NATIONAL INFORMATION TECHNOLOGY AUTHORITY-UGANDA

2024

STATISTICAL ABSTRACT

FOREWORD

The National Information Technology Authority-Uganda (NITA-U) is committed to the production and dissemination of quality Information Technology statistics. Specifically, indicators are required for monitoring the progress towards achieving the goals for the National Development Plan, and the United Nations Sustainable Development Goals among others. This Statistical Abstract is NITA-U's major annual publication through which NITA-U disseminates key statistical information derived from the Authority's operations and administrative records of other agencies that are involved in the production of Information Technology statistics and International ICT publications. The information is critical in tracking progress, implementation, decision-making as well as ICT service delivery.

The information presented in this 2024 NITA-U Statistical Abstract covers statistics on Uganda's ICT rankings on the global scale, ICT performance in the economy, Internet and Telephony, NITA-U Operations and Human Resources. Information is presented either based on a calendar year (January-December) or financial year (June-July) structure, depending on availability of data.

Copies of this publication are available on the NITA-U's website: https://www.nita.go.ug/statistics-0

It is my sincere hope that the statistical information in this publication will be used by all stakeholders to make informed decisions.

Dr. Hatwib Mugasa
Executive Director

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LIST OF ACRONYMS

AI	Artificial Intelligence
BPO/ITES	Business Process Outsourcing/Information Technology Enabled Services
CERT/CC	Computer Emergency Response Team/Co-ordination Centre
EGDI	E-Government Development Index
EPI	E-participation Index
FY	Financial Year
GCI	Global Cybersecurity Index
GDP	Gross Domestic Product
GTMI	GovTech Maturity Index
ICT	Information and Communications Technology
ISIC	International Standard Industrial Classification of All Economic Activities
IT	Information Technology
ITU	International Telecommunications Union
LOSI	Local Online Service Index
MDAs	Ministries, Departments and Agencies
NBI	National Backbone Infrastructure
NISF	National Information Security Framework
NITA-U	National Information Technology Authority-Uganda
NRI	Networked Readiness Index
OFC	Optic Fibre Cable
OSI	Online Service Index
SDGs	Sustainable Development Goals
TII	Telecommunications Infrastructure Index
UDAP-GoVNet	Uganda Digital Acceleration Project – Government Network
UGX	Ugandan Shillings
UN	United Nations
USD	United States Dollar

EXECUTIVE SUMMARY

This National Information Technology Authority-Uganda (NITA-U) Statistical Abstract is the prime annual publication through which NITA-U disseminates key statistical information derived administrative records. Additional statistics are gathered from agencies contributing to IT statistics production, alongside reviews of global ICT publications. This publication is divided into six major thematic areas which include; Uganda's ICT rankings on the global scale, ICT performance in the economy, Internet and Telephony, NITA-U Operations and Human Resources.

Uganda's ICT ranking on the Global Scale

This section presents Uganda's ICT performance on the global scale as measured using the GovTech Maturity Index, E-government Development Index, E-Participation Index, and Networked Readiness Index.

- Uganda's performance in the GovTech Maturity Index experienced significant improvement from 63.9% in 2020 to 85.8% in 2022, positioning it above the global average of 55.2% and ranking 26th out of 198 countries. Key improvements include advancements in Core Government Systems (from 52.2% to 88.9%), Public Service Delivery (from 59.5% to 88.1%), Digital Citizen Engagement (from 74.7% to 91.7%), and GovTech Enablers (from 62.9% to 74.8%). These achievements reflect Uganda's commitment to leveraging technology for efficient governance, enhanced public services, active citizen engagement, and the creation of favorable conditions for GovTech initiatives, solidifying its position as a leader in the global GovTech landscape.
- In 2024, Uganda's E-Government Development Index (EGDI) improved slightly by 1% to 44.64% from 44.24% in 2022, leading to a drop in its global ranking from 144th to 150th out of 193 economies. Despite this, Uganda's EGDI remained above the African average (42.47%) and the low-income country average (30.95%). The Online Service Index showed a significant improvement of 17.4%, reaching 60.69%, reflecting advancements in digital service delivery and accessibility. However,

declines in the Telecommunications Infrastructure Index and the Human Capital Index offset this progress. Uganda ranked third in East Africa for the overall EGDI but fourth in the Telecommunications Infrastructure Index, highlighting the need for substantial investment in telecom infrastructure to support further e-government development and maintain competitiveness.

- In 2024, Uganda's E-Participation Index rose by 7%, from 40.91% in 2022 to 43.84% ranking the 102nd out of 193 economies globally. This reflects increased efforts to engage the public through digital platforms. However, Uganda's progress was below the global average increase of 9%. Key challenges remain in public information dissemination, e-consultations, and integrating citizen input. Uganda ranked third in East Africa, behind Rwanda and Kenya. To stay competitive, Uganda must strengthen its digital engagement strategies and improve transparency, responsiveness, and citizen involvement.
- Uganda's Networked Readiness Index score improved from 31.33% in 2023 to 32.90% in 2024, even though its ranking fell slightly from 117th out of 134 economies to 118th out of 133 economies. Uganda's key strength lies in the Governance pillar while the People pillar remains a significant area for improvement. Strong sub-pillar performances include Trust (86th), Economy (96th), and Regulation (97th). The country excelled in indicators such as E-commerce legislation (1st), International Internet bandwidth (34th), and Venture capital deals in AI (45th). However, weaknesses were seen in the use of virtual social networks (126th), Computer software spending (126th), and Affordable and Clean Energy (131st). Regionally, Uganda ranked 4th in East Africa, trailing Kenya (73rd), Rwanda (91st), and Tanzania (103rd) out of 133 economies.

ICT Sector Performance in the Economy

This section covers statistics on how ICT has contributed to the economy in terms of GDP, trade, revenue and investment.

- In FY2023/24, Uganda's ICT sector demonstrated significant growth, with its value added at market prices increasing by 36% to UGX 4.19 trillion

and by 13% to UGX 4.14 trillion at constant prices. The sector's contribution to GDP rose from 2.5% to 2.7% at constant prices and from 1.7% to 2.1% at current prices. The ICT sector recorded a remarkable GDP growth of 12.7% outperforming the overall national GDP growth rate of 6.2%.

- In FY2023/24, Uganda's ICT export earnings declined by 13% from USD 7.45 million to USD 6.51 million. This reduction was primarily driven by decreased revenue from the export of computers, peripheral equipment, and electronic components. Consequently, the contribution of ICT goods to the country's total exports decreased from 0.2% in FY2022/23 to 0.1% in FY2023/24.
- Conversely, the ICT imports bill increased by 10.1% from USD 226.46 million in FY2022/23 to USD 249.38 million reflecting growing domestic demand for electronic components, computers, peripherals, and consumer electronics. Despite this increase, the ICT sector's share of the total import bill slightly declined from 2.2% to 1.9%, signaling a relative stabilization in the proportion of ICT goods within Uganda's overall imports.
- In FY2023/24, Uganda's ICT sector revenue collections grew by 14% from UGX 2.02 trillion to UGX 2.32 trillion with telecommunications services contributing 77% of the total tax revenue. The sector's share of total Gross Revenue increased slightly from 8.0% in FY2022/23 to 8.3% in FY2023/24 driven by a 15% revenue growth in telecommunications.
- Tax revenue collections from the BPO/ITES sector also rose by 15% from UGX 75.005 billion in FY2022/23 to UGX 86.320 billion in FY2023/24. However, the BPO/ITES contribution to the total Gross Revenue remained steady at 0.3%, indicating room for further growth in this segment of the ICT sector.

Internet and Telephony Statistics

This sub section covers statistics on internet and telephone subscriptions, as well as number of phones by type in Uganda.

- In FY2023/24, Uganda's total internet subscriptions declined by 41% from 27.72 million in FY2022/23 to 16.48 million. Mobile internet subscriptions

decreased by 41% from 27.68 million to 16.41 million. However, fixed internet subscriptions grew by 47% from 46,228 in FY2022/23 to 68,071 in FY2023/24 resulting in an internet penetration rate of 35.9 connections per 100 people.

- In FY2023/24, Uganda's total telephone subscriptions grew by 11% from 34.87 million in FY2022/23 to 38.71 million. Mobile phone subscriptions accounted for the majority of this growth rising by 11% from 34.74 million to 38.54 million during the same period. Active fixed telephone subscriptions rose from 122,023 to 163,863.
- Smartphone subscriptions experienced a 25% growth from 13.30 million in FY2022/23 to 16.67 million in FY2023/24.

NITA-U Operational Statistics

This section contains statistics collected from NITA-U administrative reports/records on the business of the organization. It covers the National Backbone Infrastructure, National Data Centre, e-Government Services, IT Standards, Laws and Regulations, and Information Security.

- The National Backbone Infrastructure (NBI) was extended by 88 kilometers in FY2023/24, bringing the total to 4,387 kilometers across 57 districts (42% of Uganda's 135 districts). By the end of FY2023/24, 1,567 government sites were connected to the NBI, with 86% actively utilizing its services, marking improved utilization compared to the previous year. The network achieved an average uptime of 99.52% on protected routes, with spurs maintaining a Service Level Agreement uptime of 99%, surpassing the 97% threshold. Challenges, including road construction damages and unstable power, slightly impacted performance, falling 0.28% short of the 99.9% commercial target.
- In FY2023/24, 39 additional applications were hosted at the National Data Centre, raising the total to 305 applications from 100 entities, including 5 first-time users. The centre maintained an impressive average uptime of 99.5% during the period. This growth builds on previous expansions, with hosted applications serving 95 entities in FY2022/23, up from 66 in FY2021/22.

- By the end of FY2023/24, 77 institutions used the integration platform, including 30 government and 47 private entities. This marked a 12% growth in usage, slower than the 28% rise the previous year.
- The SMS gateway, offering bulk SMS at UGX 19 versus UGX 25 market rates, was adopted by 18 entities using 22 services. With 36.88 million SMS dispatched, the government saved UGX 221.29 million, showcasing its cost efficiency.
- In FY2023/24, four IT standards and two policy documents were reviewed, and 15 sensitization sessions were conducted across 10 entities to promote the adoption of government IT standards. Additionally, 20 compliance assessments were completed, with 10 entities specifically assessed for compliance with structured cabling standards and IT hardware/software acquisition guidelines. The results showed an average compliance score of 58.4% for structured cabling and 75.6% for IT hardware and software acquisition standards.
- By the end of FY2023/24, 154 new IT service providers were certified, raising the total to 962, and 244 companies had their certifications renewed.
- In FY2023/24, a total of 34 information security awareness sessions were conducted to improve cybersecurity hygiene across the public and private sectors, slightly surpassing the 32 sessions held in the previous year. However, compliance with the National Information Security Framework saw a decline, with 11 MDAs meeting the standards compared to 21 in FY2022/23. Despite this, cybersecurity monitoring remained robust, as evidenced by the issuance of 36 cyber threat advisories aimed at mitigating cyber risks.

NITA-U Human Resources Statistics

- In FY2023/24, NITA-U's staff increased from 116 to 121, with a notable improvement in gender diversity as the percentage of female staff rose from 31% to 37%.

GLOSSARY

Cyber Laws:

These are laws put in place to facilitate transacting and communicating using electronic platforms, specifically, consumer protection matters. The Electronic Transactions Act, Cap 99; The Electronic Signatures Act, Cap 98 The Computer Misuse Act, Cap 96, The Data Protection and Privacy Act, Cap 97 and all the Regulations promulgated under the National Information Technology Authority, Uganda Act, 2009 as amended in 2024.

Dark fiber service:

This refers to un-used fiber optic capacity on the NBI leased out to clients.

Data Centre:

This is a large group of networked computer servers typically used by organizations for the remote storage, processing, or distribution of large amounts of data. The National Data Centre is fully equipped with state-of-the-art technology which is utilised for Centralized Hosting Services, Disaster Recovery Services and other Data Centre Services for Government Applications & Data.

E-Government:

This is the use of information and communication technologies to deliver public services in a convenient, efficient customer-oriented and cost-effective way.

E-Government Development Index:

The United Nations e-Government Development Index (EGDI) comparatively measures the e-Government readiness of states in terms of the scope and quality of online services (Online Service Index), the development status of telecommunication infrastructure (Telecommunication Infrastructure Index) and the human capital (Human Capital Index).

E-Government Regulations:

These are regulations that aim at promoting e-government services and electronic communications and transactions with public and private bodies,

institutions and citizens enacted under the National Information Technology Authority, Uganda Act, 2009.

E-Participation Index:

The e-participation index (EPI) offers insight into how different countries are using online tools in promoting interaction between the government and its people, as well as among the people, for the benefit of all.

Exports:

Outward flows comprising goods leaving the economic territory of a country to the rest of the world.

Feature Phone:

A mobile phone that incorporates features such as the ability to access the internet and store and play music but lacks the advanced functionality of a smartphone.

Global Cybersecurity Index:

Global Cybersecurity Index (GCI) is a composite index produced, analysed and published by the International Telecommunication Union (ITU) to measure the commitment of countries to cybersecurity in order to raise cybersecurity awareness. Each country's level of development or engagement is assessed along five pillars – (i) Legal Measures, (ii) Technical Measures, (iii) Organizational Measures, (iv) Capacity Building, and (v) Cooperation – and then aggregated into an overall score.

GovTech Maturity Index:

This serves as a comprehensive measurement tool that assesses the level of technological advancement and maturity in government technology initiatives. This index evaluates various dimensions, including the efficiency of core government systems, the effectiveness of public service delivery, the level of digital citizen engagement, and the presence of supportive GovTech enablers.

Hardware & Software Standards:

These spell out the rationale for establishing minimum specifications and guidelines for use in the procurement of Information Technology hardware

and software products by MDAs for sustainable and manageable IT in Government.

ICT Goods:

ICT goods is based on the World Customs Organisation's Harmonised System (HS) which defines ICT products (including ICT goods). ICT goods must either be intended to fulfil the function of information processing and communication by electronic means, including transmission and display, or use electronic processing to detect, measure and/or record physical phenomena, or to control a physical process.

ICT Sector:

The ICT sector combines manufacturing and services industries whose products primarily fulfil or enable the function of information processing and communication by electronic means, including transmission and display. This comprises ICT manufacturing industries, ICT trade industries and ICT services industries.

ICT Services:

ICT services are those intended to enable the function of information processing and communication by electronic means.

IT Certification:

IT Certification is a formal procedure, by which NITA-U assesses, verifies and attests that a company/person providing information technology products or services meets the minimum requirements and standards.

Imports:

Inward flows of goods from the rest of the world into the economic territory of a country.

Information Technology:

This means the science of collecting and using information by means of computer systems and refers to computers, ancillary or peripheral equipment such as printers and scanners, software and firmware services including support services, and related resources and includes any equipment or interconnected systems that are used in the acquisition, storage,

manipulation or processing, management, movement, control, display, transmission or reception of data or information.

Information Security:

This means the protection of information and information systems from unauthorised access, use, disclosure, disruption, modification or destruction.

Internet:

This is worldwide public computer network. It provides access to a number of communication services including the World Wide Web and carries e-mail, news, entertainment and data files, irrespective of the device used (not assumed to be only via a computer- it may also be by mobile phone, PDA, gaming machine, digital TV or other device). Internet access can be via a fixed or wireless network.

Leased line:

This refers to a dedicated connection that allows for communication between two sites (a point-to-point leased line) or between a site and the internet (an internet leased line). Leased lines typically deliver bandwidth over a leased fibre connection, although copper local tails can sometimes be used as well.

Local Online Service Index:

This is is a multi-criteria index that captures e-government development at the local level, by assessing information and services provided by local governments through official websites. It is a score derived on the basis of an online assessment covering 86 indicators relating to 5 criteria: institutional framework (8), content provision (25), services provision (18), participation and engagement (17), and technical technology (18).

Networked Readiness Index:

The Network Readiness Index (NRI) evaluates how well economies are prepared to participate in the digital economy and society, focusing on four key pillars including: Technology, People, Governance, and Impact. Each of these pillars is itself comprised of three sub-pillars that are populated by a total of 54 variables.

UGhub:

This is a Systems and data Integration Platform integrating all MDA systems so as to enable seamlessly sharing of data across Government systems in a rational, secure, efficient and sustainable manner.

Smartphone:

A class of mobile phones and of multipurpose mobile computing devices. They are distinguished from feature phones by their stronger hardware capabilities and extensive mobile operating systems, which facilitate wider software, internet (including web browsing over mobile broadband), and multimedia functionality (including music, video, cameras, and gaming), alongside core phone functions such as voice calls and text messaging.

Structured Cabling Standards:

These aim at providing guidance in the process of implementing structured cabling to enhance the delivery of voice, data and video conferencing services across the different Government MDAs.

Website:

This means a location on the internet and a collection of web pages, images, videos, data which are addressed relative to a common Uniform Resource Location (National Information Technology Authority, Uganda (E-Government) Regulations, 2015).

1. UGANDA'S ICT RANKING ON THE GLOBAL SCALE

This section presents Uganda's ICT performance on the global scale as measured using the GovTech Maturity Index, E-government Development Index; E-Participation Index; and Networked Readiness Index.

1.1 GovTech Maturity Index

The GovTech Maturity Index serves as a comprehensive measurement tool that assesses the level of technological advancement and maturity in government technology initiatives. This index evaluates various dimensions, including the efficiency of core government systems, the effectiveness of public service delivery, the level of digital citizen engagement, and the presence of supportive GovTech enablers.

The GovTech Maturity Index for Uganda showed a remarkable improvement from 63.9% in 2020 to 85.8% in 2022. This substantial increase not only positions Uganda above the global average of 55.2% but also places it in the 26th position among 198 countries evaluated.

The Core Government Systems sub index displayed a significant improvement from 52.2% in 2020 to 88.9% in 2022. This indicates the enhancement of critical government systems contributing to overall efficiency.

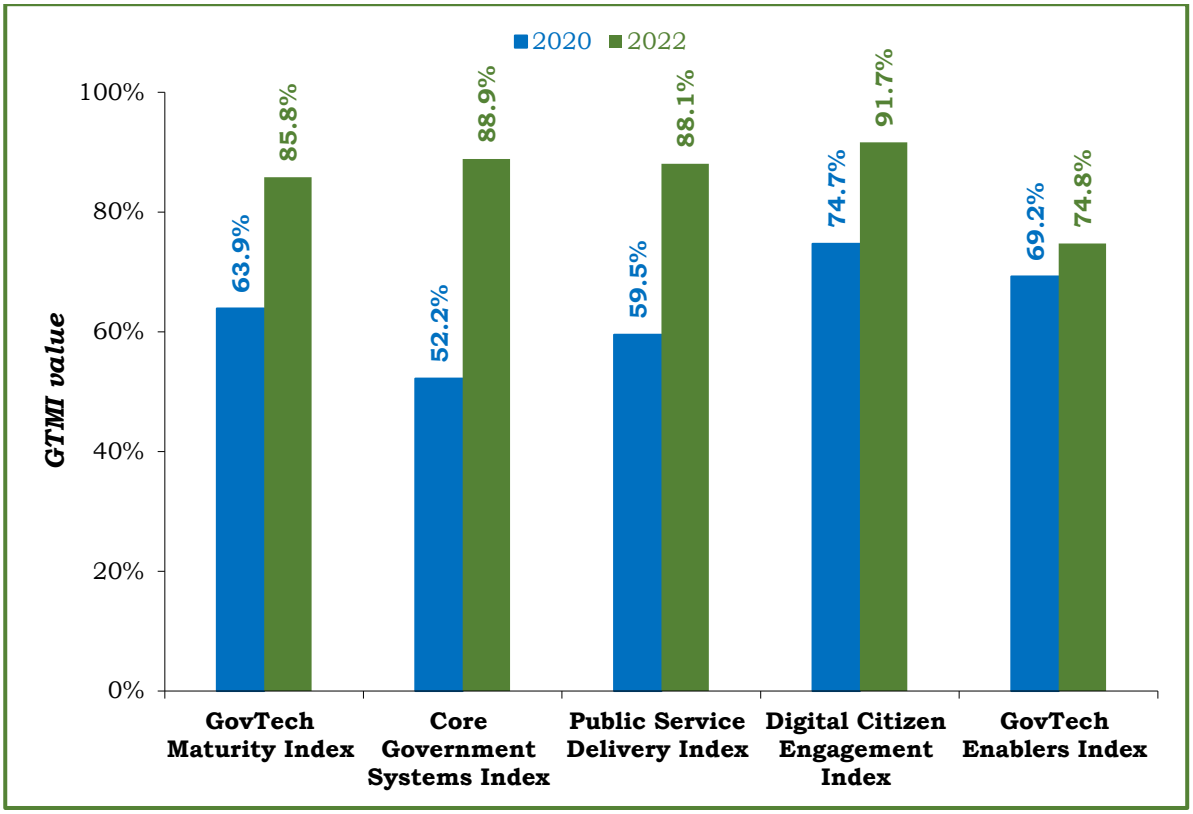
Public Service Delivery, another crucial aspect of the index, increased from 59.5% in 2020 to 88.1% in 2022. This reflects the effectiveness of public service delivery mechanisms in the country.

Digital Citizen Engagement, a key element of GovTech, also rose from 74.7% in 2020 to 91.7% in 2022. This signifies the government's success in engaging citizens through digital platforms.

The GovTech Enablers sub index, highlighting the supporting factors for GovTech initiatives, grew from 62.9% in 2020 to 74.8% in 2022. This indicates the presence of favorable conditions that facilitate the successful implementation of GovTech initiatives.

Overall, Uganda's outstanding performance in the GovTech Maturity Index underscores its commitment to leveraging technology for effective governance, public service delivery, citizen engagement, and the establishment of conducive GovTech enablers. The index provides valuable insights into the country's technological advancements and positions Uganda as a noteworthy player in the global GovTech landscape.

Figure 1: Uganda's GovTech Maturity Index; 2020 – 2022

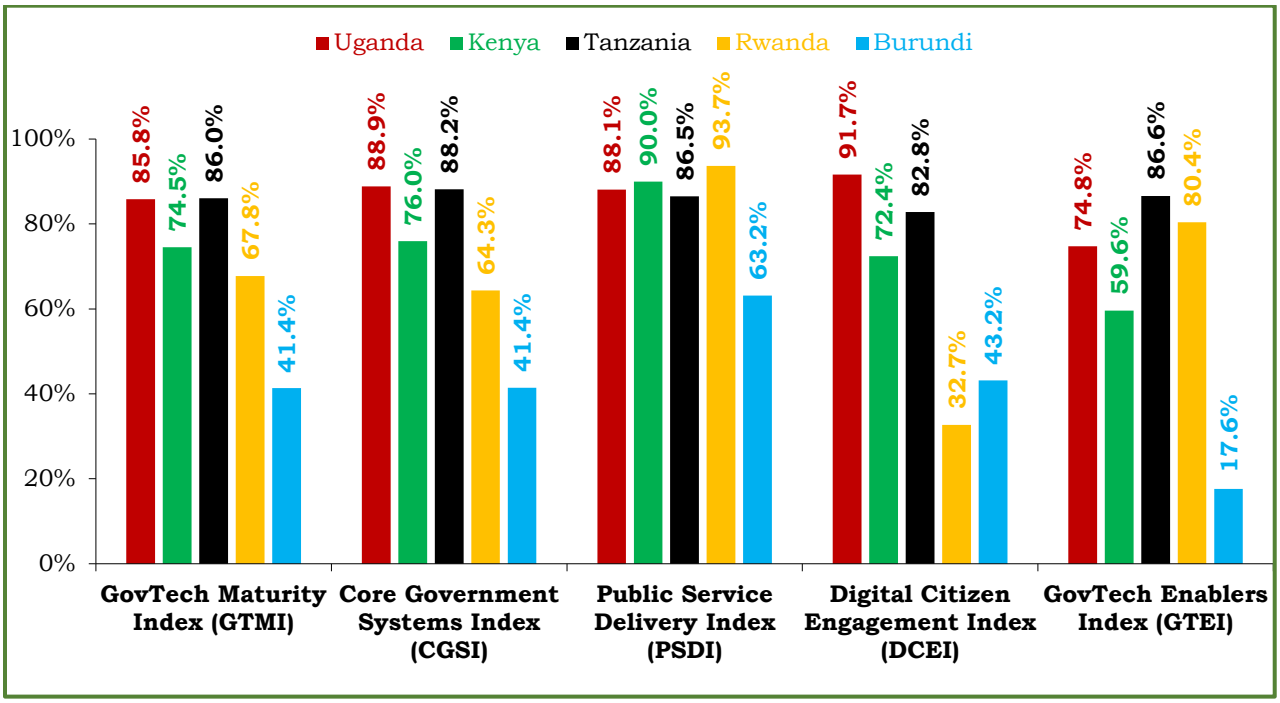


Source: World Bank GovTech Maturity Index Reports

1.1.1 Uganda's GovTech index in East Africa

Among the East African economies, Uganda secured the second position in 2022, closely following Tanzania. Notably, Uganda excelled in specific categories, particularly dominating in the Digital Citizen Engagement Index and the Core Government Systems Index among East African nations.

Figure 2: Uganda's GTMI in East Africa; 2022

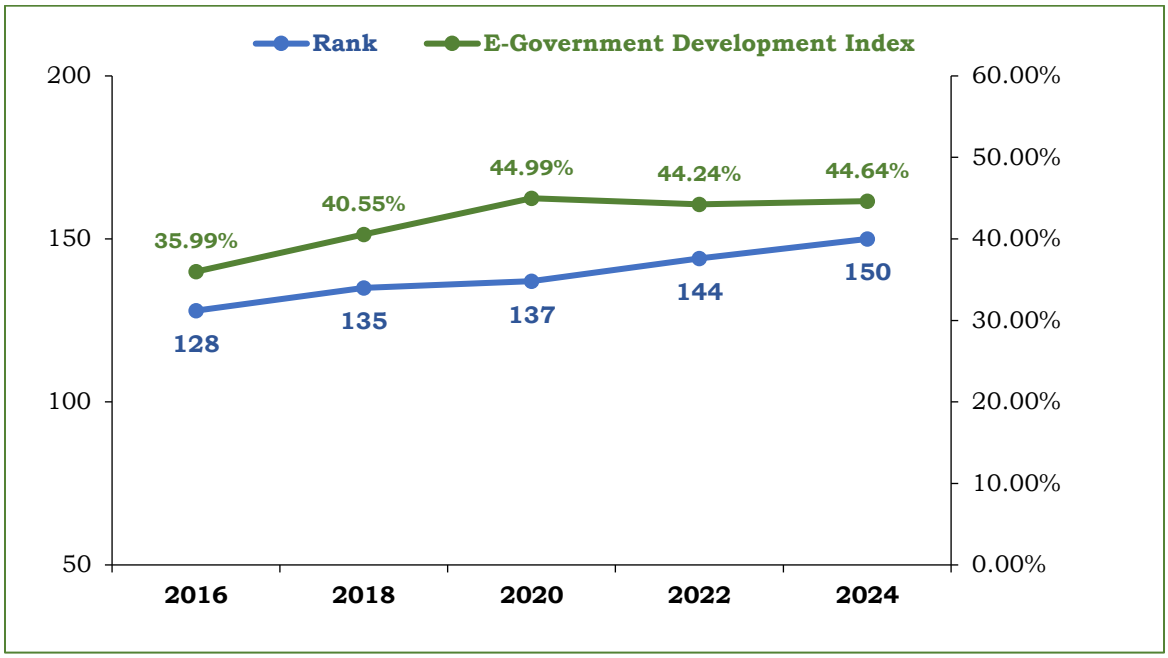


Source: World Bank GovTech Maturity Index Reports

1.2 E-Government Development Index

In 2024, Uganda's E-Government Development Index (EGDI) improved slightly by 1% to 44.64% from 44.24% in 2022, leading to a drop in its global ranking from 144th to 150th out of 193 economies. This decline is partially attributable to a decline in both the Telecommunications Infrastructure and Human Capital Index sub-indices. However, Uganda's E-Government Development Index surpassed the average of Africa (42.47%) and that of the low-income grouping (30.95%) in 2024.

Figure 3: Uganda's E-government Index; 2016– 2024



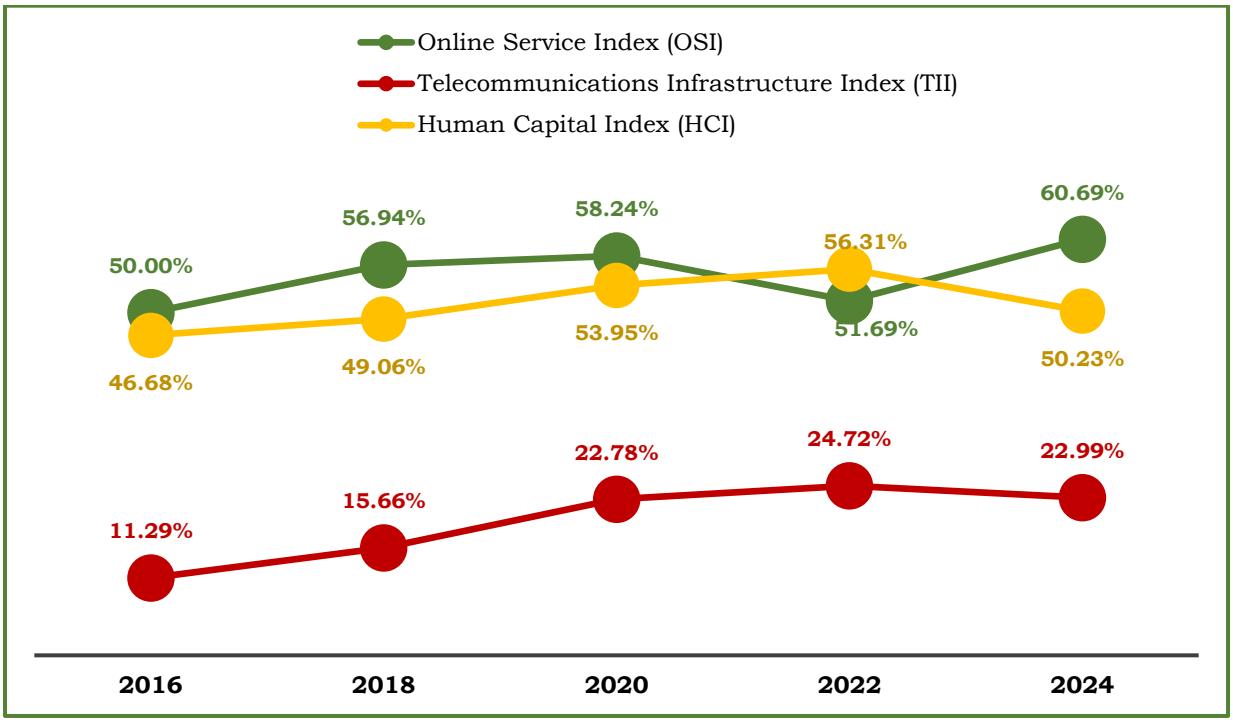
Source: UN E-Government Survey Reports

1.2.1 Uganda's E-government index by components

In 2024, Uganda's Online Service Index value improved by 17.4% from 51.69% in 2022 to 60.69%. This improvement suggests advances in the delivery and accessibility of e-government services, driven by investments in digital platforms, service integration, and user experience enhancements. However, Uganda's Telecommunication Infrastructure Index recorded a 7% decline, dropping from 24.72% in 2022 to 22.99% in 2024. Furthermore, the Human Capital Index experienced a 10.8% decline, falling from 56.31% in 2022 to 50.23% in 2024.

With a Human Capital Index value of 50.23%, an Online Service Index value of 60.69% and a Telecommunication Infrastructure value of 22.99% in 2024, Uganda has leveraged its human capital to achieve notable progress in online services delivery despite having an underdeveloped telecommunications infrastructure. Significant investment in building this infrastructure will allow the country to reach a higher level of e-government development.

Figure 4: Uganda's E-government index by components; 2016 – 2024

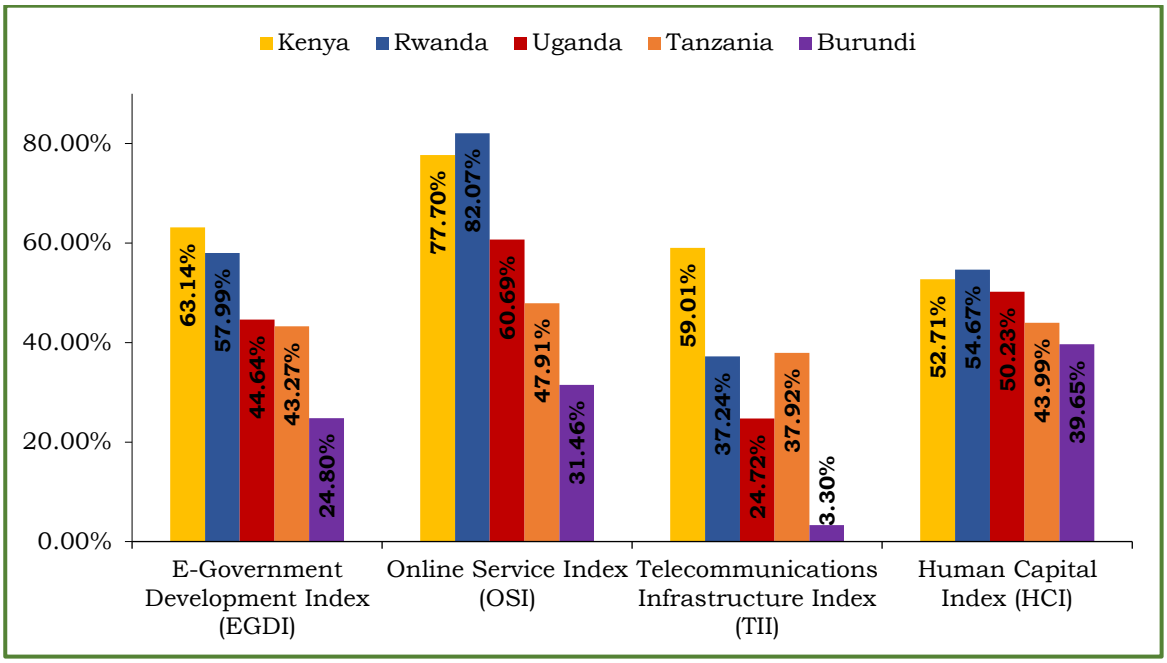


Source: UN E-government Reports

1.2.2 Uganda's E-government index in East Africa

In 2024, Uganda secured the third position in the E-Government Development Index among East African countries. This ranking remained consistent across all three components of EGDI, except for the Telecommunications Infrastructure Index, where Uganda came in fourth.

Figure 5: Uganda's EGDI in East Africa; 2024



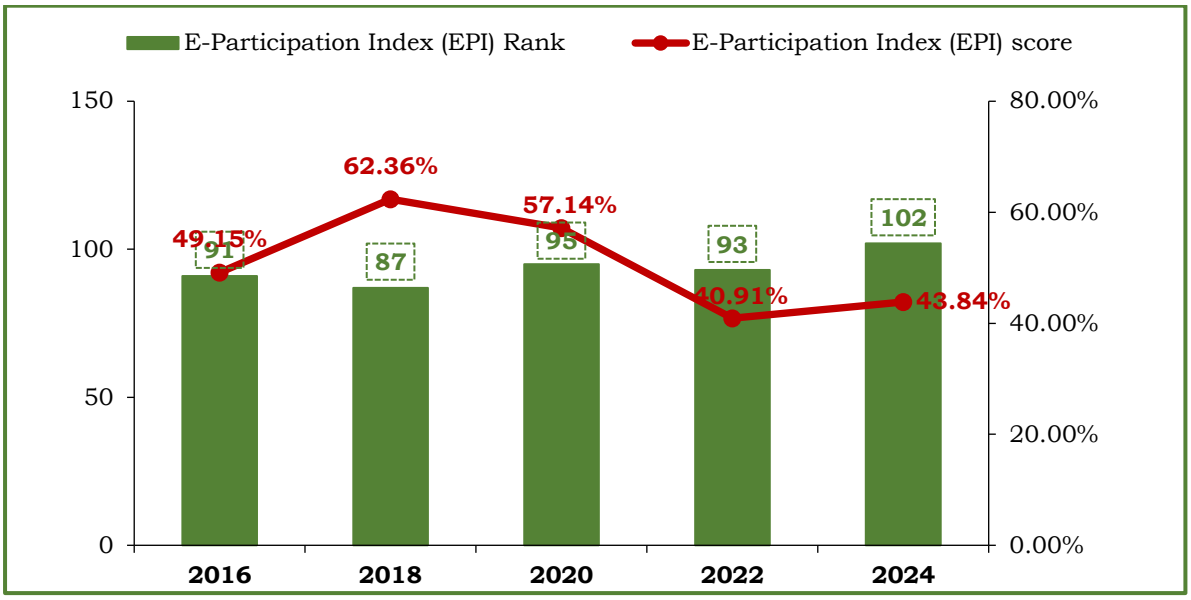
Source: UN E-government Reports

1.3 E-Participation Index

Uganda's E-Participation Index improved by 7%, rising from 40.91% in 2022 to 43.84% in 2024, ranking the country 102nd out of 193 economies. This improvement suggests growing efforts to engage the public through digital means, but Uganda still faces challenges in areas critical to effective e-participation, such as public information dissemination, e-consultations, and incorporating citizens' input into decision-making processes.

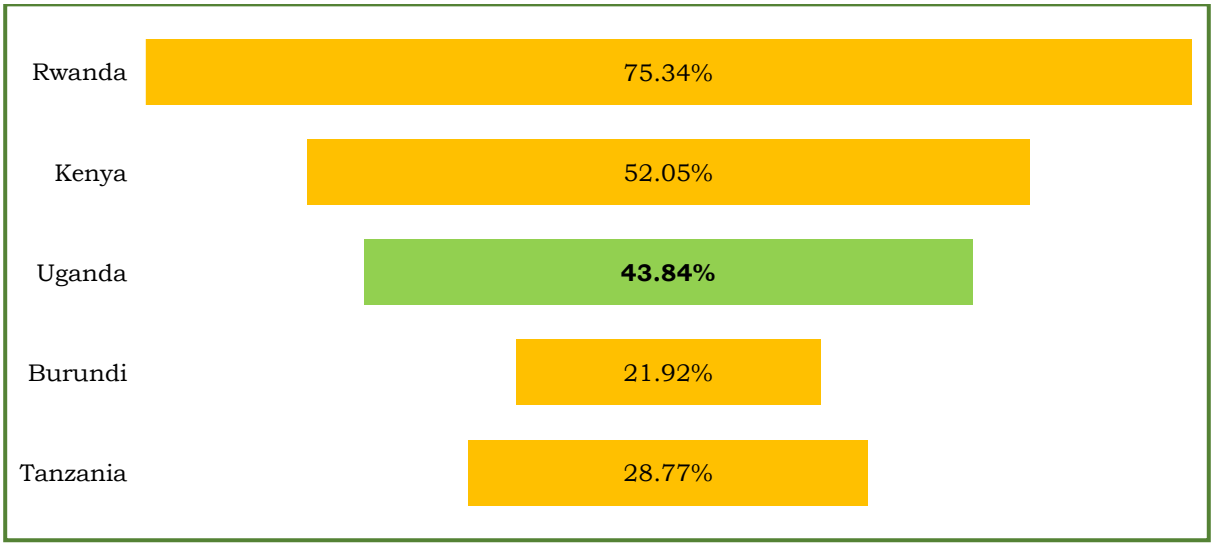
Compared to the global average increase of 9% from 44.50% in 2022 to 48.93% in 2024, Uganda's progress is slightly below the global trend, reflecting opportunities for further development in its e-participation framework. Ranking third in East Africa behind Rwanda and Kenya highlights Uganda's regional standing, but also emphasizes the need to strengthen its digital engagement strategies to close gaps in transparency, responsiveness, and public involvement. To maintain its competitiveness in the region and globally, Uganda must focus on addressing these challenges and enhancing its e-participation mechanisms.

Figure 6: Uganda's E-Participation Index; 2016 – 2024



Source: UN E-government survey reports

Figure 7: Uganda's E-Participation Index in East African; 2024



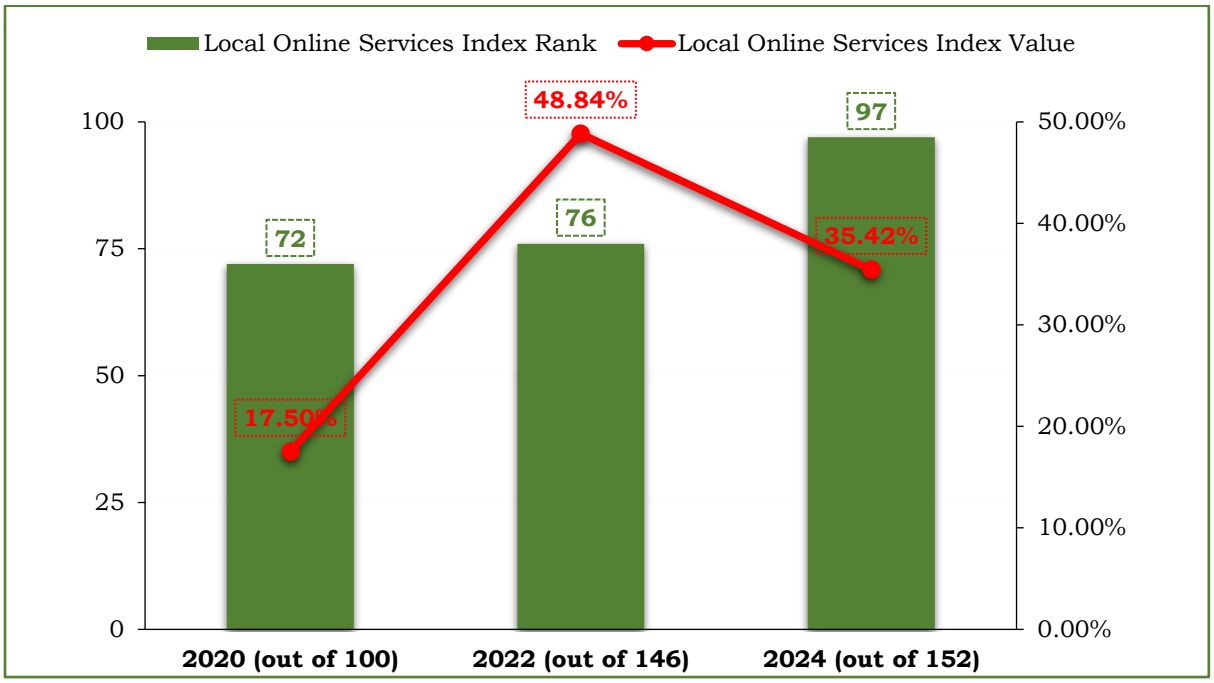
Source: UN E-government survey reports

1.4 Local Online Service Index (LOSI)

Kampala City's Local Online Service Index dropped from 48.84% in 2022, when it ranked 76th out of 146 populous cities assessed, to 35.42% in 2024, placing it 97th out of 152 cities. This score was below the global average of 40.05%.

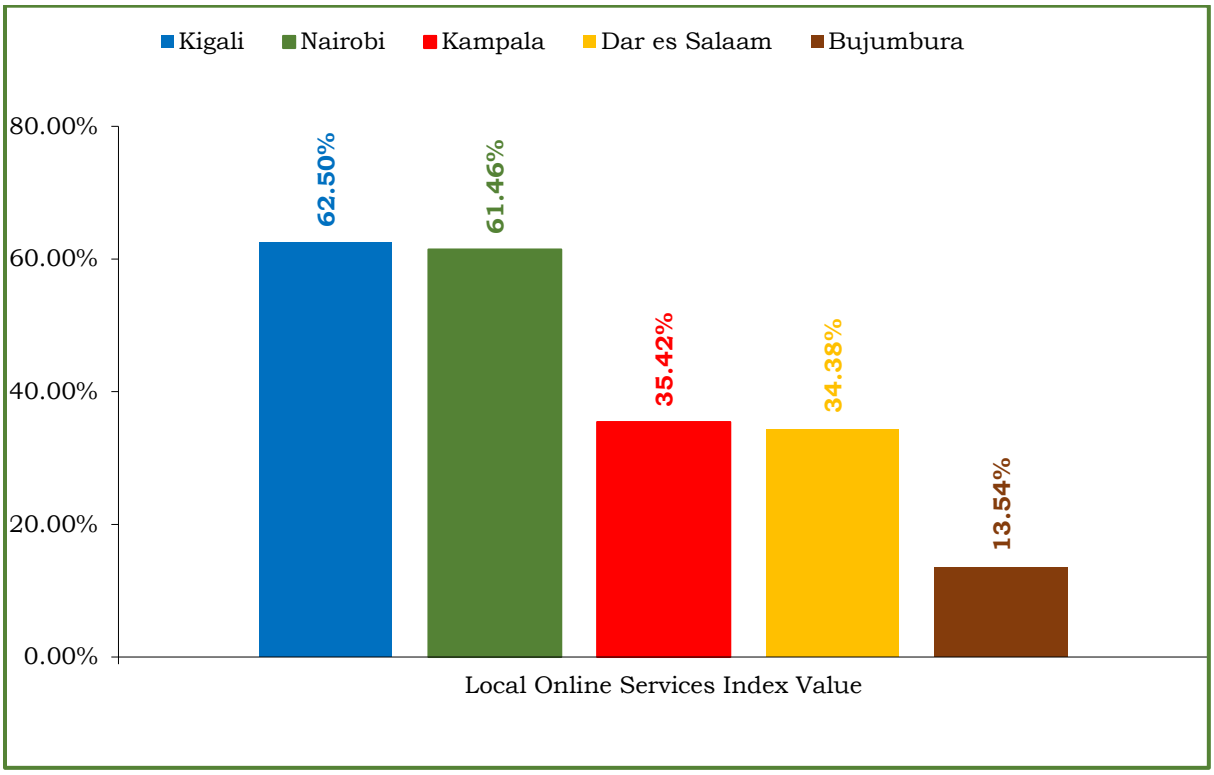
In the comparison among East African countries, Kampala secured the third position, with Kigali in the lead.

Figure 8: Uganda's Local Online Services Index; 2020 – 2024



Source: UN E-government survey reports

Figure 9: Uganda's Local Online Services Index in East Africa; 2024



Source: UN E-government survey reports

1.5 Network Readiness Index (NRI)

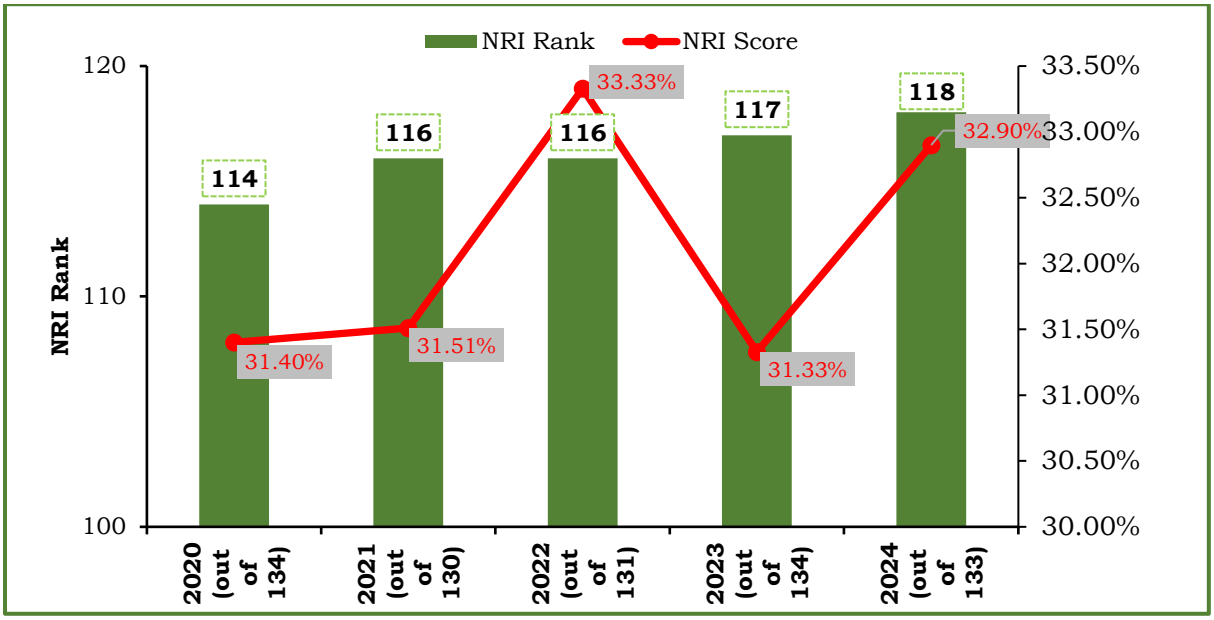
Uganda's Networked Readiness Index score improved from 31.33% in 2023 to 32.90% in 2024, even though its ranking fell slightly from 117th out of 134 economies to 118th out of 133 economies.

Uganda's key strength in the Network Readiness Index is the Governance pillar, where it ranks 100th out of 133 economies. In contrast, the People pillar highlights a major area for growth, with Uganda positioned at 124th out of 133 economies.

Examining sub-pillars, Uganda performs relatively well in Trust (86/133), Economy (96/133), Regulation (97/133), Content (99/133), Quality of life (99/133) and Governments (101/133), among others. More could be done, though, to improve the economy's performances in the Access, Individuals and Businesses sub-pillars.

The indicators where Uganda performed particularly well include E-commerce legislation (1/33), International Internet bandwidth (34/133), and Number of venture capital deals invested in AI (45/133). By contrast, the economy's weakest indicators include use of virtual social networks (126/133), Computer software spending (126/133), and Affordable and Clean Energy (131/133).

Figure 2: Uganda's Network Readiness Index; 2020 – 2024



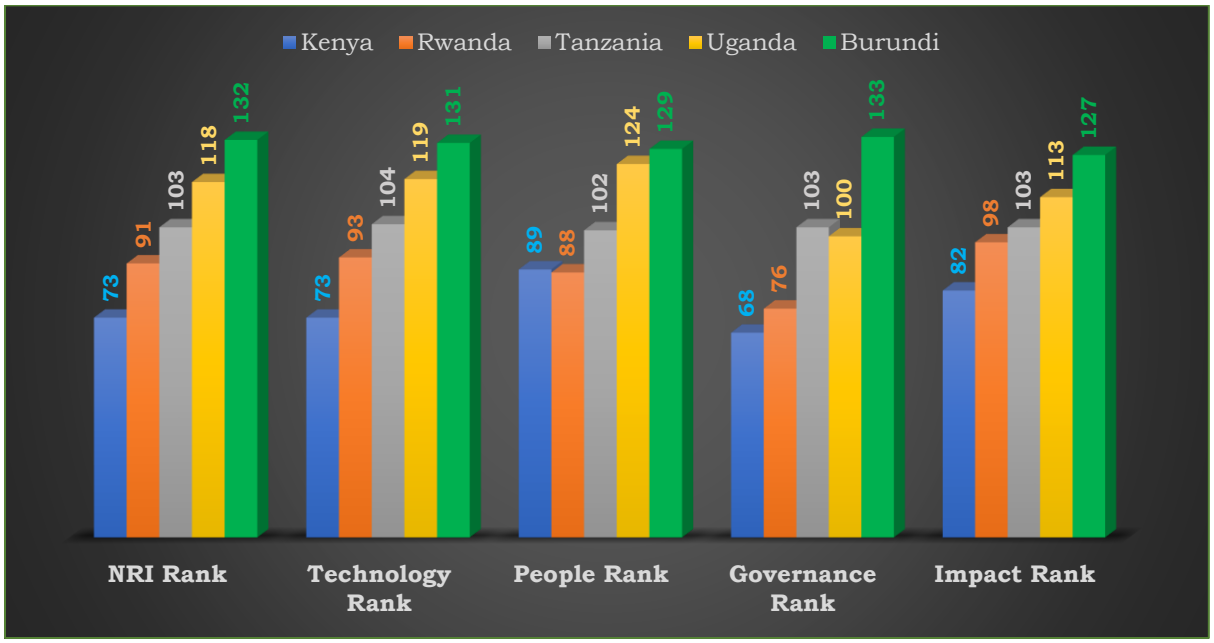
Source: Network Readiness Index reports by Portulans Institute

Table 1: Highlight of Strengths and Opportunities for Uganda; 2024

Strongest indicators	Rank	Weakest indicators	Rank
3.2.4 E-commerce legislation	1	3.1.1 Secure Internet servers	117
1.1.5 International Internet bandwidth	34	1.1.4 Population covered by at least a 3G mobile network	118
2.2.2 Number of venture capital deals invested in AI	45	1.1.3 FTTH/building Internet subscriptions	119
1.2.4 AI scientific publications	48	2.2.1 Firms with website	120
4.2.2 Freedom to make life choices	57	1.2.2 Internet domain registrations	121
3.2.2 ICT regulatory environment	59	3.3.3 Availability of local online content	123
3.1.3 Online access to financial account	67	1.1.2 Handset prices	125
3.3.5 Rural gap in use of digital payments	70	1.3.4 Computer software spending	126
4.3.3 SDG 5: Women's economic opportunity	71	4.3.4 SDG 7: Affordable and Clean Energy	126
1.3.2 Investment in emerging technologies	75	2.1.3 Use of virtual social networks	131
3.1.2 Cybersecurity	79		

In the Network Readiness Index, Uganda ranked 4th among East African countries, trailing Kenya (73rd), Rwanda (91st), and Tanzania (103rd) out of 133 economies.

Figure 3: Uganda's Network Readiness Index in East Africa; 2024



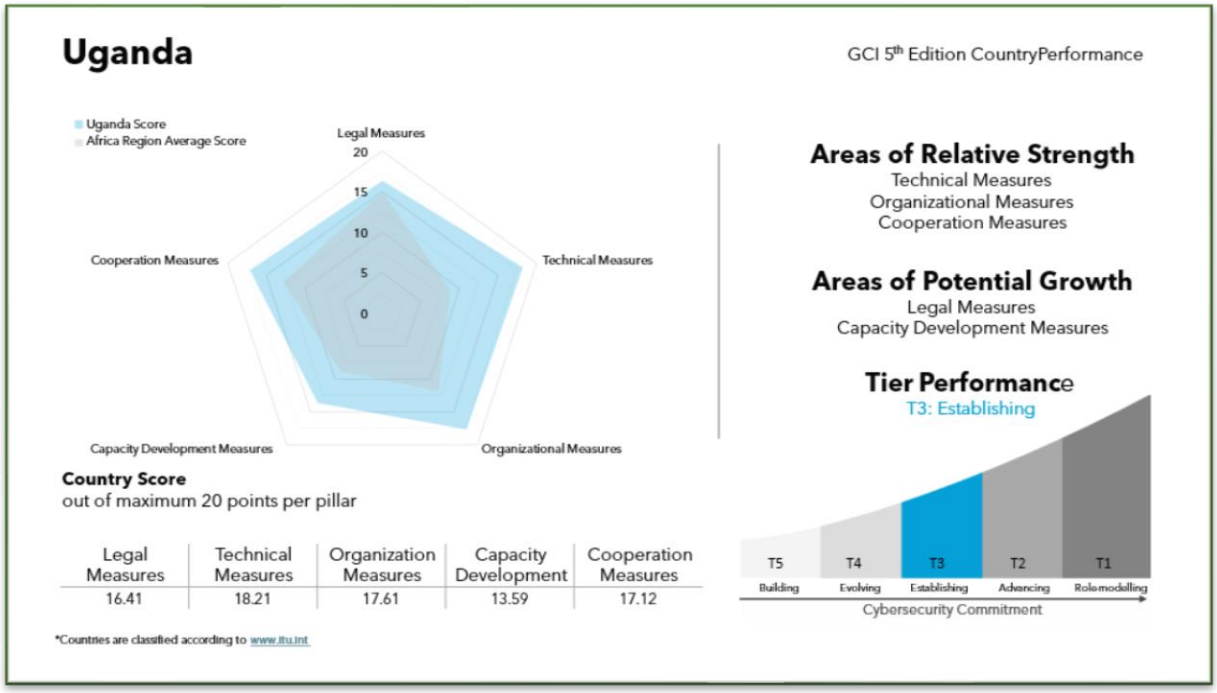
Source: Network Readiness Index reports by Portulans Institute

1.6 Global Cybersecurity Index (GCI)

The Global Cybersecurity Index (GCI) 2024 categorizes countries into five tiers based on their cybersecurity commitment. Tier 1 (Role-Modelling, Score: 95-100) includes global leaders with advanced cybersecurity frameworks, strong enforcement, and international collaboration. Tier 2 (Advancing, 85-94) represents countries with well-developed strategies but room for refinement in enforcement or coordination. Tier 3 (Establishing, 65-84) includes nations with foundational cybersecurity measures, excelling in areas like technical and organizational structures but needing improvements in legal frameworks and capacity building. Tier 4 (Evolving, 45-64) consists of countries with initial cybersecurity efforts but lacking comprehensive frameworks, enforcement, and workforce capacity. Tier 5 (Building, 0-44) covers nations at the earliest stages, requiring significant investment in policy development, infrastructure, and cybersecurity awareness. The Global Cybersecurity Index is a composite index combining 25 indicators with regard to five pillars that include **Legal** (Measuring the laws and regulations on cybercrime and cybersecurity), **Technical** (Measuring the implementation of technical capabilities through national and sector-specific agencies), **Organizational** (Measuring national strategies and organizations implementing cybersecurity)**, Capacity Development** (Measuring awareness campaigns, training, education and incentives for cybersecurity capacity development) **and Cooperation** (Measuring partnerships between agencies, firms and countries).

Uganda was ranked in Tier 3 of the Global Cybersecurity Index (GCI) 2024, categorized as "Establishing." The country's relative strengths lie in **technical measures** *(18.21/20)***, organizational measures** *(17.61/20)***, and cooperation measures** *(17.12//20)***,** while key areas for improvement include **legal measures** *(16.41/20)* and **capacity development** *(13.59/20)*. This ranking highlights Uganda's progress in cybersecurity but also underscores the need for further investment in **legal frameworks and skill development** to enhance national cybersecurity resilience.

Figure 12: Uganda's Cybersecurity 2024



Source: Global Cybersecurity Index report by ITU

2. ICT SECTOR PERFORMANCE IN THE ECONOMY

ICT sector plays an important role in the economy and it is one of the most vibrant and fastest growing sectors since it's liberalization in 2010. This section covers statistics on how ICT has contributed to the economy in terms of GDP, trade, revenue and planned investment.

2.1 ICT sector Gross Domestic Product

This sub section covers statistics on the ICT sector gross value added, contribution to the national GDP and real ICT GDP growth rate.

2.1.1 ICT sector GDP

The ICT sector value added at market prices (current prices) increased by 36% from UGX 3.09 trillion in FY2022/23 to UGX 4.19trillion in FY2023/24. When considering constant prices, there was an increase of 13%, rising from UGX 3.67 trillion in FY2022/23 to UGX 4.14 trillion in FY2022/23.

Table 2: ICT sector Gross Value Added at current prices (UGX Billion); FY2019/20 – FY2023/24

ICT Activity	FY2019/20	FY2020/21	FY2021/22	FY2022/23	FY2023/24
Computer, Electronic and Optical Products	5.4	10.2	6.5	3.0	2.2
Postal & Courier Activities	39.8	38.6	30.3	23.8	5.3
Audio-Visual Production and Distribution services	63.1	60.3	56.8	104.2	134.4
Broadcasting and Programming services	27.0	25.1	4.8	11.4	26.5
Telecommunications services	2,001.8	2,134.5	2,086.3	2,085.8	3,137.8
Computer Programming, Consultancy and Related services	218.4	211.0	266.9	330.1	345.9
Information Services	162.1	165.2	250.9	221.7	192.6
Repair of Computers and Personal and Household Goods service	272.5	284.5	296.2	307.5	344.2
ICT sector GDP at current prices	**2,790.3**	**2,929.4**	**2,998.7**	**3,087.4**	**4,188.7**
Overall GDP at current prices	**139,718**	**148,328**	**162,883**	**184,895**	**202,725**

Source: Uganda Bureau of Statistics

Table 3: ICT sector Gross Value Added at constant price (UGX Billion); FY2019/20 – FY2023/24

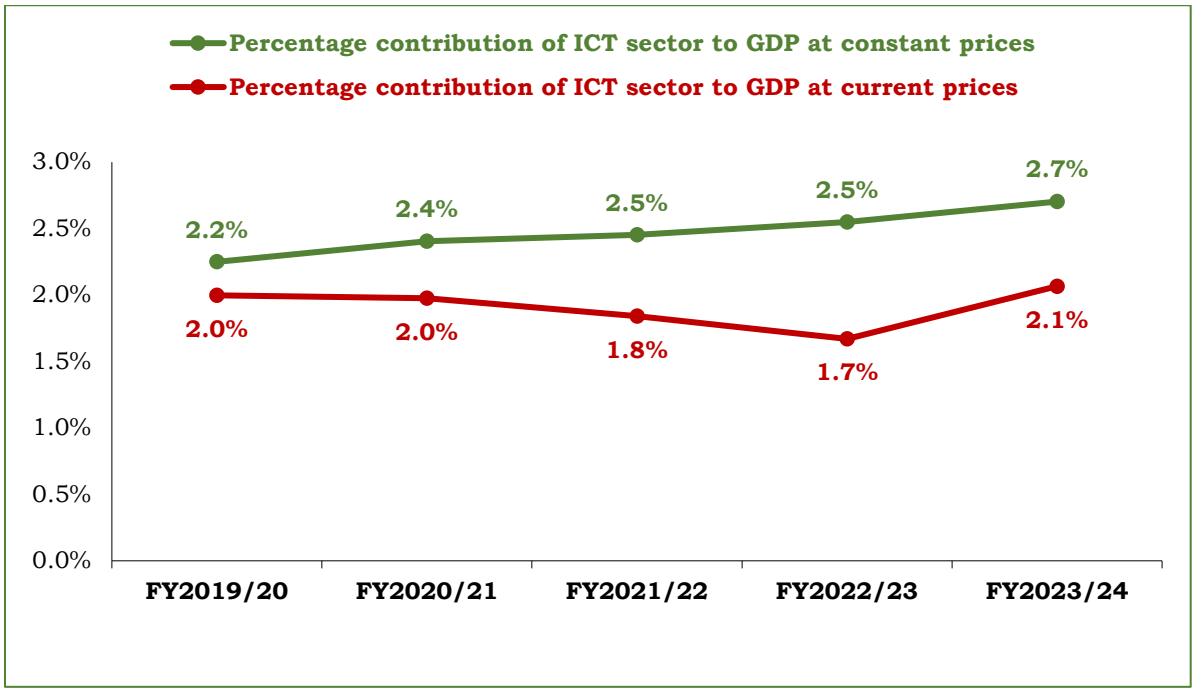
ICT Activity	FY2019/20	FY2020/21	FY2021/22	FY2022/23	FY2023/24
Computer, Electronic and Optical Products	6.0	12.9	8.0	3.6	2.7
Postal & Courier Activities	36.0	27.8	21.9	17.9	4.1
Audio-Visual Production and Distribution services	65.3	64.0	58.7	101.1	132.6
Broadcasting and Programming services	41.8	43.7	60.1	62.2	46.6
Telecommunications services	2,063.2	2,367.1	2,386.9	2,591.4	3057.1
Computer Programming, Consultancy and Related services	218.8	216.4	293.4	384.8	405.4
Information Services	162.4	168.7	278.2	257.2	224.4
Repair of Computers and Personal and Household Goods service	250.4	247.5	251.0	253.5	264.1
ICT sector GDP at constant price	**2,843.9**	**3,148.0**	**3,358.3**	**3,671.7**	**4,137.1**
Overall GDP at constant price	**126,411**	**130,884**	**136,936**	**144,048**	**153,039.7**

Source: Uganda Bureau of Statistics

2.1.2 ICT sector contribution to GDP

The ICT sector's contribution to the overall GDP at constant prices increased from 2.5% in FY2022/23 to 2.7% in FY2023/24, indicating steady growth in its real economic value. Similarly, at current market prices, the sector's contribution rose from 1.7% to 2.1%, reflecting its expanding role in the broader economy driven by increased market activity and investment.

Figure 4: Percentage contribution of ICT sector to Overall GDP; FY2019/20 – FY2023/24



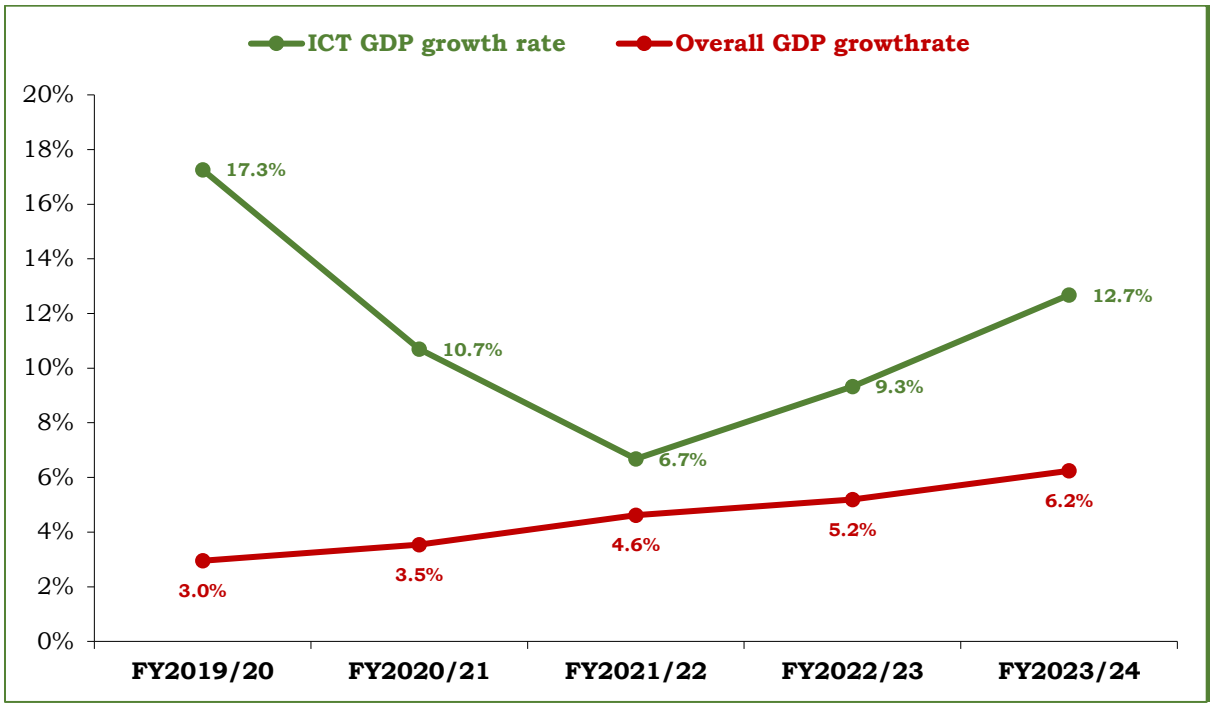
Source: Uganda Bureau of Statistics

2.1.3 ICT sector GDP growth rate

In FY2023/24, the ICT sector recorded a significant GDP growth of 12.7%, marking a substantial improvement compared to the 9.3% growth achieved in the previous financial year. This robust performance outpaced Uganda's overall GDP growth rate, which stood at 6.2% during the same period.

This comparison highlights the out performance of the ICT sector in contributing to the economic growth of the country, surpassing the overall GDP growth rate.

Figure 14: ICT sector GDP growth rate; FY2019/20 – FY2023/24



Source: Uganda Bureau of Statistics

2.2 Trade in ICT goods

This section presents a summary of External Trade Statistics in formal ICT goods based on United Nations Conference on Trade and Development list of ICT goods based on the Harmonized Coding and Description System (HS) 2017.

2.2.1 Value of ICT goods exports

The ICT export earnings declined by 13% from USD 7.45 million in FY2022/23 to USD 6.51 million in FY2023/24. This decrease is mainly due to reduced revenue from exports of computers, peripheral equipment, and electronic components.

Table 4: Value of ICT exports (Million USD); FY2019/20 – FY2023/24

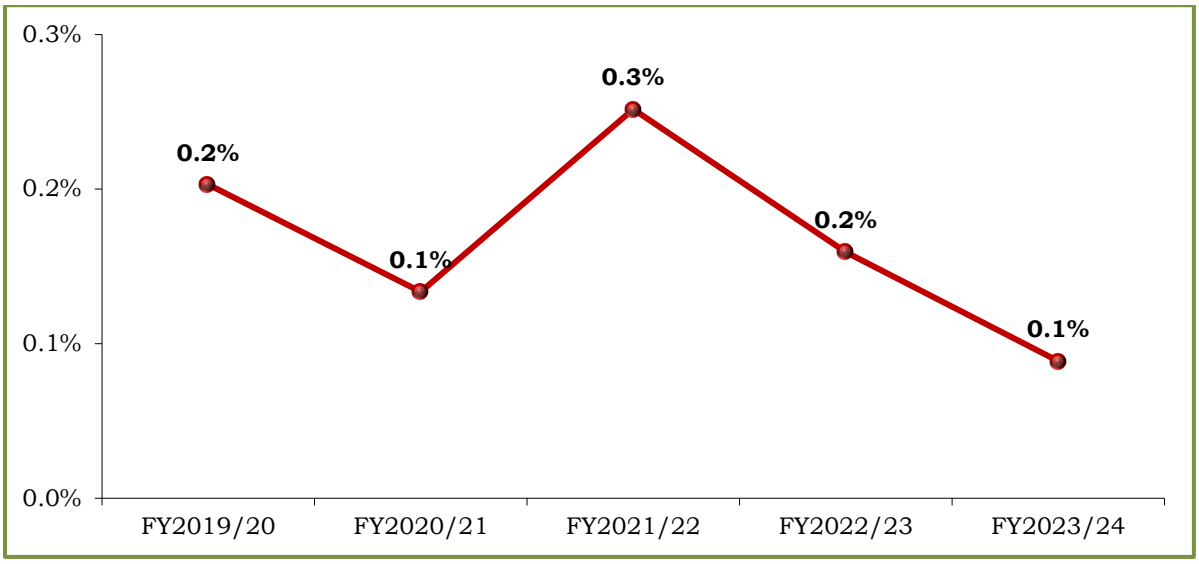
Component	FY2019/20	FY2020/21	FY2021/22	FY2022/23	FY2023/24
Communication equipment	1.71	1.30	0.72	1.13	2.16
Computers and peripheral equipment	3.64	2.90	5.54	4.80	2.66
Consumer electronic equipment	1.02	0.87	1.36	0.78	1.57
Electronic components	0.35	0.83	0.68	0.74	0.12
Miscellaneous	0.15	0.58	0.05	0.00	0.00
Total ICT exports	**6.87**	**6.48**	**8.35**	**7.45**	**6.51**

Source: Uganda Bureau of Statistics

2.2.2 Contribution of ICT to total exports

The contribution of ICT goods to the country's total exports declined from 0.2% in FY2022/23 to 0.1% in FY2023/24, driven in part by reduced earnings from computers, peripheral equipment, and electronic components.

Figure 15: Percentage contribution of ICT goods to Total value of exports; FY2019/20 – FY2023/24



Source: Uganda Bureau of Statistics

2.2.3 Value of ICT goods imports

In FY2023/24, there was an increase of 10.1% in the ICT imports bill from USD 226.46 million in FY2022/23 to USD 249.38 million. This change could be partly attributed to the increase in the bill of imported electronic components of Computers and peripheral equipment, and Consumer electronic equipment. This bill suggests that demand for ICT goods especially electronic components, computers, peripherals, and consumer electronics has grown.

Table 5: ICT imports Bill (Million USD); FY2019/20 – FY2023/24

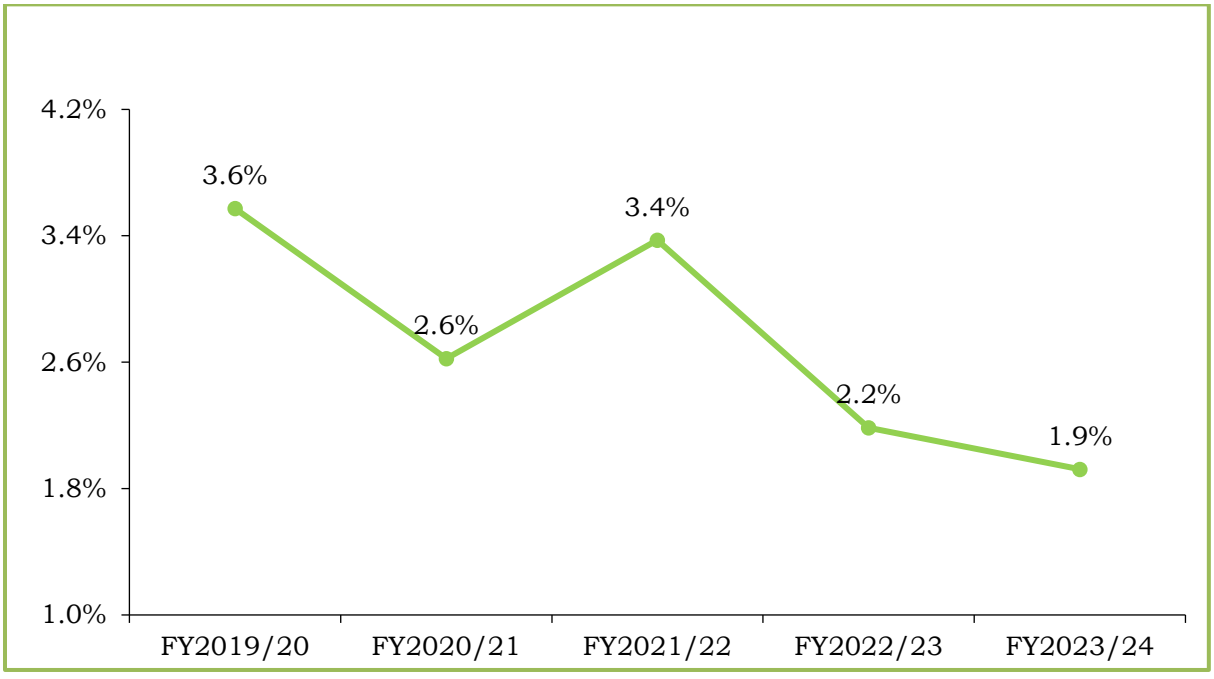
Component	FY2019/20	FY2020/21	FY2021/22	FY2022/23	FY2023/24
Communication equipment	122.58	117.55	1,450.86	87.65	69.99
Computers and peripheral equipment	65.13	70.52	763.17	77.36	116.95
Consumer electronic equipment	35.21	39.27	124.96	5.96	60.36
Electronic components	25.99	23.20	578.71	55.41	1.78
Miscellaneous	6.62	5.72	41.59	0.08	0.30
Total ICT exports	**255.54**	**256.27**	**295.93**	**226.46**	**249.38**

Source: Uganda Bureau of Statistics

2.2.4 Contribution of ICT to total imports

The share of ICT to the overall import bill increased from 2.2% in FY2022/23 to 1.9% in FY2023/24.

Figure 16: Percentage contribution of ICT goods to Total imports; FY2019/20 – FY2023/24



Source: Uganda Bureau of Statistics

2.3 ICT Sector Tax Revenue Collections

This section includes information on the Gross Revenues (includes all non-tax revenue) from the ICT sector.

2.3.1 ICT sector Tax Revenue Collections

The ICT sector revenue collections increased by 14% from UGX 2.02 trillion in FY2022/23 to UGX 2.32 trillion in FY2023/24. Notably, telecommunications services emerged as a dominant contributor, accounting for 77% of the total tax revenue generated within the ICT sector during this period.

Table 6: ICT sector Tax Revenue Collections [UGX Billions]; FY2019/20 – FY2023/24

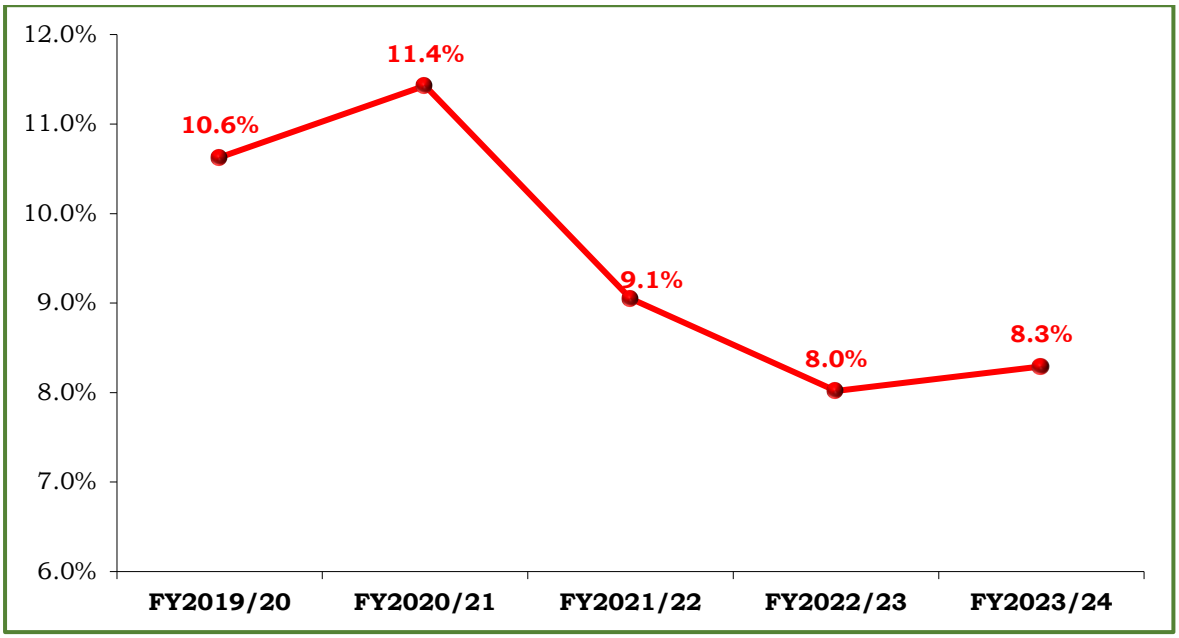
ISIC Sector	FY2019/20	FY2020/21	FY2021/22	FY2022/23	FY2023/24
Manufacture of computer, electronic and optical products	0.49	1.28	1.03	2.01	0.72
Wholesale trade, except of motor vehicles and motorcycles	138.32	142.11	170.63	171.71	199.29
Postal and courier activities	16.97	17.66	18.42	18.04	21.13
Publishing activities	30.40	27.62	27.61	24.17	24.35
Motion picture, video and television programme production, sound recording and music publishing activities	37.11	33.77	36.73	43.59	35.75
Programming and broadcasting activities	37.71	55.61	61.60	63.67	69.27
Telecommunications	1,477.51	1,878.36	1,570.39	1,543.74	1,781.65
Computer programming, consultancy and related activities	25.50	29.39	42.71	61.78	71.96
Information service activities	29.16	34.16	48.19	70.52	84.04
Activities of Mobile Money	15.08	13.12	15.15	14.21	20.16
Activities of call centres	0.011	0.011	0.007	0.005	0.003
Repair of computers and personal and household goods	11.71	12.53	7.56	7.81	8.33
Total ICT Sector Revenue	**1,819.97**	**2,245.61**	**2,000.04**	**2,021.25**	**2,316.66**
Total Revenue	**17,126.41**	**19,649.87**	**22,098.06**	**25,209.05**	**27,938.49**

Source: Uganda Revenue Authority

2.3.2 Contribution of the ICT sector to Total Tax Revenue

The ICT sector contribution to total Gross Revenue rose from 8.0% in FY2022/23 to 8.3% in FY2023/24, primarily due to a 15% increase in revenues from telecommunications services, which account for over 75% of the ICT sector's revenue. This growth reflects the expanding role of telecommunications within the ICT sector and suggests a strong demand for telecom services, highlighting its significant impact on overall revenue growth within the sector.

Figure 17: Percentage contribution of ICT sector to Total Tax Revenue Collections; FY2019/20 – FY2023/24



Source: Uganda Revenue Authority

2.3.3 Contribution of the BPO/ITES to Total Tax Revenue

In FY2023/24, tax revenue collections from the BPO/ITES sector increased by 15% from UGX 75.005 billion in FY2022/23 to UGX 86.320 billion. Despite this increase, the BPO/ITES contribution to the total Gross Revenue remained constant at 0.3% in FY2023/24.

This increase in tax revenue collections from the BPO/ITES sector indicates positive growth within this industry, suggesting a higher level of business activity or improved tax compliance. However, the constant contribution of

0.3% to the total Gross Revenue implies that, while the sector is expanding, its impact on overall revenue remains relatively small. This highlights the need for strategic efforts to further boost the sector's scale or profitability to increase its share in the national revenue portfolio. Additionally, this growth could point to untapped potential within the BPO/ITES sector that could be leveraged with supportive policies or targeted investments.

Table 7: BPO/ITES Tax Revenue Collections [UGX Billions]; FY2019/20 – FY2023/24

ISIC Sector	FY2019/20	FY2020/21	FY2021/22	FY2022/23	FY2023/24
Computer programming activities	6.053	7.647	6.571	6.651	6.838
Computer consultancy and computer facilities management activities	7.761	8.605	15.551	22.754	27.118
Other information technology and computer service activities	11.684	13.135	20.593	32.370	38.000
Data processing, hosting and related activities	3.140	3.526	3.964	12.949	14.211
Web portals	0.057	0.059	0.134	0.276	0.150
Activities of call centres	0.011	0.011	0.007	0.005	0.003
Total BPO/ITES tax revenue	**28.706**	**32.983**	**46.820**	**75.005**	**86.320**
Total tax revenue	**17,126.41**	**19,649.87**	**22,098.06**	**25,209.05**	**27,938.49**
Percentage contribution of IBPO/ITES to total tax revenue	**0.2%**	**0.2%**	**0.2%**	**0.3%**	**0.3%**

Source: Uganda Revenue Authority

2.4 ICT planned investment

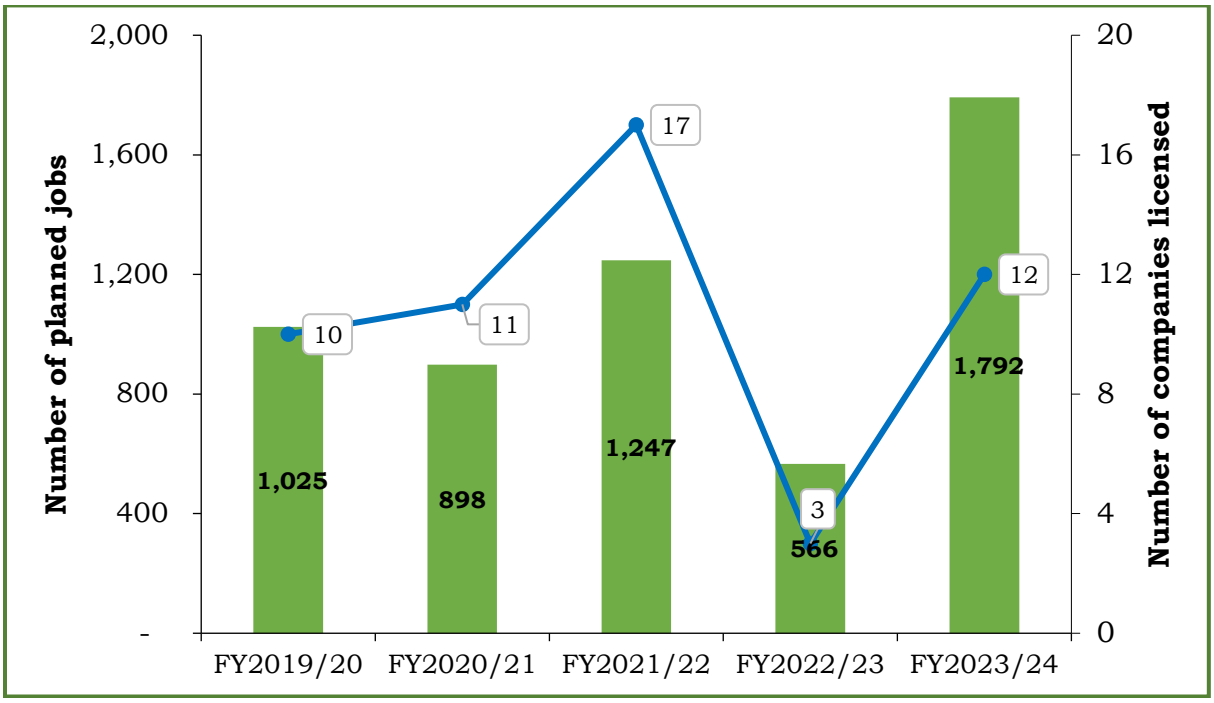
This section contains information on the planned investment projects in ICT in Uganda. It contains statistics on licensed companies, planned capital investment and jobs.

2.4.1 ICT planned jobs, capital investment and companies licensed to carry out ICT projects/ services

The ICT sector experienced significant growth in FY2023/24, with the number of licensed companies for ICT projects/services increasing from 3 in

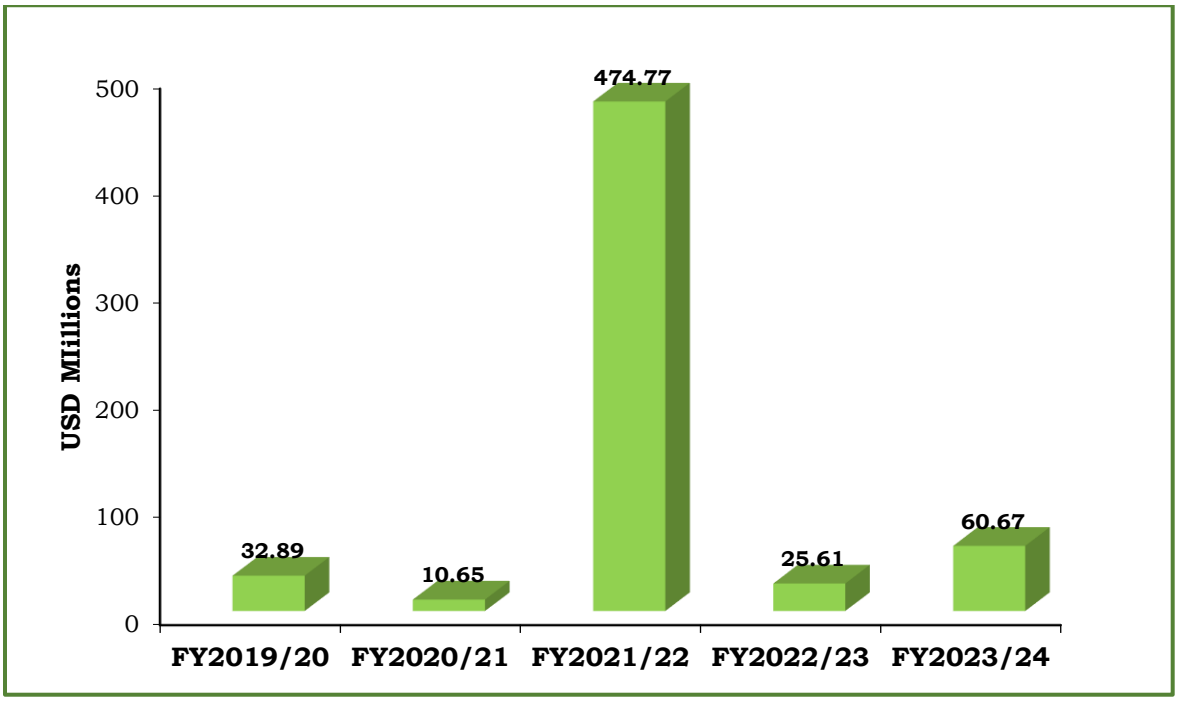
FY2022/23 to 12. This expansion was accompanied by a notable rise in planned jobs within licensed ICT investments, growing from 566 to 1,792. Furthermore, planned capital investment in ICT surged from USD 25.61 million in FY2022/23 to USD 60.67 million in FY2023/24, reflecting heightened interest and commitment to developing the sector.

Figure 18: Planned jobs and number of companies licensed to carry out ICT projects/ services; FY2019/20 – FY2023/24



Source: Uganda Investment Authority

Figure 19: ICT planned capital investment (USD Million); FY2019/20 – FY2023/24



Source: Uganda Investment Authority

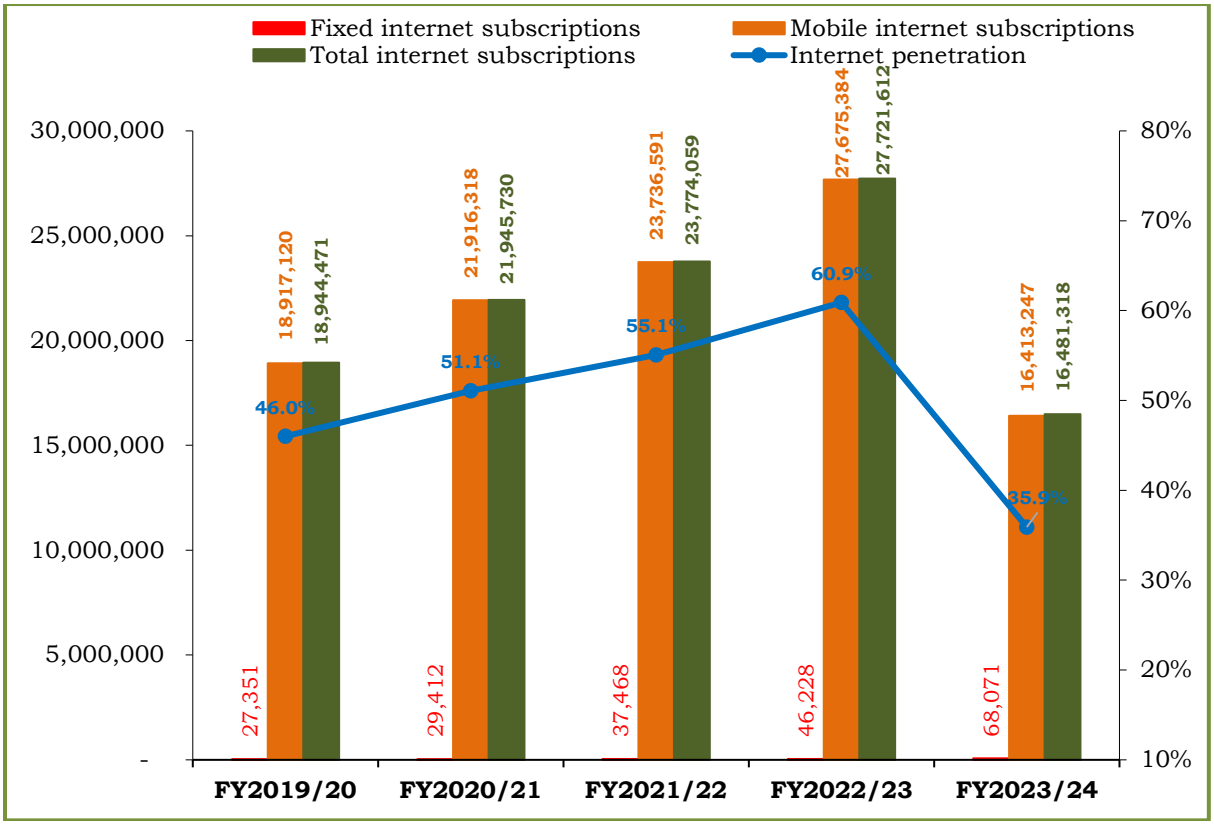
3. INTERNET AND TELEPHONY STATISTICS

This sub section covers statistics on internet and telephone subscriptions; as well as number of phones by type in Uganda.

3.1 Internet subscriptions and penetration

In FY2023/24, mobile internet subscriptions declined by 41% from 27.68 million in FY2022/23 to 16.41million, while fixed internet subscriptions increased by 47% from 46,228 to 68,071. Overall, total internet subscriptions declined by 41%, from 27.72 million in FY2022/23 to 16.48 million in FY2023/24. This growth translates to an internet penetration rate of 35.9 connections per 100 Ugandans.

Figure 20: Internet subscriptions and penetration; FY2019/20 – FY2023/24

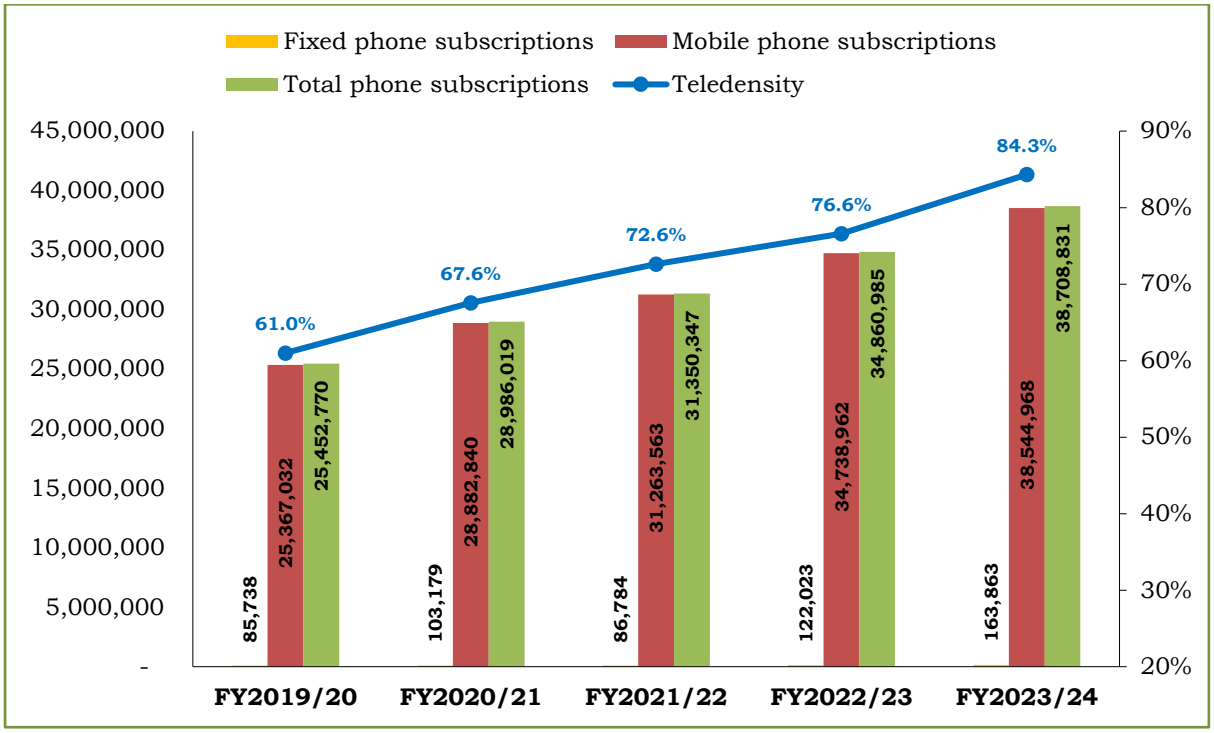


Source: Uganda Communications Commission

3.2 Telephone subscriptions and Tele-density

Mobile phone subscriptions grew by 11% from 34.74 million in FY2022/23 to 38.54 million in FY2023/24. There was an increase of 34% in active fixed telephone subscriptions, rising from 122,023 in FY2022/23 to 163,863 in FY2023/24. These shifts in phone subscriptions collectively led to an 11% increase in total telephone subscriptions from 34.87 million in FY2022/23 to 38.71 million in FY2023/24. Additionally, there was a 10% rise in telephone penetration per 100 subscribers from 76.6 in FY2022/23 to 84.3 in FY2023/24.

Figure 21: Telephone Subscriptions and tele-density; FY2019/20 – FY2023/24



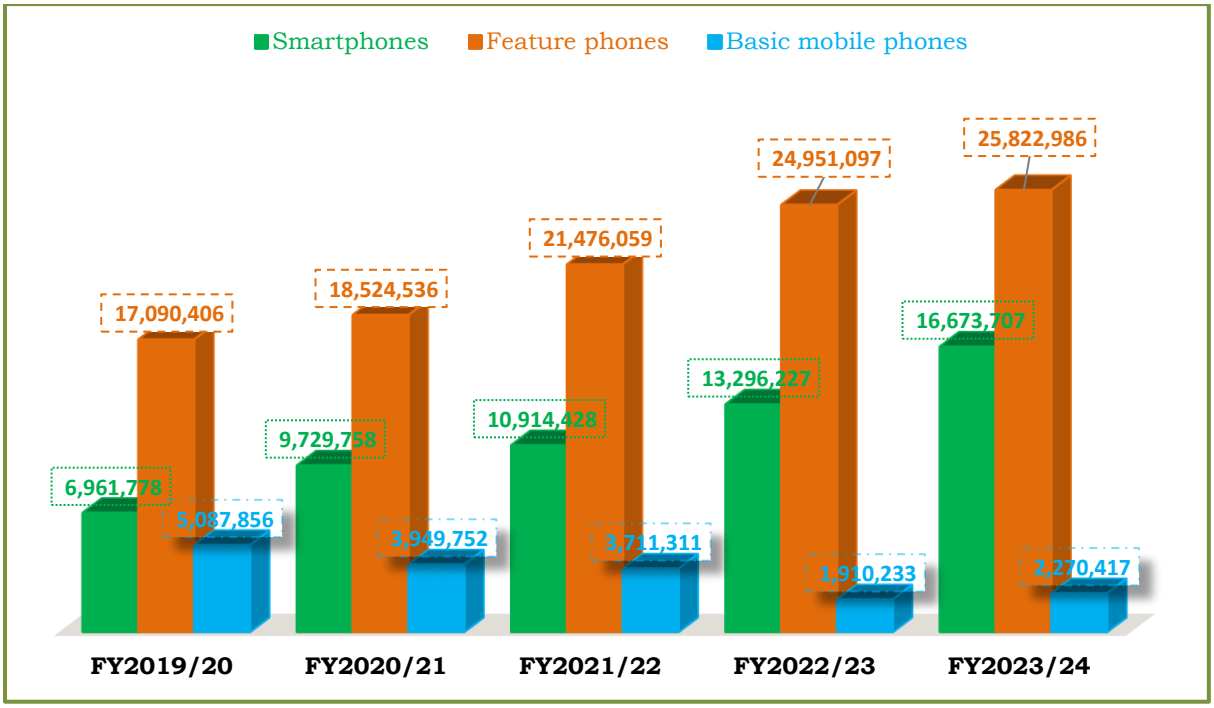
Source: Uganda Communications Commission

3.3 Smartphones, Feature phones and Basic Phones

Smartphone subscriptions increased by 25% from 13.30 million in FY2022/23 to 16.67 million in FY2023/24. Feature phone subscriptions experienced a 3% increase from 24.95 million in FY2022/23 to 25.82 million in FY2023/24. Basic phone subscriptions rose by 19% from 1.91 million in FY2022/23 to 2.27 million in FY2023/24.

This trend indicates a growing demand for digital services, including internet access, mobile applications, and other technological advancements that are typically supported by smartphones and feature phones.

Figure 22: Number of phones by type; FY2019/20 – FY2023/24



Source: Uganda Communications Commission

4. NITA-U OPERATIONAL STATISTICS

This section contains statistics collected from NITA-U administrative reports/records on the business of the organization. It covers the National Data Backbone Infrastructure, e-Government Services, IT Standards, Laws and Regulations, and Information Security.

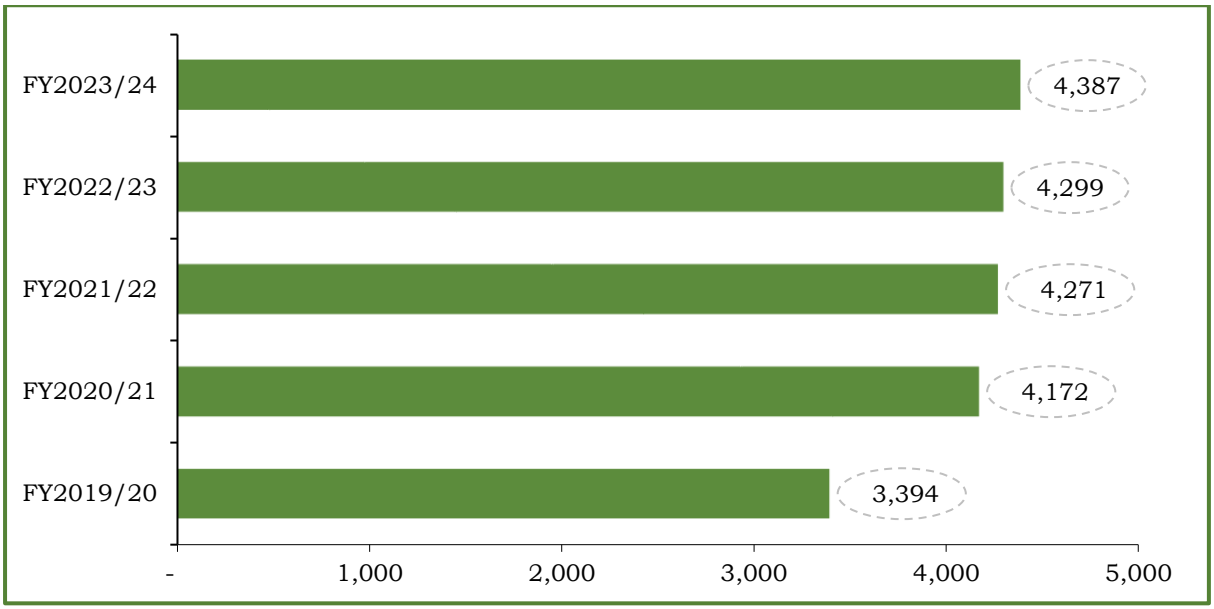
4.1 National Backbone Infrastructure (NBI)

This section provides statistics on the National Backbone Infrastructure whose major aim is to connect all major towns within the country onto an Optical Fibre Cable based Network and entities particularly Government entities. Statistics on the NBI include number of kilometers of Optical Fiber; number of districts covered by the NBI; number of district headquarters connected to the NBI; number of entities and sites connected to the NBI and those utilizing services, and service availability.

4.1.1 Kilometers of Optical Fibre Cable on the NBI

One of the major interventions under the National Development Plan III is the extension of the National Backbone Infrastructure (NBI) to provide connectivity and deliver fast, secure, and reliable e-Government services to the Government Ministries, Departments, and Agencies (MDAs/DLGs), and other target user groups. By the end of the FY 2023/24, an additional 88 kilometers of optical fiber cable were laid, increasing the cumulative total to 4,387 kilometers, covering 57 Districts across the country.

Figure 5: Kilometers of Fiber Optical Cable on the NBI; FY2019/20 – FY2023/24

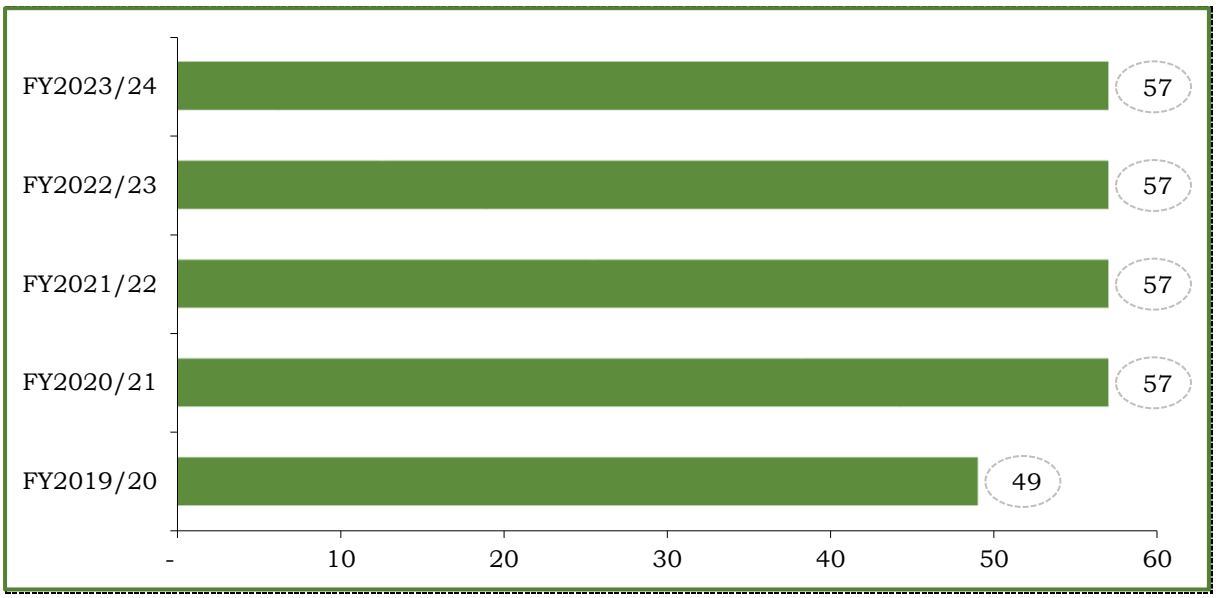


Source: National Information Technology Authority-Uganda

4.1.2 Districts covered by NBI

In the FY2023/24, the number of districts covered by NBI was maintained at 57 (42% of the 135 districts).

Figure 24: Number of districts covered by NBI; FY2018/19 – FY2022/23

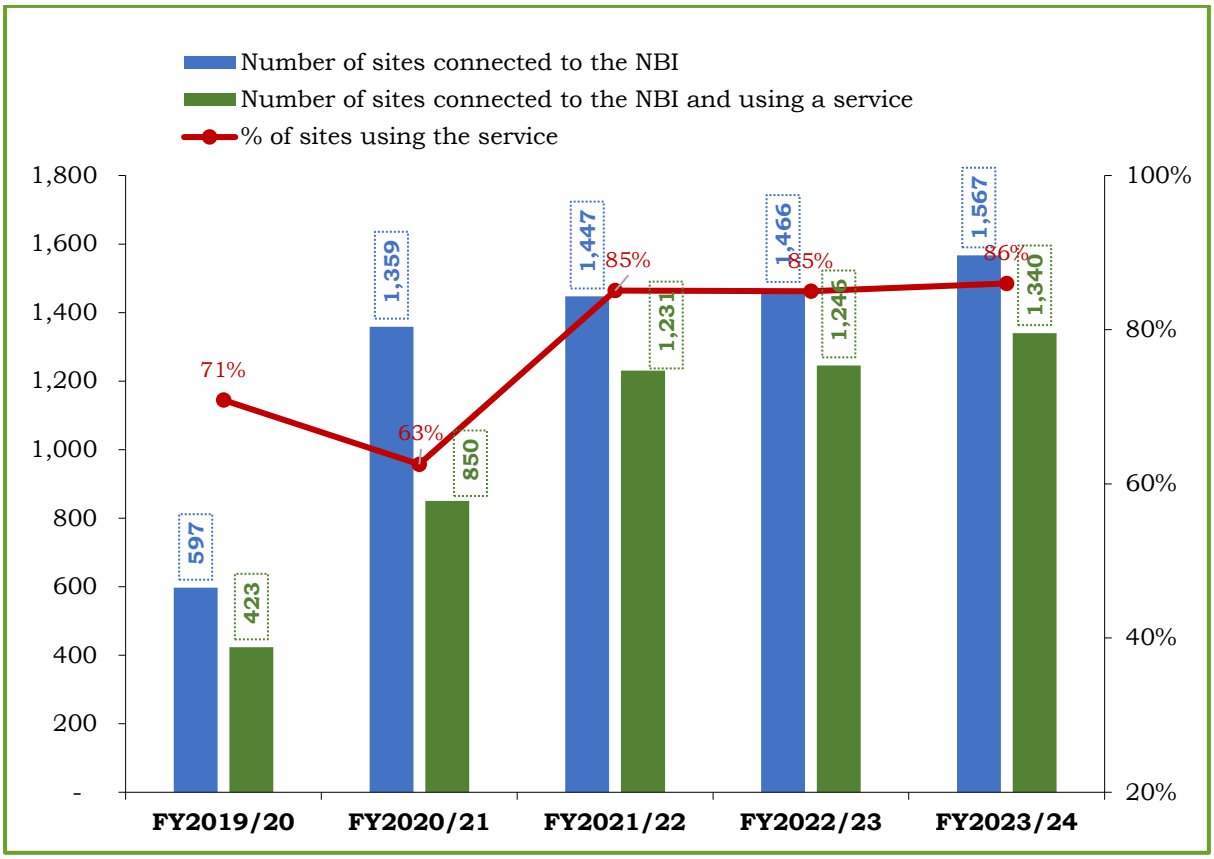


4.1.3 Sites connected to the NBI and service utilization

As at the end of FY2023/24, 1,567 government sites were connected to the NBI. Of the sites connected, 86% were utilizing services over the NBI within this period. This percentage of utilization improved from the previous financial year.

The NBI has established a robust and reliable network that effectively serves a large number of government sites, with stable and consistent utilization. It also suggests a foundation for potential growth and an ongoing commitment to meeting the connectivity and communication needs of government entities.

Figure 25: Sites connected to the NBI and service utilization over the NBI; FY2017/18 – FY2022/23



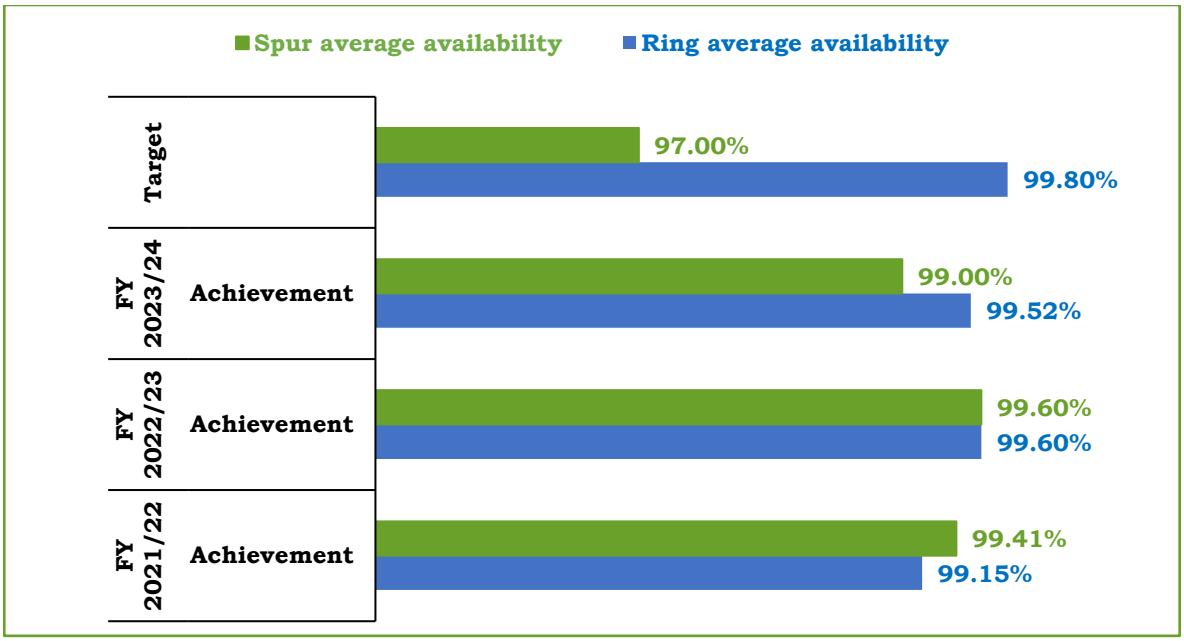
Source: National Information Technology Authority-Uganda

4.1.4 Service Availability of the NBI

In FY 2023/24, the NBI network achieved an average uptime of 99.52% across protected routes, with the Western Ring at 99.37%, the Eastern Ring at

99.57%, and the West Nile Ring at 99.63%. Although this performance fell short of the 99.9% commercial contract target by 0.28%, the shortfall was largely due to damages from road construction and rehabilitation works across the country including unstable power, among, others, which posed significant challenges to maintaining optimal uptime. However, for sites and services supported along spurs on the network, Service Level Agreement average uptime was consistently maintained at 99%, exceeding the 97% threshold.

Figure 26: Service Availability of the NBI; FY2021/22 – FY2023/24



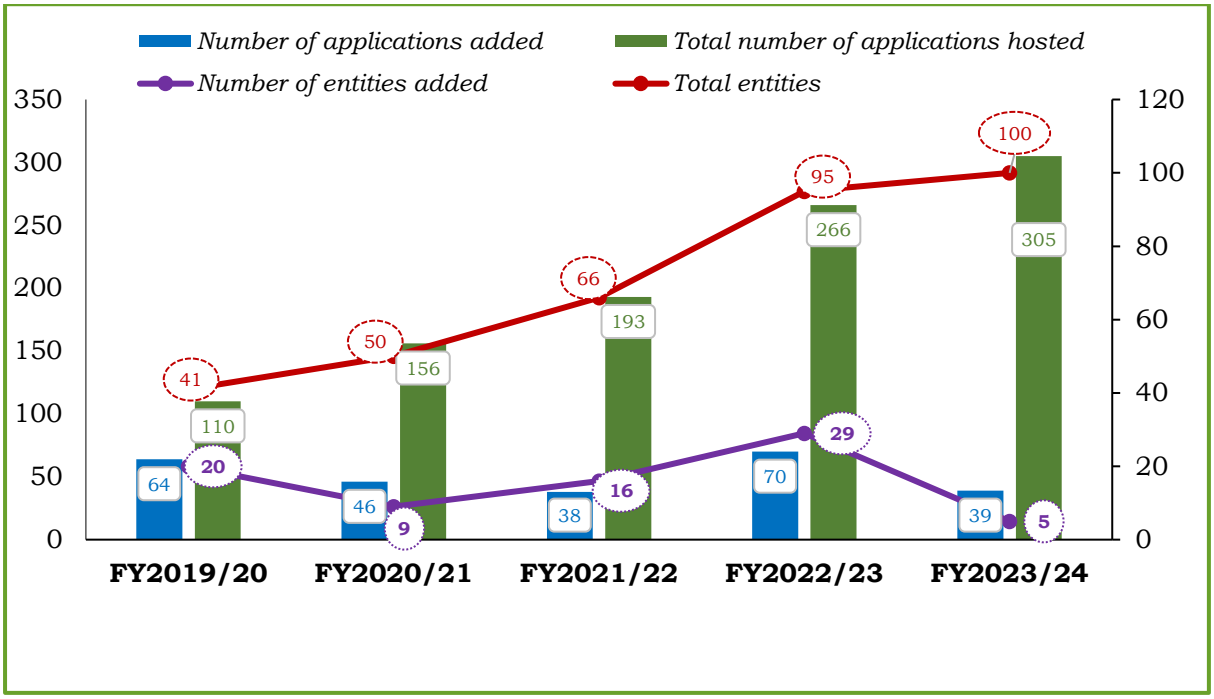
Source: National Information Technology Authority-Uganda

4.2 National Data Centre

Following the approval of the Strategy for Rationalization of Information Technology (IT) Services, the Government of Uganda invested in a National Data Centre with a view of centralizing government data centers and minimizing the cost of building various Data Centre in MDAs. The National Data Centre provides the following cloud Services models; Co-location, Platform as a Service (PaaS), Infrastructure as a Service (IaaS), Software as a Service (SaaS), Disaster Recovery as a Service (DRaaS) and Backup as a Service (BaaS).

In the FY 2023/24, 39 additional applications were hosted at the National Data Centre bringing the cumulative number hosted to 305 from 100 entities. Notably 5 of these entities were hosting their applications at the centre for the first time. It's worth noting that the average uptime of the National Data Centre was 99.5% during this reporting period.

Figure 27: National Data Centre Performance; FY2019/20 – FY2023/24



Source: National Information Technology Authority-Uganda

4.3 Snapshot of e-government services

E-Government enables citizens, enterprises, and organizations to carry out their business with government in a more efficient, transparent, and effective manner. Therefore, NITA-U is championing comprehensive implementation of Information and Communication Technology in government Ministries, Departments, Agencies (MDAs) and Local Governments. The government has setup infrastructure and is promoting the roll out of e-services.

This section presents statistics on the integration Platform (UGhub) and websites developed by NITA-U.

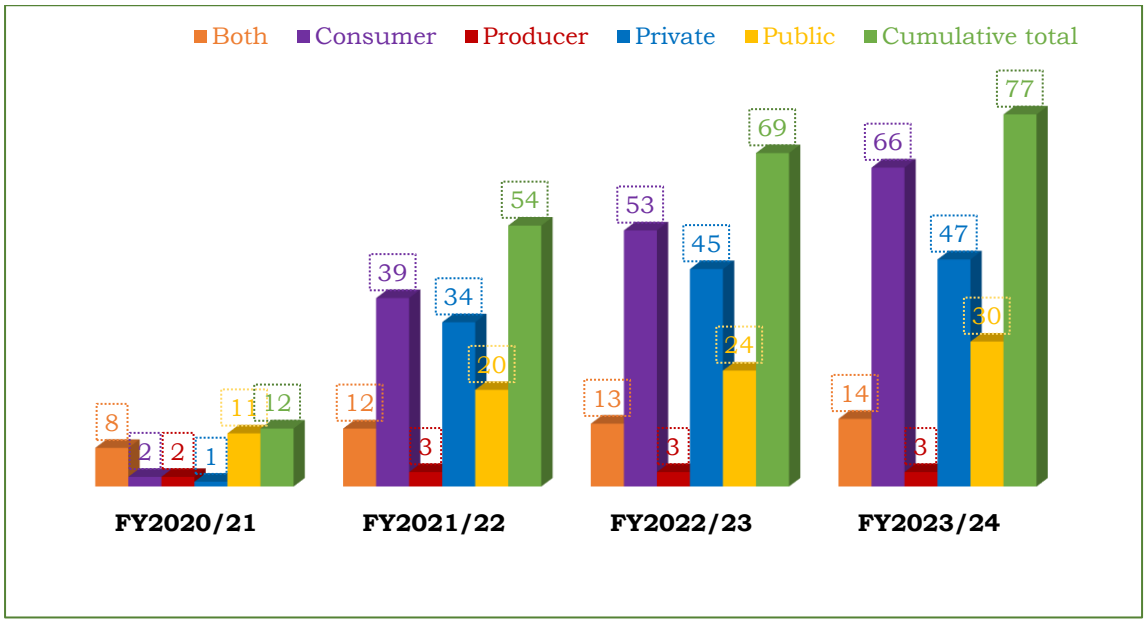
4.3.1 Data Integration Platform

NITA-U is integrating all government systems to a systems integration platform also known as UGhub to enable seamless sharing of data across government systems in a rational, secure, efficient, and sustainable manner.

By the end of FY 2023/24, a total of 77 institutions were actively utilizing the integration platform. These included 3 data producers, 60 data consumers, and 14 entities serving as both producers and consumers. Of these institutions, 30 were government entities and 47 were private institutions. The platform witnessed a 12% growth in institutional usage, a slower increase compared to the 28% growth recorded in the previous fiscal year.

This deceleration in growth indicates a maturing platform, as most government entities with available systems and APIs were onboarded during the initial rollout phase. The slower growth compared to the previous year highlights the need for targeted strategies to foster further adoption, particularly among sectors that are lagging. The challenges faced, including administrative delays, economic conditions affecting service demand, and issues with data-sharing consent, underscore the necessity for improved mobilization and streamlined processes. The broad participation from both government and private entities still reflects the platform's vital role in advancing data sharing and collaboration across various sectors.

Figure 6: Statistics on Data Sharing and Integration Platform; FY2020/21 – FY2023/24



Source: National Information Technology Authority-Uganda

Mobile Service Delivery Gateway

NITA-U implemented the Mobile Service Delivery Gateway for the Government of Uganda, with the major aim of facilitating affordable and efficient communication and e-services delivery to Citizens by all Government entities.

The platform currently provides two services; SMS gateway and USSD services. The SMS gateway was developed to provide a platform for dispatch of SMS in bulk by government entities at affordable prices.

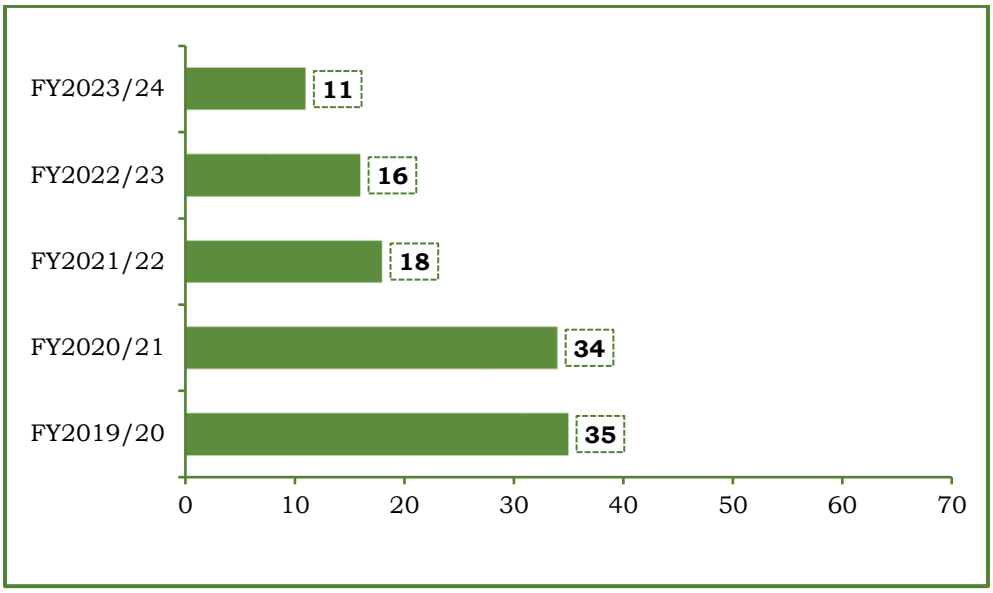
The SMS gateway was developed to provide a platform for dispatch of SMS in bulk by MDAs at 40% reduced price compared to market prices. NITA-U currently charges government UGX19 per SMS compared to UGX25 market price.

By the end of FY 2023/24, the SMS gateway had been rolled out to 18 entities utilizing 22 services. A total of 36,881,645 SMS was pushed through the SMS gateway during this reporting period subsequently saving the government UGX 221,289,870.

4.3.2 Websites developed/revemaped

During the FY 2023/24, 6 new websites were developed, and 5 existing ones were revamped. This brought the total number of website domains supported by NITA-U to 539. In comparison, FY 2022/23 saw the development and revamp of 16 additional MDA/DLG websites, raising the total number of websites hosted and receiving technical support from NITA-U to 537 by the end of that year. The continued growth in website development and support underscores NITA-U's commitment to enhancing digital infrastructure across government institutions, ensuring improved online presence and service delivery.

Figure 29: Number of websites developed/revamped; FY2020/21 – FY2023/24



Source: National Information Technology Authority-Uganda

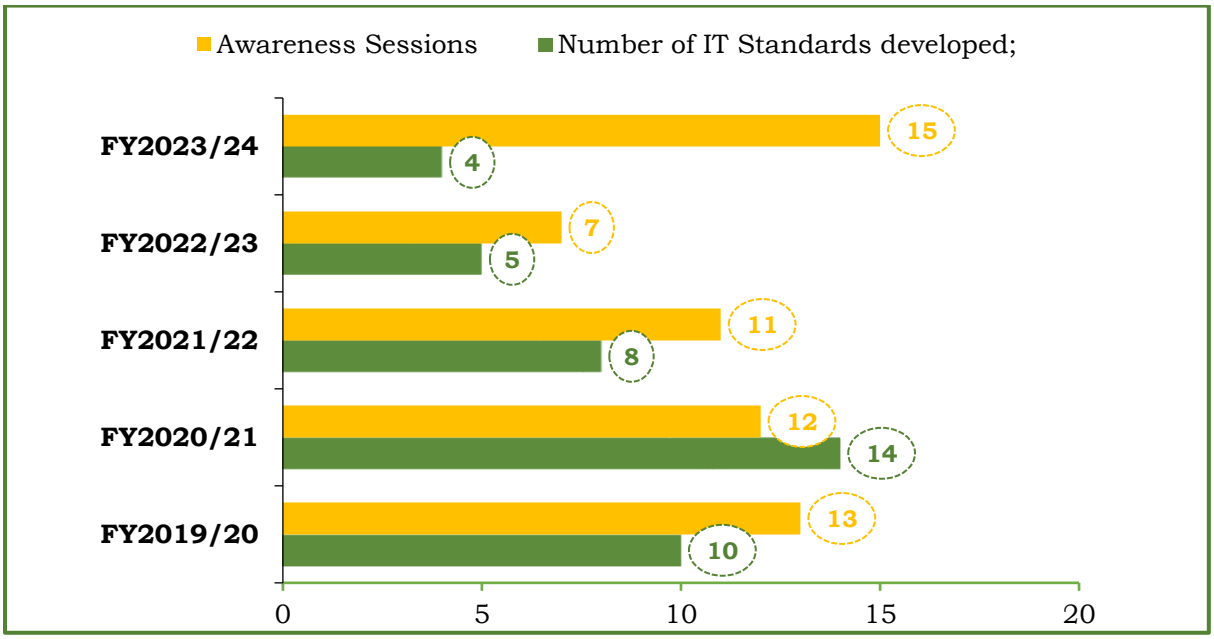
4.4 Development of priority IT Standards

NITA-U is responsible for developing national information technology standards through technical committees made up of subject matter experts from various fields, including academia, industry, and government. In creating these standards, NITA-U prioritizes those that align with the government's development programs and have the greatest potential to advance the country's technological landscape. These standards are crucial

for improving trade, security, and the government's ability to deliver services efficiently, ultimately driving socio-economic development across Uganda.

In FY2023/24, 4 IT standards and 2 policy documents were reviewed, with 15 sensitization sessions conducted across 10 entities to enhance the adoption of IT standards within government. In comparison, during FY2022/23, 5 priority national IT standards were developed, reviewed, and approved by the National Technical Standards Committee. To further promote awareness and understanding, seven informative sessions were held across various public entities, driving greater alignment with IT standards in government operations.

Figure 30: Number of IT Standards developed, and awareness sessions carried out; FY2019/20 – FY2023/24



Source: National Information Technology Authority-Uganda

4.5 Compliance to IT standards

NITA-U conducts compliance assessments in entities against the standards for structured cabling and guidelines; Standards for the acquisition of IT Hardware & Software; E-Government Regulations, 2015 and the Electronic Transactions Act, 2011.

In FY2023/24, 20 compliance assessments were carried out under the annual compliance plan, covering both public and private entities. Among these, 10 entities were evaluated against structured cabling standards and IT hardware and software acquisition guidelines. The average compliance score for structured cabling was 58.4%, while IT hardware and software standards achieved a score of 75.6%.

Table 7: Number of Compliance Assessments and Compliance levels; FY2019/20 – FY2023/24

Financial Year	**Number of Entities assessed**	***Compliance level (average)***	
		Structured Cabling Standards, 2013	Hardware & Software Standards, 2013
FY2019/20	13	62%	76%
FY2020/21	9	-	80%
	11	71%	-
FY2021/22	18	52.9%	55.8%
FY2022/23	20	76%	90%
FY2023/24	10	58.4%	75.6%

National Information Technology Authority-Uganda

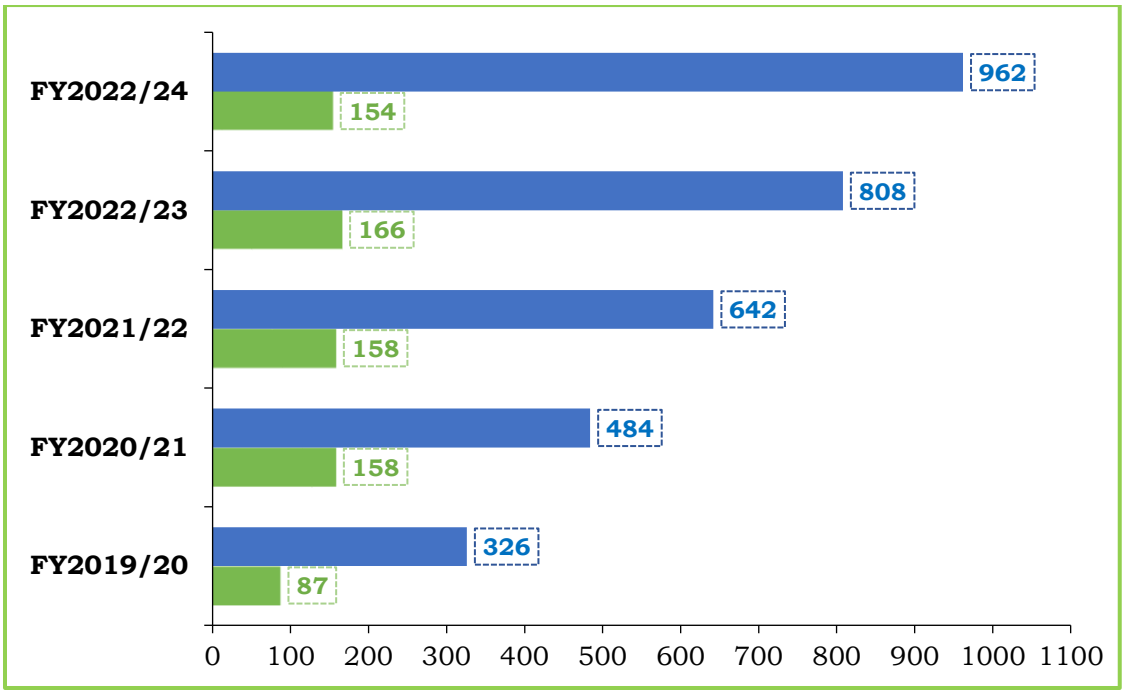
4.6 Certification of IT Service Providers

The National Information Technology Authority- Uganda (NITA-U) certifies and authenticates IT service providers and IT training institutions in Uganda for systematic growth of the sector and warrant of better-quality IT services for the consumers. The certification process enables the assessment/audit of firms to ensure that they are credible and can provide quality IT services to Government and citizens.

By the end of FY2023/24, 154 additional providers of Information Technology Products, Services, and Training were certified, bringing the total number of

certified IT service providers to 962. Furthermore, 244 companies were inspected, and their certifications were renewed. Comparatively, by the end of FY2022/23, NITA-U had certified 166 new providers under the IT Certification Framework, bringing the cumulative total to 808.

Figure 31: Number of Certified Providers of IT Products, Services and Training; FY2019/20 – FY2023/24

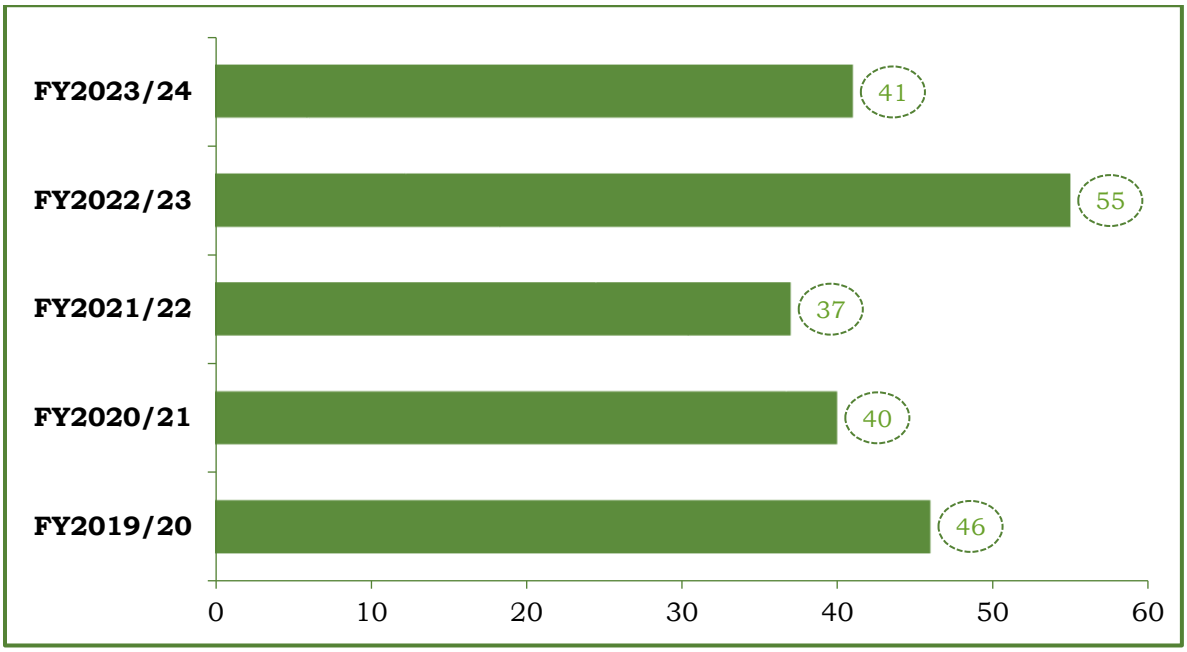


Source: National Information Technology Authority-Uganda

4.7 Cyber Laws and Regulations Awareness

In FY2023/24, a total of 41 awareness sessions and stakeholder engagements were conducted to promote understanding of cyber laws, consumer protection, and the certification of IT service and product providers. Notably, some of these sessions addressed cross-cutting issues, such as youth and women empowerment. However, this represents a decline from the 55 sessions held in FY2022/23.

Figure 32: Number of sensitization sessions on cyber laws and Regulations; FY2019/20 – FY2023/24



Source: National Information Technology Authority-Uganda

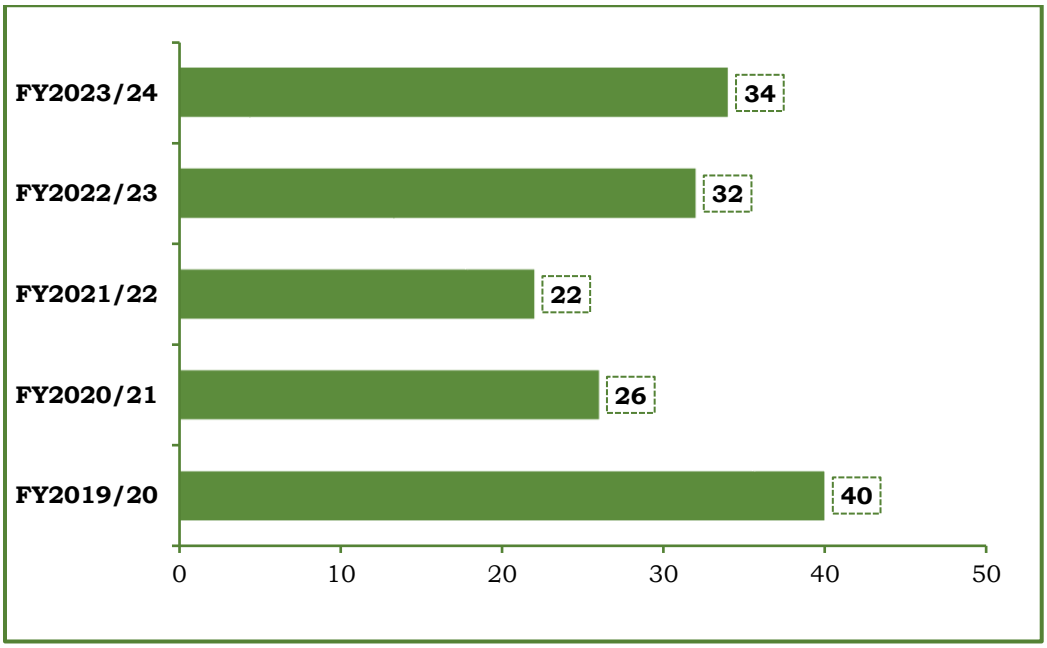
4.8 Information Security

This section presents statistics on Information Security awareness sessions targeting numerous stakeholder groups, Information Security Advisories issued by the National Cyber Security Emergency Response Team/Co-ordination Centre (CERT/CC), entities implementing National Information Security Framework, privacy protection for personal or confidential data collected, processed, and stored as well as the availability for hosted public services.

4.8.1 Information Security awareness sessions

In order to improve the information security hygiene in the public, 34 information security awareness sessions were conducted both in the private and public entities in FY 2023/24. This marked an increase from the 32 sessions conducted in FY 2022/23.

Figure 33: Number of Information Security Awareness Sessions; FY2019/20 – FY2023/24



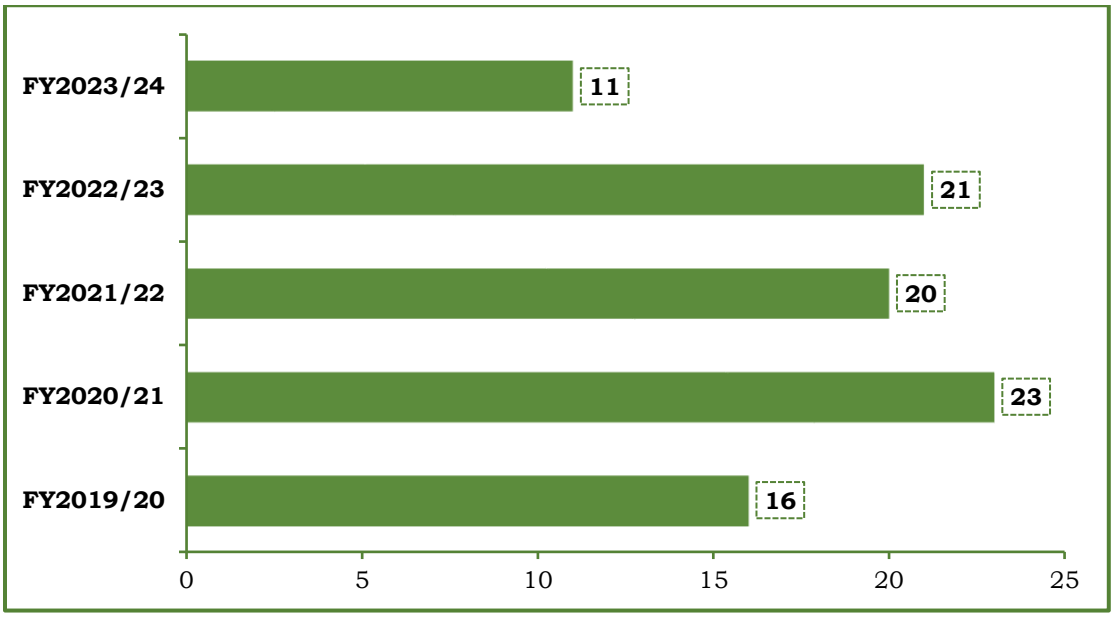
Source: National Information Technology Authority-Uganda

4.8.2 Compliance with the National Information Security Framework

To protect public resources and systems from potential cyber-attacks and associated risks such as cyber terrorism, the Government of Uganda put in place structures and mechanisms to operationalize the National Information Security Framework (NISF). NITA-U conducts annual NISF assessments in public entities to ensure that they are implementing the National Information Security Framework. NISF implementation assessment and remediation roadmaps are then developed for the assessed entities.

In FY2023/24, a total of 11 MDAs were compliant with the National Information Security Framework (NISF) compared to the 21 MDAs that were compliant in FY2022/23.

Figure 34: Number of entities compliant with the National Information Security Framework; FY2019/20 – FY2023/24



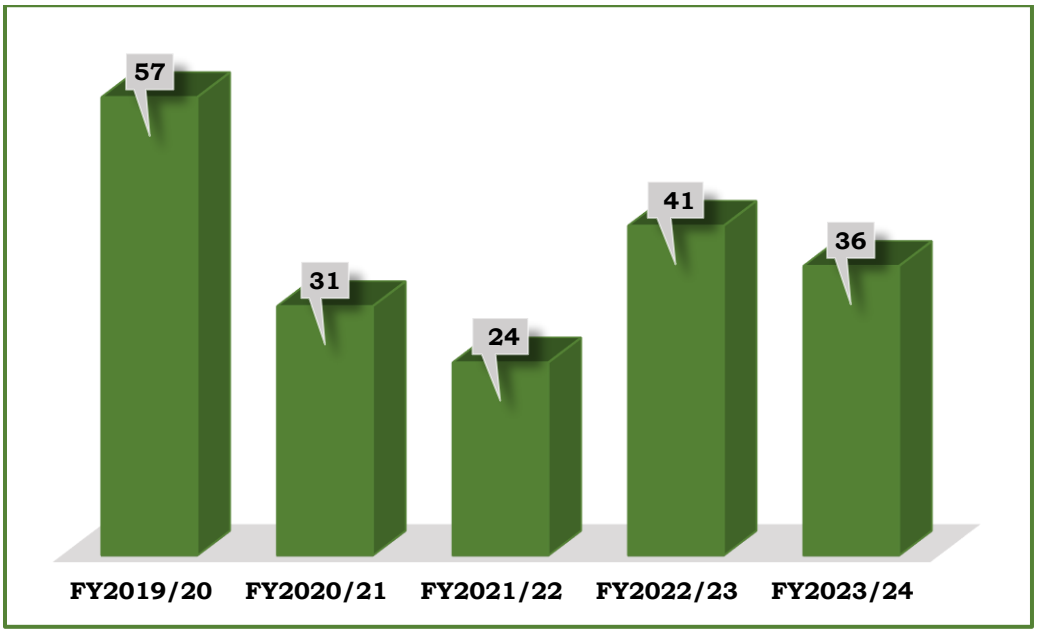
Source: National Information Technology Authority-Uganda

4.8.3 CERT Advisories and Alerts disseminated

The implementation of the National CERT digital forensics solution was completed in February 2021. The CERT facilitates both computer and mobile forensic investigations. Furthermore, it has been established to support the security monitoring of the Cloud Infrastructure as well as provide support to MDAs in responding to Cybersecurity incidents.

In FY2023/24, routine cybersecurity monitoring of shared e-services resulted in the issuance of 36 cyber threat advisories, a slight decrease compared to the 41 advisories issued in FY2022/23.

Figure 35: Number of advisories and alerts disseminated annually; FY2019/20 – FY2023/24



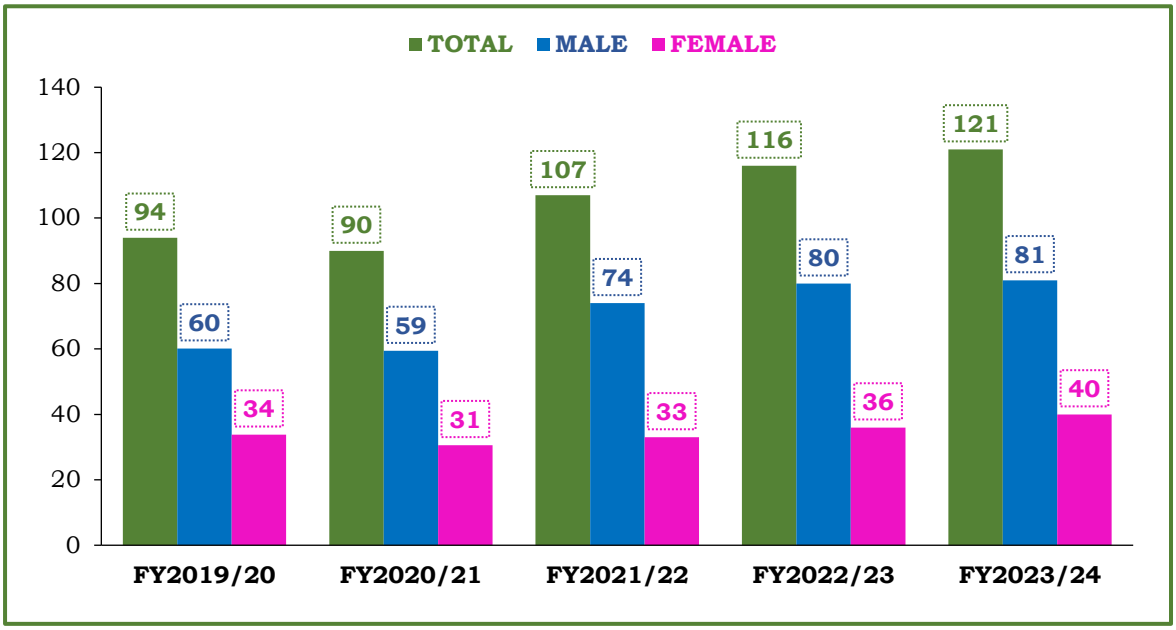
Source: National Information Technology Authority-Uganda

5. NITA-U HUMAN RESOURCES STATISTICS

5.1 NITA-U Staff by Gender

This section covers statistics on NITA-U staffing levels by gender. In the FY2023/24, the total number of NITA-U staff increased from 116 recorded in the FY2022/23 to 121. This increase is attributed to the recruitment of additional staff to support the UDAP-GoVNet project. Notably, gender distribution improved, with the percentage of female staff rising from 31% to 37%, reflecting a positive shift towards greater gender diversity within the organization.

Figure 36: Number of NITA-U staff by Gender; FY2019/20 – FY2023/24



Source: National Information Technology Authority-Uganda