Academy workshop on Information and Communication Technology
Kampala, Uganda, 10–12 December 2019

PROVISIONAL AGENDA

Tuesday, 10 December 2019

09:00–12:30*   **Opening of the workshop**
- Introduction of participants: Expectations and objectives
- Context, goals and methodology
- *ISSA Guidelines on Information and Communication Technology*

Participant goals and issues to be addressed
- Round table presentations on the goals and issues that the participants want to address

* Coffee break during the morning

12:30–14:00   *Lunch break*

14:00–17:00*   **Main elements of Leveraging ICT to enhance service delivery**
- Presentation
- Group work
- Presentation of results of group work

* Coffee break during the afternoon

17:00–17:10   **Summary of day and housekeeping announcements**

18:00   *Networking activity*
To be confirmed

Wednesday, 11 December 2019

09:00–09:15   **Day 1 reflections**

09:15–12:30*   **E-services and mobile technologies**
- Presentation
- Group work
- Presentation of results of group work

* Coffee break during the morning

12:30–14:00   *Lunch break*

14:00–17:00*   **Applying the main elements of leveraging ICT to enhance service delivery, e-services and mobile technologies**
- Preparation of organization-based presentations
- Presentations

* Coffee break during the afternoon

Thursday, 12 December 2019

09:00–09:15   **Day 2 reflections**

09:15–10.45   **Part II of presentations on leveraging ICT to enhance service delivery, e- services and mobile technologies**
- Organization-based presentations

10.45–11.15   **Discussion and Day 3 reflections**

11.15–12:30   **Post-workshop activities/ISSA**
- Online platform to continue exchange and to provide updates on progress of work
- Catch-up two months after the workshop

Survey participants

Coffee break during the morning

12:30–13:00   **Final summary and close of workshop**