



NITA
National Information Technology Agency
GHANA

QUARTERLY NEWSLETTER

APRIL - JUNE, 2025

SECOND EDITION



FROM THE EDITORIAL TEAM

We are delighted to present to you the second edition of the NITA Newsletter, brought to you by the Corporate Affairs Unit.

Building on the success of our maiden edition, this publication continues our commitment to keeping you informed about the agency's progress, celebrating our milestones, and shedding light on upcoming initiatives that support our role as the ICT regulator and implementer for the Government of Ghana.

This quarterly Newsletter reflects our dedication to open communication, collaboration, and creativity across all units. It serves as a space to share ideas, recognize contributions, engage with one another, and reinforce the unity that drives our shared mission.

In this edition, you'll find updates from the Director General's Office, project highlights, and stories that showcase the impact of our collective efforts. We also continue to explore relevant topics within the ICT ecosystem to inspire thought and innovation among staff.

The Corporate Affairs team is working hand-in-hand with representatives across the agency to ensure the content remains engaging, informative, and reflective of our shared goals. As always, we invite you to contribute your stories, insights, and suggestions. Your voice matters, and we look forward to your continued participation.

Together, let's keep the conversation going.



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From Policy to **Practice**: How NITA Is Driving Implementation of National ICT Policies

Headline:

Turning Vision into Action – NITA Leads
the Charge in Implementing National
ICT Policies

Overview of Ghana's National ICT Policies

Ghana's digital transformation journey is anchored in several forward-looking national ICT policies. From the ICT for Accelerated Development (ICT4AD) Policy, which set the foundation for ICT integration across sectors to the Digital Ghana Agenda, which envisions a connected and inclusive digital economy and focuses on improving service delivery, efficiency, and governance through technology? Together, these policies reflect the government's commitment to leveraging digital innovation for national development. But, what is NITA's role in this interesting journey of digital transformation?

NITA's Role in Translating Policy into Actionable Programs

As the lead public institution for IT regulation and coordination, NITA serves as the bridge between policy and execution. Our mandate enables us to develop frameworks, issue standards, and coordinate implementation across Ministries, Departments, and Agencies (MDAs). We ensure that ICT interventions align with national priorities—ranging from infrastructure deployment to the development of secure platforms and the institutionalization of digital governance best practices. In practice, this means supporting MDAs to adopt unified systems, driving regulatory compliance, and providing oversight on IT projects for coherence and sustainability. What then are the expected outcomes of this critical coordination and regulatory role?

Expected Outcomes of Policy Implementation

By translating policy into practice, NITA aims to achieve:

- Improved digital public service delivery
- Enhanced cybersecurity and data protection
- Cost-effective and interoperable government IT systems
- Increased public trust in digital platforms
- Stimulated innovation and private sector participation

These outcomes will contribute to a more efficient, transparent, and responsive public sector. However, these desirable outcomes do not come without practical challenges.



Anticipated Challenges in Implementation

While the vision is clear, implementation presents several challenges, including:

- Capacity gaps within MDAs
- Resistance to change and legacy system inertia
- Limited funding for infrastructure and system upgrades
- Need for harmonization across fragmented IT systems
- Evolving cyber threats and risks

The Agency is proactively addressing these issues through stakeholder engagement, training programmes, public private partnerships, and regulatory strengthening. The future looks good notwithstanding,

Next Steps and Priority Areas

Looking ahead, NITA will focus on:

- Finalizing and enforcing national IT standards and guidelines
- Operationalizing its regulatory function to ensure compliance and coordination
- Supporting the rollout of shared digital infrastructure and services
- Enhancing collaboration with industry and academia
- Driving innovation through pilot projects in emerging technologies such as AI, blockchain, and cloud computing

Our collective commitment to these next steps will be critical in realizing the full potential of Ghana's national ICT policies.

Staff Spotlight:

Yaw Buadu Osei

Driving Financial Excellence and
Operational Innovation at NITA



As the Director of Finance and Administration at the National Information Technology Agency (NITA), Yaw Buadu Osei has become a cornerstone of strategic operations and financial stewardship. Over the past five years, he has helped shape the direction of the agency's administrative and financial systems, championing projects that continue to deliver meaningful impact.

We caught up with Mr. Buadu to learn more about his journey, leadership philosophy, and the milestones he's most proud of.

Question: Tell us a bit about your professional journey. How did you arrive at this role at NITA?

Yaw Buadu Osei: My background is in accounting and business administration, and over the years, I've been fortunate to serve in several leadership roles within the finance and administration space. I've always had a keen eye for systems improvement and efficiency, so when I joined NITA, I saw it as an opportunity to contribute to national development by strengthening the agency's financial and operational backbone.

Question: What are some key projects you've led at NITA that you're particularly proud of?

Yaw Boadu Osei: There are several, but one that stands out is the implementation of an integrated financial management system. It significantly enhanced our budget monitoring, improved reporting accuracy, and ensured stronger compliance with regulatory standards. It has become a core part of our financial governance.

I've also been involved in procurement reform, audit coordination, and the execution of strategic projects aimed at enhancing transparency and service delivery. These efforts have helped build public trust and improve internal efficiency.

Question: Can you walk us through some notable milestones during your tenure?

Yaw Boadu Osei: Certainly. A few key ones include:

- Institution of National ICT Week – now a flagship platform for raising public awareness about ICT and boosting stakeholder engagement.
- Installation of solar panels at our offices – reinforcing NITA's commitment to sustainability while reducing energy costs.
- Launch of the Ghana.gov call center, which has made government services more accessible and responsive to citizens.
- Oversight of regional offices, which has improved our decentralization efforts and extended service delivery across the country.

Each of these milestones reflects the importance of strategic planning, hands-on leadership, and collaboration.

Question: What would you say drives your work ethic and leadership style?

Yaw Boadu Osei: I enjoy solving complex problems and bringing ideas to life. Leading multidisciplinary teams is something I find deeply fulfilling—it's rewarding to see how collaboration can transform systems and benefit the public.

Question: What are some challenges you've encountered along the way?

Yaw Boadu Osei: Like most public sector institutions, we face resource limitations. Balancing innovation with budget constraints requires careful planning and creativity. But with the right mindset and team, we've been able to navigate those challenges effectively.

Question: What advice would you give to up and coming professionals in finance and administration?

Yaw Boadu Osei: Stay curious and keep learning. Technology is changing how we work, so it's important to stay ahead. Find mentors, build strong relationships, and never stop improving. This field demands discipline, innovation, and teamwork.

Question: Let's end with a few quick personal insights. What keeps you going?

Yaw Boadu Osei

What motivates you?

Making a meaningful impact and contributing to national development through my work.

How do you handle tough challenges?

I start with thorough analysis, consider my options, and stay flexible in how I implement solutions.

Your most memorable NITA moment so far?

Launching National ICT Week in 2023 at UPSA, it was a great example of teamwork and vision in action.

What do you value most about working at NITA?

The collaborative spirit. The enthusiasm and support from colleagues make it a fulfilling place to work.

Quick Fire Round

- **Favorite quote:** "The only way to do great work is to love what you do."
- **Favorite book:** Sapiens by Yuval Noah Harari.
- **Hidden talent:** I'm an avid footballer. It keeps me active, focused, and energized.
- **Dream vacation spot:** Fiji, for the peace, the tropical beauty, and its rich spice culture.
- **Alternate career if not finance?** A professional footballer. Football has always been a true passion of mine.

Mr. Buadu's story is one of dedication, foresight, and strategic leadership. Through his work, he continues to inspire a culture of excellence and innovation at NITA—one project, one system, and one team at a time.

I believe in **collaborative execution**.
I enjoy leading multidisciplinary teams
and seeing projects come to life.

It's rewarding to know our efforts
benefit not just the agency, but the
citizens we serve.



Health Talk & Screening: Putting Mental Wellness First at NITA



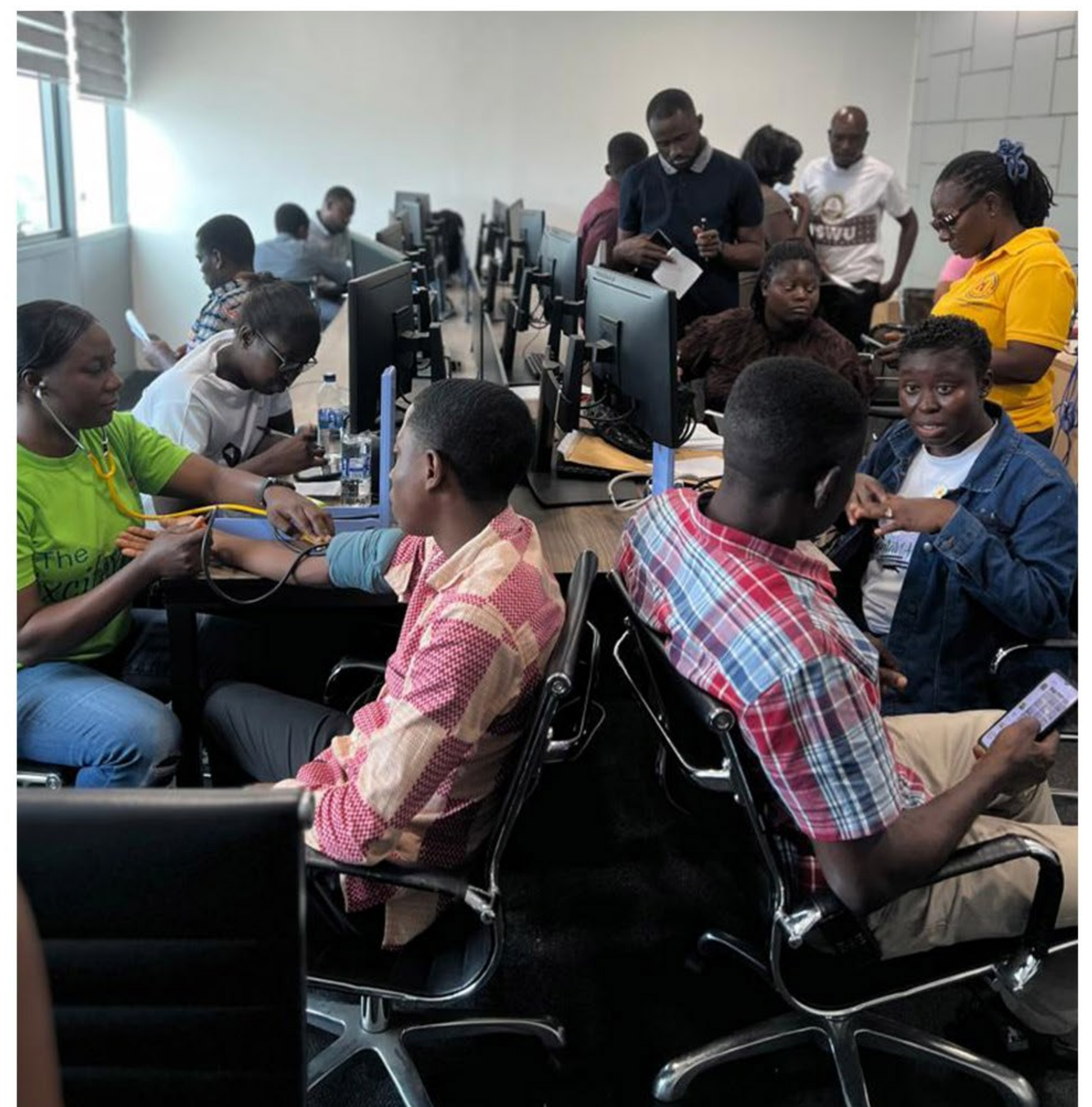
On Thursday, 3rd July 2025, the NITA Conference Room came alive with energy and purpose as staff gathered for a special Health Talk and Screening Session, organized by the Welfare Team. The turnout was fantastic, showing just how much we all care about our health, especially our mental well-being.

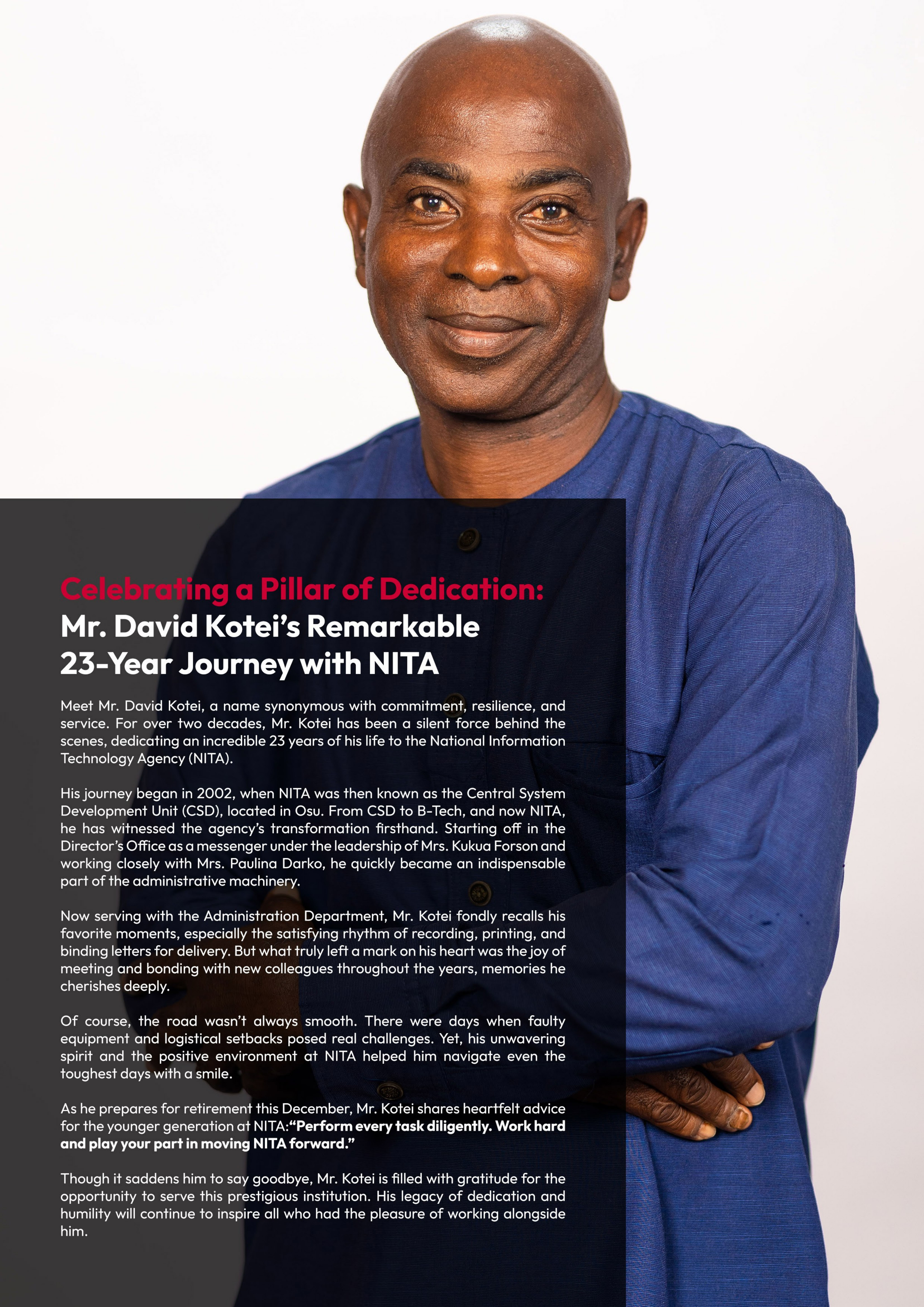
The session was led by a passionate team from Ashongman Community Hospital, who delivered an eye-opening presentation on the theme: “Depression & Stress Management.” They spoke candidly about the importance of mental health, how to spot early signs of depression, and practical ways to manage stress in our daily lives. It was a powerful reminder that taking care of our minds is just as important as taking care of our bodies. After the talk, staff had the opportunity to benefit from a variety of health screenings, including:

- Fasting and Random Blood Sugar Tests (FBS & RBS)
- Blood Pressure Checks
- General Consultations and One-on-One Counseling

A big thank you to everyone who participated and to the incredible team from Ashongman Community Hospital for their support and professionalism. Events like these remind us of that health, both mental and physical, is a journey we take together.

We’re excited for more wellness-focused activities in the near future. Let’s keep looking out for ourselves and each other. NITA Welfare



A portrait of Mr. David Kotei, a Black man with a bald head, smiling gently. He is wearing a blue long-sleeved shirt. The background is a plain, light color.

Celebrating a Pillar of Dedication: Mr. David Kotei's Remarkable 23-Year Journey with NITA

Meet Mr. David Kotei, a name synonymous with commitment, resilience, and service. For over two decades, Mr. Kotei has been a silent force behind the scenes, dedicating an incredible 23 years of his life to the National Information Technology Agency (NITA).

His journey began in 2002, when NITA was then known as the Central System Development Unit (CSD), located in Osu. From CSD to B-Tech, and now NITA, he has witnessed the agency's transformation firsthand. Starting off in the Director's Office as a messenger under the leadership of Mrs. Kukua Forson and working closely with Mrs. Paulina Darko, he quickly became an indispensable part of the administrative machinery.

Now serving with the Administration Department, Mr. Kotei fondly recalls his favorite moments, especially the satisfying rhythm of recording, printing, and binding letters for delivery. But what truly left a mark on his heart was the joy of meeting and bonding with new colleagues throughout the years, memories he cherishes deeply.

Of course, the road wasn't always smooth. There were days when faulty equipment and logistical setbacks posed real challenges. Yet, his unwavering spirit and the positive environment at NITA helped him navigate even the toughest days with a smile.

As he prepares for retirement this December, Mr. Kotei shares heartfelt advice for the younger generation at NITA: **"Perform every task diligently. Work hard and play your part in moving NITA forward."**

Though it saddens him to say goodbye, Mr. Kotei is filled with gratitude for the opportunity to serve this prestigious institution. His legacy of dedication and humility will continue to inspire all who had the pleasure of working alongside him.

NITA Staff Joins The Public Sector Workers Union Of TUC

Strengthening the Voice of Staff and Advancing Workplace Welfare

As part of ongoing efforts to secure improved conditions of service, encompassing promotions, remuneration, and overall staff welfare, the National Information Technology Agency (NITA) has taken a major step forward by officially affiliating with the Public Sector Workers Union (PSWU) of the Trades Union Congress (TUC), Ghana.

This milestone marks a new chapter in NITA's commitment to fostering a fair, inclusive, and supportive work environment for all employees. The PSWU's core mandate is to organize, promote, and protect the economic and social interests of its members, providing a structured platform for collective representation and advocacy across the public sector.

Following NITA's official affiliation, the Industrial Relations Officer (IRO) of PSWU paid a courtesy visit to the Agency, engaging staff in an enlightening orientation session. The discussion focused on the importance of unionization and the numerous benefits it brings, from safeguarding employee rights to strengthening dialogue between staff and management. The session also highlighted how collective action within the framework of the PSWU can lead to long-term improvements in working conditions and professional development opportunities.

To establish a strong local union presence within NITA, a PSWU Executive Committee has been constituted to serve as the key liaison between the Agency's staff and the national union. The local executives will play a crucial role in ensuring that the concerns, interests, and aspirations of staff are effectively represented at the national level.

The elected executives are as follows:

- **Prosper Dokosi** – Chairman
- **Nana Durowaah Agyekum** – 1st Vice Chair
- **Caesar Obodai Nii Lenz-Squire** – 2nd Vice Chair
- **Berlinda Otoo** – Secretary
- **Faustina Mamle Batsa** – 1st Trustee
- **Abigail Morgan-Darko** – 2nd Trustee
- **Vincent Akpabli** – Youth Representative

These positions have been duly filled, with a formal induction by the PSWU national executives scheduled in the coming weeks. This induction will not merely be ceremonial — it represents a key institutional step in strengthening the

union's operational structure within NITA and empowering the local leadership to function effectively. With committed executives in place, NITA's union branch is now better equipped to advocate for staff welfare, negotiate improved working conditions, and keep employees well-informed about their rights and entitlements.

In a further boost to unionization efforts, NITA successfully obtained its Collective Bargaining Certificate on 3rd April 2025. This certificate grants the union official recognition to represent NITA staff in all labour-related negotiations and engagements with management and other relevant stakeholders. It provides a legal foundation for constructive dialogue on employment conditions and serves as a vital instrument for protecting staff interests.

Building on this achievement, the PSWU national executives have written to the Director-General and Management of NITA, requesting a courtesy meeting to formally communicate this milestone and initiate discussions on reviewing the existing Conditions of Service. This review will form a key input in developing a comprehensive Collective Agreement Document, which will serve as a reference point for staff benefits, rights, and obligations moving forward.

These developments represent significant progress in NITA's unionization journey. There is renewed optimism among staff that with these foundational structures now in place, the union will continue to advance efforts toward securing fairer conditions of service, improving workplace engagement, and ensuring that every staff member's voice is heard and respected.

As NITA and the PSWU of TUC work hand in hand, the outlook is promising, one of stronger advocacy, inclusive collaboration, and a shared commitment to building a motivated and empowered workforce dedicated to advancing Ghana's digital transformation agenda.

NATIONAL ICT WEEK

Theme: Ghana as Africa's Digital Trade Hub:
innovation, policy, and partnerships for the future



Accra International Conference Center

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the National ICT Regulator - Regulating ICT for a Digitalised Ghana

SCAN
TO BOOK YOUR SEAT



2025

25 - 28 August

9:00am - 3:30pm



Tech Trends with Francis

Beyond Passwords: Why “Passwordless” is the Future of Secure Digital Access

In the rapidly evolving landscape of digital transformation, some technologies redefine not just how we operate, but how we think. **Passwordless authentication** is one such paradigm shift. While it may sound like a buzzword or yet another security trend, the move beyond passwords is neither hype nor optional. It is a strategic pivot, a bold evolution of how we verify identity in the digital world.

As Ghana accelerates its digital journey through e-government services, national identity integration, and cloud infrastructure adoption, the security of user access is no longer a backroom technical issue. It is a front-line concern that affects trust, productivity, and the resilience of our national digital ecosystem.

The Password Problem

Let’s face it: passwords have become both a burden and a risk. From sticky notes under keyboards to reused credentials across multiple platforms, the traditional password model is failing us. Globally, over 80% of data breaches are still linked to weak or stolen passwords. Even complex ones like K0m@ndo_@2025! offer little real security when users are tricked into revealing them through phishing attacks or they leak from a breached database.

This level of vulnerability is untenable for government systems handling citizen data, national infrastructure, and sensitive internal communications.

What Does “Passwordless” Really Mean?

Passwordless authentication refers to methods of logging into digital systems **without entering a password**. Instead, users verify their identity through one or more of the following:

- Biometric authentication: Facial recognition, fingerprint scans.
- Security keys: Hardware tokens (like YubiKeys) that plug into devices.
- Device-based credentials: Trusted devices (e.g., your smartphone) that approve access via PIN, biometrics, or push notification.
- Passkeys: A new standard built by the FIDO Alliance and supported by Apple, Google, and Microsoft, where cryptographic key pairs replace passwords entirely.

The goal is not just to simplify access, but to make it inherently more secure by removing the secret (the password) that attackers are constantly trying to steal.

The Rise of Passwordless: Why Now?

Three converging forces are making passwordless adoption not just possible, but urgent:

1. Cloud-first IT Strategies: With more services moving to the cloud, centralized control over access becomes critical.
2. Zero Trust Security Models: These frameworks demand continuous verification—not just at login, but throughout user sessions.
3. User Experience Expectations: Citizens and employees alike want seamless, fast, secure access, especially on mobile devices.

Major tech companies have gone all-in. Microsoft announced that over 100 million users have already embraced passwordless sign-ins. Google is pushing “passkeys” aggressively.

Opportunities for Ghana and Public Sector IT

- Imagine a future where:
- Citizens access government portals via their national ID app and facial recognition with no PIN required.
- Civil servants sign into internal systems using biometric approval on their secure work phones.
- Multi-factor authentication is seamlessly integrated, not manually enforced.

These are not far-off dreams. They are within reach, provided we act intentionally.

Passwordless approaches are more inclusive as well. By reducing the cognitive load of remembering passwords, we make digital services more accessible to a broader range of users, including the elderly and less literate populations.

Challenges to Address

No innovation comes without hurdles. Moving to passwordless requires:

- Device standardisation and ensuring everyone has access to modern hardware.
- Public awareness campaigns to build trust in biometrics and new login flows.
- Robust identity infrastructure thankfully, Ghana’s National Identification System (Ghana Card) gives us a solid foundation.

The good news? We don’t need to reinvent the wheel. Global standards like FIDO2 and WebAuthn are available and already integrated into modern browsers and devices.

A Call to Action for IT Leaders

The National Information Technology Agency (NITA) must lead the charge. This means:

- Piloting passwordless logins in public sector portals.
- Creating frameworks and toolkits for secure passwordless implementation.
- Partnering with cybersecurity firms and local tech startups to drive innovation.

If we get this right, Ghana could become a continental leader in secure, modern digital access, setting a new gold standard for Africa and beyond.

Fun fact about the National Information Technology Agency

Before settling into its current location, the National Information Technology Agency (NITA) once operated from the 6th floor of the Ghana Multimedia Center building, formerly known as the iconic Ghana House. This historic structure holds a unique place in Ghana's technological journey.

In fact, back in the early 1960's, it became the first building in Ghana to be fitted with an electronic elevator, a marvel at the time! The elevator quickly became a local attraction, drawing curious visitors from far and wide. For many Ghanaian children, a trip to Ghana House wasn't just a visit, it was an unforgettable experience filled with awe and excitement as they rode what felt like a "magic box" gliding between floors.

A perfect blend of history, innovation, and nostalgia. This fun fact is a reminder of how far we've come on our national digital journey!

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the National ICT Regulator

- Regulating ICT for a Digitalised Ghana

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