

**MINUTES OF THE FIRST ICT COORDINATION MEETING HELD ON FRIDAY,**  
**14TH NOVEMBER 2025 AT THE SWA BOARDROOM FROM 9:00 AM TO 12:00,**  
**NOON**

**MEMBERS' PRESENT**

- Mr. Mbai – ICT Chief Officer
- Maurice Owido
- Kennedy Mwangi
- Kipiama Mudola
- Joy Kavulunze
- Samuel Omondi
- Victoria Mukiri
- Rotich Rop Elias
- John Shake

**MEMBERS ABSENT WITHOUT APOLOGY**

- Nelly Rakama

**AGENDA**

1. Opening Prayer
2. Confirmation of Agenda
3. Relocation of ICT office to SMU and access point coordination
4. Student Support and ICT Office Coordination
5. Network Issues and Escalation Protocol
6. Help Desk Pilot Program
7. Sports Management System
8. Resolutions and Action Points
9. A.O.B

## **10. Closing Prayer**

### **PRELIMINARIES**

Mr. Mbai welcomed all members present and expressed appreciation for their attendance. The meeting commenced at 9:00 am with a word of prayer led by Joy Kavulunze.

### **MIN 1/14/11/2025: CONFIRMATION OF AGENDA**

As this was the first meeting of the ICT Coordination Committee, there were no previous minutes to be read or confirmed. The agenda was reviewed and adopted as presented.

### **Min 2/14/11/2026: RELOCATION OF ICT OFFICE TO SMU AND ACCESS POINT COORDINATION**

The committee discussed the relocation of the ICT Office from the CCU premises to the SMU offices. Maurice proposed working with Mutua to inspect the cable installations and guide the core engine configuration to support the transition. He also committed to coordinating with Mutua regarding the day and duration of the Access Point installation at the China Library – Confucius Institute. Regarding Hall 15, members proposed several potential locations for Access Point placement, including the corridor, the TV Room, and the Hall Balcony. Final placement is pending further assessment.

### **MIN 3/14/11/2025: STUDENT SUPPORT AND ICT OFFICE COORDINATION**

It was resolved that the department should guide students in identifying their technical issues and reporting them at the ICT Office. Support requests may be submitted via email , with student leaders assisting in issue resolution. Mr. Mbai recommended labeling the ICT Officer for clarity. Morris volunteered to undertake the labeling task.

### **MIN 4/14/11/2025: NETWORK ISSUES AND ESCALATION PROTOCOL**

Mr. Mbai informed the committee that the installation of Access Points at the China Library – Confucius Institute would proceed after the initial installation of an Access Point at Hall 15.

Concerns were raised regarding the obstruction of APs. Mr. Kitiva, Mutua, and the technical team were tasked with following up on the matter. The issue is to be addressed through mapping and

trimming of threats. Additionally, Mr. Mbai requested that the malfunctioning AP at Hall 10 be formally raised via a memo.

#### **MIN 5/14/11/2025: HELP DESK PILOT PROGRAM**

The committee discussed the initiation of a Help Desk system through a pilot program aimed at streamlining technical support services.

#### **MIN 6/14/11/2025: SPORTS MANAGEMENT SYSTEM**

Members suggested requesting a meeting with the Sports Department to adequately explain the requirements of the proposed Sports Management System. Mr. Mbai mentioned that he would also request a meeting with the Director of Sports regarding the same.

#### **MIN 7/14/11/2025: RESOLUTIONS AND ACTION POINTS**

- Maurice and Mutua to inspect cable installations and configure the core engine.
- Maurice to coordinate the AP installation schedule with Mutua for the China Library – Confucius Institute.
- Morris to label the ICT Officer for improved visibility.
- Mr. Kitiva, Mutua, and the technical team to follow up on AP blockage and conduct mapping.
- Mr. Mbai to ensure that the Hall 10 AP issue is raised via memo.
- Mr. Mbai to initiate meeting arrangements with the Director of Sports.

#### **MIN 8/14/11/2025: A.O.B**

There being no other business, members were reminded to follow up on their assigned action items. The date for the next meeting will be communicated in due course.

#### **ADJOURNMENT**

The meeting was closed at noon with a word of prayer led by Joy Kavulunze.

#### **CONFIRMED BY:**

**Name:** \_\_\_\_\_

**SECONDED BY:**

**Name:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_

**SECRETARY:** \_\_\_\_\_