



Knowledge exchange

In order to accelerate the effective implementation of the partnership project, to provide mutual understanding and to learn from each other through exchange of good practices when it comes to serving respective member companies, a job shadowing initiative was introduced where one ICT Chamber staff member went to BITMi with an objective of learning how BITMi runs their daily operations and vice-versa. Assuring smooth exchange of learnings and best practices between the ICT Chamber and BITMi through skills development, awareness creation and reinforcing the cooperation between the two organizations.

During phase one of the project In 2019 , June and July an exchange program of ICT Chamber and BITMI staff took place. Tuyizere Moise, the ICT Chamber's Director of operations, visited BITMi headquarters in Germany and learned about best practices in a variety of membership-based organization's management. On the other hand Bianca Bockhoff, membership coordinator at BITMi, spent 2 weeks in Rwanda sharing her experience with the chamber's staff and learning about the differences and similarities in the ICT sector of both countries.

Lesson learned include but not limited to;

- About the organizational structure of both partners and how it is correlated to their mission/vision
- About the financial modeling of both partners and how it reflects the sustainability & growth of their respective association.

- About the internal work systems; their work systems and how they stimulate the productivity of employees
- About the interaction of both associations with its members; how do they retain the existing members? How do they recruit/attract new members to join the association? What kind of services do they offer to their members?

The knowledge exchange Programme will benefit both entities and their respective members and non-member companies in the ICT ecosystem. This will continue to be a great opportunity for both Rwandan & German IT companies evolving in the sector to create business partnerships through their respective associations.