

EACO WG 3 REPORT TO THE 24TH CONGRESS AND 27TH ASSEMBLIES HELD FROM 6TH TO 9TH JULY 2021

Date: 6TH JULY 2021

1. Introduction

Working Group 3 on Consumer Protection, Quality of Service, ICT Applications and Cybersecurity has three (3) Working Parties i.e. Working Party 1 addressing Consumer issues, Working Party 2 handling Quality of Service and Working Party 3 charged with ICT Applications and Cybersecurity. The three Working Parties constituted addressed the Working Groups Terms of Reference (ToR) as per *Annex I*.

The leadership of these Working Parties has been instrumental in progressing the work of the Working Group. The Working Group held seven online meetings July 2019 and June 2021. Delegates from Kenya, Uganda, Burundi, South Sudan and Rwanda attended the online meetings. Tanzania was not represented in these online meetings. During these online meetings, the Working Group progressed its various assignments.

The Working Group leadership held a virtual retreat on 24th November 2020 to review the Working Groups progress report in relation to mid-term review of EACO Strategic Plan 2018 – 2023. Subsequently, the Working Group participated in EACO's Strategic Plan mid-term review retreat held virtually between 3rd – 5th March 2021. The Working Group made its submission for consideration during the retreat.

2. Detailed Report

During the 2019/21 period, the Working Group focused on the following Terms of Reference (ToR):

- a) Develop a methodology for Quality of Service and Quality of Experience for ICT networks.
- b) Develop guidelines on addressing cyber security issues.
- c) Develop a manual on harmonized strategy to address risks in mobile financial services.
- d) Development of regional strategy for establishing and operationalization of Computer Emergency Response Teams (CERTs).

The following ToRs were revised during the Strategic Plan Review for various reasons outlined below.

- a) To develop a framework on implementation of SIM Card registration - EXCOM recommended to the Working Group to drop the activity because the subject might be political.
- b) Carry out a study on development and provision of ICT enabled services (e-services)- The activity requires budget which was not available during the study period. The Working Group prepared ToRs for consideration should budgets allow.
- c) Develop a Manual on harmonized strategy to address risks in mobile financial services – This ToR resulted from the merging of the two strategic activities: Development of manual on consumer risks on MFS & Development of strategies to address issues/risks in mobile financial services.

3. Status of the Working Group's Activities for study period (2019/2021)

Below is the status of the Working Group's activities:

- a) Develop a methodology for Quality of Service and Quality of Experience for ICT networks – The draft EACO Guidelines for Quality of Service for mobile voice service are ready.
- b) Develop guidelines on addressing cyber security issues – These guidelines are still under development.
- c) Develop a manual on harmonized strategy to address risks in Mobile Financial Services – The draft document structure is ready.
- d) Development of regional strategy for establishing and operationalization of Computer Emergency Response Teams (CERTs) – The draft regional strategy is ready.

4. Challenges and Recommendations

The Working Group progressed its work during cycle. However, some of the challenges faced were:

- Inconsistence of attendance: some countries changed their representatives in the working group without a handover between the formal and the new member.
- Unavailability of subject matter experts for both physical and online meetings;
- Irregularity in participation: some members do not attend WG3 meetings regularly and this affects the assigned tasks.
- Budget constraints: Some activities require physical meetings which are no longer held due to budget constraints.

- Lack of physical meetings: the previous formula was helpful as physical meetings were coupled with online meetings.
- No participation of operators while there is a need to consult them for some issues.
- Limited or absence of training for WG members due to limited budget.

The Working Group recommends:

- EACO secures and facilitates physical meetings and trainings to facilitate the finalization of the Working Group's activities.
- Member countries to dedicate and facilitate its officers to specific Working Groups for consistency and continuity.
- Each country to consult adequately before the working group meeting and collect inputs to the documents in elaboration.
- Each country/NRA to encourage operators to attend working groups meetings.

5. Conclusion

- a) The Regulatory Assembly is invited to note, consider and adopt Working Group 3 report for the period July 2019 to June 2021.
- b) Provide guidance on the Working Groups activities as it may deem fit.

Annex I: WG 3 Terms of Reference

No.	Term of Reference (ToR)	Activities	Deliverable
WP1: Consumer Issues Chaired by Mrs Caroline Murianki – CA, Kenya			
1.	Develop a manual on harmonized strategy to address risks in Mobile Financial Services	<ul style="list-style-type: none"> Defining risks that consumers are facing with Mobile Financial Service. Develop strategies to address issues/risks in mobile financial services. 	A recommendation to regulators in regards with consumer protections in mobile financial services
WP2: QoS Chaired by Ms. Fiona Kamikazi – UCC, Uganda			
2.	Develop a methodology for Quality of Service and Quality of Experience for ICT networks	Identifying QoS and QoE measurement methodology.	Documented methodology on measurement and monitoring of QoS and QoE parameters.

ICT Applications and Cybersecurity Chaired by Mr. Dennis Loyatum– CA, Kenya

3.	To recommend strategies for establishment and operationalization of Computer Emergency Response Team (CERTs) in each EAC member countries.	Review status of implementation of cyber security national frameworks, including establishment and operationalization of national CERTs.	Strategy document
4.	Develop guidelines on addressing cyber security issues	Benchmark and develop guidelines for information exchange by National CERTs.	<ul style="list-style-type: none"> • Guidelines. • National CIRT/CERTS become members of global organizations such as FIRST