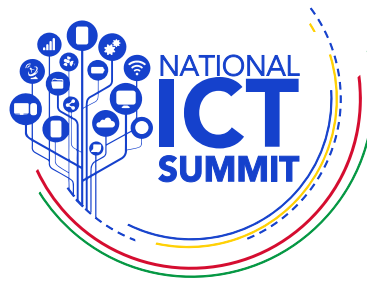




REPUBLIC OF NAMIBIA



MINISTRY OF INFORMATION AND COMMUNICATION TECHNOLOGY

Theme: "Re-thinking cybersecurity investment to secure the digital economy and its opportunities"



# REPORT OF THE 7<sup>TH</sup> NATIONAL ICT SUMMIT 2023

## FOREWORD:



**Dr. Peya Mushelenga**  
Minister  
MICT

The National ICT Summit is an event held annually by the Ministry of Information and Communication Technology (MICT). The 7<sup>th</sup> National ICT Summit was held on 09 - 13 October 2023 at Mercure Hotel under the theme “Re-thinking cybersecurity investment to secure the digital economy and its opportunities”. The main purpose of the event was to deliberate on the sectorial development, trends and challenges, connect, collaborate, and showcase innovation in the digital era.

The Summit created a great place for networking as it brought together different persons including business leaders, public policy makers, implementers and youth innovators. The degree of networking was of a high level because the event helped the ICT sector professionals and government representatives to learn from each other through the exchange of ideas. During the event, business leaders and innovation experts shared their views and insights on new

and emerging developments, innovation and legal frameworks required to respond to the sector challenges.

As a catalyst for achieving the National Developmental Goals, ICTs should be celebrated, recognised and promoted as one of the key elements to increase socio-economic opportunities for all citizens. And as numerous challenges continue to unfold in the sector, this signifies the importance of prioritising the enhancement of cyber shielding mechanisms, cultivate digital resilience, adhere to proper cyber hygiene practices, and adopt fundamental precept of digital transformation.

I should therefore conclude by mentioning that our center focus should be rethinking the investment in cybersecurity as a counter to cyber-attacks and a step to protect our critical ICT environment.

## SPECIAL THANKS:



**Dr. Audrin Mathe**  
**Executive Director**  
**MICT**

The 7<sup>th</sup> National Summit would not have been successful without the exceptional contributions and support from all our sponsors, partners, speakers, moderators and exhibitors. Your commitment to fostering development, form collaboration, and knowledge-sharing in the field of ICT is truly commendable.

As we concluded the 7<sup>th</sup> National ICT Summit 2023, MICT urges that discussions on “Re-thinking cybersecurity investment to secure the digital economy and its opportunities” should continue at all levels. The challenges we face in securing the digital economy require collective efforts between us all. And it is only through collaboration we will develop effective strategies and solutions that will safeguard our digital infrastructure and enable us to fully harness the opportunities presented by the digital economy.

In conclusion, I would like to once

again to call on all industry players to partner up with government and discuss modalities that will shape and transform ICT youth innovations into prosperous bankable projects in the future. Innovation is an enabler of economic progression and prosperity and we should therefore embrace and encourage it continuously.

## LIST OF ABBREVIATIONS

### Abbreviation

### Definition

5G	5 <sup>th</sup> Generation
CIRT	Computer Incident Response Team
COVID	Corona Virus Disease
CRAN	Communications Regulatory Authority of Namibia
HoD	Head of Department
ICT	Information and Communication Technology
IPRM	Institutional Policy Regulation and Monitoring
IT	Information Technology
IXP	Internet Exchange Point
MICT	Ministry of Information and Communication Technology
MLIREC	Ministry of Labour, Industrial Relations and Employment Creation
MoHSS	Ministry of Health and Social Services
MTC	Mobile Telecommunication Company
NAMPOST	Namibia Post Limited
NamCSIRT	Namibia Cybersecurity Incident Response Team
NDP6	Sixth National Development Plan
NUST	Namibia University of Science and Technology
ROAM-X	Human rights, Openness, Accessibility, Multi-stakeholder Participation and Cross-cutting issues
UNAM	University of Namibia
UNODC	United Nations Office on Drugs and Crime
WHO	World Health Organization

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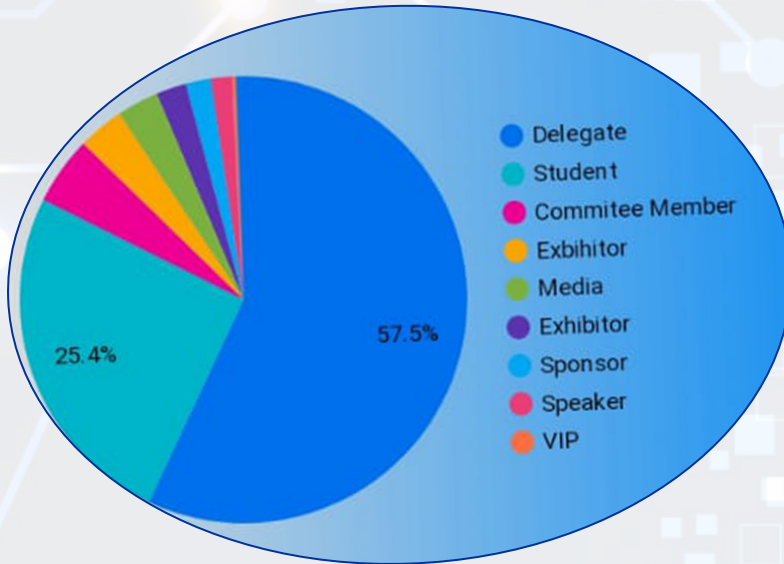
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## SUMMIT BRIEF:

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Keynote  
Addresses

4  
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Discussions

8  
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Sessions



11  
Presentations

17  
Sponsors

25  
Exhibitors

30  
Youth  
Innovators

Delegates  
Students  
Exhibitors  
speakers

Committee Member  
Media  
VIP

### Attendance

Telecommunications and Operators  
Academias  
Business communities  
Civil Society  
Offices  
Ministries  
Agencies  
Youth Innovators  
Representatives from UNODC  
Students & Learners

This is how the delegates unpacked and explored the theme

### Cybersecurity

- It takes more time to build a reputation and a few seconds for a cyber-incident to ruin it,
- Cybersecurity is not just a matter of IT personnel
- The time to prioritize cybersecurity is now
- Protecting our digital economy is a concerted effort
- Cybersecurity is a national shared responsibility
- Securing networks and infrastructure is not enough, as a nation we need to empower everyone to protect their personal data from digital forms of crime,
- Existing more comprehensive regulation within the cybersecurity domain

### Investment in Cybersecurity

- In the face of economic headwinds it is a great time to invest in cybersecurity,
- The rise in cyber-attacks is a wakeup call for companies who have been under-investing in cybersecurity
- Cyber liability insurance or cybersecurity insurance is a must to have to reduce financial risks associated with cyber threats
- Sufficient financial support to support initiatives for combating cyber crime

### Cons and opportunities of digital space

- Entrepreneurship
- Learning and education
- Assist to remote working
- Making it easier to communicate with friends and family
- Increasing access to social services and benefits
- Participating in democracy and civic duties
- Strengthening communities and social ties
- Accessibility to information
- E-service such as e-commerce, e-banking, e-governance, and e-agriculture

### Pros and drawbacks of digital space

- Exposure to harmful content,
- Cyberbullying,
- Age-inappropriate advertising,
- Addiction and data misuse
- Mental ill- Health
- Education and culture imbalance



## 1. INTRODUCTION AND BACKGROUND

The National ICT Summit was held both on-site and virtually to allow broader participation. It welcomed a high level representation of the ICT sector, including lawmakers, community leaders, private sectors, academia, civil society, students, learners, businesses, youth innovators, and experts from local and international organizations. The event featured various sessions such as presentations, panel discussions, exhibitions, networking, and awards giving.

The National ICT Summit under the leadership of the Ministry of ICT has been running as an annual event since 2014 after taking it over from Telecom Namibia to ensure the inclusion of a broader spectrum of stakeholders. The Summit aims to bring together industry stakeholders to deliberate on emerging trends and challenges affecting the industry, globally and locally.

ICT industry players used the platform to showcase ICT services, and beyond exploring key themes, feedback from delegates revealed that the Summit remains an important flagship networking event for the ICT sector.



## 2. OFFICIAL OPENING SESSION

Hon Laura McLeod-Katjirua, the Governor of Khomas Region delivered the welcoming remarks in which she emphasised that ICT advances to accentuate more automated computers, Internet, cell phones, interactive multi-media, and digital facilities as well as changing the faces of businesses

She further emphasised that the Summit should be seen against the backdrop of the country's aspiration to provide ICT infrastructure, invest in indispensable personnel resources and promote the sustainable embracement of ICT as pivotal to the well-being and growth. She concluded by welcoming all participants to the great Khomas Region and by extension, to the 7<sup>th</sup> National ICT Summit.

In his Keynote Note Address Dr. Peya Mushelenga, the Minister of MICT appreciated the appearance of numerous ICT experts, and institutions who convened to share insights and chart a course towards a secure and prosperous digital future for Namibia. He underscored the Summit's theme which is of paramount importance of cybersecurity in the digital era.





The Hon. Minister called on participants to fully harness the benefits of the digital economy hinges on the country's capacity to protect it from potential cyber threats. He further, cited that cybersecurity is not merely a choice but an obligation. He ended his addresses by calling on industry to focus on strengthening cyber defences, fostering digital resilience, practising good cyber hygiene, and embracing the principles of digital transformation. Additionally, he encouraged the exploration of immense opportunities that the tech space offers, including digital payments, e-commerce, and innovative solutions that can empower the nation.

Dr Mathe, encouraged the participants to work together as the success of the ICT industry relies on collaboration, innovation, and the collective efforts of all stakeholders. In his culmination, he emphasised on the importance of creating an environment that nurtures creativity, fosters technological advancements, and paves the way for a prosperous future.

After the official programme, Dr. Peya Mushelenga accompanied by Hon Laura McLeod - Katjirua and all dignitaries proceeded to cut the ribbon and tour the exhibition stalls.

The official programme ended with the vote of thanks by Dr Mathe, the Executive Director of MICT, who extended the appreciation to the organisers, sponsors, exhibitors and various stakeholders for the 7<sup>th</sup> National ICT Summit. He acknowledged that the unwavering support and active participation of the industry has been instrumental in shaping the Summit and turning it into a platform for innovation, collaboration and growth.





### 3. PRESENTATIONS

The Summit program featured insightful keynote presentations and discussions led by industry experts and global leaders. The overarching topics revolved around re-evaluating cybersecurity investments, building digital resilient infrastructure, and capitalising on economic opportunities within the digital landscape.

#### 3.1 TOPIC: CYBERCRIME STATISTICS AND NATIONAL COMPUTER INCIDENT RESPONSE TEAM (NAMCIRT) READINESS

Mr. Elton Witbooi, the Executive - Cyber Security & ICT at the Communications Regulatory Authority of Namibia (CRAN), presented the cybercrime statistics and that sectors such as healthcare, finance, and government have been particularly vulnerable to cyber threats in recent years.

Mr. Witbooi emphasised the importance of establishing Namibia Cybersecurity Incident Response Team (Nam-CSIRT) to enhance the confidence in the digital economy, safeguarding of critical infrastructure and information, and bolster national cyber resilience. He provided an update that CRAN has commenced with the establishment of the National CSIRT following the budgetary allocation by the government.

#### 3.2 TOPIC: SIXTH NATIONAL DEVELOPMENT PLAN (NDP6)

Ms. Habani Munyungano the Deputy Chief National Development Advisor at the National Planning Commission provided an overview of the Sixth National Development Plan (NDP6). She informed the Summit that Cabinet has approved the development of NDP6 that will run for the financial year 2025/2026 - 2030/31, this is the remaining period of the Vision 2030 which allows for the completion of all the Vision 2030 aspirations projects.

She further, highlighted that the NDP6 roadmap has kicked off with the Launch of NDP6 process in June 2023, which paves the way for the NDP6 1<sup>st</sup> Conference in July 2024; NDP6 2<sup>nd</sup> Conference in September 2024 and NDP6 Launch during March 2025.

She concluded by calling on all stakeholders to prioritise connectivity, accessibility and affordability of ICT infrastructure and services country wide in order to bridge the existing digital divide.



### 3.3 TOPIC: 5G AND CYBERSECURITY: PREPARING A SECURE EVOLUTION TO

Ms. Monica Nehemia, the Chief Technical and Information Officer at MTC, discussed the evolution of technologies to 5G and its benefits for Namibia. She highlighted the improved connectivity, data transfer rates, and network capabilities.

The presentation emphasised the importance of cybersecurity in the context of 5G, enabling connectivity to a massive number of devices in the form of Internet of Things and providing high mobility in an ultra-reliable and affordable way. However, she also addressed the challenges and threats, such as potential cyberattacks and data breaches, emphasising the need for regulatory frameworks to be in place and implemented.

### 3.4 TOPIC: NAMIBIA NATIONAL ASSESSMENT ON INTERNET UNIVERSALITY INDICATORS ROAM-X ASSESSMENT

Mrs Nashilongo Gervasius-Nakale from the Internet Society Namibian Chapter informed the delegates that Namibia has joined other 45 countries that have implemented ROAM-X assessments. The assessment stipulates that internet should

be human rights-based, open, accessible to all and nurtured by multi-stakeholders' participations. In addition, the assessment assists government and stakeholders to formulate evidence-based policies for their national internet governance. She concluded that the team is finalising the consultations which will result in the Report to be shared with the stakeholders

### 3.5 TOPIC: THE ROLE OF CYBERSECURITY IN FOSTERING E-COMMERCE

Ms. Claudia Nicanor, the Head of Business Support Unit ICT at NamPost, discussed the role of cybersecurity in fostering e-commerce. In terms of E-commerce, she has illustrated that in the digital age, e-commerce has become an integral part of the global economy. It allows businesses to reach a wider audience, provides convenience for consumers, and offers numerous opportunities for economic growth. However, with the increasing reliance on technology and online transactions, the risk of cyber threats and attacks has also grown exponentially and safeguarding e-commerce activities becomes imperative. She stressed that Cybersecurity plays a vital role in fostering e-commerce by protecting sensitive information, maintaining trust among consumers, enabling business growth, fostering innovation, and creating career opportunities.



### **3.6 TOPIC: CYBERSECURITY IN THE BANKING SECTOR; IMPORTANCE, THREATS, TRENDS AND CHALLENGES**

Mr. Marsorry Ickua, the Director Information Communication Technology at the Bank of Namibia emphasised that Cybersecurity in the banking sector is of paramount importance due to the sensitive nature of financial transactions and customer data involved. By implementing robust cybersecurity measures, the banks can protect their systems, maintain customer trust, comply with regulations, and ensure the continuity of operations with no obstruction. Additionally, he highlighted that there are several opportunities for the banking sector to enhance cybersecurity through advanced threat detection systems, improved authentication methods, collaboration, workforce development, and adoption of block chain technology. cybersecurity in the banking sector, emphasising that it involves measures and practices implemented by financial institutions to protect their systems, networks, and data from unauthorised access, theft, or damage.

He noted a increasing reliance on digital platforms for financial transactions in the banking sector due to technological advancements. This heightened

dependence on technology has also made banks more susceptible to cyber threats, underscoring the critical importance of cybersecurity.

### **3.7 TOPIC: BUILDING DIGITAL TRUST: CYBERSECURITY STRATEGIES FOR A SECURE AND FLOURISHING DIGITAL ECONOMY**

Ms. Jacobina Nampila, the Head of Business Information and Technology at Telecom Namibia emphasised that Namibia would embrace digital transformation if there is assurance of trust through the implementation of ICT legislations and digital trust programs.

This is especially true in Namibia, as developing country with more businesses and individuals relying on technology to participate in the digital economy. She has illustrated that evidence has shown that Namibia is rapidly digitalising which has led to a significant increase in internet penetration, reaching approximately 52% internet users in 2022.



### 3.8 TOPIC: NAVIGATING THE CYBERSECURITY LANDSCAPE: SAFEGUARDING OPPORTUNITIES IN NAMIBIA

Mr. Kamal Toure, the acting Head of Cybercrime Programme in Africa and Project Coordinator at the United Nations Office on Drugs and Crimes (UNODC) shared that the cybersecurity landscape is constantly evolving, with new threats emerging all the time, and as more and more businesses and individuals in Namibia rely on technology, he emphasised that it is important to be aware of the cybersecurity risks and to take steps to mitigate them.

He further, indicated that cyber threats that are on the rise, include phishing, malware, and data breaches and Namibia faced a 40% increase in reported cyberattacks in 2022. He further pointed out the cybersecurity risks faced by Namibia are absence of robust legal frameworks and insufficient financial support for cybersecurity related initiatives.

He shared that modalities such as sharing threat intelligence, Cybersecurity incident response plans and increasing cybersecurity awareness are key strategies for preventing cyber incidences

### 3.9 INTERNET EXCHANGE POINT IXP ASSOCIATION

Ms. Grace Kashima, Vice-Chairperson of Internet Exchange Point Association of Namibia delivered a presentation on the Internet Exchange Point (IXP) by highlighting the strategic importance of IXP in the country's digital future. She emphasized that IXP facilitates the direct exchange of internet traffic between peering networks, reducing costs associated with traffic transit through third-party networks.

She further provided an update that the Association has thirteen (13) Peering Members with one (1) active Point of Presence. The Point of Presence is currently being deployed and peering options available are one Gigabits (1Gbps) and ten Gigabits (10Gbps). she has encouraged more institutions to join the IXP.



### **3.1. TOPIC: THREAT LANDSCAPE AND CYBER INSURANCE**

Mr. Andrew Brown, the Managing Director at AM2 Communications introduced participants to the Cyber Insurance concept Gaps in Coverage and Cyber Insurers. He emphasised that Cyber insurance is a modern-day crime policy that provides coverage for a company's intangible assets, such as data and reputation, in the event of a cyber-attack or other security breaches. The policy can help mitigate the financial losses associated with these incidents, including penalties for non-compliance with data protection laws and regulations, reputational harm, and revenue losses due to disruptions.

### **3.11 TOPIC: UPDATE ON BILLS, POLICIES REVIEWS AND STRATEGIES**

Dr. Elizabeth U. Kamutuezu, the Deputy Director at the Ministry of ICT, provided updates on the development and review of Bills, Policies, and Strategies which the Ministry is busy with. The emphasis was on the importance of responsive laws and policies to address the challenges and opportunities presented by the rapid evolution technology.

The goal is to create a regulatory environment that supports innovation, protects individuals and businesses, and promotes responsible technology use. She

concluded her presentation by informing the participants that critical Bills and policies are being developed/amended and are expected to be discussed in Parliament.

### **3.12 TOPIC: NATIONAL CYBERSECURITY AWARENESS: CREATING DIGITAL CHAMPIONS TO INCREASE CYBER HYGIENE IN NAMIBIA**

Ms. Vanessa Maresch, the Commercial Expansion Empowerment Specialist at Salt Essential IT provided the cybersecurity awareness presentation aimed to educate the audience on the importance of safeguarding their digital assets and maintaining a secure online environment. The presentation was divided into three main sections: understanding cyber threats, implementing security measures, and staying vigilant against cyber-attacks.

By understanding the various cyber threats, implementing security measures, and staying vigilant, people can significantly reduce their risk of falling victim to cyber-attacks. She further informed the congregation about the free cybersecurity sessions offered by the Ministry of ICT in partnership with Salt Essential IT and encourage participants to benefit from them.

## 4. PANEL DISCUSSIONS



**(From left to right) Moderator:** Dr. Elizabeth U. Kamutuezu: Deputy Director, IPRM, MICT, **Panelists:** Dr. Becky Ndjoze-Ojo, a member of Parliament and Parliamentary Standing Committee on ICT and Innovation, Mrs. Emilia Nghikembua: CEO, CRAN, Prof Heike Winschiers -Theophilus: Professor, Department: Software Engineering, Dr. Stanley Shanapinda, CEO: Telecom Namibia

### 4.1 TOPIC: UNIVERSAL ACCESS TO INTERNET CONNECTIVITY AS A BASIC NEED

The panel discussion was moderated by Dr. Elizabeth U. Kamutuezu: Deputy Director - IPRM, MICT. The panelist comprised the following: Dr. Becky Ndjoze-Ojo a member of Parliament and Parliamentary Standing Committee on ICT and Innovation; and Mrs. Emilia Nghikembua: Chief Executive Officer of CRAN; Prof Heike Winschiers -Theophilus: Professor at the Namibia University of Science and Technology and Dr. Stanley Shanapinda: the Chief Executive Officer of Telecom Namibia.

The panel conversation highlighted the importance of internet connectivity as a

fundamental right for all citizens, regardless of their geographical location or socio-economic status. It was emphasised that access to the internet enables citizens to access information, education, health, social services, and economic opportunities that would otherwise be unavailable or inaccessible.

Furthermore, internet connectivity allows citizens to participate in civic and political processes, express their opinions and perspectives, and collaborate with others across borders and cultures. By ensuring universal access to internet connectivity,

governments can foster a more informed, engaged, and inclusive society that can benefit from the digital transformation of the world. The panel suggested that the remedies to reduce the digital divide in Namibia encompass increased connectivity, better digital literacy, equitable access to ICT services, and investment in digital education. These measures are essential for creating a more inclusive and digitally empowered society in Namibia.

The panel discussed that the Covid-19 pandemic has taught Namibia that, the internet is a necessity and should be given top priority. The existing gaps in connectivity have been exposed, and online meetings and e-services have become the new norm. The advise is therefore to maintain this momentum and continue to prioritise internet access to ensure equity and inclusion for all.

The panel emphasised that the social contract between the government and citizens does not solely propel the government to be the main actor in providing free internet but requires concerted efforts for universal connectivity.

The panel concluded that by stating that the establishment of a Universal Access Fund is crucial for ICT development, as it centralises resources for the country's ICT development. ICT development needs to be driven from all levels, indicating a collaborative approach rather than placing the sole responsibility on the government.







**(From left to right)** Moderator: Edward Nepolo: HOD, Computer Science: NUST, Panelist: Mr. Medimillian Handura, Head: Digital Solutions & Group Business Development Schoemans, Mr. Laban Hiwilepo, Chief: Technical Operation, Telecom Namibia, Mr. Mohamed Bah, Cybercrime Program Officer: UNODC, Prof. Bhunu Shava, Fungai, Acting Executive Dean, Faculty: Computing and Informatics: NUST

## 4.2 TOPIC: RE-THINKING CYBERSECURITY INVESTMENT TO SECURE THE DIGITAL ECONOMY AND ITS OPPORTUNITIES

The panel discussion was moderated by Mr. Edward Nepolo: HOD, Computer Science at NUST. The panelists included Mr. Medimillian Handura, Head Digital Solutions & Group Business Development at Schoemans; Mr. Laban Hiwilepo, Chief Technical Operation at Telecom Namibia; Mr. Mohamed Bah, Cybercrime Program Officer at UNODC and Prof. Bhunu Shava-Fungai, Acting Executive Dean, Faculty Computing and Informatics - NUST.

The panel discussed that the widespread adoption of ICTs has led to an increased focus on cybersecurity as individuals, companies, and the public sector embrace digital transformation. Consequently, there is a growing need for adequate funding and attention to cybersecurity from private companies, governments, and individuals.

Furthermore, the panel pointed that in the digital age, businesses are increasingly reliant on digital platforms for automation

of services and global connectivity with customers. However, this rapid expansion of the digital economy also brings about significant cybersecurity risks. It is estimated that trillions of dollars could be lost through cybercrime as a result of this growing digital landscape. Therefore, it is imperative for organisations to reassess their cybersecurity investments, including infrastructure and personnel, in order to strike a balance between securing their digital assets and leveraging the opportunities presented by the digital age.

The panel highlighted that investing in infrastructure to provide wider internet connectivity is a crucial strategy for economic growth and development. Collaborative partnerships between the government, private sector, and other stakeholders can help accelerate the deployment of internet access across the country. The government should play a leading role in providing funding and support for infrastructure development, while the private sector can contribute by

investing in software development and collaborating with the government on projects. Educational institutions can also play a crucial role in developing a skilled workforce to support the growth of the tech industry.

The panel stressed that in order to ensure that investments are adaptive to the fast-evolving digital landscape, private sector-driven discussions on cybersecurity should be prioritised in order to create an ecosystem that will foster the development of local industry capabilities. This is a good move provided that responsive legal frameworks are in place to advance digital technology. Countries like Namibia should therefore prioritise the establishment of redundancy measures, high-reliability infrastructure, disaster recovery plans, and cybersecurity maturity to attract investment and ensure seamless service delivery.

The panel emphasised that effective investigation and prosecution of cybercrimes committed across national borders pose significant challenges due to differing legal systems. However, international cooperation plays a crucial role in combating these crimes, including cybercrimes. When a cybercrime occurs, a

country can reach out to other countries with which it has bilateral agreements on fighting cybercrime. This collaboration enables the sharing of information, evidence, and expertise, facilitating the investigation and prosecution of cybercriminals who operate across borders.

The panel concluded that public reporting of cyber incidents is crucial for the brand images of organisations as failure to report such incidents can have severe consequences. It not only puts the country at risk and makes it vulnerable but also leads to significant financial losses for companies. Inappropriate reporting of breaches has cost various companies millions of dollars. Therefore, it is essential to consider the capacity and technology of law enforcement agencies, such as Nampol, to handle cyber incidents reported by institutions. Building capacity in law enforcement is necessary to ensure that incidents are handled appropriately and to prevent further damage to the reputation of the affected party.





**(From left to right)** Moderator: Dr. Chido Rwafa- Madzvamutse, Psychiatrist and Public Mental Health Specialist, UNAM, Panellist: Ms. Justine /Oaes: Clinical Psychologist, MHSS, Mrs Celia Kaunatjike, Health Promotion and Social Determinants Officer, WHO, Zelnadia De Waal: Programme Manager Counselling - Lifeline Childline, Ms Oletu Nakaambo: Chief Psychologist, MLIREC

### 4.3 TOPIC: MENTAL HEALTH AND WELL-BEING IN CYBERSPACE

The panel discussion was moderated by Dr. Chido Rwafa- Madzvamutse: Psychiatrist and Public Mental Health Specialist at UNAM. The panelists included Ms. Justine /Oaes, a Clinical Psychologist at MoHSS; Mrs Celia Kaunatjike: a Health Promotion and Social Determinants Officer at WHO; Ms. Zelnadia De Waal: Programme Manager Counselling at Lifeline Childline and Ms Oletu Nakaambo: Chief Psychologist, MLIREC.

The panel discussed the increasing amount of time people spend online globally, including in Namibia. It highlighted the opportunities and risks associated with online activities, such as exposure to harmful content, cyberbullying and data misuse. The panel also noted a growing concern, the impact of digital platform use on mental

health, including rising rates of depression and anxiety.

The panel stressed the importance of maintaining a healthy and balanced digital life, as it can benefit physical and mental health, improve sleep, mood, lower stress levels, and increase productivity. Sleep habits are disturbed by the light emitted from device screens, leading to disrupted sleep patterns. Excessive time spent on digital platforms leads to wastage and can negatively impact productivity at work. Technology also hinders and disrupts family functioning, relationships, culture, and bonding, causing social disconnection. Furthermore, digital life can disrupt mood, the ability to manage emotions, self-esteem, and self-confidence.

The panel cautioned that in appropriate or overuse of digital technologies such as Social Media applications, sites, and internet gaming can have detrimental effects on child development by impacting cognitive and emotional well-being, disrupting academic performance, and contributing to behavioural issues.

Access to inappropriate content on the internet, such as pornography, sites promoting self-harm and suicide, and violent materials, impact on individuals, especially the youth. Cyberbullying has become a prevalent issue, causing emotional distress and psychological harm to victims. Additionally, excessive use of Social Media, internet, and gaming has led to addictive behaviours, affecting mental well-being and interpersonal relationships.



## 5. BREAKAWAY SESSION

As part of the Summit, Breakaway sessions offered attendees a unique opportunity to delve into specific areas of interest within a given ever-evolving field. The sessions were

designed parallel with other sessions to foster in-depth discussions, share insight, and promote collaboration among industry experts, innovators and policymakers.



### 5.1. TOPIC: MANAGED WI-FI IN A CONNECTED WORLD

Mr. Klaus von Kries from AVM Berlin-German delivered a presentation on Managed Wi-Fi in a Connected World. He stated that in the digital age, Wi-Fi has become the primary means of accessing the internet and connecting devices locally. With an average of 10 to 20 devices connected to a Wi-Fi network in a typical home, it is essential to have industry standards such as EasyMesh and Broadband Forum to ensure investment security, interoperability, and transparency. These standards can provide businesses and individuals with enhanced connectivity and security in an increasingly connected world.

He concluded that the challenges of managing Wi-Fi are complex associated with managing Wi-Fi networks, such as ensuring coverage, capacity, and security, especially as more devices become connected. This might examine the services and solutions offered by managed Wi-Fi providers such as features like network monitoring, troubleshooting, security measures, and scalability.



## 5.2. TOPIC: CYBERSECURITY AND THE MEDIA

Mr. Conroy Feris, IT Manager at New Era Publication Corporation touched on several cybersecurity challenges that the media industry faces in the era of digital technologies. He stated that Media Houses are targeted by cybercriminals because of the sensitive information they handle. He further highlighted the pressing challenges being faced by the media which are data breaches, phishing attacks, fake news and disinformation amongst others.

Although there are those challenges, he explicitly mentioned that cybersecurity presents several opportunities for the media industry which are Cybersecurity reporting, Cybersecurity education and collaboration with cybersecurity experts for interviews. His presentation concluded that Cybersecurity for media organisations is crucial to protect sensitive information and maintain the trust of their audience.



## 5.3. TOPIC: EMPOWERING NAMIBIA'S DIGITAL FUTURE: MOBILE TELECOM-MUNICATION LIMITED DIGITAL TRANSFORMATION AGENDA

Mr. Nawa Likando, Head of Digital Transformation at MTC talked about MTC being positioned to be a digital enabler of change and their mobile network covers stands at 97% of Namibia's population and 88% of Namibians have access to mobile broadband. The company is envisioned to improve the lives of customers through innovative digital solutions that will enable them to drive an inclusive digital Namibian economy.

He indicated that the digital future of Namibia may require long-term commitment, collaboration, and adaptability. It is therefore critical that MTC, along with its partners and stakeholders, play a pivotal role in driving Namibia's digital transformation and ensuring that the benefits of technology are accessible to all citizens developing solutions for the betterment of the Namibian society.



## 5.4. TOPIC: ROLE OF 5G IN THE DIGITAL ECONOMY AND HOW IT IS IMPACTING THE INDUSTRY

Ms Ronel le Grange; Executive: Engineering and Technical Services at CRAN, introduced the 5G technology and its benefits for Namibia in terms of connectivity, improved data transfer rate as well and enhanced network capabilities.

The presentation emphasised the importance of cybersecurity in the context of 5G that it will enable connectivity of a massive number of devices in the form Internet of Things and entertain users and devices with high mobility in an ultra-reliable and affordable way.

She stressed that the challenges and threats that Namibia faces in deploying 5G technology are the potential for cyberattacks, data breaches, and the need to secure critical infrastructure. Therefore, Namibia needs to ensure that regulatory

frameworks pertaining to 5G are enacted and implemented. The presentation concluded by proposing collaboration, partnerships, capacity building and training for those handling cybersecurity with 5G Technology and continuous awareness raising and education.





## 5. 5. TOPIC: CYBERCRIME IN NAMIBIA: BALANCING RISK AND REWARDS IN THE DIGITAL AGE

Mr. Mohamed Bah, Cybercrime Program Officer and Mr Kamal Toure, Acting Head of Cybercrime Programme in Africa and Project Coordinator made the presentation on behalf of at the United Nations Office on Drugs and Crimes

He emphasised the increasing importance of protecting systems, networks, and data from unauthorised access, use, disclosure, disruption, modification, or destruction. he has noted the global rise in cybercrime incidents and highlighted that Namibia is also experiencing this trend due to its reliance on digital technologies.

He suggested the establishment of a cybercrime and cybersecurity center, drawing from a case study of the United States of America. He stressed the need to address cybersecurity risks through divisions for investigations, digital forensics, CSIRT, outreach, and legal affairs. Additionally, he underscored the significance of

distinguishing between cyber-dependent and cyber-enabled crimes while emphasizing that combating cybercrime requires robust cybersecurity measures, law enforcement capabilities, and international cooperation.







## 5.6. TOPIC: CYBERSECURITY AWARENESS STRATEGIES THAT ORGANISATIONS COULD IMPLEMENT TO CREATE A CYBERSECURITY AWARENESS CULTURE IN THE DIGITAL WORLD

Ms. Iyaloo N. Waiganjo, Lecturer at the International University of Management emphasised the critical need for a paradigm shift in the approach to cybersecurity investment. In today's rapidly evolving digital landscape, securing a digital economy and its vast opportunities requires a rethinking of our strategies and resources. As a result, cybersecurity awareness should be an ongoing process for institutions to prevent threats and attacks on infrastructure, and such efforts require commitment, resources, and adaptability.

Her presentation highlighted Namibia's global ranking for cyberattacks in 2020 and discussed strategies for implementing cybersecurity training and awareness in institutions. The presentation emphasised the need for the private sector to collaborate with the government to achieve cybersecurity goals. It stressed the importance of cybersecurity awareness and

defense against digital threats, especially in protecting sensitive data.

It concluded by recommending the establishment of robust policies and encourage each organisation to take proactive steps in implementing these strategies for collective defense against cyber threats and ensure a secure digital future.





## 6. EXHIBITIONS

Networking and exhibitions played a vital role in fostering collaborations, partnerships and its opportunities by facilitating connections, showcasing innovations, and promoting knowledge sharing. Twenty-Five (25) organisations and thirty (30) youth innovators showcased their products, services, and solutions. This allowed attendees to explore different offerings and evaluate potential partnerships or collaborations.





## 7. ICT YOUTH DAY

The last day of the Summit was dedicated to the youth where learners, students, graduates and innovators were present. The day aimed at encouraging interests and passion for young ICT enthusiasts and celebrate exhibitors for their creativity, acknowledge and appreciate the young people for the efforts in coming up with inventions and innovations.

The day was officiated by Ms. Sharonice Busch, Executive Chairperson at National youth Council of Namibia who elucidated that ICT Summit is such an important platform and an opportune space to have serious conversations about how to unlock the potential of the digital economy by prioritising targeted investments that allow youth entrepreneurs to scale their start-ups while, at the same time, ensuring public protection from cyber risks.

Ms. Busch attested that there is no contestation regarding the benefits of the digital economy, hence she called on the partakers not shy away from the fact that cybersecurity is fast-becoming a necessity, and not just an option. She stressed that cyber threats are becoming more sophisticated and frequent, and that they pose a significant risk to individuals, organizations, and even nations and can therefore not be ignored. she encouraged that participants should re-think of approaches to cybersecurity investment to fully secure the digital economy and its opportunities.

Hon. Dr, Becky Ndjoze-Ojo, a Member of Parliament and Parliamentary Standing Committee on ICT and Innovation was a key note speaker on the youth day. At the start of her address, she related how local media reports have shed light on criminal

syndicates using ICT to lure the youth into perpetrating fraud and even engaging in abhorrent practices like human trafficking. Thus, she called on the participants to fortify their cyber security, to remain vigilant, and, above all, extend a helping hand to protect one another.

Hon. Dr. Becky Ndjoze-Ojo further encouraged the attendees to actively participate in the programs of the cybersecurity awareness creation campaign. She highlighted that engaging in this initiative holds immense benefits such

as enhanced personal security, protected digital identity and privacy and safeguarded financial transactions amongst others. Additionally, she conveyed that fostering a culture of cyber resilience and knowledge-sharing among the youth, will empower them to actively contribute to a more secure and integrated community. Henceforth, she concluded that working together, the nation will be able to build a resilient and prosperous digital society for Namibia and the broader global community.





## 7.1 YOUTH EXHIBITORS AND AWARDS

The segment of the Summit featured the awards for the best exhibitors and innovators. A total of number of forty five (45) young people were short listed to participate as presenters, exhibitors and hackers at the 7TH National ICT Summit. The awards aimed to develop and encourage interest and passion for ICT, celebrate participants for their creativity, inventions and innovations

The announcement of the Summit prizes 2023, as an integral part of the Summit

took place with winners awarded for their efforts and innovations. The awards were categorised as follows:

- Best Exhibitor - Ndapewa Teresius - Connect Africa.
- Best Presenter - Auwanga Enkali - EnkaliPrime.
- 1<sup>st</sup> Runner up (Presentation and Exhibition) - Nguhamuine Muharuka and Gideon Katjimba.





## 7.2. HACKATHON

The hackathon was organised to create a solution that would enhance the Government's service delivery to citizens. Teams were tasked with the development of fully functional prototypes of a Government Content Hub. Hackers and coders presented their solutions at the Summit, where a panel of judges selected the winners. The winning team will collaborate with government staff and industry experts for two months to further develop the platform. The Ministry of ICT aims to launch the platform before 31 April 2024.

## 7.3. INTERNSHIPS

Kellerman ICT sponsored the ICT Summit in kind, by availing two paid internship opportunities at their company. The sponsorship was at the value of N\$45,000.00 to cover remuneration for the interns for a three (3) month period. The internships targeted to benefit youth exhibitors and presenters. After a rigorous adjudication process, the panel of judges selected Ms. Ngaaruhe Hei and Mr. Franco Coetzee as the winners of the three months paid internship at Kellerman ICT.





## 8. LAUNCH OF THE CYBERSECURITY WHATSAPP INFOBOT

The Ministry of ICT and Salt Essential IT launched the cybersecurity WhatsApp InfoBot at the Summit. The bot is designed to assist the public in getting instant feedback

on their cybersecurity-related queries. The second phase of the InfoBot will further be developed to accommodate more functions and features.





## 9. CLOSING CEREMONY

In her statement during the closing ceremony, Hon. Emma Theofelus, Deputy Minister of ICT, recognised remarkable discussions and achievements witnessed during the Summit, and she called out youth to immense capitalise on the opportunities that the digital economy holds for them.

She encouraged the youth to harness these opportunities to address the prevalent high unemployment challenge in the country that Namibia has the capabilities to strategically position itself as an offshoring destination for digital services.

She continued to underscore that the enactment of the data protection bill and the development of the National Digital Strategy by the Ministry of ICT are instrumental steps to unlock a myriad of opportunities and chart a new course for Namibia's digital future. Hon. Theofelus ended her statement

by recognising that the solutions presented at the Summit hold the key to a prosperous Namibia, and commended each and every participant for their outstanding contribution and making the Summit a resounding success.

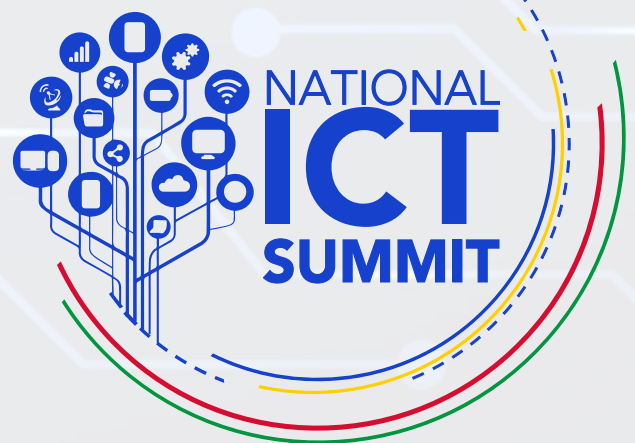






## 10. SUMMIT OUTCOMES

- The Summit provided an opportunity for stakeholders to foster new partnerships and collaborations among different stakeholders, promoting knowledge-sharing and collective action towards digital cooperation.
- The Summit provided an open, crowd-sourced, and inclusive platform for building networks and partnerships, facilitating the exchange of ideas, best practices and experiences, and promoting collective action towards achieving global goals.
- It highlighted innovative ICT solutions and best practices in the sector from around the country, region, continent and global showcasing the potential of digital technologies to drive sustainable development and social progress.
- It improved understanding of the development, trends and challenges in ICT sector.
- It provided a platform for youth to showcase their ICT innovations and solutions.





## 11 RECOMMENDATIONS

Participants at the Summit recommended the following:

- The ICT sector should consider it crucial to re-think cybersecurity investment and adopt a comprehensive approach that addresses the evolving nature of cyber threats,
- Ensure a continuous roll out of cyber security awareness plan and campaigns as this will enable a societal participation in e-services and build digital trust and confidence,
- Development of national ICT Policies which are responsive is critical component of economic growth and development,
- Intelligence-Investing in threat services and platforms can provide organizations with valuable insights into emerging cyber threats and attack vectors,
- Introduce and support cybercrime capacity building initiatives specifically for law enforcement agencies,
- Stakeholders to collaborate and joint efforts on cybersecurity

initiatives,

- Develop local cybersecurity solutions by utilising locally available experts.
- Increase capital investment in the ICT industry to build new and improve ageing infrastructures.

**MICT undertook a post Summit evaluation Survey and the recommendations were as follows. :**

- The Summit should take place for five (5) days because three (3) days were not enough for the interesting topics to be exhausted.
- Better communication by the organisers is needed, and in advance for planning purposes.
- More international speakers need to be sourced.
- The program of the summit must be released at least a month before so that it can be used to promote the Summit.
- National ICT Summit should be hosted in different towns such as Swakopmund or Ongwediva.



## 12.FUNDING AND SUPPORT

The Summit was largely funded through sponsorships, with packages categorised for sponsors to choose from based on their needs. The monetary sponsorship amounting to N\$760,074.76 was raised and utilised to cover the expenses and

logistics related to the hosting of the Summit whereas the Ministry availed N\$1, 00 3000.00 for the venue. The in kind sponsorship raised amounted to N\$130,000.00 and was utilised mainly for media advertisement.





### 13. ACTION PLAN

ACTIVITY	TIMELINE	RESPONSIBILITY
1. Facilitate the prize handover ceremony for the hackathon winners	March 2024	MICT
2. Facilitate internships with Kellerman ICT	December 2023	MICT and NUST
3. Finalise the Report	February 2024	MICT
4. Develop the InfoBot website	31 April 2024	MICT and NUST
5. Launch Government Content Hub / platform	Ongoing	MICT and Salt Essential IT
6. Popularise the WhatsApp InfoBot	March 2023	MICT and Salt Essential IT

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