

**Principal's Speech at the Award of Certificates Ceremony for the
Certificate in BPO/ITES 2012 Cohort**

Thursday 21st March 2013

Acknowledgements:

The Director SCI, Members of the BPO/ITES Project Team, Students, distinguished guest, Ladies and Gentlemen.

Welcome to SCI and the BPO/ITES centre etc.

It is great pleasure to be with you here today at the School of Computing and Informatics and at this award ceremony.

This is a brief get together to celebrate the graduation of the first class. This course is part of an initiative to develop capacity in the area of BPO/ITES.

I will take the opportunity to just say a word about the Center and the training that has been done.

As you know, Kenya's development blueprint, as articulated in Vision 2030, has as one of the key priorities, in the economic pillar, the Information Technology Enabled Services/Business Process Outsourcing (ITES/BPO) industry.

The country is targeting to become a top ITES/BPO destination in Africa, with a view to the sector becoming the choice employment for youth and young professionals.

Factors that have been identified as enablers for the ITES/BPO industry in the Country include the presence of an adequate ICT infrastructure, aggressive global marketing campaign and training of sufficient technical human resource.

There is therefore a need to provide opportunities for Kenyans who seek to work in the industry to be trained and provided with the necessary knowledge and skills to work in the industry.

This Center aims to fill this need for manpower, research and services.

Its Mission is therefore (quote)

- Building human and technological capacity in support of the information technology enabled services and business process outsourcing industries through provision of relevant and quality training and the technology-driven solutions.

The project (pilot phase)

- Develop curriculum
- Setup the centre including physical infrastructure
- Train a pilot cohort.

Start September 2011

Project was delayed for a number of reasons beyond our control. A number of issues were pending still pending by April 2012.

But UoN had committed to this and made a decision to start in April 2012.

Today we are happy to celebrate the first crop which was harvested in July last year. The pioneer class is always a special class.

I want to thank them for their pioneering spirit in showing interest in the course and for their commitment in following the training through in the face of a rigorous schedule.

We want to congratulate you especially those who passed.

We hope that the envisaged learning outcomes were realized despite the challenging context. We hope that you got something to take home.

I want to especially appreciate the trainers who availed themselves within very short notice.

I am embarrassed to face them because I know that there are issues outstanding with regards to payment.
I will still work towards better late than never.

I want to thank UoN management for recognizing the importance of this project and the support that has been given.

Thank you.