

27 January 2025

**Dear Admissions Committee,**

I am writing to express my strong interest in joining the Master's Degree Programme in Managing Digital Transformation in the Health Sector at Laurea University of Applied Sciences. With over 15 years of professional experience in ICT and health technology and a robust academic foundation in information systems and digital transformation, I am keen to contribute to the digital evolution of the health sector through this esteemed program.

### **Professional and Academic Background**

My career has been dedicated to leveraging ICT to solve critical challenges in healthcare and public services. As the Principal ICT Officer at the Ministry of Infrastructure, Housing, and Urban Development, I spearheaded the development of the National Housing Information Systems (NHIS), ensuring data accessibility and policy alignment. Prior to this, I led key projects as part of the Ministry of Health, where I implemented telemedicine systems, transforming access to specialized care in underserved regions.

Academically, I hold a Master of Engineering Science in Management of Information Systems (Transport and Telecommunication Institute, Latvia) and a Master of Science in Service Innovation and Management (University of Jyväskylä, Finland). These programs equipped me with expertise in IT project planning, data analytics, digital transformation, and user experience design. Additionally, certifications in telemedicine, project management, and digital transformation for sustainable development further solidify my qualifications.

### **Motivation for the Program**

The health sector faces critical challenges in digital transformation, including interoperability, data science integration, and equitable service delivery. This program's focus aligns perfectly with my professional goals of implementing scalable, patient-centric digital solutions. I am particularly drawn to the interdisciplinary and international approach, as it provides a platform to collaborate with experts from diverse fields, enhancing my ability to address global healthcare challenges.

Having worked extensively on projects that required multi-stakeholder collaboration and systems integration, I see this program as an opportunity to refine my skills and gain cutting-edge knowledge. I am confident that the curriculum will provide me with the advanced tools to develop innovative strategies and navigate the complexities of health sector digitalization.

### **Future Aspirations**

Upon completing the program, I aspire to lead transformative projects that bridge technology and healthcare, focusing on developing systems that improve accessibility and efficiency in health services. My ultimate goal is to contribute to building sustainable and inclusive digital health frameworks in low- and middle-income countries, ensuring equitable access for all.

### **Conclusion**

I am eager to bring my experience, academic background, and passion for innovation to Laurea University's program. I am confident that the knowledge and skills I will gain will enable me to contribute meaningfully to the digital transformation of healthcare systems. Thank you for considering my application. I look forward to the opportunity to be a part of this exciting

Kafumukache Besa Bwalya