

CASE STUDY · ZAMBIA

Digitising Points of Entry at Scale — The Zambia POE V2 Case Study

How Zambia rolled out the Version 2 Digital POE system across its busiest crossings and what other countries can copy.

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Brief

Zambia's deployment of the Version 2 Digital Points-of-Entry surveillance system is a template for digitising border health at national scale, and this case study documents exactly how it was done. It describes the deployment model — officer training, device provisioning, offline-first data capture and near-real-time reporting to the national institute — and the change-management work that made officers adopt it. It reports early results in data completeness and reporting timeliness against the previous paper process, and honestly records the obstacles: connectivity at remote crossings, device management, and sustaining data quality after the launch team departs. The transferable lessons are written for the next country to deploy, and the case directly informed the subsequent rollouts in Rwanda, Malawi and São Tomé.

Deployment model

A repeatable model — train, provision, capture offline, sync near-real-time — is described step by step so it can be lifted into another country.

Early results

Data completeness and reporting timeliness improved measurably against the previous paper process within the first weeks.

Honest obstacles

Connectivity, device management and post-launch data quality are documented candidly, with the mitigations that worked.

How to cite this work

RECOMMENDED CITATION

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