

Overview of the Development of ITES/BPO Policy Consultancy for the Ministry of Communications, Ghana

The Ministry of Communications of Ghana (MoC) has demonstrated a clear understanding of the significant opportunities the ITES-BPO sector presents for Ghana's economic growth. In light of this, it took a laudable and commendable approach to further Ghana's position by facilitating investment in the ITES-BPO sector.

For this reason, the MoC sought assistance from the CTO team of consultants for a project which entailed developing a Business Process Outsourcing / Information Technology Enabled Services (BPO/ITES) policy report for Ghana. This project involved a CTO team working with counterparts in the MoC to define basic policy and objectives, as well as making recommendations on the optimum institutional structure and procedures for that Ghana government.