

Development of a Business Process Outsourcing Industry in Kenya: CSFs

Stakeholders' Workshop

Kenyatta International Conference Centre, Wednesday 1st July, 2009

Timing	Agenda	Facilitator
8.30 am - 9.00 am	Arrival and registration	
Session 1	Official opening	
9.00 – 9.30 am	Introduction to the project	Prof. Timothy Waema University of Nairobi (UoN)
	Introductory remarks by The Kenya ICT Board	Mrs. Catherine Ngahu Chair ICT Board
	Introductory remarks by KBPO&CCs	Mrs. Gilda Odera Chairperson KBPO&CCs
	Introductory remarks by IDRC	Ms Edith Adera, IDRC
	Opening speech by the Chief Guest	Dr. Bitange Ndemo, PS, MoIC
9.30 am - 9.40 am	Objectives and methodology	Dr. Catherine Adeya-Weya
9.40 am - 10.00 am	Discussion	
10.00 am - 10.20 am	Tea/coffee break	
Session 2	Presentations and discussions	
10.20 am - 10.30 am	Policy framework, legal & regulatory framework, & institutional framework	Prof. Timothy Waema, UoN
10.30 am – 10.50 am	Discussion	
10.50 am – 11.00 am	Human capacity issues	Mr Peter Kendwuiyo, KBPO&CCs
11.00 am – 11.20 am	Discussion	
11.20 am - 11.30 am	Youth and gender issues	Mrs Muthoni Masinde, UoN
11.30 am – 11.50 am	Discussion	
11.50 am – 12.00 am	Incentives; Infrastructural and bandwidth requirements	Mrs. Gilda Odera, KBPO&CCs
12.00 am – 12.20 pm	Discussion	
12.20 pm - 12.30 pm	Strengths, weaknesses, USA/UK client requirements & trends and niches	Ms Peres Were, KBPO&CCs
12.30 pm - 12.50 pm	Discussion	
12.50 pm – 1.00 pm	Closing remarks & vote of thanks	
1.00 pm -	Lunch & Departure	

Facilitator for all Discussions: Mr. John Walubengo, KICTANET & Multimedia University (MMU)