

ZAMBIA DIGITAL READINESS

12-Month General Roadmap

Cybersecurity, Cloud & AI Readiness



Purpose of This Roadmap

This roadmap supports the Zambia Market Entry Webinar by giving ICT & Technology Ecosystem attendees a practical plan to assess and advance digital readiness over the next 12 months. It is an educational and planning resource, not a sales proposal.

Benchmark

Locate your organisation on the Basic → Standardized → Rationalized → Dynamic model.



Plan

Use quarterly milestones as a checklist, adapted to your size and starting point.

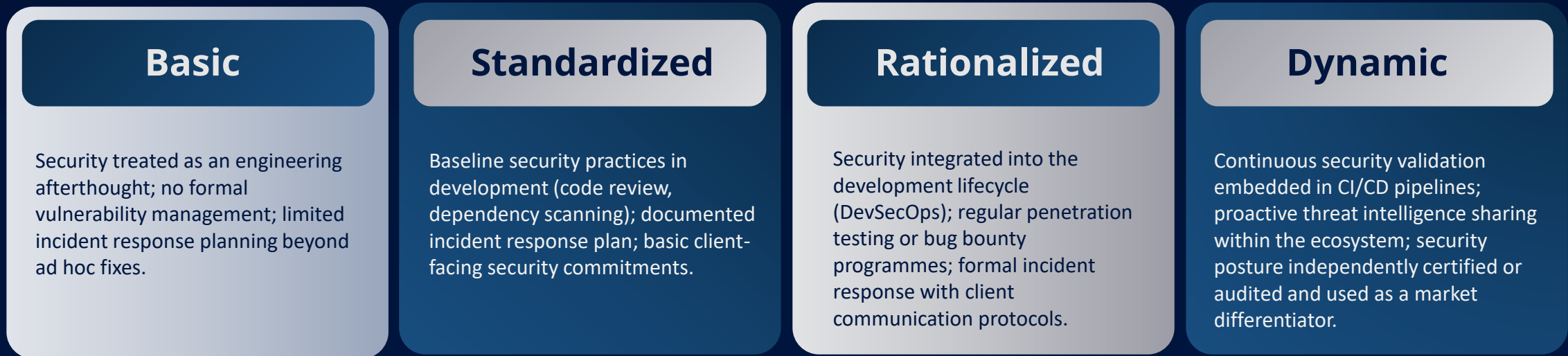
Track

Apply the KPIs as a basis for internal targets once a baseline is set.



The Maturity Model

A four-stage model adapted from Microsoft's Business Productivity and Core Infrastructure Optimization frameworks — applied consistently across cybersecurity, cloud, data/AI, and governance.



This roadmap is designed to move priority dimensions at least one stage forward within 12 months — not to assume a single leap to Dynamic.

Cybersecurity & Resilience

Cloud Readiness & Infrastructure

Data & AI Adoption

Governance, People & Process

Sectors at a Glance

Each priority sector starts from a different point on the maturity model. A dedicated roadmap deck with quarterly milestones and KPIs is available for each.

Basic

Most institutions sit between Basic and Standardized: core banking and security operations are reasonably mature, but cloud adoption, data governance, and AI use are fragmented or pilot-stage.

Standardized

Network operations and core connectivity are generally Standardized to Rationalized, while customer data governance, cloud-native platforms, and AI-driven network optimisation often remain Basic to Standardized.

Rationalized

IT systems are often Standardized, but OT and remote-site environments frequently remain Basic, with limited integration between operational technology security and enterprise IT governance.

Dynamic

Technical capability often outpaces formal governance: many ecosystem players are Standardized to Rationalized in technology delivery but Basic to Standardized in security governance, data protection compliance, and structured AI governance.

Next Steps

Digital readiness is not a one-time project but an ongoing discipline. Across all four sectors, organisations are generally further along in technology delivery than in the governance, data, and AI oversight needed to use that technology securely and responsibly.

The path forward follows the same pattern in every sector:

- | | | | |
|-----------------------------|---------------------------------------|--------------------------------|---------------------------------|
| 1
Assess honestly | 2
Stabilise the foundations | 3
Scale deliberately | 4
Govern continuously |
|-----------------------------|---------------------------------------|--------------------------------|---------------------------------|

This overview introduces the model and the four priority sectors. For quarterly milestones and KPIs, refer to the dedicated roadmap deck for your sector.