

# APPENDIX 2

## PROGRAMME OF 2015 AFRALTI ANNAUL LIAISON OFFICER FORUM



AFRALTI CENTRE; WAIYAKI WAY; Adjacent to the Communication Authority of Kenya & The Nairobi School  
P.O. Box 58902 - 00200 CITY SQUARE, NAIROBI, KENYA; Website: [www.afralti.org](http://www.afralti.org); Email: [info@afralti.org](mailto:info@afralti.org); +254 710 207 061; +254 733 444



## THE AFRICAN ADVANCED LEVEL TELECOMMUNICATIONS INSTITUTE (AFRALTI)

### APPENDIX 2: THE FORUM TIME TABLE

**Dates** 26th -31st Jan. 2015

**Venue** AFRALTI Centre, Nairobi, Kenya

**Theme:** Contemporary ICT Training for a Connected Africa

Time	Key Objective	No	Activity	Expected Outcome	Venue	Facilitator
<b>1 Sunday, 25th Jan. 2015</b>						
Up to 4.00 pm	Arrival & Welcome	1	Pick Liaison Officers and invited Delegates from Airport to AFRALTI Guest House	Pick up & settlement of invited guests at AFRALTI Guest House	JKIA & AFRALTI Guest House	Jane Kingori
4.00 – 4.30 pm	Tea Break	2	Tea Break	Welcome & Refreshment	Dining Hall	Moses Katua
4.30 p – 7.00 pm	Free Time	3	Free Time	Free Time	Free Time	NA
7.00 pm – 9.00 pm	Dinner	4	Dinner	Dinner	Dining Hall	Moses Katua

<b>2 Monday, 26th Jan 2015</b>						
8.30 am – 10.30 am	Introduction & Orientation	1	Introduction meeting with AFRALTI Staff and Stakeholders	Meeting and talking with AFRALTI staff	Kenya Hall (Mudavadi)	Eustace Maboreke
10.30 am – 11.00 am	Tea Break	2	Networking + Photo session,	Networking	Lawns	Moses katua
11.00 am – 12.00 pm	Presentation on AFRALTI	3	Presentation on AFRALTI - Key Highlights from inception to date	A brief history, objectives, milestones; membership & Membership benefits,	Kenya Hall	Eustace Maboreke
12.00 pm – 1.00 pm	A presentation AFRALTI Courses	4	Presentation on AFRALTI Courses & Training Calendars, Partnerships	A review of AFRALTI past Training Calendars & Topics	Kenya Hall	Jonathan Mwakijele
1.00 am – 2.00 pm	Lunch Break	5	Lunch Break	Lunch Break	Dining Hall	Moses Katua
2.00 pm – 4.30 pm	A presentation on ICT Trends in Africa	6	A presentation on ICT Trends in Africa – a glimpses into the Future Developments	Appreciate areas new areas of Training in the ICT sector	Kenya Hall	Jonathan Mwakijele
5.30 pm – 5.00 pm	Tea break	7	Tea break	Tea break	Lawns	Moses Katua
5.00 p – 7.00 pm	Free Time	8	Free Time to Refresh	Free Time to Refresh	NA	NA
7.00 pm – 9.00 pm	Dinner	9	Buffet Dinner	Buffet Dinner	Dining Hall	Moses Katua

**MEMBER STATES: Kenya, Malawi, Mozambique, Swaziland, Tanzania, Uganda, Zambia and Zimbabwe ~ 2 ~**

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3	Tuesday, 27th Jan 2015					
8.30 am – 10.30 am	Presentation of Training Needs by Liaison Officers	1	• The CA of Kenya	Each Liaison Officer to prepare and present a report on their Country's or organizations' TNA (Training Needs Analysis) Report	Kenya Hall	Liaison Officers
		2	• POTRAZ			
		3	• MACRA			
		4	• SCCOM			
		5	• TDM			
		6	• SUZA			
		7	• South Sudan			
10.30 am – 11.00 am	Tea Break	2	Networking over Tea	Networking over Tea	Lawns	Moses Katua
11.00 am – 1.00 pm	Interactive Plenary Session on TNA Reports from member countries	3	All Participants to participate in the interactive discussions on TNA Reports under the moderation of a Chairperson	Capture proposals suggestions, recommendations & resolutions for inclusion in the 2015 AFRALTI Training Calendars & beyond	Kenya Hall	Invited Representatives
1.00 am – 2.00 pm	Lunch Break	4	Lunch Break	Lunch Break	Dining Hall	Moses Katua
2.00 pm – 4.30 pm	Interactive Plenary Session on TNA Reports from member countries	5	All Participants to participate in the interactive discussions on TNA Reports under the moderation of a Chairperson	Capture proposals suggestions, recommendations & resolutions for development & inclusion in the 2015 AFRALTI Training Calendars	Kenya Hall	All Participants
4.30 pm – 5.00 pm	Tea Break	6	Networking over Tea	Networking over Tea	Lawns	Moses Katua
5.00 pm – 7.00 pm	Free time	7	Free time to refresh	Free time to refresh	NA	NA
7.00 pm – 9.00 pm	BBQ Dinner	8	Dinner ( BBQ ) + drinks	Dinner ( BBQ ) + drinks	Lawns	Grace Ngure

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4	Wednesday, 28th Jan 2015					
8.30 am – 9.30 am	AFRALTI's Strategic Plan – Key Highlights	1	Highlight the Key objectives and strategies	Key Objectives & Strategies of AFRALTI	Kenya Hall	Eustace Maboreke
9.30 am – 10.30 am	AFRALTI's Marketing Plan – Key Highlights	2	Highlight the Key objectives and strategies	Marketing Objectives & Plans of AFRALTI	Kenya Hall	Samson Kibii
10.30 am – 11.00 am	Tea Break	3	Networking over Tea	Networking over Tea	Lawns	Moses Katua
11.00 am – 1.00 pm	Interactive Plenary Session on AFRALTI's Strategic & Marketing Plans	4	All participants to consider & discuss TNA reports, identify & adopt main recommendations	All Participants to participate under the moderation of a Chairperson	Kenya Hall	All Participants
1.00 pm – 2.00 pm	Lunch Break	5	Lunch Break	Lunch Break	Dining Hall	Moses Katua
2.00 pm – 3.30 pm	DTMIS & Academies	6	Presentation on DTMIS Courses & Academy Courses	An overview of Technology Certification Courses	Kenya Hall	Patience Asiime
3.30 pm – 4.00 pm	Tea Break	7	Tea Break	Tea Break	Lawns	Moses Katua
4.00 pm – 6.30 pm	Familiarization Drive to Nairobi	8	Excursion Drive to Nairobi & the National Museum of Kenya	Appreciate Nbi and the History of Kenya	TBD	Zippy Mburugu
6.30 pm – 7.00 pm	Free Time to refresh	9	Free Time to refresh	Free Time to refresh		NA
7.00 pm – 9.00 pm	Dinner	10	Dinner	Dinner	Dining Hall	Moses Katua

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**Theme:** Contemporary ICT Training for a Connected Africa

Time	Key Objective	No	Activity	Expected Outcome	Venue	Facilitator
5	Thursday, 29th Jan 2015					
8.30 am - 9.30 am	Seminar on Customer Care	1	Highlight key Lessons in Customer Care for the ICT sector	Presentation on Customer Care	Kenya Hall	Samson Kibii
9.30 am - 10.30 am	Presentation of Customer applications	2	Customer Care Case Study	Presentation of Customer applications	Kenya Hall	Patience Asiime
10.30 am - 11.00 am	Tea Break	3	Networking over Tea	Networking over Tea	Lawns	Moses Katua
11.00 am - 12.00 pm	Seminar on Social Media Marketing	4	Presentation on Social Media Marketing	Appreciate the application of Social Media Marketing Skills	Kenya Hall	Robert Mwanzia
12.00 pm - 1.00 pm	Interactive Plenary	5	Participants to consider & discuss C/Care recommendations	Plenary of all Participants	Kenya Hall	All Participants
1.00 pm - 2.00 pm	Lunch Break	6	Lunch Break	Organize Lunch	Dining Hall	Moses Katua
2.00 pm - 3.00 pm	Courtesy Call	7	Pay a Courtesy call on the Communications Authority of Kenya (the CA).	Pay a Courtesy Call on the Communications Authority of Kenya	The CA	Samson & /Patricia
3.00 pm - 7.00 pm	Free Time to Refresh	8	Free Time to Refresh	Free Time to Refresh	Free	NA
7.00 pm - 9.00 pm	Dinner	9	Dinner	Dinner	Dining Hall	Moses Katua

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Friday, 30th Jan 2015						
8.30 am - 9.30 am	Seminar on Performance Management/ Balanced Scorecard	1	Performance Management/ Balanced Scorecard & its applications - Key Highlights	Performance Management/ Balanced Scorecard	Kenya Hall	Eustace Maboreke
9.30 am - 10.00 am	Seminar on Market Research	2	A presentation on the use of the Survey Monkey Tool	Appreciate automated Research applications	Kenya Hall	Caroline Macharia
10.00 am - 10.30 pm	Seminar on ICT Policy & Regulation	3	Seminar on ICT Policy & Regulation	Seminar on ICT Policy & Regulation	Kenya Hall	Jonathan Mwakijele
10.30 am - 11.00 am	Tea Break	4	Networking over Tea	Networking over Tea	Lawns	Moses Katua
11.00 pm - 12.00 pm	Re-cap & Summary	5	Interactive Plenary Session to re- cap & summarize	Develop & adopt recommendations & Way Forward	Kenya Hall	All Participants
12.00 pm - 1.00 pm	Closing Ceremony	6	Wrap up & Closure	Present Certificates & Gift Packs & Closure	Kenya Hall	All Participants
1.00 am - 2.00 pm	Lunch Break	7	Lunch Break	Organize Lunch	Dining Hall	Moses Katua
2.00 pm - 5.00 pm	Free time	8	Shop and Prepare for departure	Shop and Prepare for departure	TBD	All Participants
5.00 pm - 6.00 pm	Prepare for Dinner	9	Refresh for Dinner	Refresh for Dinner	NA	NA
6.00 pm	Depart for dinner	10	Depart for dinner	Depart for dinner	Admin Block	Jane Kingori
7.00 pm - 9.00pm	Dinner at Pamba Restaurant	11	Dinner at Pamba Restaurant	Organize evening entertainment events	TBD	Grace Ngure

7	Saturday, 31st Jan. 2015	Departure - Airport transfer	Farewell	NA	Jane Kingori
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## THE AFRICAN ADVANCED LEVEL TELECOMMUNICATIONS INSTITUTE (AFRALTI)

### Mission, Vision & Value Statements



### AFRALTI Region & Member States



### Corporate Objectives

During the Marketing Plan period, the Institute will focus on 2 broad Strategic Goals, namely: Making the Institute a vibrant Centre of Excellence and a Partner in regional development.

In order to transform the institute into a vibrant centre of Excellence, the institute will endeavour to do so by (a) Adding Value for Customers; (b) Creating a Sustainable future; (c) Developing Organisational Capability; (d) Harnessing Creativity and Innovation; (e) Leading with Vision, Inspiration and Integrity; (f) Managing with Agility; (g) Succeeding through the Talent of People and (h) Sustaining Outstanding Results.

The institute intends to be a preferred Partner in Regional ICT Development through (a) the provision of capacity building to the region of AFRALTI and (b) developing and disseminating world-class ICT knowledge products & services to empower the peoples of the AFRALTI region.( which is the whole of Africa).

**Curent Member states** comprise the following Member States: Kenya, Malawi, Mozambique, Swaziland, Tanzania, Uganda, Zambia and Zimbabwe. All independent African countries are eligible to Join AFRALTI as full member states by ratifying the IGA Treaty on the establishment of AFRALTI.

**ICT sector organizations**, including AFRALTI **Clients and Partners** in Member States and Non Member states can apply to become **Associate Members** in the appropriate category,(including *Sector Member; Content Partner, Academic Partner, Strategic Partner and Delivery partner*) after ratification by the AFRALTI Governing Council.

For more information, please contact us on:

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