

CV ERIC KOUAM - EXPERT IN DIGITAL GOVERNMENT AND DIGITAL TRANSFORMATION

Title	International Consultant
Expert's name	Eric KOUAM
Nationality	Cameroon / Nigeria
Country of residence	Senegal
Years of experience	More than 25 years of experience
Address	Address 1: Sacre-Coeur, P.O. Box 5204, Dakar Address 2: Lot 830, GC Oranika Street, Mabushi, FCT, Abuja, Nigeria Tel. +2349032442437 / +221777856911 E-mail: erickouam@gmail.com

PROFILE:

Senior international consultant with **more than 25 years of experience** in information systems, digital transformation and public administration modernization, Eric KOUAM works at the intersection of strategy, technology and organization. **He holds** a PhD in e-Government, an MBA, a Master's degree in Econometrics and Statistics, and a Master's degree in Computer Science, and has a multidisciplinary profile strengthened by **numerous international certifications** in project management, IT governance, enterprise architecture, business analysis, IT service management, security, risk management and continuous improvement.

Since 2009, as a Senior Consultant with QUALISYS Consulting, he has led and supervised digital transformation and digital government assignments for public institutions across Africa. **His areas of expertise** include business process reengineering and digitalization, enterprise architecture, interoperability, information systems governance and architecture planning, quality assurance, requirements engineering, preparation of functional and technical specifications, information systems audit, risk management, information security, and the management of complex modernization projects. **His experience** spans multiple public-sector domains - public finance, public procurement, taxation, customs, social security, health, trade, immigration and government services - across numerous African countries, giving him a strong understanding of the institutional, operational and technological challenges of public-sector digital transformation.

EDUCATION:

School, institute and/or university attended	Degree/certificate or other specialized training obtained	Year obtained
Charisma University, United Kingdom	PhD in e-Government	2021
Cheikh Anta Diop University of Dakar	Master's degree in Econometrics and Statistics	2004
African Centre for Advanced Management Studies (CESAG), Dakar	Master of Business Administration (MBA)	2003
University of Yaounde I, Cameroon	Master's degree in Computer Science	2001

PROFESSIONAL CERTIFICATIONS:

Year	Certifications obtained
2023	ITIL 4 Master
2023	ITIL Practice Manager
2021	ITIL 4 Strategic Leader – Digital and IT Strategy
2021	PMI Professional in Business Analysis – PMI-PBA
2020	ITIL 4 Managing Professional
2018	ISO 31000 Risk Manager – PECB
2018	ISO 22301 Lead Implementer – PECB
2017	PMI Agile Certified Practitioner – PMI-ACP
2015	Certified COBIT 5 Implementer, ISACA
2015	Certified in the Governance of Enterprise IT – CGEIT, ISACA
2014	Certified Process Improvement Expert – Lean Six Sigma Black Belt
2014	TOGAF 9 Certified Practitioner
2014	Certified Information Systems Auditor – CISA, ISACA

2014	ISO/IEC 20000 Lead Implementer – PECB
2013	Certified in Risk and Information Systems Control – CRISC, ISACA
2012	Certified Business Analysis Professional – CBAP, IIBA
2010	Project Management Professional – PMP, PMI
2010	ISO/IEC 27001 Lead Implementer – LSTI
2005	OMG Certified Business Process Modeling Professional and OMG Certified UML Professional

RELEVANT PROFESSIONAL EXPERIENCE FOR THE ASSIGNMENT

Period	Name of employer, position held / Reference contact details	Country	Summary of activities performed under this assignment
January 2009 to present	QUALISYS Consulting Position: Senior Consultant Consulting services in business process reengineering, digital transformation and information systems for governments in Africa	Several African countries	As a Senior Consultant with QUALISYS Consulting, led and supervised complex digital transformation and public administration modernization assignments across Africa, covering: • Digital government strategy, • Business process reengineering and digitalization, • Enterprise architecture and interoperability, • Information systems governance and architecture planning, • Quality assurance and audit of digital solutions, • Requirements engineering and preparation of functional and technical specifications, • Information systems project management and oversight, • Information security and risk management, as well as change management, • Capacity building and support for the implementation of digital platforms and public services. • Engagement with governments and public institutions on large-scale projects, coordinating stakeholders and vendors,

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			monitoring compliance and performance, validating deliverables, and supporting projects from diagnostic and design through deployment and go-live.
2025 – 2026	Ministry of Finance and Development Planning, Kingdom of Lesotho Position: Project Manager Project: Development of the Government of Lesotho Enterprise Architecture (GLEA) and e-Government Interoperability Framework (e-GIF)	Lesotho	Design of the government enterprise architecture and interoperability framework, including roadmap, governance and change management.
2025	Ministry of Finance, Budget and Digital Economy (MFBEN) - SETIC (PAFEN Project), Burundi Position: Senior Consultant Assignment: Business process reengineering and preparation of business, functional and technical specifications for the full e-GP lifecycle in Burundi	Burundi	As-Is/To-Be reengineering of the e-GP lifecycle and preparation of requirements, specifications and tender documents.
2025	Ministry of Finance, National Directorate of State Assets (GEPRES Project) - Republic of Mozambique Position: Senior Consultant Assignment: Technical assistance for the evaluation of bids for the supply, installation, customization, commissioning and maintenance of the e-GP system in Mozambique	Mozambique	Technical and financial evaluation of e-GP bids, including compliance matrices, proposal analysis and final report.
2024 – 2026	Ministry of Economy and Finance / Governance Strengthening	Madagascar	Assessment and digital modernization of public debt management, including

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	Digitalization Project (PREGODI), Madagascar Position: Project Manager Assignment: Technical assistance to optimize public debt management through digitalization		architectures, recommendations, roadmap and specifications.
2024 – 2026	Ministry of Trade, Industry, Business Development and Tourism - Kingdom of Lesotho Position: Project Manager Assignment: Project management and quality assurance services for the deployment of the Lesotho National Single Window (LNSW)	Lesotho	Management and quality assurance of the National Single Window deployment, including inter-agency integration, technical readiness, training and change management.
2024 - 2026	Ministry Delegate for Digital Economy and Innovation - Djibouti Position: Senior Consultant Assignment: Development of Djibouti's digital public services catalogue (GOVSTACK approach)	Djibouti	Design of the national digital services catalogue using GOVSTACK, including inventory, classification, process simplification and support for the CMS platform.
2024	National Social Security Fund (CNSS) - Djibouti Position: Assignment Director Assignment: Development of the IS architecture master plan (target architectures) and Information Systems Master Plan	Djibouti	Audit, IS architecture planning and master planning for CNSS, including target architectures and a modernization roadmap.
2024	West Africa Regional Digital Integration Program - WARDIP Position: Assignment Director Assignment: Feasibility study for an interoperability	Guinea-Bissau	Feasibility study for a national interoperability framework and services platform, including architecture, action plan and specifications.

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	framework, a data exchange layer, a services platform and an action plan for the digitalization of priority public services		
2023	ECOWAS Centre for Renewable Energy and Energy Efficiency (ECREEE) Position: Senior Consultant Assignment: Assistance in developing an information technology strategy and action plan	West Africa	Definition of ECREEE's 2023-2027 IT strategy, target architectures, governance and transformation action plan.
2023–2024	Government of Madagascar Position: Senior Consultant Assignment: Business Process Reengineering (BPR) and e-GP requirements specification	Madagascar	Reengineering of public procurement processes and specification of the e-GP platform, including ToR and bidding documents.
2023 – 2024	AU/AFCAC (African Civil Aviation Commission) Position: Project Manager Assignment: Preparation of Terms of Reference and support for the recruitment of a consulting firm for the SAATM management information system	Senegal	Assessment and reengineering of the SAATM information system, preparation of ToR and support for the recruitment of the consulting firm.
2023	Ghana Free Zones Authority (GFZA) Position: Project Manager Assignment: Assessment of the existing information system and business process reengineering for the development of a single window platform	Ghana	Information systems assessment and BPR for a single window, from requirements definition through deployment and knowledge transfer.

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2023	Malian Social Security Fund (CMSS) Position: Project Manager Assignment: Diagnostic study on the digitalization of benefits and payment methods - CMSS and INPS	Mali	Assessment of social benefits and payment methods, including flow mapping and digitalization recommendations.
2023	Ministry of Health, Djibouti Position: Project Manager Assignment: Development of a digitalization strategy and Information Systems Master Plan for the health sector	Djibouti	Development of the health-sector digitalization strategy and information systems master plan, including target architectures, governance and an initiatives portfolio.
2022	Government of Malawi / Department of Immigration (DoI) Position: Project Manager Assignment: Needs assessment for a National Border Management Information System (BMIS)	Malawi	Definition of functional and technical requirements for the national BMIS, including infrastructure, hosting, continuity and data center capacity.
2022	Ministry of Finance and National Development (MEFDN) Position: Project Manager Assignment: Project management support / technical assistance for the implementation of Eritrea's Integrated Financial Management Information System	Eritrea	Support for IFMIS implementation, including target architecture, governance, project monitoring, change management and capacity building.
2022	Ministry of Posts, Telecommunications and Digital Economy (MPTEN), Guinea Position: Senior Consultant Assignment: Development of the National Strategy for	Guinea	Development of Guinea's national digitalization strategy, including assessment, benchmarking, roadmap, financing and governance.

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	Digitalization of the State and the Digital Economy - UNDP-funded		
2021 – 2022	ANSIE, Djibouti Position: Project Manager / Digital Transformation Expert Assignment: Development of a strategy for scaling up and deploying digital services	Djibouti	• Strategy for prioritizing and scaling digital services, including operating model, pilots and adoption mechanisms.
2022	Directorate General of Customs (DGD), Cote d'Ivoire Position: Digital Transformation and Service Management Expert Assignment: Design and development of the customs services catalogue	Cote d'Ivoire	• Design of the customs services catalogue, including architecture, process mapping, activity matrix and stakeholder awareness.
2022	Directorate General of Taxes, Cote d'Ivoire Position: Project Manager Assignment: Strengthening the help desk team's capacity and the organizational framework of the IT support function	Cote d'Ivoire	• Structuring and professionalization of the Helpdesk/Contact Center, including roles, procedures, SLA/KPI, training and operational scenarios.
2022	Prime Minister's Office of Burkina Faso Position: Project Manager Assignment: Development of the Information Systems Master Plan for the Prime Minister's Office - UNDP-funded	Burkina Faso	• Development of the Prime Minister's Office information systems master plan, including assessment, target architecture, security, roadmap and change management.
2017–2018	African Development Bank (AfDB) Position: Business Process Reengineering Expert Assignment: Reengineering of operational processes and	Cote d'Ivoire	• Reengineering of AfDB business processes and definition of a transformation and automation roadmap.

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	strategic support for digital transformation		
2017–2018	African Guarantee Fund (AGF) Position: Project Manager Assignment: Business process reengineering and implementation of an integrated BPMS/EDMS automation platform	Kenya, Togo	• Process reengineering and support for implementation of an integrated BPMS/EDMS platform, including roadmap and change management.
2019–2020	Togolese Revenue Office (OTR) Position: Project Manager Assignment: Business process reengineering and preparation of specifications for the implementation of an Electronic Document Management System	Togo	• Process reengineering and definition of requirements, specifications and architecture for the future electronic document management system.
2020	Directorate General of Taxes (DGI) Position: Project Manager Assignment: Implementation of platforms for digitizing tax procedures and electronic document/records management, including SIGICI, e-Taxes and e-Cadastre	Cote d'Ivoire	• Digitalization of tax procedures and EDMS/records, including BPR, specifications, deployment supervision and capacity building.
2021	Ministry of Finance Position: Project Manager Assignment: Feasibility study and preparation of specifications for a new Integrated Financial Management Information System (IFMIS)	Eritrea	• Feasibility study and specification of a new IFMIS, from process mapping to procurement ToR.
2019	Lesotho Revenue Authority (LRA) Position: Project Manager Assignment: Business process management, agile	Lesotho	• Maturity assessment and deployment of BPM and Agile frameworks, including team training and coaching.

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	methodologies and development of enterprise-wide BPM and Agile frameworks		
2018	National Electricity Company of Senegal - SENELEC Position: Project Manager Assignment: Information systems governance and architecture planning program, including IS inventory, governance frameworks, PMO establishment and business continuity planning	Senegal	Audit and governance of SENELEC's information systems, including architecture planning, PMO, security, business continuity and roadmaps.
2022	UNDP / Prime Minister's Office of Burkina Faso Position: Project Manager Assignment: Development of the Information Systems Master Plan for the Prime Minister's Office	Burkina Faso	Assessment and definition of the target IS architecture for the Prime Minister's Office, including roadmap, security, change management and priority projects.
2021	General State Inspectorate (IGE) and Directorate General of Customs (DGD), Cote d'Ivoire Position: Project Manager Assignment: Development of the 2021-2024 Information Systems Master Plan	Cote d'Ivoire	Development of the IGE/DGD 2021-2024 information systems master plan, including assessment, mapping, target architecture and phased planning.
2021	National Agency for State Information Systems (ANSIE) Position: Project Manager Assignment: Implementation of SIGED - Integrated Electronic Document Management System	Djibouti	Technical design of SIGED, including requirements, architecture, security, high availability and disaster recovery.

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2022	Directorate General of Customs (DGD) Position: Digital Transformation and Service Management Expert Assignment: Development of the customs services catalogue	Cote d'Ivoire	Development of the customs services catalogue, including taxonomy, service sheets, target processes and stakeholder validation.
2021–2022	Ministry of Information and Communication Position: Project Manager Assignment: Feasibility study for a Document Tracking and Workflow System (DTWS), Sierra Leone	Sierra Leone	Feasibility study for the DTWS, including workflow analysis, functional requirements, conceptual model and scalable architecture.
2017	Port of Dakar Authority (PAD), Senegal Position: Project Manager / COBIT 5 Expert Assignment: Support for the implementation of information systems governance tools based on COBIT 5, ITIL v3 and CMMI	Senegal	Establishment of an information systems governance framework based on COBIT 5, ITIL v3 and CMMI, including a maturity audit and reference manual.
2016 – 2017	Nigerian Ports Authority Position: Project Manager Assignment: Technical assistance to the project owner for the modernization of information and communication technologies	Nigeria	Modernization of the Nigerian Ports Authority's ICT, including strategy, ISO 27001 security, ITSM, roadmap and deployment support.
2014 – 2016	National Pension Commission (NPC) Position: Project Manager Assignment: IT strategy, information systems architecture planning and project owner assistance for the design and deployment of a	Nigeria	IT strategy and information systems architecture planning for pension administration, including BPR, target architecture, PMO, biometric system and an ITIL-based support framework.

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	pension administration system incorporating biometric identification (AFIS)		
2015 – 2016	West Blue @ Ghana Revenue Authority Position: Project Manager / Information Systems Governance Assignment: Project management support for the implementation of the Ghana Trade Information Portal and Risk Management System	Ghana	Support for the Ghana Trade Information Portal and Risk Management System, from requirements through Single Window deployment.
2014	Ministry of Planning, Territorial Development and Community Development (MP/AT/DC) Position: Assignment Lead Assignment: Development of the Information Systems and Telecommunications Master Plan	Niger	Development of the IS/Telecommunications master plan, including assessment, target architectures, governance, project sheets and ToR.
2013–2014	West Blue @ Nigerian Ports Authority Position: Project Manager Assignment: Project management support for the implementation of the Nigeria Trade Information Portal and Customs Risk Management System	Nigeria	Support for the Nigeria Trade Information Portal and Customs Risk Management System, including data center, security and support.
2011 – 2014	GAINDE 2000 Group Position: Assignment Lead / Senior Consultant Assignment: Support to GAINDE 2000 for the implementation of an Information Security	Senegal	Implementation of an ISO 27001 ISMS, including gap analysis, risk treatment, training, mock audit and certification support.

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	Management System toward ISO 27001 certification		
2006	Cheikh Anta Diop University of Dakar (UCAD) / Higher Polytechnic School (ESP) Position: Adjunct Lecturer	Senegal	Teaching in information systems, software engineering, UML, project management and BPM, including supervision of theses and projects.
2001–2003	MEGASOFT Position: Software Analyst-Developer	Cameroon	Requirements analysis, design and development of custom software solutions, including integration, deployment, maintenance and user support.

PROFESSIONAL AFFILIATIONS:

Professional Association	Status
Project Management Institute (PMI)	Active member since 2007
International Institute of Business Analysis (IIBA)	Active member since 2011
Information Systems Audit and Control Association (ISACA)	Active member since 2010
American Society for Quality (ASQ)	Active member since 2014
ITSM Community	Active member since 2008
ISMS Community (ISO 27001 Club)	Active member since 2010

LANGUAGE SKILLS:

Languages	Speaking	Writing	Reading
French	Excellent	Excellent	Excellent
English	Excellent	Excellent	Excellent