ongoing advocating for safer cyberspace for children to ensure children as vulnerable consumers have a safer internet experience in Kenya.

*In conclusion, Mr. Kemei reaffirmed that the IGF forum is critical in discussing the changes ahead and that, important issues can be raised in sub-regional and regional forums to address Kenya's weak ICT points. "The future", Mr. Kemei recommended, "cannot be achieved through silence. Collaboration is key".*

# HIGH (C-LEVEL) PANEL

## A RESILIENT INTERNET FOR A SHARED, SUSTAINABLE & COMMON FUTURE

### PANELISTS



#### MODERATOR:

**Grace Githaiga**  
Convenor, KICTANet



**Stephen Kiptinness**  
Chief Corporate Affairs  
Officer, Safaricom,



**Sheena Raikundalia**  
Country Director,  
UK – Kenya Tech Hub.



**Mercy Wanjau,**  
Director, Legal Services,  
Communications Authority (virtual)



**John Reyels,**  
Head of Cyber Foreign Policy and Cyber  
Security Coordination staff, German  
Foreign office (virtual),



**Mercy Ndegwa,**  
Public Policy Director,  
East & Horn of Africa,  
Meta Platforms Inc

**G**race Githaiga, Convenor, Kenya ICT Action Network (KICTANet) invited the panelists to opine on why they are interested in the internet and to highlight measures their organisations have put in place to ensure internet resilience.

**Mercy Ndegwa**, Public Policy Director, East & Horn of Africa, Meta Platforms Inc alluded to the decentralised nature of the internet which allows for sustainable connectedness, sharing, and building of communities across geographical boundaries.

As regards Meta's efforts in building internet resilience, **Ms. Ndegwa** mentioned enhanced safety and security measures on Meta's platforms

as well as collaboration to aid advocacy efforts with various internet governance stakeholders and initiatives such as KICTANet.

She further mentioned equity and inclusion activities where users' experiences are designed to be homogenous and facilitated by even and accessible app designs regardless of user location.

Lastly, **Ms. Ndegwa** referred to building for the future as a building block of resilience where Meta is innovating and supporting the development of future technology mediums such as the Metaverse.

In appreciating the power of the internet as a socio-economic enabler, **Sheena Raikundalia**, **Country Director, UK – Kenya Tech Hub** highlighted the



operational realms of UK-Kenya Tech Hub, hinting at their efforts in supporting the development of a viable technology ecosystem and the need for countrywide access, while maintaining online security for users.

She spoke of the UK's digital strategy that embraces the multistakeholder approach to ensure global representation, the need for the development of shared standards and norms as well as the Digital Access Program project to build capacity and enhance the promotion of free, open, and secure internet as efforts by the UK-Kenya Tech in relation to building internet resilience.

**Stephen Kiptinness, Chief Corporate Affairs Officer, Safaricom** touched on Safaricom's transition from a telecommunication company to a technology company and how a sense of purpose to transform people's lives has been inculcated in the company's ethos and operations.

On Safaricom's effort to ensure internet resilience and universal service, he referred to investments in infrastructure on inclusive products and services, affordable devices, and resilient terrestrial networks as examples.

Others are partnerships with tertiary institutions to build digital skills and monitor all service offerings to ensure continuity, and maintain Kenya's attractiveness as an investor-friendly destination.

**Mercy Wanjau, Director, Legal Affairs, Communications Authority** spoke to the internet as a formidable tool of collaboration emphasizing its capability of unmatched ease of sharing information and free expression.

Concerning CA's interventions to advance Kenya's internet resilience, **Ms. Wanjau** spoke about legislative reforms on Kenya's information communication legal landscape, Kenya's Computer Emergency Response Team (KE-CIRT) which works round the clock to detect and deter cybersecurity threats in the country, the government's commitment to increasing the country's connectivity coverage through the Universal Service Fund and increasing awareness.

Additionally, the capacity building on different topics such as child online protection through the flagship 'Be A COP' initiative.

Kenya, she announced, joined the Global Partnership against Online Gender Based Violence as the first African country.

"The Internet is a driver for value. If you do not have accessibility to the internet, you are excluded from connectedness, opportunities, and value."

John Reyels, Head of Cyber Foreign Policy and Cyber Security Coordination staff, German Foreign office maintained an inquisitive insight on the strength of the internet to which he asked whether the internet as a global platform that brings people together can be secured and stabilised or whether the internet would split into domains of conflict.

He highlighted the German Foreign office's efforts on internet resilience noting actions on improving threat analysis attained through the creation of a national coordination platform that brings together all cybersecurity authorities active in the field to build a joint threat picture of the country.

He noted Germany's efforts to counter disinformation, especially during wartime and election cycles, and the legislative expansion of the critical infrastructure services to offer suitable threat responses.

Conclusively, he highlighted the German government's efforts to enhance capacity in Kenya through the Digital Transformation Centre's Cyber Incident Response exercise as well as the development of the Digital Enquirer Kit to help users counter misinformation in Kenya.

"When you think of connectivity, think of cybersecurity from the very start."

**“When you think of connectivity, think of cybersecurity from the very start.”**

# SESSION 1:

## GOVERNING DATA & PROTECTING PRIVACY

### PANELISTS



#### MODERATOR:

**John Walubengo,**

*Lecturer, Multimedia University and Trustee, KICTANet*



**Immaculate Kassait,**

*Data Commissioner, Office of the Data Protection Commissioner (ODPC)*



**Sharon Holi,**

*Head of Customer Policy, Safaricom PLC.*



**Joel Karubiu,**

*Chief Executive Director, Kenya Network Information Center (KeNIC)*



**Irungu Houghton,**

*Executive Director, Amnesty International,*

**T**he session was moderated by John Walubengo, KICTANet, who invited the panelists to respond to measures and action plans they have instituted to address key challenges in governing data and protecting privacy.

Immaculate Kassait, Data Commissioner started the discussion by echoing the feelings of stakeholders on the safety of online platforms for users.

She thanked KICTANet for organizing the annual event as an opportunity to bring players together to share internet governance issues.

Ms. Kassait confirmed that the Data Protection Act has only been in existence for one year and about six months with the executions still being guided by the three pillars:

- Awareness
- Institutional strengthening and
- Regulatory framework on data protection and privacy.

Other than Vision 2030, data protection is focused on emerging policy frameworks such as the Kenya ICT Policy and the Kenya Digital Economy Blueprint which is very important in addressing how countries can expand in terms of trade online.

The key concern on data protection and privacy according to **Ms. Kassait** is for

“*everyone accessing the Internet to remember that everyone has a right to privacy as spelled out in Article 31 of the Constitution of Kenya 2010*”.  
*“People are no longer commodities, but people with a face”.*”

Institutional strengthening was launched to increase training on awareness on regulatory frameworks in collaboration with partners.

Further to this, the registration process of all data controllers/processors will commence on 14th July 2022. Any data controller/processor with an annual turnover of **5 million** and with more than 10 employees should register their data with the Data Commissioner.

There will be an online link for application and upon payment, the Data Controller will receive a certificate renewable after 24 months. Registration targets, for example, data controllers in gambling, political support, health, and property management.

Others are financial services, telecommunication, transport services, educational institutions, hospitality, and CCTV systems among others. The registration compliance will ensure data is verified and stored with Data Commissioner.

The move is aimed at governing data and maintaining Internet hygiene, and the adoption of an alternative dispute resolution framework is intended to deter everyone from running to court on issues pertaining to data privacy protection.

She further highlighted the consequences for noncompliance including enforcement notices, penalty notices, and poor brand reputation.

This action plan perhaps addresses the concern of **Twahir Kassim**, who sought to know whether the Kenya Revenue Authority’s (KRA) move to put up surveillance systems on taxpayers was in

contravention of the Constitution.

‘If we are all saying that Africa is viable to expand the business, it also means that we need to ensure our businesses are complying with international best practices.’

**Ms. Sharon Holi**, Head of Customer Privacy at Safaricom was categorical that Safaricom is mission-led and customer-obsessed, and the company thrives on taking a mission and integrating it to meet the customer goals in order to maintain the unity of purpose.

The company analysed the Data Protection Act and adopted global best practices.

The company is using the strategy to guide operations when dealing with, for example, suppliers, content developers, job applicants, investors, and partners among others.

The policy is then broken down to ensure a person dealing with the company understands and is aware of the existing policies governing various operations and how data has been secured.

**Ms. Holi** urged Data Controllers to install cyber security tools such as firewalls as preventive and protective measures.

She, however, did not rule out the fact that incidents would happen but the preventative, detection, investigation, escalation, and reporting measures would be required to mitigate the impact.

There was a query referring to the “tuma kwa hii namba” (send money to a specified number) and “Sim Swap” protection that has been subject to abuse, and what steps Safaricom has put in place to stop instances of people still losing their mobile money on M-pesa to unscrupulous actors.

**Ms. Holi** reiterated that cyber security was vital for business, and the protection of data was important. She urged customers to make immediate reports on incidents as a necessity to trigger subsequent action.

**Houghton Irungu, Executive Director at Amnesty International** lauded KICTANet for providing leadership to players in the industry and extended a sponsorship invitation at future forums. **Mr. Irungu** stated that Amnesty International is a membership organisation with 2000 members and 20,000 supporters.

The organization works on human rights as spelled out in the Bill of Rights under Chapter 4 of the Constitution of Kenya 2010, as well as Article 19 on Freedom of Expression internationally.

**Mr. Irungu** noted that the digital frontier focuses on a generation landscape that permeates the world and that policies formulated today are indeed for the future.

He observed that 25 percent of mobile phone users have various apps for convergence, and highlighted that during the Covid-19 pandemic, the age bracket of users on the Internet was **18-34** and that there was an 11 percent increase in the young generation using the Internet.

81 percent of users had devices connected to banking and money-related services. Men dominate the **150 trillion** e-economy; a trend **Mr. Irungu** said should be of concern, because of the gender disparity.

Amnesty International was particularly concerned about mass surveillance and data collection in the CCTV surveillance policy proposal, the Census, and the Huduma Namba exercise which collected over 90 data points in the absence of the Data Protection Act.

Nevertheless, this needs checking now that the Data Protection legislation is in place, which **Mr. Irungu** referred to as robust and vibrant. He further called for the independence of the office of the ODPC, and suitable funding to ensure that people are made aware of its existence.

According to an Amnesty International report, 67 percent of citizens are not aware of the Data Protection Act, and 31 percent of the population were increasingly worried about their lives being exposed on the Internet.

In pointing out the criticality of the ODPC, **Mr. Irungu** likened its standing to entities such as the

National Police Service, Public Prosecutor, Witness Protection Agency, Anti-Corruption Commission, or the Electoral Commission. He called for collaboration among stakeholders, and to avoid working in silos across the stakeholder spectrum. In addition, the necessity for increased dedicated resources on content moderation by platforms.

**Joel Karubiu, Chief Executive Officer at the Kenya Network Information Centre (KeNIC)**, the administrator of the .ke domain, commenced by posing the question: "What information do people provide to get a domain"? He pointed out that out of the 100,000 registered domain names, 25 percent of the data is incorrect.

People register names and phone numbers which become non-operational when disputes arise and KeNIC is unable to trace the purported offenders, who may have changed their phone numbers. However, KeNIC receives data and processes for registration but redacts it so that it is not available to the public.

**Mr. Karubiu** confirmed the existence of massive fraud such as impersonation and cybersquatting. During the ongoing political campaigns, KeNIC has observed impersonation of registrations with users requesting and using domain names to raise funds or to advertise.

KeNIC is keen to find out more details, such as specific acceptable and genuine names of the person(s) collecting funds. As a measure, KeNIC has increased collaboration with law enforcement whom the company can contact for assistance in tracing for instance lost funds.

In response to a question on Domain Name System Abuse to enable child exploitation, **Mr. Karubiu** clarified its scope and that KeNIC does not control the content on websites, and is not therefore mandated to pull down a given website in dispute. Nevertheless, KeNIC collaborates with players such as the KE-CIRT, Watoto Watch Network, and ICANN on such matters.

In addition, he stressed that vide a government circular, using personal or generic email addresses to conduct government, businesses that do not have .ke domain would be disallowed from 30th June 2022.

## SESSION 2:

### INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT) & THE UPCOMING ELECTIONS



**MODERATOR:**

**Stephanie Muchai,**

*Director of Partnerships, International Lawyers Project*

**M**oderated by Stephanie Muchai, Director of Partnerships, International Lawyers Project, the panel discussion featured the role of social media in forging civic participation in democratic processes, its impact on elections and how ICTs may be used to support elections integrity.

**Mugambi Kiai, Regional Director, ARTICLE 19 EA** spoke to the interplay between democracy and social media noting the opportunities and risks of civic engagement through social networking mediums. To this end, he drew attention to the symbiotic nature of social media to aid democracy through enhancing greater civic participation and its dual role of muddying the waters of sound engagement.

**Mr. Mugambi** typified Kenya's social media terrain as murky when it came to public discourse on matters of governance. He thus noted, that to enable a working democracy, there is a need for demanding accountability at the social media level as a basic requirement.

**PANELIST**



**Fiona Asonga,**

*Chief Executive Officer, TESPOK*



**Sarah Muyonga,**

*Public Policy Manager, Meta, East and Horn of Africa, Meta Platforms Inc*



**Mugambi Kiai,**

*Regional Director, ARTICLE 19 East Africa,*



**Dr. Wakabi Wairagala,**

*CEO, CIPESA, Kampala.*

This would prevent messages of incitement and hate speech from being relayed and ultimately save the country from veering into another post-election violence. **Mr. Mugambi** additionally reiterated the expanded reach of freedom of expression of citizens, accompanying constitutional limitations, and the duty of the government to maintain such rights and obligations without overreaching through internet shutdowns.

**Dr. Wakabi Wairagala, CEO, CIPESA, Kampala,** commenting on the use of ICTs to enhance civic participation tackled the enhancement of access to information during the electoral cycle. He paid attention to the ability of citizens to access election-related information and to demand accountability from key actors such as the IEBC.

He further remarked that information is crucial in terms of fostering citizens ability to make informed choices, especially in election periods.

**Dr. Wairagala** gave prominence to transparency as a virtue that needed to be exhibited by all players in the electoral process. To the IEBC, he recommended an open, regular, and timeous provision of information on how the Commission is performing its mandate to citizens.

During the voting day, he advocated for timeous transmission and publication of results openly, with granular details citing crowdsourced citizens' reports of tallying as a measure of accountability.

He equally alluded to the online domain as a key pathway for the spread of disinformation and hate speech, its effect on distorting information and democratic processes by stifling independent voices.

In recognition of the means of fighting disinformation, he highlighted that KICTANet and CIPESA had launched a report titled "Data Governance and Disinformation Pathways" during the Kenya IGF week 2022.

Speaking about the means of accountability that Meta has deployed to support Kenya's elections integrity, Sarah Muyonga, Public Policy Manager, Meta, East and Horn of Africa, Meta Platforms Inc discussed the objectives informing Meta's accountability approach.

The mentioned objectives entailed removing interference of the kind that imperceptibly influences users' opinions, removing harmful content threatening the elections process, increasing ad transparency by revealing who is behind political ads, and keeping people safe from online bullying and harassment.

**Ms. Muyonga** stressed that Meta aims to ensure that its platforms are not used in a way to exacerbate harm online and offline.

In that regard, Meta has a three-pronged accountability approach including capacity and awareness programs through radio campaigns

informing people on how to spot, report, and how not to spread hate speech; building products and tools to help women fight harassment in concert with organizations such as Uwiano, Pollicy, the National Cohesion and Integration Commission (NCIC); and policy engagement with national legislative bodies.

**Fiona Asonga**, Chief Executive Officer, TESPOK discussed how electoral integrity can be sustained through ICT and the opportunities for adoption in electoral processes. She underscored that the starting point of election integrity is determined by the level of confidence the citizenry have in electoral bodies.

That such confidence is grounded in the expectation that the electoral body (IEBC) would honor its mandate and obligations in enabling seamless voting. Ms. Asonga stressed that central to successful technology adoption in elections are people overseeing the technology system(s).

Thus, it is prudent for IEBC to be transparent about the nature of technology it procured for elections, its strategic plan for the said system, and in dealing with any human tampering with technologies deployed for elections.

**Ms. Asonga** stated that when technology was integrated into electoral processes, the onus was on IEBC to ensure that the same technology works.

This would be achieved by IEBC being aware of where system failure would prevail. Such technological failure would be curbed through redundancy in terms of having multiple service providers and devices, to ensure continuous backup support.

**“ Behind the technology, the people and individuals running the system are carriers of the responsibilities and mandate that builds confidence and the public trust which lends the whole electoral process the integrity it requires.”**

# SESSION 3:

## CONNECTING ALL PEOPLE & PROMOTING CYBER HYGIENE IN KENYA



**MODERATOR:**

**Phillip Irode,**  
*ICT Authority*

**T**he session was moderated by Phillip Irode, of the ICT Authority (ICTA) who invited the panelists to discuss how cyber hygiene should be promoted. The session addressed the roles of manufacturers, service providers, and consumers on mechanisms that can make connectivity online be hygienic.

**Mr. Irode** expressed that cyber hygiene should reach out to vulnerable groups like people living with disabilities to ensure they access government services like any normal human being.

Dr. Kate Getao, Consultant and ICT Elder began by defining cyber hygiene simply as making networks secure. Cyber hygiene is part of cyber security.

People interact with devices, networks, and applications and they need knowledge, for example, in social engineering when an individual is told they are being sent some money and they blindly give bank details hoping to get fortunes.

### PANELIST



**Joseph Nzano,**  
*KE-CIRT, Communication Authority,*



**Maureen Mwaniki,**  
*Vice Director of Programs Management,  
Huawei Technologies, Kenya,*



**Dr. Kate Getao,**  
*Consultant and ICT Elder,*



**Samuel Ochieng**  
*Security Operations,  
Safaricom PLC*

People need to be told about what kind of culture and values they need to adopt and the tools and techniques they should use to avert attacks while in cyberspace. Most people are unaware of such attacks and awareness is needed to maintain cyber security.

**Dr. Getao** advised on possible community training programs funded through an institutional framework so that information on cyber security can be shared locally or through social media. She added that new devices and new online tricks are a daily occurrence that cannot be taught in schools.

In response to a question on cyber addiction, **Dr. Getao** observed that people spend more leisure

time online instead of adapting the space for development to make a living. She asserted that cyber addiction can expose one to unnecessary attacks and such habits cannot invoke new policies because they border on individual security.

**Dr. Getao** recommended that the stakeholders such as the Government, Huawei, and Safaricom encourage the youth to be creative and explore employment opportunities online, instead of being addicted online and susceptible to unwarranted cyber-attacks.

**Maureen Mwaniki, Vice-Director of Programs Management at Huawei Technologies,** Kenya responded to how Huawei is dealing with women and children as vulnerable groups by affirming that Huawei is equipment manufacturing global company which had factored in cyber security that was enhanced at the onset of Covid 19 pandemic given that there was increased online usage.

The company engaged third parties to audit their systems to maintain security measures. Some of the programs instituted by Huawei included Digitruck training on cyber security in partnership with the Communications Authority and data protection for people with businesses online.

Awareness was also enhanced. The company conducted cyber security sensitization in rural areas to train children/parents on basic online safety such as a child on YouTube receiving a pop-up virus masked as the cartoon character Sonic and how to circumvent it.

Parents were also enlightened on measures to monitor what children were doing online. **Ms. Mwaniki** affirmed that responsibility starts with parenting and that as a company their role was limited.

Collaboration and partnership are important in maintaining cyber hygiene. During Covid 19 pandemic, the company partnered with Ministries of Health and Education to showcase its cyber security measures factored in their products and equipment such as anti-virus for alerts and attacks on every piece of equipment sold, and in addition, train personnel on what tools the company has to offer.

The company also partnered with Safaricom to train people on how they can protect themselves and their families from attacks.

As a recommendation, **Ms. Mwaniki** suggested that training should be conducted and normalized and the need to consume good content emphasized, especially for the youth.

She forecasts that the situation “is going to get worse” and instead of the youth getting online just to check on the many “likes” and so on, content development in schools and homes should manage the situation.

**Ms. Mwaniki** reckoned that hackers are getting smarter, and to enhance cyber hygiene, partners need to work together and support one another to circumvent new threats.

**Joseph Nzano** of the KE-CIRT at the Communications Authority contributed to the issue of promoting cyber hygiene as a regulator by stressing it as an important element in cyber security management.

He emphasized that cyber hygiene is now more of a people issue than technology and equipment. **Mr. Nzano** equated cyber hygiene with a bathing analogy of maintaining good skin given the number of times an individual takes a bath.

He reiterated the need for people to read the quarterly reports that KE-CIRT produces as they document awareness of vulnerability, and what to watch out for in the most vulnerable targets online.

He stated that vulnerability occurs among people aged 24 years and below. Some of the security issues noted revolve around financial loss and social engineering where the private information of users is exposed and used to defraud them. In addition, the reports also contain the number of cases of cybercrime.

**Mr. Nzano** stressed further the importance of trust and collaboration in maintaining cyber hygiene and remarked that KE-CIRT collaborates at the national level through the National Cybersecurity Coordination Committee to implement relevant legal frameworks, cyber security measures, and strategies. He noted that the work of the



National Computer and Cybercrimes Committee implemented under the operational Computer Misuse and Cybercrimes Act is in the development of the cyber security strategy which lapsed in 2018. It is intended to inform regulations and guidelines in addition to the current guidelines on social media usage and bulk SMS communications.

In conclusion, **Mr. Nzano** recommended that organizations handling data, for example, Safaricom, need to have positions of Data Protection Officers to safeguard data in their custody or risk heavy penalties as per the Data Protection Act 2021.

Conversely, individuals need to guard themselves online against vulnerability. He further recommended that on cyber addiction, parents should be concerned and check on their children who may want to be solitary when using gadgets.

They should spearhead awareness by drawing the attention of the children to media campaigns such as the

“ *huwezi tucheza, tuko cyber smart* ”

an initiative of the Communications Authority of Kenya.

In the words of **Samuel Ochieng, Cyber Security Operations, Safaricom PLC**, patch management is an important component of cyber hygiene.

Understanding what to protect means being aware of the environment in which one is operating by finding out, for example, whether the systems are secure, what servers are available for use, whether database is safe, or what cloud solutions have been installed.

This way, the customer's requirements are met, and there is trust. Keeping the portal safe wins customer trust, so that they can provide their data freely. Mr. Ochieng added that their Cyber Security Researchers train certain organisations with a view to having them implement such measures.

He further stressed that a lack of awareness of user perspective was the culprit in cyber hygiene and not technology failure. Security mechanisms are necessary for protection.

Hence mobile users need to know how to set PINs that no one can access as well as have very strong screen passwords.

He cited examples on online money transactions where some users share a pin with family members.

In cases of social engineering, some users follow false instructions on financial transactions ignorantly. **Mr. Ochieng** advised that users should check the source of information that may seem authentic yet false.

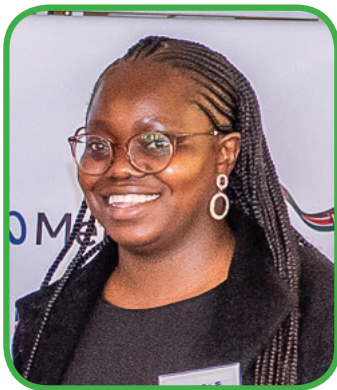
He confirmed that Safaricom, as a provider, makes customers aware of a new product before rollout.

In acknowledging the panel, **Mr. Irode** echoed the governmental directive on a restricted official communique from the government to .ke domain names, He noted the collaborative effort with KICTANet to increase cyber hygiene to ensure accessibility for Persons with Disability to digital government resources.

Further, he noted the Authority's partnership with the Communications Authority to build the National Public Key Infrastructure (PKI) to provide digital certificates in an effort to enhance electronic commercial transactions' security.

# SESSION 4:

## EMERGING ISSUES – YOUTH, ONLINE WORK, INCLUSION, AND REGULATION



**MODERATOR:**

**Vallerie Yiega,**  
Youth IGF.

Issues for consideration in this Panel, moderated by Vallerie Yiega, entailed inclusivity and emerging concerns of different groups in ICT technologies.

**Ben Roberts, Group Chief Technology and Innovation Officer at Liquid Intelligent Technologies,** speaking on emerging issues on ICT regulation and challenges of the sector highlighted Kenya's ICT Practitioners Bill 2022.

Noting the numerous instances Kenyan legislators have introduced an ICT Bill, Mr. Roberts lauded how different ecosystem players united to put up resistance to the enactment of the 2022 Bill, whose provisions had the consequential result of raising barriers of entry to the ICT industry.

He argued for a shift in focus in building the ICT industry, identifying challenges that come along the way, and subsequently steering regulation.

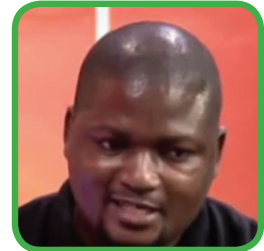
With regards to emerging ICT challenges, Mr. Roberts highlighted missing infrastructure - with

**PANELIST**



**Ben Roberts**

Group Chief Technology and Innovation Officer at Liquid Intelligent Technologies



**Benson Agesa**

Program Officer, Association of the Physically Disabled in Kenya



**Rebecca Wambui**

Representative, Kenya Youth IGF,



**Susan Otieno**

PR and Marketing Manager at AFRINIC.

schools starkly being unconnected to broadband connectivity, digital gadget divides between rural and urban areas as well as gadget price differentials that inhibit the uptake of agile technology devices.

In closing, Mr. Roberts, urged intentionality among all industry players, both government and private sector to collaborate to effectively tackle the digital divide.

**Benson Agesa,** Program Officer, Association of the Physically Disabled in Kenya observation was on digital inclusion as pertaining marginalized communities, especially persons with disabilities.

He noted that the country is yet to achieve digital inclusion for Persons with disabilities noting that

persons with disabilities are treated as an after-thought in the process of digitalization.

He for instance highlighted that at the onset of the Covid-19 pandemic, the government digitalized several services for which persons with disabilities were locked out as many did not have digital devices.

Referring to findings of a baseline study conducted by the Association of the Physically Disabled in Kenya, Mr. Agesa, highlighted that less than 10% of persons living with disabilities have access to government digital services.

To bridge this gap, **Mr. Agesa** listed efforts such as availing appropriate digital devices and building personal basic ICT skills to enhance persons with disabilities' participate in the general and digital economy.

**“ How inclusive and accessible are our digital programs & policies to persons with disabilities? ”**

Reporting on emerging issues from numbers and resource perspective, **Susan Otieno, PR and Marketing Manager at AFRINIC** highlighted the depletion of IPv4 resources and a heightened need for transition to IPv6 from IPv4 by Autonomous System Numbers (ASNs) owners, Internet Service Providers (ISPs), organizations and end users.

To encourage IPv6 adoption, **Susan** pointed out AFRINIC's initiatives towards its members such as training and online courses on IPv6 as well suited for both technical and non-technical persons.

**Ms. Otieno** in addition spoke about the provision of fellowship programs to support youth inclusion in the Internet governance processes.

**Rebecch Wambui**, Representative, Kenya Youth IGF reported on the successful holding of the Kenya Youth IGF 2022 and voiced issues uniquely faced by the youth pertaining to the internet.

With respect to youth's digital inclusion, Ms. Wambui signaled a lack of digital skills to adequately take online work, and inadequate participation in technology policy as emerging issues to youth digital inclusion.

She advocated for youth's digital inclusion on stronger terms not just because they are youth but as equal stakeholders of the internet for they are end users and directly affected by the internet.

She further highlighted challenges curtailing youths' participation on the internet including the high cost of access to ICT technologies following pricey devices and data fees.

Also referred to as cybersecurity threats such as online gender-based violence, cyber bullying, and harassment which negatively impacted their mental health and the lack of awareness of internet governance processes and issues.

In summary, she appealed for a change in perception and treatment of the youth from hostility to acceptance and implored allotment of opportunities.

# FIRESIDE CHAT:

## DIGITAL READINESS OF E-GOVERNMENT IN KENYA



### MODERATOR:

**Harry Hare,**

*Chairman & Content Director dx<sup>5</sup>*

### Key Presentation:

**Raimo Reiman, Representative, Estonia government and e-Governance Academy Expert.**

**Mr. Raimon** highlighted the results of the Kenya Digital Readiness Study focusing on topics relevant to a functional e-governance system. The study sought to map and review the current

status of digital governance and adopted the desk research, questionnaire, interviews, and report writing process.

The report provided proposed recommendations for adoption including strategic and operational coordination, the establishment of interoperability, adoption of digital identity and digital signatures, development of digital skills, enhanced e-

### PANELIST



**Salome Eggler,**  
*GIZ Digital Transformation  
Centre Kenya*



**Raimo Reiman,**  
*Representative,  
Estonia government,*



**Jack Ngare**  
*Technical Director in the  
Office of the Chief Technology Officer  
(CTO), Google*



**His Excellency, Ambassador  
Prof. Bitange Ndemo,**  
*Professor of Entrepreneurship at the  
University of Nairobi,*

participation and inclusion, and adoption of global best practices.

The Panel discussed how the adoption and use of e-government services can be strengthened in the country.

**Philip Irode** from the ICT Authority made reference to technology consolidation to ensure all Ministries, Departments, and Agency systems are integrated to enhance e-government adoption.

He called for a single point of reference to identify individuals and enhanced systems integration such as the Integrated Population Registration System (IPRS), improved data sharing, and compliance to Government Enterprise Architecture for all

systems convergence and alignment to eliminate duplication and enhance aspects of security.

**Salome Egger of GIZ Digital Transformation Centre Kenya** noted the need for citizens' trust in the efficiency and security as well as increased awareness to increase adoption and ensure apt use of user-centric technology.

**Jack Ngare of Google** spoke to the role of branch networks in financial systems that shifted to agency banking in the private sector versus the current place of e-government services at service centers.

He highlighted the missing link in detached government services between various entities that are disintegrated calling for synchronization of services.

**Raimo Reiman, Representative, Estonia Government, and e-Governance Academy** Expert highlighted the need to be wary of over-consolidation of services and avoid duplicity of systems.

Instead supported efficient service delivery with the best-suited agencies tasked with dedicated service delivery, based on their expertise and citizen proximity as long as all systems are secure, well-regulated, and professionally managed in line with international best practices.

**His. Excellency Ambassador Prof. Bitange Ndemo, Professor of Entrepreneurship at the University of Nairobi** noted the need for the user to not know the technical complexity of background operational technicalities and called for the need to study user pain points.

For example, no citizen was taught or trained how to use mobile money services but there is 99.9% adoption translating to a viable solution for the end user.

He proposed the adoption of a twofold system; one for enhanced user awareness and adoption and the other for skilled small entrepreneurs to build and implement go-to-market solutions.

The report proposed the development of a high-level digital council and a governmental Chief Information Officer. **Mr. Irode** observed that the only country with such a council is Rwanda and noted the different nuances in the sophistication of the target audiences and governance model.

He noted the need for government support and the right legal framework such as the Data Protection Act and the Computer Misuse and Cybercrimes Act to enable alignment.

Capacity, skills, and technology changes such as information held on legacy systems, were some of the challenges flouted in the adoption of e-government systems.

**Professor Ndemo** reminisced on the role of the National Economic and Social Council in the country's infrastructure history as ICT cuts across the whole economy.

He averred that the proposed sole Digital council would isolate other industries and sectors and create more silos. In his opinion, the isolation of such roles would counter the efforts of the creation of the African single digital market envisaged under the African Continental Free Trade Area (AfCFTA).

# KENYA SCHOOL OF INTERNET GOVERNANCE AWARD CEREMONY



**O**n behalf of the KICTANet Board of Trustees, Barrack Otieno who this year was the Principal of KeSIG, shared an update on the seventh (7th) edition of the Kenya School of Internet Governance (KeSIG) which was held via KICTANet’s virtual learning platform between 17 – 30 June 2022.

**KeSIG** is an initiative of **KICTANet**. **KeSIG’s** mission is to increase the capacity of key actors and potential actors in the local internet governance space. These include traditional human rights defenders and civil society organizations, students, academia, the tech community, and government departments.

In 2022, there were over **300** applications, out of which **118** were admitted, as resources were limited. Out of this number, **72** finished the course on time representing an **85.9%** completion rate.

**Barrack** thanked all participants and partners, the over 400 attendees to date, and appealed

for further support from Partners, in order to accommodate more new voices.

He further applauded the current students and alumni, the MultiStakeholder Advisory Group (MAG), faculty **John Walubengo, Judy Okite, Kelvin Kariuki, Mwendwa Kivuva, and the KICTANet Board of Trustees.**

**KeSIG** Fellow and graduand **Ann Gichuki** noted,

“*Two weeks ago I did not know about Internet Governance, but now, I am almost an expert. Internet is a necessity, and everyone needs to have access to it.*”

She appreciated all partners and sponsors and relevant stakeholders who supported KeSIG.

# RAPORTEURS SUMMARY ACTIONS POINTS & WAY FORWARD



Rapporteur Megan Kathure delivered the key highlights and action points from the day's sessions on behalf of the rapporteur team which had been keenly monitoring all of the conversations and sessions throughout the day.

**Rapporteur Megan Kathure**

## CLOSING SESSION

**Rosemary Koech – Chair of the MultiStakeholder Advisory Group (MAG)** thanked both physical and virtual attendees for the constant engagement and attention through the week's KIGF events.

She also thanked the MAG members, Trustees, and the Secretariat for their dedication and service, congratulated the KeSIG graduands, and appreciated partners and service providers.

In thanking the Convener and CEO of KICTANet, **Grace Githaiga**, she affirmed, 'without captains of the ship, we would not know where to steer.' She noted that the conversations of the day would feed into the regional and global discussion.



**Rosemary Koech –  
Chair of the MultiStakeholder  
Advisory Group (MAG)**

# Multistakeholder Advisory Group.



The 2022 IGF was made possible by the hard work of the Multistakeholder Advisory Group, Chaired by Rosemary Kimwatu. The other members were **Barrack Otieno, Grace Githaiga, Mwendwa Kivuva, Twahir Kassim, Catherine Muya, Rebecca Wambui, Vallarie Yiega, Nancy Marangu, Mary Gichuki, Polycarp Ochieng, Keith Andere, Faith Jumba, Nzambi Kakusu, David Indeje, Victor Kapiyo, and Rose Mwangi.**



## About KICTANet

**KICTANet** is a multistakeholder think tank that catalyses policy reforms in the **ICT sector**. It is guided by four pillars: policy advocacy, stakeholder engagement, capacity building, and research. **KICTANet's** guiding philosophy encourages synergies for **ICT** policy-related activities and initiatives.

As such, the network provides mechanisms and a framework for continuing cooperation and collaboration in **ICT** matters among industry, technical community, academia, media, development partners, and Government.



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