



“SMART” BOTSWANA

Strategic Initiatives and

Priority Setting

Towards Digital Transformation for Botswana
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List of Abbreviations

<Abbreviation>	<Explanation>
AfDB	African Development Bank
AG	Attorney General
AG	Auditor General
AI	Artificial Intelligence
BIH	Botswana Innovation Hub
BITRI	Botswana Institute for Technology Research and Innovation
BOCRA	Botswana Communications Regulatory Authority
BoFiNet	Botswana Fibre Networks
BQA	Botswana Qualifications Authority
CATV	Cable Television
DIH	Digital Innovation Hub
DIT	Department of Information Technology
DPMS	Development Projects Monitoring System
DPSM	Directorate of Public Service Management
DSL	Digital Subscriber Line
DTEF	Department of Tertiary Education Financing
EASSy	Eastern Africa Submarine Cable System
ETSSP	Education and Training Sector Strategic Plan
EU	European Union
FTTx	Fibre To The x
GDN	Government Data Network
GEO	Geostationary Earth Orbit
GICO	Government Implementation Coordination Office
HE	His Excellency
HRDC	Human Resource Development Council
HRDP	Human Resource Development Plan
IaaS	Infrastructure as a Service
ICA	International Council for Information Technology in Government Administration
ICTs	Information Communication Technologies
IoT	Internet of Things
IP	Intellectual Property
IPR	Intellectual Property Rights
ISP	Internet Service Provider
IT	Information Technology
KBE	Knowledge Based Economy
KPI	Key Performance Indicator
LAPCAS	Land Administration Procedures Capacity And Systems
LEO	Low Earth Orbit
Mbps	Megabits per second
M&E	Monitoring and Evaluation
MELSD	Ministry of Employment, Labour Productivity & Skills Development
MEO	Medium Earth Orbit
MFED	Ministry of Finance and Economic Development
MITI	Ministry of Investment, Trade and Industry
MLWS	Ministry of Land Management, Water & Sanitation Services
MLGRD	Ministry of Local Government and Rural Development
MLIG	Ministry of Nationality, Immigration and Gender Affairs
MOBE	Ministry of Basic Education
MOTE	Ministry of Tertiary Education, Research, Science and Technology
MTC	Ministry of Transport and Communications
NGO	Non-Governmental Organization

NMES	National Monitoring and Evaluation System
NOC	Network Operations Centre
NREN	National Research and Education Network
NSO	National Strategy Office
OP	Office of the President
PaaS	Platform as a service
PMS	Performance Management System
PSRU	Public Sector Reforms Unit
PTOs	Public Telecommunications Operators
R&D	Research and Development
SaaS	Software as a service
SADC	Southern African Development Community
SDGs	Sustainable Development Goals
SIDA	Swedish International Development Agency
SISE	Science and Innovation School of Excellence
SIM	Subscriber Identity Module
SmartBots	Smart Botswana
SME	Small to Medium Enterprises
SOC	Security Operations Centre
ST_Code	Strategy Code
TWGs	Thematic Working Groups
UASF	Universal Access and Service Fund
VDC	Village Development Committee
WACS	West Africa Cable System
4IR	Fourth Industrial Revolution

Glossary

<i>Terminology</i>	<i>Explanation</i>
NDP11	The eleventh National Development Plan is the first medium term plan towards the implementation of the country's second vision – Vision 2036. The Plan will run from 1st April 2017 to 31st March 2023.
Vision 2036	A framework for “Achieving Prosperity for All,” and spur Botswana towards a high-income status by 2036. It supersedes Vision 2016 which was set in 1966.
Village Scorecard	A social accountability tool that empowers local communities to demand government services from extension services departments. It empowers citizens to rate government services
TV Whitespace	Television Whitespace: Unused broadcasting frequencies in the wireless spectrum
5G	5th Generation: New fast mobile networks that support a vast diversity of devices and services
Duct	Passage gateway for cables
Mast	a tall upright structure that is used to transmit radio or television signals
Kitsong Centres	Village facility to access internet and other business-related services
Broadband	high-speed Internet access that is always on and faster than the traditional dial-up access
Africa Connect	High-capacity Internet network for research and education in Southern and Eastern Africa
UbuntuNet	Regional backbone network in Southern and Eastern Africa

EXECUTIVE SUMMARY

Botswana aims to take advantage of the opportunities presented by the Fourth Industrial Revolution (4IR) and move the country towards the Knowledge-Based Economy (KBE), without leaving anyone behind. The 4IR requires the digital transformation of everything. Digital transformation is the integration of digital technology into all areas of the public and private sector that results in fundamental changes to how we operate and deliver value to citizens, customers, partners and employees.

Globally, countries that have digitally transformed have been able to achieve stronger economic growth, improved efficiency and productivity of the public and private sectors. This has resulted in increased citizen participation and raised standards of living and satisfaction. Most African countries have not yet digitally transformed; however, some have started the journey. Botswana has an opportunity to take the lead on the continent by accelerating its digital transformation through digitising its industries, integrating ecosystems and industrialising digitisation thereby creating regional markets in Africa and providing digital services and products to the African continent.

Under the leadership of His Excellency The President, Dr Mokgweetsi Eric Keabetswe Masisi, Botswana stands to gain a strong position within Africa and the world as a “Smart Society”, with broader use of technology to grow, work and transact. This will result in the improved quality of life for individuals; increased business opportunities for the private sector and a governance model that uses technology to engage and better serve citizens' needs. The strategies described in this document are aligned with Vision 2036 goal to transform Botswana from an upper-middle-income country to high-income status by 2036. Botswana's global competitiveness will be enhanced through adopting digital technologies and innovation in key economic sectors that include tourism, beef and mining, as well as new sectors such as energy and Information and Communications Technology (ICT).

To achieve this, Botswana needs to develop a new proposition to drive transformation across the economy, government and society. SmartBots is an action plan that delivers a smart sustainable society for Botswana and Batswana. SmartBots adopts a **whole of government** approach to transform the public sector to efficiently provide services to citizens and businesses, reform the education with a focus on building the human capital towards a knowledge-based economy and effectively monitor and evaluate programmes and projects through a digital dashboard to ensure the attainment of the national visions and improved citizen satisfaction. SmartBots engages the private sector in successfully implementing the SmartBots priorities and initiatives.

SmartBots makes it easy, seamless and secure to transact with the Botswana Government. It builds accessible and relevant digital citizen-centric services to ensure a seamless experience throughout the life of a Motswana. In addition, SmartBots seeks to continually upskill public service employees, adapt to new challenges, work more effectively across agencies as well as with our citizens and businesses and come up with innovative solutions for the benefit of the citizens. Botswana aspires to have a public service that caters for current and future needs of citizens and businesses.

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