



NITA
National Information Technology Agency
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the National ICT Regulator - Regulating ICT for a Digitalised Ghana

QUARTERLY NEWSLETTER

JANUARY - MARCH, 2025

FIRST EDITION



FROM THE EDITORIAL TEAM

We are pleased to welcome you to the maiden edition of the NITA Newsletter from the Corporate Affairs Unit.

This publication marks the beginning of a dedicated effort to keep you informed about the agency's journey so far, share noteworthy achievements, and highlight planned initiatives that are vital to our mandate as an ICT implementer for the Government of Ghana.

The creation of this Newsletter stems from our commitment to fostering communication, collaboration, and creativity within the agency. We have established this medium to share ideas, celebrate achievements, engage staff, and strengthen the bond that unites us as an agency.

The NITA Newsletter, which will be coming your way every quarter, is envisaged to feature a message from the Director General's Office, highlighting new developments in projects and activities essential to fulfilling our mandate as a regulator. We also intend to publish articles within the context of Information Communication Technology (ICT).



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About National Information Technology Agency

The National Information Technology Agency (NITA) is a public service institution established as the ICT Policy implementation arm of the Ministry of Communications. The Agency's mandate includes identifying, promoting and developing innovative technologies, standards, guidelines and practices among government agencies and local government.

The Agency is also tasked to ensure the sustainable growth of ICT via research & development planning and technology acquisition strategies to facilitate Ghana's prospects of becoming a technology-driven, knowledge-and-values-based economy as espoused in the e-Ghana project, which ideally seeks to assist the Government to engender growth and employment by leveraging ICT and public-private partnerships. The establishment of the NITA is essential for e-Government to take-off in Ghana; e-Government being an essential component of the e-Ghana project which will contribute to improved efficiency, transparency and accountability in selected Government functions.

NITA as a regulator would like to be associated with the following Mission and Vision statements.

VISION: A regulator that encourages transparency; promotes fairness, innovation, competition; and protects stakeholders within the IT ecosystem.

MISSION: NITA exists to create an enabling environment for the effective deployment and use of ICT by all sectors through the implementations of sound policies and regulatory framework.

Core Values

- Integrity
- Agility
- Collaboration
- Customer Centric
- Excellence



Vision for NITA

By Ing. Dr. Mark-Oliver Kevor, Director General

Together as a TEAM, we will transform the National Information Technology Agency (NITA) into a world-class National Digital Technology and Innovation Authority that is recognized across Ghana and beyond for its leadership in digital regulation, infrastructure development, and public sector innovation.

NITA will become a cornerstone institution in Ghana's digital transformation journey by achieving the following:

1. **Establishing a Strong, Functional Regulatory Authority:**
NITA will fully operationalize its regulatory mandate to provide clear, transparent, and enforceable guidelines for the ICT sector. This includes licensing, compliance audits, and quality assurance mechanisms that ensure citizens and businesses receive reliable, secure, and high-quality digital services.
2. **Achieving Financial Sustainability and Independence:**
Through value-based services, licensing regimes, and strategic partnerships, NITA will develop a robust revenue model to wean itself off government subvention. This financial independence will empower the agency to execute its mandate with autonomy and efficiency.

Explore the future of digitalization with the National Information Technology Agency.

3. **Driving the Development and Governance of Digital Public Infrastructure (DPI):**
NITA will serve as the national anchor for critical DPI components such as digital payment systems, cloud computing platforms, government-wide secure connectivity, and interoperability frameworks. These systems will enable integrated and citizen-focused service delivery across ministries, departments, and agencies.
 4. **Providing Oversight and Leadership in Government ICT Implementation:**
NITA will take charge of end-to-end ICT project governance, from policy alignment and project design to procurement, deployment, and performance evaluation. This role will ensure that digital investments in government are coordinated, cost-effective, and deliver measurable impact.
 5. **Fostering Innovation through Multi-Stakeholder Collaboration:**
By building strong alliances with industry, academia, development partners, and civil society, NITA will drive innovation in digital public services. Through collaborative policymaking and sandbox environments, the agency will help shape technologies that are locally relevant and globally competitive.
 6. **Developing an Agile and Mission-Driven Institution:**
NITA will prioritize institutional development by investing in human capital, digital skills, modern tools, and a performance-driven culture. It will become a magnet for Ghana's top digital talent, known for its professionalism, responsiveness, and impact.
- This vision positions NITA not only as a regulator, but as a digital transformation partner to government, a platform builder for the private sector, and a trusted enabler of citizen empowerment through technology.



Profile of Ing. Dr. Mark-Oliver Kevor

Ing. Dr. Mark-Oliver Kevor is the newly appointed Director General of the National Information Technology Agency (NITA), stepping into the role with a bold vision for Ghana's digital future. A dynamic leader and accomplished engineer, Dr. Kevor blends academic excellence, public service, and policy advocacy into a powerful force for national transformation.

With a PhD in Information Systems from the University of Ghana, and earlier degrees in Advanced ICT and Electrical/Electronic Engineering from KNUST, he has spent the past two decades at the intersection of technology, innovation, and education. As a Senior Lecturer at the Presbyterian University College, he mentored a generation of students and led pioneering research in ICT4D, development and adoption of information systems, and digital entrepreneurship.

Dr. Kevor has played key roles in national and international platforms, including as a Board Member of the National Communications Authority and as Ghana's Government Cybersecurity Expert to the United Nations. His policy insights and technical expertise have shaped telecommunications, cybersecurity, and spectrum management strategies at home and abroad.

A long-time advocate for inclusive development and grassroots empowerment, Dr. Kevor has also served in various leadership roles within the political space, where he championed technology-driven solutions to governance and development challenges.

Now at the helm of NITA, he is leading efforts to strengthen the agency's regulatory mandate, improve digital service delivery, and foster innovation across government. His appointment signals a renewed drive to position NITA as a catalyst for Ghana's digital transformation — grounded in technical excellence and guided by public interest.



Ghana's **digital economy** has experienced significant growth in recent years, emerging as a key contributor to the nation's economic development. The Information and Communication Technology (ICT) sector was valued at approximately \$2.5 billion in 2022, reflecting its substantial role in the country's GDP.



This legislative review aims to equip NITA with the necessary legal authority and resources to effectively govern Ghana's digital ecosystem, promote innovation, and strengthen the country's position in the global digital economy.



NITA Act 771 Review: A Path to Digital Transformation

The Need for Reform

Ghana's ambition to emerge as a leader in digital innovation hinges on the establishment of a regulatory framework that is not only agile and responsive to technological advancements but also inclusive and forward-looking. In an era where digital transformation is reshaping economies and societies, having a governance structure that supports innovation while ensuring security, compliance, and equitable access to technology is paramount.

It is in this vein that the National Information Technology Agency (NITA) is set to undergo significant transformation, driven by a comprehensive review of Act 771 and 772. The amendment of Act 771 represents a pivotal step in this journey, providing the National Information Technology Agency (NITA) with the authority and tools needed to regulate, oversee, and drive Ghana's digital agenda effectively.

This legislative review is a critical step aimed at addressing existing regulatory gaps, enhancing governance structures, and ensuring that NITA's mandate aligns with the rapidly evolving global technological landscape. By strengthening its regulatory framework, the agency will be better equipped to oversee and support the country's digital infrastructure, promote cybersecurity, and encourage innovation in the technology sector. This article delves into the key aspects of the proposed review, examining its objectives, anticipated changes, and potential impact on Ghana's digital ecosystem, including businesses, government services, and the broader ICT industry.

Established under Act 771 in 2008, the National Information Technology Agency (NITA) was originally mandated to regulate Ghana's information and communication technology (ICT) sector while spearheading the country's digital transformation efforts. The agency was expected to develop policies, set industry standards, and oversee the implementation of digital initiatives to foster innovation and economic growth.

However, as the years passed, NITA's focus gradually shifted towards the development and management of ICT infrastructure projects, such as government networks and data centers, which inadvertently led to gaps in regulatory oversight. This shift created challenges in enforcing industry standards, ensuring cybersecurity compliance, and fostering a competitive digital environment. Recognizing these shortcomings, NITA took decisive steps in 2021 to realign itself with its foundational mandate.

As part of this effort, the agency initiated a comprehensive review of Act 771 to modernize its regulatory framework, address existing gaps, and adapt to the rapidly evolving technological landscape. This legislative review aims to equip NITA with the necessary legal authority and resources to effectively govern Ghana's digital ecosystem, promote innovation, and strengthen the country's position in the global digital economy.

The rapid advancement of emerging technologies such as Artificial Intelligence (AI), blockchain, and the increasing prevalence of cybersecurity threats have underscored the urgent need to modernize the NITA Act 771. These technological shifts are reshaping industries, transforming business operations, and redefining how governments and societies function in the digital age.

However, without a robust and adaptive regulatory framework, Ghana risks falling behind in harnessing the full potential of these innovations while remaining vulnerable to cyber risks and regulatory inefficiencies. The proposed amendments to Act 771 aim to address these challenges by strengthening NITA's role as a proactive regulatory body.

These proposed amendments seek to empower NITA with enhanced oversight capabilities, ensuring that it can effectively regulate emerging technologies. By aligning its mandate with global best practices, NITA will not only safeguard Ghana's digital infrastructure but also foster a conducive environment for innovation, investment, and digital inclusion.

Ultimately, these reforms will enable the agency to play a pivotal role in advancing Ghana's socio-economic development within the framework of the Fourth Industrial Revolution, positioning the country as a competitive player in the global digital economy.

Key Findings and Recommendations

The review of Act 771 has highlighted several critical areas that require immediate reform to ensure that Ghana's ICT regulatory framework remains comprehensive, adaptive, and capable of addressing the demands of a rapidly evolving digital landscape. As technology continues to advance at an unprecedented pace, gaps in the current regulatory structure have become more evident, posing risks to innovation, cybersecurity, data protection, and fair competition within the ICT sector.

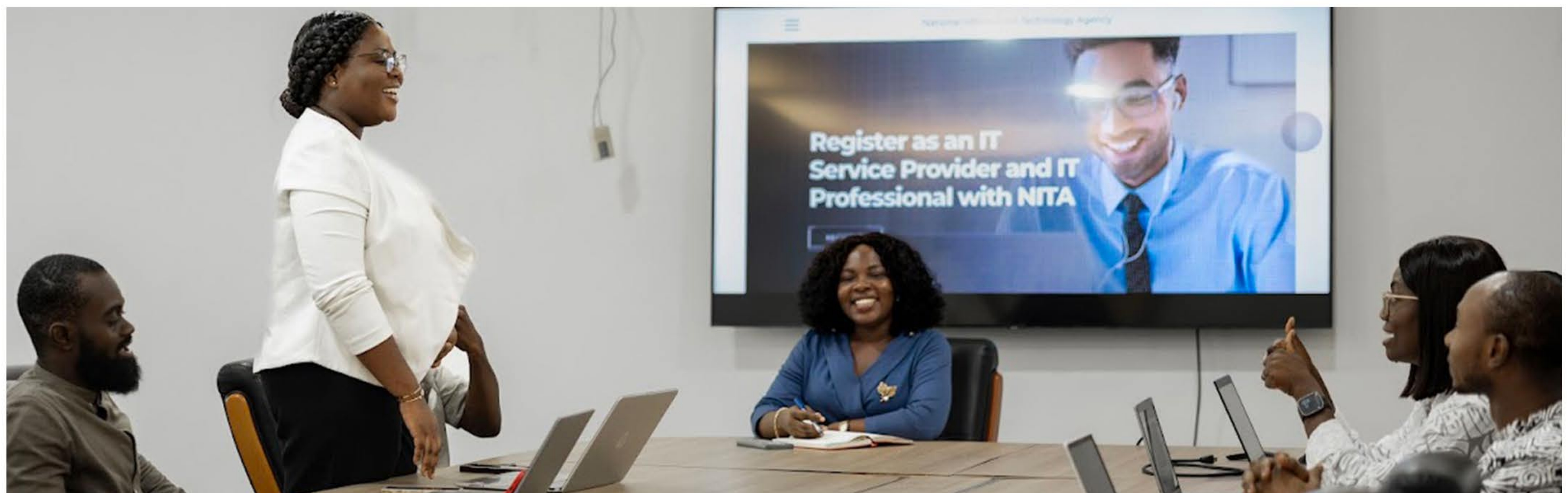
- **Enhancing Collaboration** – Streamlining governance through formalized partnerships with the National Communications Authority (NCA), Cybersecurity Authority (CSA), and Data Protection Commission (DPC).
- **Fostering Digital Sustainability** – Implementing Green ICT initiatives, such as e-waste management and renewable energy adoption, to support a sustainable digital economy.
- **Aligning with Global Standards** – Ensuring compliance with international digital trade protocols, including the African Continental Free Trade Area (AfCFTA) and ECOWAS Digital Transformation Strategy.

Empowering Ghana's Digital Future

The comprehensive review highlights the critical role of a modernized and adaptive regulatory framework in driving technological innovation, fostering a competitive digital ecosystem, and positioning Ghana as a leading player in the global digital economy.

A strong and well-structured regulatory environment is essential for attracting foreign direct investment, supporting local startups, and enabling businesses to thrive in an increasingly digital world.

By implementing clear, transparent, and forward-thinking guidelines for emerging technologies, Ghana can create an ecosystem that encourages responsible innovation while ensuring that national interests, cybersecurity, and digital sovereignty are safeguarded.



Some of the key recommendations include:

- **Strengthening Regulatory Oversight** – Expanding NITA's authority to include public sector ICT procurement, digital services, and cybersecurity to eliminate inefficiencies and overlapping mandates.
- **Promoting Local Content Development** – Encouraging the use of indigenous ICT solutions in public sector projects to stimulate job creation and economic growth.
- **Enhancing Collaboration** – Streamlining governance through formalized partnerships with the National Communications Authority (NCA), Cybersecurity Authority (CSA), and Data Protection Commission (DPC).

To achieve these goals, the review identifies several key areas of focus:

Investment in Emerging Technologies

To remain competitive in the Fourth Industrial Revolution, Ghana must proactively develop policies that support the ethical and sustainable adoption of emerging technologies such as Artificial Intelligence (AI), blockchain, and cloud computing. This includes establishing comprehensive AI governance frameworks that promote innovation while addressing ethical concerns, developing blockchain adoption policies to enhance transparency in financial transactions and government operations, and ensuring

interoperability standards for digital services to improve efficiency and integration across industries. By fostering a conducive regulatory environment for emerging technologies, Ghana can attract leading tech companies and position itself as a regional hub for digital innovation.

Bridging the Digital Divide

Digital transformation must be inclusive to ensure that all citizens, regardless of location or socio-economic status, have access to the opportunities created by technology. The review emphasizes the need for policies that expand internet and digital service accessibility to underserved and rural communities. This includes investing in infrastructure to extend broadband coverage, implementing affordable connectivity initiatives, and promoting digital literacy programs to equip individuals with the skills needed to participate in the digital economy. By prioritizing inclusivity, Ghana can empower its citizens, bridge socio-economic disparities, and drive nationwide digital adoption.

Enhancing Cybersecurity and Data Governance

As digital transactions and online interactions increase, cybersecurity threats and data privacy concerns have become more pressing. Strengthening Ghana's national cybersecurity framework is essential to protect critical digital infrastructure, safeguard personal and business data, and build public trust in digital services.

The review proposes stricter data protection regulations, enhanced cybersecurity compliance measures for businesses and government entities, and the establishment of incident response mechanisms to mitigate cyber risks.

By reinforcing cybersecurity and data governance, Ghana can ensure a secure digital environment that encourages businesses and persons/individuals to embrace technology confidently.

Through these strategic reforms, Ghana is not only preparing to lead Africa's digital revolution but also ensuring that its regulatory framework supports sustainable economic growth, technological advancement, and inclusive development in the years to come.

Conclusion

Ghana is laying the foundation for a thriving digital ecosystem where businesses, entrepreneurs, and public institutions can leverage emerging technologies such as Artificial Intelligence (AI), blockchain, cloud computing, and 5G connectivity.

A well-defined legal structure will not only attract global investment but also foster trust in the nation's digital infrastructure, ensuring that technology-driven growth is sustainable, inclusive, and beneficial to all sectors of the economy. Moreover, NITA's enhanced role as a strategic enabler of digital transformation will allow for stronger regulatory oversight, the promotion of sustainable ICT practices, and greater collaboration between the government, private sector, and international stakeholders.





NITA hosts maiden Ghana Day Celebration

The Corporate Affairs and Human Resource Units of the National Information Technology Agency (NITA) have successfully organized the agency's first Ghana Day Celebration as part of the activities marking Ghana's 68th Independence anniversary. The event served as an opportunity to promote cultural appreciation, national pride, and a sense of unity among employees while paying tribute to the country's rich traditions and heritage.

The celebration saw a vibrant and colourful display of Ghana's diverse cultural identity, with staff proudly donning traditional attire representing various ethnic groups across the country. Employees showcased the elegance of Ghanaian heritage, with some dressed in intricately woven Kente cloth, while others adorned themselves in beautiful smocks, and other iconic fabrics that symbolize the unique traditions of the Akan, Northern, Ewe, and Ga-Adangbe communities. The atmosphere was electric, as the rhythmic beats of traditional Ghanaian music filled the air, creating a lively and joyous mood. Drumming and dancing added to the excitement, with staff members enthusiastically participating in traditional dance forms such as Adowa, Kpalogo, and Borborbor.



A major highlight of the event was the local refreshment bar, which featured an assortment of popular Ghanaian delicacies and beverages. Attendees indulged in a nostalgic culinary experience with locally prepared drinks such as Sobolo, a refreshing hibiscus-infused beverage; Asaana, also known as Akudemi, a caramelized corn drink; and Lamugi, a traditional Northern millet-based drink. Complementing these beverages were delicious Ghanaian snacks, including Nkatie Cake (peanut brittle), Daakua (spiced peanut and corn flour snack), and Adunlee (a sweet corn-based treat), which sparked fond childhood memories among many of the participants.



The overwhelming enthusiasm and active participation from staff made the inaugural Ghana Day Celebration a resounding success. Recognizing the positive impact of the event in fostering unity and cultural appreciation, NITA has announced its commitment to institutionalizing Ghana Day as an annual celebration. Moving forward, the agency plans to observe this occasion every March, with each year featuring a unique theme aimed at deepening awareness and appreciation of Ghana's rich cultural legacy.

Through initiatives like Ghana Day, NITA hopes to create an engaging and inclusive workplace culture that not only celebrates Ghana's history but also reinforces the values of unity, diversity, and national pride among its employees.



NITA Welfare Trip to Sogakope – A Day of Adventure, Bonding, and Relaxation

The National Information Technology Agency (NITA) welfare members took a break from their daily grind on Friday, 29th November 2024, embarking on an exciting welfare trip to the stunning Villa Cisneros Resort & Spa in Sogakope. The trip was designed to foster team spirit, promote relaxation, and create lasting memories in a refreshing and serene environment.

The adventure began with an early morning departure from the office premises, as staff eagerly anticipated a day filled with fun and rejuvenation. With some fun on the bus members shared their travel experiences while others who traveled on such route for their first time learnt as breakfast was being shared. Upon arrival, the team was welcomed by the breathtaking scenery, lush greenery, and tranquil waters of the Volta Region, setting the perfect tone for the day's activities.

Participants embarked on a guided tour of the resort, immersing themselves in its luxurious ambiance, breathtaking views, and world-class amenities. The atmosphere was filled with laughter and camaraderie as colleagues engaged in interactive group activities designed to foster teamwork and collaboration in a relaxed and enjoyable setting. The afternoon was vibrant with energy, featuring a variety of outdoor games and recreational activities, including Uno, Charades, Jenga, Ludo, and Ampe, among others. As these memorable moments unfolded, a delightful lunch was served, offering a rich selection of local delicacies such as fufu with light soup and boiled yam with palava sauce.

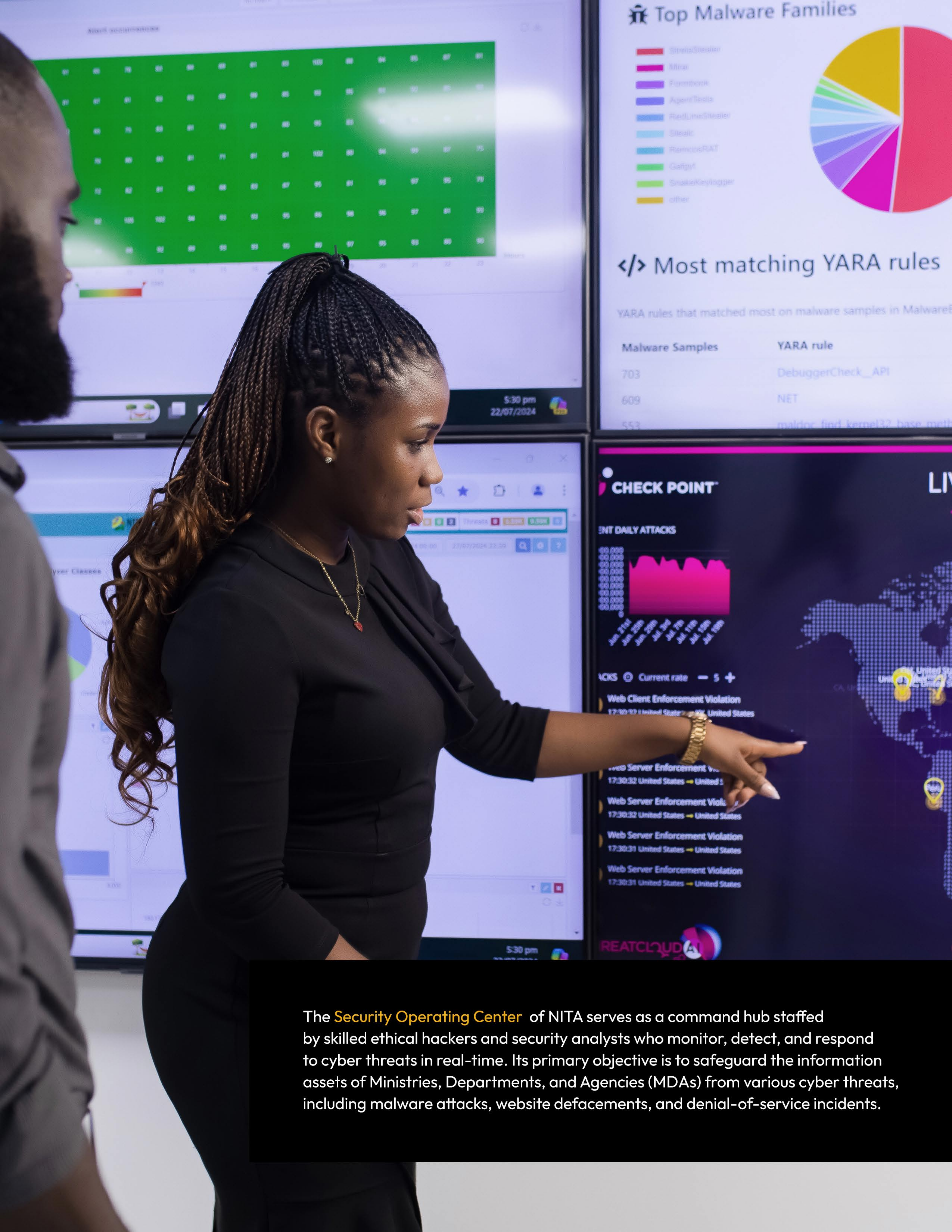
To escape the heat, many participants gathered by the poolside, enjoying refreshing swims and dancing to lively music. Meanwhile, others put their athletic skills to the test in a spirited tennis tournament on the resort's courts. The day was a perfect blend of relaxation, entertainment, and team bonding, leaving lasting memories for all who attended.

As the day ended, the group gathered for a wrap-up session, reflecting on the shared experiences and capturing the joy in vibrant group photos. The smiles, laughter, joy and renewed connections were a testament to the trip's success.

The NITA welfare trip to Villa Cisneros Resort & Spa was more than just a getaway, it was an opportunity to recharge, reconnect, and reinforce the value of teamwork.

The experience left the staff members who participated feeling refreshed, motivated, and inspired, proving that a well-balanced work-life dynamics is key to productivity and workplace harmony.





The **Security Operating Center** of NITA serves as a command hub staffed by skilled ethical hackers and security analysts who monitor, detect, and respond to cyber threats in real-time. Its primary objective is to safeguard the information assets of Ministries, Departments, and Agencies (MDAs) from various cyber threats, including malware attacks, website defacements, and denial-of-service incidents.



Tech Trends with Francis

Welcome to Tech Trends — Your Window into the Future of IT

In today's fast-paced digital world, staying ahead means staying informed. Tech Trends is your go-to column for the latest insights, innovations, and industry shifts shaping the world of information technology. From emerging technologies and cybersecurity developments to digital transformation and AI breakthroughs, we bring you curated updates and expert perspectives to keep you in the know — and one step ahead.

Agentic AI: The Autonomous Workforce Revolutionizing Supply Chains

As organisations navigate increasingly complex global supply chains, agentic AI has emerged as a transformative force, enabling autonomous decision-making and reshaping operational efficiency. This technology trend, highlighted by Gartner (2025) as a top priority for 2025, represents a paradigm shift from reactive systems to proactive, self-optimizing AI agents that execute tasks independently.

What is Agentic AI?

Agentic AI refers to autonomous systems that act as virtual workforce agents, capable of analysing real-time data, making decisions, and adapting to dynamic scenarios without human intervention. Unlike traditional AI tools, these agents operate with goal-oriented autonomy, prioritizing outcomes like cost reduction, inventory optimization, or risk mitigation.

Key Applications in Supply Chains

- **Inventory Management:** Agentic AI agents dynamically adjust stock levels based on demand forecasts, supplier lead times, and market trends, minimizing overstocking or shortages.
- **Route Optimization:** Autonomous agents reroute shipments in real time to avoid disruptions, such as weather delays or geopolitical conflicts, ensuring on-time delivery.
- **Predictive Maintenance:** Integrated with IoT sensors, agentic AI predicts equipment failures in warehouses or logistics hubs, scheduling repairs pre-emptively.

Why It Matters for Businesses

Scalability: Agentic AI reduces reliance on human labour for repetitive tasks, freeing teams to focus on strategic planning.

Adaptability: Unlike rigid algorithms, these agents learn from feedback loops, refining decisions over time.

Cost Efficiency: Early adopters report up to 30% reductions in operational expenses by eliminating manual oversight.

Challenges and Considerations

While promising, agentic AI faces hurdles:

- **Ethical Concerns:** Ensuring transparency in decision-making processes remains critical to build stakeholder trust.
- **Integration Complexity:** Seamless coordination with legacy systems and human workflows requires robust infrastructure.
- **Regulatory Compliance:** Organizations must align autonomous systems with data privacy laws and industry standards.

The Future Outlook

As enterprises like Schneider Electric and hyperscalers (Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform (GCP), IBM Cloud, and Alibaba Cloud) invest in agentic AI platforms, the technology is poised to redefine supply chain resilience.

By 2026, Gartner (2025) predicts that 20% of Fortune 500 companies will deploy agentic AI agents to manage core operations. For organizations aiming to stay competitive, embracing this trend means balancing innovation with governance, ensuring that autonomy enhances, rather than replaces, human ingenuity.

Sources: Gartner (2025): Supply Chain Technology Trends, Morgan. S (n.d): AI Frontiers Report, and industry analyses on AI-driven automation.



Tribute to Abena Serwaah Brobbey

With heavy hearts, we honour and pay tribute to our dear colleague, friend, and sister, Abena Serwaah Brobbey, whose sudden departure has left an irreplaceable void in our organization and in the hearts of all who knew her. Her passing is not just a loss to NITA but to everyone who had the privilege of crossing paths with her. The pain of her absence is profound, but so too is the legacy of warmth, kindness, and excellence she leaves behind.

Since joining NITA in 2017, Serwaah played an instrumental role in the administrative department, serving with unwavering dedication as an Executive Assistant to both the Director General and previously the Deputy Director General. Her meticulous attention to detail, professionalism, and commitment to efficiency made her an indispensable pillar of support to leadership and colleagues alike. No task was ever too small, and no challenge too daunting—Serwaah handled every responsibility with grace, competence, and an infectious enthusiasm that uplifted those around her.

But Serwaah was so much more than just her role—she was a radiant presence, a source of encouragement, and a person whose laughter and energy could brighten even the most challenging days. She was a beacon of positivity, always finding ways to bring out the best in people. Her words of affirmation and her signature phrase, "FANTASTIC!", became synonymous with the way she viewed the world—with optimism, joy, and an unshakable belief in the good in people. She made every interaction special, ensuring that those she worked with felt seen, valued, and appreciated.

Her impact on NITA is immeasurable, and her absence will be deeply felt, not only in the hallways and offices she once graced but in the hearts of all who had the privilege of knowing her. Though we grieve her passing, we also celebrate a life well-lived—a life that inspired, uplifted, and left a lasting imprint on our organization and in our hearts.

To her beloved family, we extend our deepest and most heartfelt condolences. May you find comfort in knowing that Serwaah was deeply cherished, respected, and loved. Her memory will continue to live on in the countless lives she touched, and the beautiful spirit she shared with the world. Rest in perfect peace, dear Serwaah. You will never be forgotten.

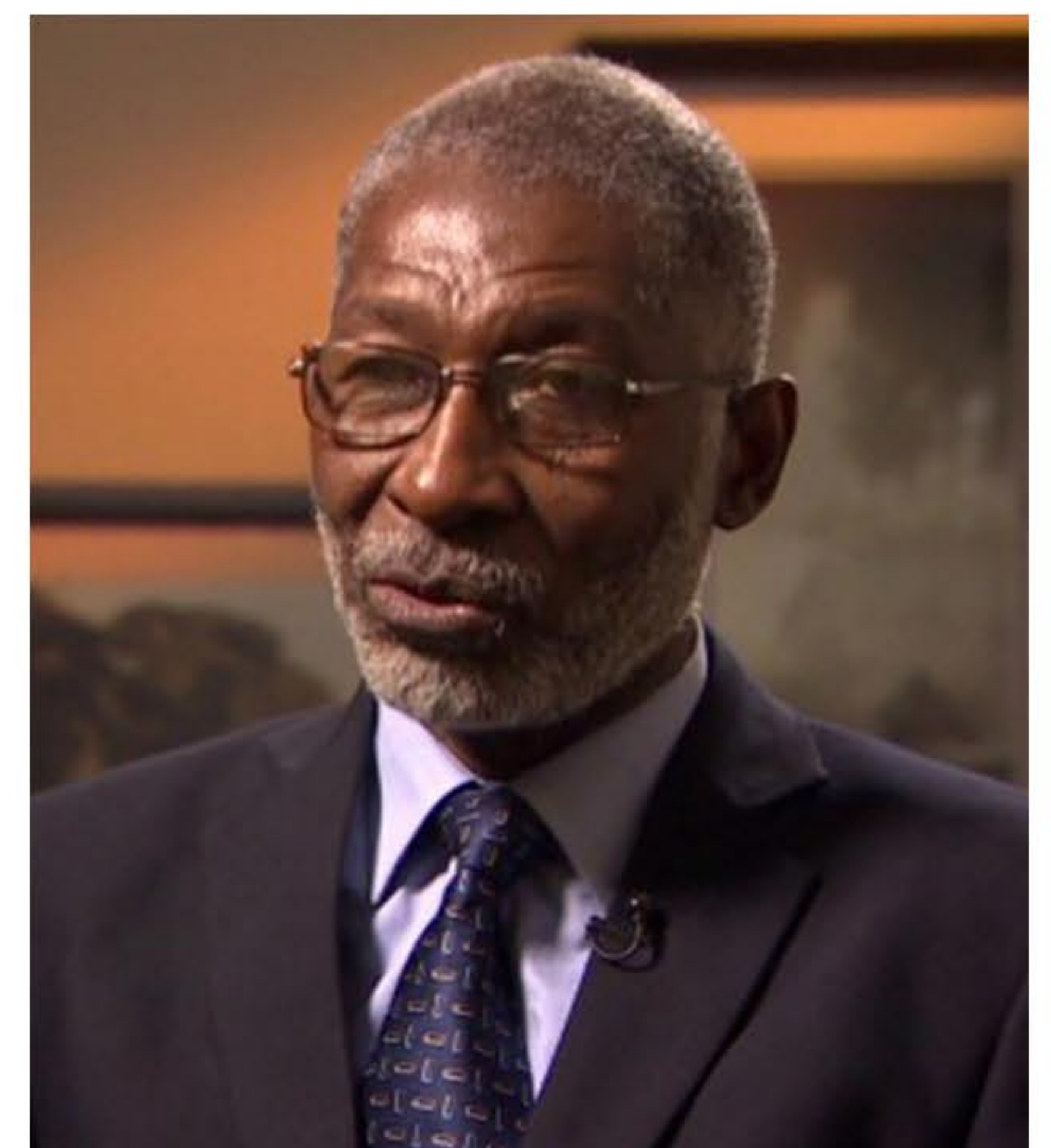
Nante Yie!
Da Yie, Fantastic Serwaah!

JANUARY - MARCH, 2025

Fun fact about the National Information Technology Agency

Did you know that the former Board Chairman of the National Information Technology Agency (NITA), **Prof. Nii Narku Quaynor**, was the trailblazing force behind bringing Internet to Ghana? Often celebrated as the **"Father of the Internet"** in Africa, Dr. Quaynor's visionary leadership and technical expertise were central to Ghana's early digital transformation. He was not only responsible for establishing some of the first internet connections across the continent but also played a key role in founding critical organizations like the African Network Operators Group (AfNOG), which has helped build technical capacity in Internet infrastructure throughout Africa.

Thanks to his efforts and the collaboration of other key players such as Network Computer Systems (NCS), Pipex International, the Ministry of Transport and Communication of Ghana, Ghana Telecom, and British Telecom Ghana became one of the first countries in sub-Saharan Africa to achieve full internet connectivity in **August 1995**. This landmark moment marked the beginning of a new era in Ghana's technological journey, laying the foundation for the digital development we see today.



Prof. Nii Narku Quaynor

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