



UNIVERSITY OF NAIROBI

ICT CENTRE ACHIEVEMENTS 2018

The Vision of the University ICT Master Plan is information systems and technology as a key driver of world-class excellence.

This Vision is fashioned around five strategic priorities:

1. Secure, Robust and Integrated ICT Infrastructure
2. ICT Service Provision
3. Quality and Adequate IST Technical and User Capacity
4. IST Governance
5. Financial Resources to Implement the Plan

During the year 2018, the following were achieved:

1. Implementation of a Secure, Robust and Integrated ICT Infrastructure

Network upgrade and reorganization at Main Campus in June 2018; uplink between the Chiromo Data Centre and Main Campus upgraded from 1Gbps to 10Gbps.

Network reorganization at Admin Prefabs offices to create space for SOJ Studios, July 2018.

Relocation of ICT infrastructure and services to Kisii Learning Centre new building, September 2018.

Implementation of the call centre Interactive Voice Response Systems (IVRS) for enhanced customer relation.

Distribution of 321 Huawei telephones to campuses.

2. World-Class University ICT Service Provision

2.1 *New Systems*

Development and implementation of the Integrated Management Dashboard for decision support in June 2018.

Establishment of the Customer Information and Experience Centre in August 2018.

Implementation of the e-Procurement System (EPMIS) in June 2018.

2.2 *Enhanced Systems*

Operationalization of the Postgraduate Student Tracking System.

Operationalization of the Online Application System.

Implementation of the Research Grants Management System.

Reengineering of University Payroll in November 2018.

Migration of staff email to Google Apps in April 2018.

Installation of new 120kVa UPS in September 2018.

2.3 User Services

Critical User Support to the following University/National events

- 60th Graduation Ceremony, December 21, 2018
- State of the University Address by the Vice-Chancellor, December 19, 2018
- University Staff Awards, December 14, 2018
- Inaugural Annual Research Week, October 22 – 26, 2018
- 6th RUFORUM Biennial Conference, October 22 – 26, 2018
- Global Sustainable Blue Economy Conference, November 26 – 28, 2018
- 59th Graduation Ceremony, September 14, 2018
- Inaugural Chancellor's Career Fair, August 13 – 14, 2018
- Launch of Ajira Digital Club, Mobile Kazi Connect Centre and Ajira Training Centre, August 4, 2018
- Launch of the first Kenyan Satellite, May 11, 2018
- University Prize Giving, April 27, 2018
- Nairobi Innovation Week, March 5 – 9, 2018
- 8th University Open Day, February 1 – 3, 2018
- Nation Leadership Forum, March 19, April 4, June 11, July 5, 2018

2.4 Mentorship of Koitalel Samoei University College

ICT Centre successfully undertook the first phase of mentoring the Koitalel Samoei University College by implementing the local area network, computer lab, Huawei Phones and internet connectivity. In addition, an ICT Officer was deployed to the college.

3. Development and Sustaining Quality and Adequate IST Technical and User Capacity

3.1 Promotions

The following thirteen members of staff were promoted to the positions indicated against their names.

1. Julianne Anyim - Project Leader MIS
2. Caroline Chebet - Project Leader MIS
3. Ruth Wambua - Project Leader MIS
4. Joseph Ambayo - Chief ICT Officer MIS
5. Patrick Githaiga - Chief ICT Officer MIS
6. Anthony Githaka - Chief ICT Officer MIS
7. Fintan Kimani - Chief ICT Officer Systems Administration
8. Peter Kingoo - Chief ICT Officer Database Administration
9. Bernard Mutisya - Chief ICT Officer MIS
10. Veronicah Mutua - Chief ICT Officer MIS
11. Godfrey Ochola - Chief ICT Officer Systems Administration
12. Edwin Owino - Chief ICT Officer MIS
13. Janet Wesonga - Chief ICT Officer Security

3.2 Staff Training

The following staff underwent the various training as indicated against their names:

- a) Dancun Kariuki, Janet Maranga, Peter Kyalo, Paul Kariuki, Julianne Anyim and Sammy Barasa – Biometric Technology training in Sandton, South Africa, February 25 to March 2 2018
- b) Janet Maranga – ISO 27001 Lead Implementer, Sentinel Africa Risk Management Consultants, 22 – 26 October 2018
- c) Ruth Wambua – ITIL Service Management Framework, Quantica, October 2018
- d) Duncan Kariuki, Godfrey Ochola, Tom Makau, Frankline Sewe, Alex Munyole, Dennis Waema, Edwin Wahome – attended various three-month training programmes in India
- e) Lazarus Masila, Maurice Mutua, George Ndegwa and Clifford Nderi – attended HCAI (Huawei Certified Academy Instructor) training, 20 – 31 August, 2018
- f) Lazarus Masila – attended the 2018 UbuntuNet-Connect conference in Zanzibar, Tanzania, 18 – 23 November, 2018
- g) Jorum Kinuthia – attended conference on ICT Application in Higher Education for African Countries, Guangdong, China, June 20 – July 10, 2018
- h) Yohannis Almaz – attended the 13th Kenya Meteorological Society International Conference, Eldoret, 20 – 22 February, 2018

3.3 User Training

About 100 users across all colleges and central administration were trained on SMIS.

About 30 users across all colleges and central administration were trained on USPAS.

About 50 users across all colleges and central administration were trained on RGMIS.

Over 100 users across all colleges and central administration were trained on HRMIS.

Over 600 users across all colleges and central administration were trained on the e-procurement system (EPMIS).

A total of 54 Customer Experience Centre agents were trained February 19 – 22 February 2018.

3.4 Huawei Academy

ICT Centre was accredited in September 2018 as Huawei Authorized Information and Network Academy (HAINA) to deliver Huawei ICT technologies training and certification.

Ferdinand Masila, George Ndegwa, Clifford Nderi and Maurice Mutua qualified as Huawei Certified Academy Instructor in September 2018.

The first cohort of 25 candidates successfully undertook the Huawei Certified Network Associate (HCNA) Training held November 5 – 30, 2018 at the University Skills Centre.

George Ndegwa won the ‘Best Lecturer’ award during the Huawei Training in November 2018.

ICTC was voted the ‘Best ICT Academy’ at the Huawei Training in November 2018.

3.5 Technology Day

The ICT Technology Day was introduced to provide a forum for industry to showcase their emerging and diverse technologies available in the market. The days were held as follows :

- November 22, 2018 – ITIL Service Management Framework
- October 29, 2018 – eBoard solutions for board meetings

4. Strengthening IST Governance

4.1 ICT Master Plan

The ICT Master Plan was approved by the University Executive Board and is now awaiting Council approval.

4.2 Risk Management

Development and implementation of an IST Risk Management Framework based on the ISO31000 Standard.

4.3 Information Security Management

Adoption of the ISO27001 Standard for Information Security Management System.

4.4 Government ICT Standard

ICT Centre undertook a self-assessment of its ICT resources as part of the preparations for ICTA compliance audit.

4.5 Ranking

The University registered favourable global rankings by reputable institutions such as Webometrics, Times Higher Education and QS ranking.

4.6 Audits

October 2018: KEBS Surveillance Audit.

February 2018: CUE Institutional Audit.

January 2018: Senate inspection of ICT facilities.

5. Mobilise Financial Resources to Implement the Plan

Income Generation

A total of KES 3.37M was raised in Appropriations-in-Aid through hosting services (KES 1.97M), Consultancy (KES 1.4M).

6. Others

6.1 Visitors to ICT Centre

November 16, 2018: University Council.

September 26, 2018: Team from Nakala Analytics led CEO Enock Kavingwa, discussion on Data Science.

May 22, 2018: Dr. Mimmie Claudine from EMC's Virtualize Africa programme, and also faculty at Victoria University.

March 12, 2018: KASNEB team led by Examination Director, Isaac Njuguna, to benchmark on BSRIS.

Christopher A. Moturi

Director

ICT Centre

December 31, 2018