



# IMPACT OF COVID-19

### Education



### Work



### E-commerce



### Health

#### YOUR HEALTH MATTERS

-  Maintain social distancing.
-  Ensure you sanitize your hands regularly.
-  Kindly wear your masks at all times within the hospital.
-  Only 1 relative should accompany the patient to clinics.

### Transport



### Businesses



### Digital payments



# Technology's Answer to COVID-19



### Contact Tracing (infected & suspected COVID-19 cases)

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### Education (Online learning/Admissions/Graduations)

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### Enabled Business Continuity & Working from Home



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### Boosted E-commerce

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### Proliferation of innovations (agriculture/health/transport/payments/economy)

## Technology's Answer to COVID-19 .../



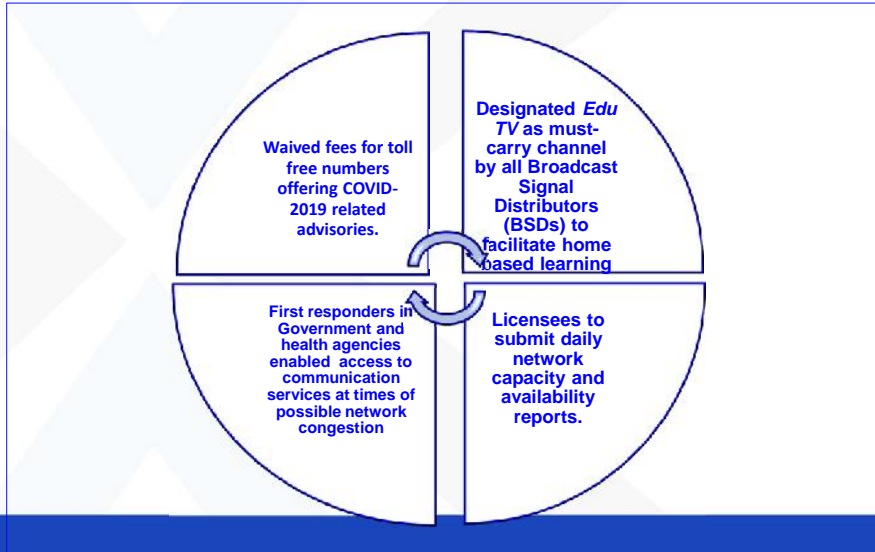
- Entertainment
- Cashless payments
- Accelerated Digitization
- Enhanced Service Delivery
- ICTs Taking Centre Stage in Socio-economic Development

## CA's Response to COVID-19



- Designated a short code as an emergency number to facilitate business continuity for MSMEs – KEPSA.
- Facilitated MNOs with additional resources to meet increased demand for data and Internet services.
- Facilitation and classification of courier operators as essential services to deliver foodstuff and medical supplies
- Enhancement of cyber security surveillance to protect internet users


# CA's Response to COVID-19..!



# Cyber Security Challenge



## The Answer




### CAPACITY BUILDING


Training of frontline cyber security professionals

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Equip them to handle the rising risks of cyber threats especially as we transform to a digitally connected nation.



## The Answer




### ENHANCED ACCESS


Internet access to unserved and underserved areas

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Internet accessibility to all in Kenya as a means of facilitating digital connectivity especially for essential services.



## Report Cybercrime



COMMUNICATIONS  
AUTHORITY OF KENYA

### National KE-CIRT/CC

#### Reporting Incidents

**Web Portal**

<https://www.ke-cirt.go.ke>

**Cyber Incidents**

- \*Hacking
- \*Child abuse
- \*Cyberbullying
- \* Online fraud
- \*Online Impersonation / Identity Theft
- \*Malicious software (malware)
- \*Online abuse
- \*Cyber Stalking
- \*Domain Incidents
- \*Social Engineering

**Hotlines**

+254703042700  
+254730172700


**Letter**

Director-General,  
Communications Authority of Kenya,  
P.O. Box 14448 - 00800,  
Nairobi.


**Email**

[incidents@ke-cirt.go.ke](mailto:incidents@ke-cirt.go.ke)


**Visit Our Office**  
CA Centre, Waiyaki Way




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## After COVID-19



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*Source: World Economic Forum*

## Old Question Asked A New



MBA-ish - Workplace Satire   
 @MBA-ish

Who led the digital transformation of your company?

- A) CEO
- B) CTO
- C) COVID-19

## The Future



The image shows a grid of three panels, each with a visual illustration and a text label below it. The first panel on the left shows a hand holding a glowing blue sphere with the text 'DIGITAL TRANSFORMATION' and 'A DIGITALLY TRANSFORMED NATION'. The middle panel shows a robot holding a shield with the text 'A DIGITALLY SECURE NATION'. The third panel on the right shows a glowing wireframe human figure with the text 'A DIGITALLY RESILIENT NATION'.

# Reflect. Reimagine. Reset



"The pandemic represents a rare but narrow window of opportunity to reflect, reimagine, and reset our world."

**Klaus Schwab**  
Founder and Executive Chairman, World Economic Forum



*Thank you!*