

ZAMBIA DIGITAL READINESS

12-Month Sector Roadmap

Cybersecurity, Cloud & AI Readiness



ICT & Technology Ecosystem



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.

Basic

Security treated as an engineering afterthought; no formal vulnerability management; limited incident response planning beyond ad hoc fixes.

Standardized

Baseline security practices in development (code review, dependency scanning); documented incident response plan; basic client-facing security commitments.

Rationalized

Security integrated into the development lifecycle (DevSecOps); regular penetration testing or bug bounty programmes; formal incident response with client communication protocols.

Dynamic

Continuous security validation embedded in CI/CD pipelines; proactive threat intelligence sharing within the ecosystem; security posture independently certified or audited and used as a market differentiator.

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

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CURRENT MATURITY SNAPSHOT

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

MATURITY PATHWAY — KEY DIMENSION

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

Basic

Manual, reactive, uncoordinated. Risk managed informally. Decisions are tactical.

Standardized

Policies and tools documented and consistently applied. Foundational visibility exists.

Rationalized

Integrated, monitored, proactive. Practices support resilience and efficiency at scale.

Dynamic

Fully aligned with strategy. Self-optimising, predictive, adaptive systems.

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Cloud Readiness & Infrastructure

Basic

Products or services hosted with minimal redundancy; limited monitoring; manual scaling and deployment.

Standardized

Cloud hosting with basic redundancy and monitoring; documented deployment processes; initial cost governance for cloud spend.

Rationalized

Multi-region or multi-zone cloud architecture for resilience; automated deployment and scaling pipelines; mature cost optimisation and cloud governance practices.

Dynamic

Cloud-native, infrastructure-as-code architecture with full automation; self-healing systems and proactive capacity planning; cloud practices used to support and advise client organisations.

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Data & AI Adoption

Basic

Client and product data managed without formal governance; AI features adopted opportunistically without a clear strategy or oversight.

Standardized

Basic data protection practices aligned to client contracts; initial AI use cases built into products or internal operations; informal AI usage guidelines.

Rationalized

Formal data governance covering client data, privacy, and retention; AI capabilities are a defined part of the product or service offering with documented limitations; structured evaluation of AI vendor and model risk.

Dynamic

Data governance and AI governance are embedded in company strategy and offered as part of client value proposition; continuous monitoring of AI systems for performance, bias, and compliance; thought leadership contribution to ecosystem-wide AI and data standards.

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Governance, People & Process

Basic

Founder- or small-team-led decision-making with limited formal process; minimal structured training or certification investment.

Standardized

Defined roles for security, delivery, and quality; initial investment in staff certification (cloud, security); basic vendor and partner agreements.

Rationalized

Structured governance covering security, data, and quality across the organisation; sustained investment in certifications and skills development; mature partnership and referral arrangements within the ecosystem.

Dynamic

Governance practices benchmarked against international standards; the organisation actively contributes to ecosystem capability-building (mentorship, training, standards bodies); continuous workforce development aligned to emerging cloud, security, and AI trends.

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12-Month Quarterly Roadmap

Q1 (Months 1-3) Assess & Stabilise

- Conduct a self-assessment of security, cloud, and data governance maturity across the firm's products and internal operations.
- Document baseline incident response procedures, even if informal, and identify gaps.
- Inventory client and product data flows; identify data protection obligations under applicable regulation.
- Identify one priority AI or cloud capability gap to address in the next two quarters.

Q2 (Months 4-6) Strengthen Foundations

- Introduce baseline security practices into the development lifecycle (code review, dependency scanning, basic monitoring).
- Formalise cloud hosting redundancy and document deployment and backup processes.
- Define an internal AI usage policy covering client data, model selection, and acceptable use.
- Invest in at least one structured cloud, security, or AI certification per technical team member.

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12-Month Quarterly Roadmap

Q3 (Months 7-9) Scale & Integrate

- Integrate security testing into the CI/CD pipeline or establish a regular review cadence (DevSecOps practices).
- Move toward multi-region or multi-zone cloud architecture for client-facing products, where applicable.
- Formalise a data governance framework covering client data, privacy, and retention commitments.
- Participate in at least one ecosystem collaboration (association, hub, or peer firm) to share security or AI practices.

Q4 (Months 10-12) Optimise & Govern

- Conduct or commission an external security review (penetration test or audit) for flagship products.
- Formalise governance covering security, data, and AI as part of company strategy, with defined ownership.
- Position data and AI governance maturity as part of client-facing value proposition and proposals.
- Publish a 12-month digital readiness review and define year-two priorities, including ecosystem leadership contributions.

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Key Performance Indicators

Indicative 12-month targets. Establish baselines during Q1 assessment activities.

KPI / Metric	12-Month Target
% of products with documented incident response procedures	From baseline to 100% by Month 9
Security practices integrated into development lifecycle	DevSecOps baseline achieved by Month 9
% of client data covered by a formal governance framework	100% by Month 9
Technical staff holding current cloud/security/AI certifications	Increase by 40% by Month 12
Number of products with documented AI usage policy	100% of AI-enabled products by Month 6
Cloud architecture resilience (multi-zone/region adoption)	At least 1 flagship product by Month 12
Ecosystem collaboration activities (shared practices, mentorship)	At least 2 per quarter from Month 6

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.