MINUTES FOR RWANDA INTERNET GOVERNANCE FORUM-RW-IGF 2014

Kigali, 30 September 2014, Gorilla Golf Hotel NYARUTARAMA

Theme: Creating an enabling environment for the development and growth of local Internet content.

RW-IGF 2014 moderator was Mr. Ghislain NKERAMUGABA, the CEO RICTA. The agenda of the day was presented to the participants.

<u>**Agenda**</u>

Time	Activity	Responsible
8:00- 9:00	Arrival of Guests	
9:00- 9:10	Welcome remarks	Mr. Clement UWAJENEZA RICTA Chairman
9:10- 9:30	Opening Remarks	Hon. Jean Philbert NSENGIMANA Minister of Youth and ICT
9:30-10:45	Presentation on RW- IGF Objectives	Mr. Ghislain NKERAMUGABA CEO RICTA
10:45-11:05	Presentation Rwanda Content- A backward- Forward perspective	Mr. Eddy KAYIHURA CEO BSC
11:05- 11:30	Tea Break- Group Photo	
11:30- 12:30	Panel session + Q&A sessions	
12:30- 12:45	Closing Remarks Special Announcement- SMART RWANDA DAYS 2014	
12:45-13:30+	Lunch	

After presenting the agenda to the participants, he invited RICTA Chairman Mr. Clement UWAJENEZA to give some welcome remarks and welcome the Hon. Minister.

In his introduction, he briefly introduced the focus and the main purpose of having AKAMAI cluster in Rwanda. He noted that it would be faster and affordable when AKAMAI Cluster is hosted in Rwanda.

After recognition of some people from Partners, the RICTA Chairman welcomed the Hon. Jean Philbert NSENGIMANA, the Minister of Youth and ICT to officially open the meeting.

Under the theme "**Creating an enabling environment for the development and growth of local Internet content**" the Minister said this is a very important meeting because the governments of different countries globally and highly value it.

The Minister further noted that the Internet Governance Forum (IGF) is the only forum in Rwanda that discusses matters concerning the internet governance therefore all institutions concerned like Academic Institutions, Telecom industries, government institutions, business companies, etc. should be invited to discuss this matter of internet governance.

He also said that these all institutions constitute a very important role in setting up Internet governance community. We must have a multistate industry concerned with Internet governance, the Minister noted.

In his speech, the Minister focused on three (3) main important points:

1. How do we plan to build a vibrant ICT community in Rwanda? Under this point he highlighted some points like Policy outcomes, serving members and to understand the gap.
2. How can we build a vibrant Internet community?
3. What does it take to have a good content company and what can government do?

Rwanda's Minister of Youth and ICT, Jean Philbert NSENGIMANA, said IGF provides a unique platform for participants to consider the progress ICT sector has made towards national development and renew strategies and partnerships to advance the country's inexorable move from resourceful economy to knowledge based economy by 2020.

"IGF Rwanda sends an indication to all the actors in the development arena to prove how "Internet governance" they are in their respective domains. The focus remains on the role of innovation in transforming Education, Telecom industry, Agriculture, Government Service Delivery, Business companies and the community in general". He said that we are soon seeing a vibrant Internet community that creates job opportunities in Rwanda.

Minister NSENGIMANA highlighted that "For the IGF Rwanda specifically this year choosing "Creating an enabling environment for the development and growth of local Internet content" as a theme, is the detection that Rwanda's internet content is growing faster and the potential for an even bigger contribution to national GDP is yet to be unleashed". The Minister said that other countries like Brazil and USA, Internet companies have contributed a lot to their economies and this is yet to be seen in Rwanda. The challenge here is the low level of involvement and awareness, but that is why we lay platforms like IGF, SMART Rwanda Days, etc.

In Rwanda, we need to understand the Market (Supply Vs Demand). The findings by ISOC (Internet Society) elaborates that our content market is messed up. It is costly and the security of our content. What can government do? How do we make companies like UMUSEKE host here in Rwanda? How do you survive? How can we unlock the content market as a country?

Minister NSENGIMANA closed his opening remarks telling the participants that the government is ready to respond to challenges concerning the Internet governance in Rwanda.

After the opening remarks, the following was the presentation on RW- IGF Objectives by Ghislain CEO RICTA. He noted that the Infrastructure is okay and the remaining is content. In his presentation, he explained the key aspects, IGF- Nature and Purpose, Inclusiveness and Participation and the RW- IGF Objectives.

IGF – Nature and Purpose

- He told the participants that the Internet Governance Forum (IGF) serves to bring people together from various stakeholder groups as equals, in discussions on public policy issues relating to the Internet.
- The CEO RICTA affirmed the IGF Mandate: Paragraph 72 of the Tunis Agenda

  "**We ask the UN Secretary-General, in an open and inclusive process, to convene, by the second quarter of 2006, a meeting of the new forum for multi-stakeholder policy dialogue—called the Internet Governance Forum (IGF)**"

Mr. Ghislain NKERAMUGABA, the CEO RICTA told the IGF participants that Multi-stakeholder approach would help in making Internet Governance Forum fruitful in Rwanda.

He also said that last RW-IGF was held in 2012 and it would be good if such IGF meetings were held at least every year. The main objective is to run an open forum on policy issues pertaining to Internet.

RICTA CEO said that RW-IGF structure should be defined to ensure continuity and RICTA can host the IGF Secretariat.

Inclusiveness and Participation

It is very important to participate in both local & International IGF meetings, CEO RICTA highlighted. Some continents (incl. Africa) have been absent from the global discussions/forums on Internet (IGF, NETMundial, ICANN).

CEO RICTA told the participants that the foundation has been built:

- Policy frameworks have been put in place
- Infrastructure (Datacentres, backbone, 4G LTE, etc.) have been built,
- International fibre cables carriers (SEACOM, TEAMS, ESSAY);
- Country code top-level domain (ccTLD) .RW has been re-delegated to Rwanda.

Having achieve this much, the next step is to develop LOCAL CONTENT

Let us start at this small level, and then we will be where we want to be in future. The more we host outside, the more expensive the content will be, CEO RICTA stated.

RW-IGF 2014 Backward – Forward Perspective (Presentation by Eddy Kayihura, CEO BSC Ltd)

INTRODUCTION

In his introduction, Mr. Eddy said that Rwanda is towards "Knowledge-based Economy". Infrastructure projects: Backbones (MTN, Liquid, and RDB), Datacenters, RPKI, etc. are present and naturally, the next step is the development of local content, said Mr. Eddy KAYIHURA.

The key issues – challenges are most of Rwandan content is hosted outside of Rwanda, high cost of transit capacity to get that content to Rwanda, cost of hosting locally is way too high compared to USA/EUROPE and Scarcity of local skills (DNS, Web, Streaming Hosting etc.)

He used an example of "Amateke" (yams) grown in Rwanda and is sold on USA market. And each morning, Rwandans wake up fly to USA/Europe to buy the "Amateke": most of Rwandan content is hosted outside Rwanda, and this turn out to be expensive to Rwandan Internet users, who fetch that content outside of Rwanda.

Current existing hosting facilities has low occupancy rate, combined with lack of economies of scale pushes the hosting prices high. Eddy also said that market demand is still low and cost of power is quite high, thus high operating costs.

Eddy KAYIHURA highlighted that there is progress and some achievements:

- RINEX is operational (since 2005);
- An instance of the I-Root server is installed at RINEX;
- For the Content localization, efforts have been put in place to bring content closer to the users: an Google Cache is hosted in BSC Ltd, and its content is being shared among the RINEX peers. An AKAMAI cluster is in the process of being installed. The cluster shall serve content such as Facebook pages and Microsoft Windows updates among other content.

Speaking about future Perspective, Eddy told the participants that there is still a huge amount of content, which is neither outside nor in Rwanda (e.g. educational content, online services, etc.): content that is not published.

RW-IGF 2014 Panel Session

A panel formed by the following persons sat for the panel session. The main objective was to gather insights that would help Rwanda to unlock the challenge of low localized local content;

- Eddy KAYIHURA, CEO of BSC Ltd;
- Alex NTALE Director of the ICT chamber of the Private Sector Federation,
- Jimmy RUTABINGWA, CEO of IMAGINET Ltd;
- Louise KALISA, Datacentre Manager at Africa Olleh Services (AOS) and
- Marcel MUTSINDASHYAKA, CEO of UMUSEKE Ltd.

Among the issues raised that need to be tackled in order to grow the localized local content, were:

- To <u>reduce the high costs associated with datacentre operations</u> in Rwanda. This includes mainly the price of electricity. New technologies and concept such as "Free cooling" could be leveraged to reduce the cooling costs. Studies, researches and investigations should be done to assess if cold regions (Karisimbi Mountain, Gicumbi district) could host datacentres (DC) in Rwanda.
- <u>Infrastructure sharing policies</u>; the infrastructure sharing policy should be extended to encompass facilities such as datacentres. This should help drive down the costs of datacentres' operations;
- <u>Aggressive and impactful pricing strategy</u>; there is need for datacentres infrastructure owners (MTN, AOS and Liquid Telecom) to explore some aggressive pricing strategies to grow and create economies of scale. Such initiatives would "spark" demand for hosting of local content, locally.
- <u>Understand and quantify the size of the hosting market</u>: it was noted that there is a need to conduct researches in order to understand the type and quantity of local content. Such data

would help and guide potential investors as far as local content hosting business is concerned.

- Financial payment tools readiness: The development of localized local content is tied to the development and the availability of the financial payments instruments. Electronic Commerce (E-Commerce) websites will only flourish and increase when there will be means of electronic payment.
- Organizing markets: Markets and industries need to be more organized prior to seeing more development in hosting businesses: web developers and IT engineers need a systematic and well defined path to engaging with businesses in those markets and industries.
- Internet development framework: There is a need to develop an Internet framework. Such framework would help tackle the various challenges the Internet industry is facing.
- Privacy and Data protection & Copyright protection: Privacy and data protection, as well as Copyright protection, are paramount to the development of local content. The content owners and the users need a minimum level of protection in order to engage each other.
- The "chicken and egg" dilemma – Should the establishment of datacentres stir up the development of local content or it is the other way round? It was noted either the establishment of datacentres or the development of localized local content; both need to be addressed concurrently.
- Capacity building: It was noted that there is still a continuous need of building capacity in regards to the development of local content, IT skills, etc.

Conclusions and Recommendations:

The following recommendations were made:

1. To use Kinyarwanda for IGF meeting;
2. Some Government Institutions have 10% of their content online; there should a push for all institutions to upload all information online;
3. To prioritize the awareness of local content and critical infrastructure to the whole internet community;
4. To have platform channels to make local content available;
5. To request datacentres to have packages;
6. To create educational research networks where educational content can be transferred at a low cost;
7. To develop IT skills for datacentres operatives;
8. To request datacentres service providers to have a 24/7 customer support facility.
9. To understand the market and make packages that suit clients' needs;
10. To encourage the development of local content as per the demand and supply principles;
11. To promote mind-set shift campaigns on penetration of ICT, tele-centres and service support.
12. To encourage ISPs to form an association (if it does not exist already);
13. To encourage the establishment of policies that support the development of local content;
14. To encourage the development of local content by promoting completion and ranking of websites;
15. RW- IGF to be an annual event that involves other sectors (not only ICT);
16. That an ICT readiness index be elaborated (to assess the readiness of local content development);
17. PSF to find investors that can invest in content development and
18. That RICTA develops a local content strategic plan document in place.