Kano ICT Park

A Brief for Tenants

Ministry of Science and Technology
Kano State of Nigeria

Ministry of Science and Technology, Kano State

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Muharram 1431 / January 2010

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Foreword

Having recognized the strategic importance and relevance of Information and Communications Technology (ICT) as a service as well as an economic undertaking, which will facilitate efficient service delivery and boost the economy, the Kano State Government, had decided to embark upon the ICT Park project vigorously. As at now, considerable efforts have made in this regard with the hope of achieving unprecedented socio-economic development of the State.

The purpose of the ICT Park is to provide an enabling and conducive environment in terms of buildings, infrastructure, energy and fiscal policies for the production of ICT products and services, meant for local, national and international markets.

The brief is meant to give the ICT Park tenants basic information and concept of the Park to enable them to play roles expected of them in an efficient manner and with much success. This is because responsibility for the management and upkeep of the Park would be shared amongst three (3) parties; the Government, the ICT Park Management and tenants.

We pray to Allah (SWT) to make the Park a haven of fruitful activities and commercial transactions for the progress of the tenants and the overall development of Kano State in particular and the nation as a whole.

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Chapter One

THE KANO ICT PARK: THE CONCEPT

Introduction

This write-up aims at providing information about the efforts to establish an Information and Telecommunications Technology (ICT) Park in Kano State as part of the effort to reposition the State so that it can retain its position of center of commerce in the information age as well as be able to overcome the problems of youth unemployment and improve government revenue base. The purpose of an ICT park is to provide an enabling and conducive environment in terms of buildings, infrastructure, energy and fiscal policies for the production of ICT products and services, meant for local, national and international markets. As an economic development policy, it will bring the following benefits for the state:

1. Revenue from the operations of the companies that will engage in ICT production and service provision
2. Creation of many employment opportunities for citizens of the state

3. Production of high-level ICT manpower for the state as well as for others
4. Creation of the possibility for the state to export skills in the area of ICTs and therefore earn revenue
5. Provide mechanisms for technology transfer and the building of a strong capacity for further technological development
6. The state will have highly trained ICT manpower to meet its development needs such as ICT teachers for schools, ICT professionals in the government services, etc.
7. Attract foreign investment to the State
8. Attract outsourcing jobs and contracts to the State
9. Effective utilization of the proposed site (Gidan Ado Bayero) as the whole building will be taken up and companies will be paying rents for the use of the building
10. The infrastructure at the park can be used to provide ICT services in the state allowing government to implement such programmes as e-Health, e-Governance, e-Learning, eCommerce, among other ICT applications for development

11. Reduce social problems associated with youth unemployment as many jobs and training opportunities would be created
12. The business activities and the infrastructure will enhance the prestige of Kano State and allow it to retain its eminent position as a centre of commence and business
13. It will project the cultural values of the State and give Kano State an enhanced global visibility
14. There will be multiplier effects on other development sectors

The Concept of ICT Parks

The idea of Information Technology (IT) or ICT parks where IT production and service provision take place for both local and international markets is an extension of an earlier concept of science parks where research and development on scientific and technological issues could be carried out in a conducive and enabling environment. Although the requirements are different, the rationale for IT parks is somewhat similar to that of the early industrial centres which were located away from the main population centres of the cities.

The motivation for IT parks arose from the desire of developing countries to leverage into this sector which has become the driving force of the information-based economy of today. Governments were looking for the most effective ways to establish themselves as producers rather than as mere consumers of ICTs. It emerged out of this search that it was possible to build ICT enclaves, especially meant for the production of ICTs by providing world class infrastructure and establishing incentives to investors so that they could move from wherever into the enclaves. Countries therefore hope to use IT parks to not only attract foreign investment for developing the ICT sector but also to build national capacity to compete in the growing global markets for these services and products.

India is one of the early developers of ICT parks through its aggressive policy on software developments for export. Since then many countries especially in the Asian region have built many successful IT parks that have enabled their countries to gain a sizeable portion of the global market. India for example controls about 16% of the global software market. Both Korea and Malaysia are among the top 20 countries with the

highest digital readiness index, a ranking of countries done annually by the International Telecommunication Union (ITU) that places countries on a scale based on their ICT related activities and the contribution of ICT to their national economies.

Unlike heavy industries, which are noisy, environment polluting and require large tracks of land, IT parks are not noisy, are environmentally clean and do not require large expanses of land. In addition, unlike heavy industries which are capital intensive, setting up ICT businesses, especially in software production and services does not require large capital. However, they require access to constant power-supply, well-developed telecommunications infrastructure and a host of other utilities. Countries that have employed IT parks as national development strategies therefore invested in providing the enabling environment and conducive space for the establishment of ICT production centres in their countries.

An ICT park needs:

- Adequate building space
- Constant power and water supply
- Well-developed ICT infrastructure

- Proximity to an international airport
- Access to good road networks
- Access to a large pool of ICT skilled manpower
- Efficient customs, immigration and administrative services
- Security of property

As a strategy meant to attract foreign investment, infrastructure at IT parks is not exclusively developed by government financing. Instead, a variety of models of financing within the framework of public private sector partnership (PPP) have evolved.

In some countries, IT Parks were established by national governments (Malaysia, India). Others are established by state or regional governments (India), some as joint partnership between universities and government/foundations (China) and yet others by private organizations (Singapore and India).

In all these experiences, the role of government is largely limited to creating the enabling environment and firm support for the project while financing is left to the private sector. Government

also does not involve itself in setting up companies to engage in either the production of ICTs or services. Instead, its agency merely coordinates activities in the parks and implements government policy with respect to the ICT sector. Companies that locate in the park will have to pay for the use of the infrastructure and the building to recover investments in these areas.

The Asian countries, especially China, Malaysia, Singapore, India and to a lesser degree Pakistan have employed IT parks as national strategies for economic development with varying levels of success. IT parks have not only enabled them to attract foreign investment but have also become major sources of national revenue as well as in generating employment. There are of course individual emphases. China is focusing on hardware production in its ICT parks and today is a leading exporter of PCs, not only to the Asian region but also to other parts of the world while India seems to be doing best in software export. In Malaysia the industry is used to position Malaysia in the global economy, facilitating economic growth and the growth of ICT-related industries such as semiconductor and electronic industries. What is common to all those countries that are successful

in creating ICT enclaves that have enabled them to compete globally in spite of the fact that these enclaves are surrounded by underdeveloped economic sectors is that they did not wait to achieve better connectivity before embarking on these projects.

Studies of IT parks in India and China have shown that IT parks have led to improved standards of living of their immediate neighborhoods and impacted a good measure of development to nearby towns as well as increased the hard currency earnings of their countries. IT parks are also contributing to the overall economic performances of those countries that have adopted the strategy.

The Objectives of the Kano ICT Park

The park is to achieve the following objectives:

- Generate revenue for the state
- Create employment opportunities in the state
- Attract foreign investment in ICT sector
- Develop highly-skilled ICT manpower in the state

The Kano ICT Park will bring the following ICT businesses to the state:

- Software development: the design, development and testing of software packages for industry and general purpose
- Outsourcing services: data entry, software coding, code testing, call center operations and many types of online jobs
- R and D in ICT: research and development of new applications, systems and software.
- Content creation and development: the development of local websites, databases, archival services, translation services, etc.
- Website design and hosting services, including co-location services
- Manpower training and development: the production of various categories of ICT professionals
- ICT system assembly: the manufacture and assembly of computers and other related equipment.
- Fabrication and manufacture of telecommunications equipment such as VSAT, etc
- Telecommunications solutions: network design, routing solutions, etc.

- ICT hardware components production: The production of chips and other components needed for the assembly of computers and other digital systems.

Selling Points for Kano

The following are some of the unique selling points of Kano as a prospective host of ICT park investors

- International airport
- Good road network to many states in the country
- Large population enough for a major local market
- Major centre of commerce in the country
- A major centre of learning
- A robust financial sector capable of meeting the needs of ICT park investors
- A crossroad between North and West African trading networks
- Centrally located in the northern region of the country
- A high level of tri-lingual literacy (Hausa, English and Arabic) which is very vital in content creation

- Proximity to a number of institutions of higher learning offering courses in IT and computer related programmes

The Location for the Kano ICT Park

The Kano ICT Park will be located at the Gidan Ado Bayero Building Complex, a mighty structure owned by the Kano State Government that is located just outside the Kano city wall by Kofar Nassarawa. It is a very large multi-storey complex, has adequate parking space and there is space for further expansion. The State Government, in partnership with private companies, is expected to provide excellent ICT/telecommunications infrastructure and the other utilities and services needed at the Park.

Contents of the Brief

Kano State has started to implement an ambitious ICT policy, which is expected to bring tremendous development in the ICT Sector. The establishment of an ICT Park is a key component of this policy and its implementation will go a long way in achieving the objectives of the policy. It is hoped that this brief would provide the details that would assist prospective tenants in making their choice to

become part of the Kano ICT Park project. After this introduction, Chapter Two gives a brief history of the ICT Park project starting from 2003 when the Shekarau Administration began. This is followed by Chapter Three which gives a description of the major components of the ICT Park project. The last chapter, Chapter Four, dwells on the management structure of the Park.

Chapter Two

HISTORY OF THE KANO ICT PARK

PROJECT

Kano has been an economic nerve centre not only for Nigeria but for the entire West African sub-continent. Recently, Kano has been experiencing a downturn in commercial and industrial activities. The Kano State Government realized that the new business opportunities in the ICT sector could be used to restore Kano's economic prosperity. Consequently, the Economic Development Roadmap identified ICT as one of its core areas amongst others which include agriculture, quality education, internal revenue generation, commerce and industry, and job creation for especially youth and women.

Having recognized this strategic importance and relevance of Information and Communications Technology (ICT) both as a service as well as an economic sector that will facilitate good service delivery and boost the economy, the Kano State Government in 2003 established the Office of the

Special Adviser to the Governor on Education and ICT and in 2004 appointed a high powered committee to formulate an ICT policy geared towards making the State a leader in ICT. The ICT policy identified the need to use ICT to promote good governance, advance knowledge and create wealth and jobs. The establishment of ICT parks was recognized in the policy as one of the fastest way of promoting ICT as an economic sector.

The State Government accepted the recommendation to establish a world class ICT Park and the Office of the SAEIT was mandated to proceed with activities that will lead to the realization of the Park. The search for a suitable site for the Park began in earnest and after considering several options, the uncompleted Gidan Ado Bayero Building was a natural choice because of its ample space and ideal location within the business district. Accepting this choice, the State Government promptly resumed the contract for the completion of the complex.

In 2006, His Excellency, Malam Ibrahim Shekarau, the Executive Governor of the State led a delegation of senior government officials on an official visit to Malaysia. During this visit, he signed, on behalf of the State Government, a

Memorandum of Understanding (MoU) with the Malaysian Multimedia Development Corporation (MDec) to assist it in the development of the ICT Park. Subsequently in 2007, a team of MDec officials came to Kano for a one-week working visit to study the Kano ICT Park project proposal and advise on its viability. In July 2007, a government delegation from the State paid a visit to Malaysia r to study ICT parks in Malaysia notably the Multimedia Super Corridor (MSC) at Cyberjaya and the IT park at Johor Bahru. Consultants from MDec returned for a second time in May 2008 to help the State Government in fine-tuning its implementation plan for the ICT Park project.

When His Excellency, the Executive Governor, Malam Ibrahim Shekarau, received the mandate for a second term in 2007, he unveiled a 5-year Economic Development Roadmap which identified five key sectors. The fact that one of these sectors encompassed ICT allowed the ICT Park project to be adequately catered for in the annual budget provisions since then.

In January 2008, an advert was placed in the papers inviting companies to express interest in being tenants in the ICT Park. Over 60 EOIs were received. Subsequently formal application forms

were sent to all the companies that had expressed interest to fill and indicate the type of business, space and other requirements they would have in the Park.

In May 2008, in an effort to involve the public in the ICT Park Project, an international workshop on the ICT Park was held. During the workshop which was attended by participants from all over Nigeria and from Ghana, USA, and Malaysia, several presentations were made. The workshop was attended by all stakeholders, including ICT companies, ICT professionals, business people, development partners, non-governmental organizations and government representatives from all parts of the country. Several useful suggestions were offered on how to make the project successful.

Following progress towards the completion of the ICT building and the decision to use facility managers to manage and maintain the ICT Park in excellent form, another advert was placed in the newspapers, inviting reputable companies to submit EOIs as facility managers. By the close of the deadline, over 100 EOIs were received. These were screened on the basis of short listing criteria and those shortlisted were invited in November 2008 to

submit technical and financial proposals for the aspects of facility management they were interested in.

In Feb 2008, a consortium of firms was contracted to design the IT infrastructure for the Park. This infrastructure, which is a key component of any ICT park, is expected to consist of state-of-the-art networking equipment that would link tenants to a fast and reliable Internet connection. In Aug 2008, after the design was completed, adverts appeared in newspapers inviting EOIs from reputable IT companies interested in deploying and maintaining the IT infrastructure of the Park through a Public-Sector Private-Sector Partnership (PPP) model. Several companies applied and after an exhaustive process, one of them emerged as the chosen partner for the IT infrastructure project.

In addition to the international workshop on the ICT Park, two more stakeholder meetings were conducted. The first which held on 1st July, 2008 at Tahir Guest Palace was for the business community, during which the project was presented to a spectrum of the Kano business community. The second which held on 23rd October 2008 was for the banking community and telecommunications companies. Held at Horizon

Hotel, the event sought the buy-in of these categories of stakeholders in the ICT Park Project.

In an effort to obtain well trained outsourcing manpower, the State Government decided to assist three of the institutions of higher learning in the State to start outsourcing training programmes at the ICT Park. The institutions are Bayero University, Kano, Kano University of Science and Technology, Wudil and the Kano State Polytechnic, Kano. Each of the institutions nominated ten (10) staff members who participated in some Training of Trainers (TOT) programmes. The first of the TOTs was held from 26th to 28th August 2008, at Mambayya House, facilitated by an outsourcing training consultant from Ghana. A second training was conducted by the same facilitator from 24-26, November 2008. It is expected that, eventually, the three institutions would establish their outsourcing training units/centres at the ICT Park.

The need to aggressively market the ICT Park in Nigeria and abroad has been recognized. Since then, efforts have been made to make use of workshops and seminars as avenues for the marketing and promotion of the Park. Between 2006 and 2009, several presentations were made in fora such as the Bridges Across Borders conference

organized by NEPC, ITAN Summit, Open Source Conference in Kano, MSC Malaysia Global Exchange programme and Nigerians in Diaspora Organization Europe (NIDOE) conference in Paris. In most of these conferences, special exhibition stands were put up to distribute brochures on the ICT Park and answer questions by interested persons.

With everything finally falling into place, it is hoped that very soon the ICT Park will be fully functional and open its doors to the outside world. When that happens, Kano State would have set a record as the first state in Nigeria to establish a world-class ICT Park.

Chapter Three

THE COMPONENTS OF THE KANO ICT PARK PROJECT

This section of the document brings the different components of the ICT Park Project. It covers the setting and operating of ICT training institutes in the Park, setting up of ICT businesses, the incubator programme, conference and exhibition facilities at the Park and other auxiliary support services.

ICT TRAINING SECTION

One of the success factors for IT parks the world over is proximity to research and development centres as well as access to highly skilled manpower. Thus almost invariably all ICT parks either contain within them ICT training and research institutions, or are located close to them. For example, within the MSC of Malaysia, there are 39 institutions of higher learning.

The Kano ICT Policy has made provision for the establishment of the Kano State Institute of Information and Communications Technology (KIICT). This should be located within the Kano ICT Park.

The advantage of locating the centre within the Park is that apart from satisfying the proximity requirement, it also means that the State Government does not have to spend additional funds in building a separate campus and providing infrastructure and utilities for the campus.

However in order to promote private sector participation and competition, the Government is putting in hold its place for the establishment of the Kano State Institute of Information and Communications Technology (KIICT). Instead, it is inviting different stakeholders to set up training institutes in at the Park. It is expected that the training institutes at the ICT Park will provide training covering the whole ICT spectrum and related fields. The different types of training could be categorized as follows:

ICT User Skills

These are ICT user proficiency courses such as Microsoft Office Package, desktop publishing, graphical design packages, Internet application, etc.

ICT Entrepreneur Skills

These are expected to provide medium level skills which would allow the trained people to engage in IT-related services such as website design, computer maintenance, network administration, etc

Professional Certifications

These are industry-level certification training programmes. They could include both generic training certification programmes such as those accredited by COMPTIA and vendor specific certification programmes such as those of Oracle, Microsoft, Cisco, etc.

Telecommunications Training

As IT penetration increases in the society, the need for various cadres of telecommunications professionals will increase. The training institutes should provide telecommunications training at both technician and professional levels.

Outsourcing Training

An ICT Park is also a centre for outsourcing jobs that rely on IT infrastructure. Outsourcing requires various skills that cross-cut different fields. This need to train people who will take opportunities for outsourcing jobs should be met by the training institutes in the Park.

Special Focus Training

There would be specialized and sector-focused training programmes such as for instance ICT training for medical practitioners, e-governance and e-commence training, etc.

Academic Training

The centre should also provide opportunities for advanced ICT academic training such as in computer engine, software engineering, telecommunications and in ICT business management programmes, especially by leveraging on e-learning platforms that the excellent IT infrastructure in the Park will permit.

Prospective Organizations

The following categories of organizations are eligible to apply to obtain permission to locate their training activities in the Park:

1. International ICT Training companies
2. Local ICT training companies
3. Universities and other institutions
4. ICT companies that have training companies or which would want to venture into training

ICT BUSINESSES

While ICT production facilities take some time to install and get them to start operations, setting up businesses for the sale of ICT products and services is much easier to do. ICT business organizations would form the second core of the tenants of the ICT Park. They would come almost at the same time as the ICT training institutes. Companies can engage in any or all of the following ICT related activities.

- Sale of ICT Products
- Sale of ICT Services
- Website and content development
- Outsourcing

- Software development
- Product maintenance and services

ICT businesses will be segmented into four categories in the Park. These are:

ICT Shops

These are small scale operators who would be retailing ICT products such as computer consumables, parts, GSM handsets, software packages, etc. They would be given shops on the ground floor of the Park. They would serve both the needs of the Park companies as well as for people and organizations outside the Park who would prefer to shop where quality is assured and products will be available at competitive prices.

Major ICT Markets

These would be medium to large scale companies that will engage in the trading of ICT products such as computers, related equipment, telecommunications products, etc. Such companies may be representatives of major global players or independent companies that have that capability of meeting large order supplies.

Manufacturers and Assemblers

As a technology transfer centre, the aim of the Park is to develop the local capacity for the manufacture of ICT products that compete globally. This will in turn not only make these products readily available in the State but also make them available for exports to international markets. The strategy of Kano State Government is to attract major international ICT producers to site their production facilities in the Park.

Service Providers

The fourth category of ICT businesses in the Park are providers of different ICT services. These would range from software developers to content providers. There would be facilities for location of web hosting companies and companies that will engage in outsourcing activities. Technology research companies would also be placed in this category as well as companies that will engage in providing marketing and public support to companies in the Park.

THE INCUBATOR PROGRAMME

As a technology park, the ICT Park in Kano will feature an Incubator scheme. This scheme will focus on young technology entrepreneurs who show promise in software development and outsourcing services. The incubator scheme will develop their skills and make them engage in the production of commercially viable software products and the offering of outsourcing services to clients abroad.

The Scheme

The incubator programme for the Park will span a period of three years. During the first year, the skills of the participants would further be developed and they would be given training in business management, mentoring and product packaging along side with set up support. In the remaining two years, participants would be engaged in real work business practice but with access to shared services from the Park, and other support. Early in the third year, they will be expected to produce an exit programme that would launch them into independent businesses.

Participation Criteria

All prospective participants to the programme will have to meet the following conditions:

1. A minimum of BSc level schooling
2. Prior training in software development (for those taking Software Development Option)
3. Evidence of at least one software developed that would be of commercial value
4. Evidence of past experience in the business arena
5. Articulation of a business plan

CONFERENCE AND EXHIBITION FACILITIES

The ICT Park is simultaneously a training environment, a research centre, a business market and the nerve centre for the ICT driven economy of the State. Such simultaneity of purpose requires a number of supporting facilities and complementary activities to enhance the various undertakings in the Park. These complementary activities include:

- Technology Trade Shows
- Conferences and Workshops
- ICT Promotion Activities
- Research related meetings

- Marketing glints

In order to provide space for these activities, the Park will incorporate spaces for the following:

Conference Rooms

As a centre of both learning and technology innovation, there would be a need for conferences not only by tenant companies but even by outside organizations and people who need a conducive environment for such conferences. The Park should have fairly large conference halls which can take from 200 to 300 people. These conference halls would be available for renting.

Board Rooms

It will be unnecessary for each company to have its own Board Room which would be lying idle for most of the time. To maximize usage of space and reduce the rent burden on companies, the ICT Park Management will designate appropriate spaces as Board Meeting rooms. These rooms would be equipped with all the necessary equipment, furniture and other meeting needs which companies can use to host their own meetings.

Exhibition Area

While individual companies will have their own promotional and marketing strategies, the ICT Park Management would develop a systematic and comprehensive plan for marketing and promoting the overall interests of the ICT Park both nationally and globally. One way in which the companies in the ICT Park and their products/services would be marketed is that an exhibition area would be made available in the Park where companies can place their stands describing the products and services they specialize in. This would be particularly useful during conferences and workshops when large numbers of people would visit the Park. During such periods, companies resident in the Park as well as those that are not necessarily tenants in the Park would be allowed to place their advertising stands.

AUXILIARY SUPPORT SERVICES

In order to provide support services to the tenants of the ICT Park, a number of other facilities would be provided within the premises of the Park. They include:

- Clinic/Pharmacy

- Police Post

- Banking spaces

- Post Office/Express Mail

- Travel Agency

- Restaurants

- Bookshop

All these would generally be provided by competent third-party companies that would be given convenient spots within the premises of the Park.

Chapter Four

THE MANAGEMENT OF THE PARK

As a modern institution, an ICT Park is a complex system as it is established to meet diverse needs of the promoters. In the specified case of the Kano ICT Park, the major motivation is to use it as a means of using ICT as an economic sector. Therefore the major expectations are to create wealth through its operation, generate employment opportunities and boost revenue base of the government. In order for these benefits to be optically derived, an appropriate management structure and mechanisms have to be developed and provided for the Park. This chapter deals with these issues.

Responsibilities of Different Bodies

The responsibility for the management and upkeep of the ICT Park would be shared amongst three (3) parties; the Government, the ICT Park Management and tenants. The specific responsibilities of each party are given below:

The Responsibilities of Government

- Will make policies and monitor their implementation.
- Will provide incentives to the companies operating in the Park
- Will market the ICT Park project through promotional activities

The Responsibilities of the Individual Companies

- Must comply with all rules and regulations applicable to their operation both as corporate entities and as tenants in the ICT Park
- Will operate in accordance with their agreed plans of operation and expansion
- Will not use space at the Park as mere contact points
- Will be responsible for effective use of rented place in the Park
- Will be expected to immediately report any falling of quality in any aspect of the services in the Park to the relevant facility manager and log this to the Office of the Park Advisory Committee

- All companies will get their incentive quotas on meeting the relevant conditions for the evaluation of the quotas

The Responsibilities of the Park Management

- Will ensure that facilities at the Park are maintained in an excellent condition
- Will ensure 24 hours a day power supply
- Will ensure constant and adequate water supply to the building
- Will ensure the security of premises of the Park

The ICT Park Administration

The administration of the Park comprises the following:

- An ICT Park Governing Board consisting of eminent personalities drawn from the public and private sectors. The Board shall be responsible for policy making and for supervising the Management as well as reporting to both government and other partners on the activities of the Park.

- The ICT Park Management which shall be composed of competent professionals who shall run the Park as a business venture. It shall be appointed by the ICT Park Governing Board. The management team will be small relying on several facility management companies responsible for the different services to be provided with a leading FM company to supervise the others. The main positions would be the following:
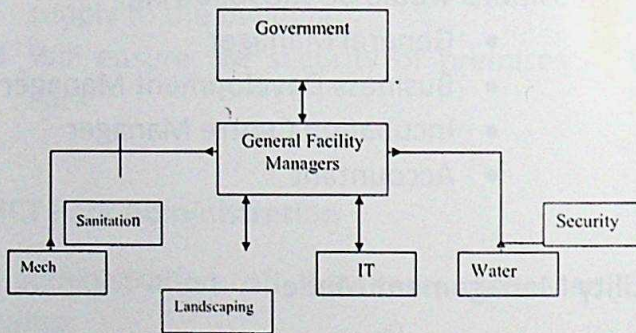 - General Manager
  - Business Development Manager
  - Incubation Centre Manager
  - Accountant

Facility Management Model

The ICT Park shall be managed by competent facility managers on behalf of the ICT Park Management. The following are the key facility managers for the Park:

A two-level layer model for the facility management of the Park is proposed. The model has one general facility managers that would be contracted by the government. This shall be a

reputable estate management company that will be able to maintain the physical building structure of the Park, administration the space and provide supervisory services in relation to the other layer of the facility mangers. The second layer would constitute of nine different facility managers, each working on specific aspect and responsible to the General Facility Managers. The model is diagrammatically illustrated below;

The section below provides the specific scope of responsibilities for each of the different facility managers.

The General Facility Managers

This shall have the following responsibilities

- Supervision of the other facility managers

- Allocation of space and its administration
- Maintenance of physical building structure
- Maintenance of fixtures in the building
- Collect rents from tenants on behalf of the Government

Mechanical Facility Managers

This shall have the following responsibilities

- Maintenance of lifts
- Maintenance of generators
- Supply of water to all parts of the Park
- Maintenance both internal and external piping for water

Electrical

- Electricity distribution in the building
- Rectification of wiring problems

Security

- Electronic surveillance systems
- Gate and entrance manning
- General premises surveillance

Landscaping

- Design of landscaping of the ICT Park
- Planting and raising of trees, plants, flowers and lawns at the park
- Maintenance of lawns, trees, flowers and plants at the Park

Sanitation

This shall have the following responsibilities

- Cleaning of officers, work rooms, toilets and other spaces in the building
- Cleaning of the building
- Outdone cleaning
- Refuse and waste disposal

IT Infrastructure

- Maintenance and up grading of IT infrastructure
- Administration and distribution of access to users
- Administration quota subsidy for IT infrastructure to IT Park companies
- Maintenance of telecommunication services

Fire Services

- Repair and maintenance of fire detection equipment and fire points
- Provide fire fighting services

Water

- Supply of water to all parts of the Park
- Maintenance of both internal and external piping for water