**MINISTRY OF INFORMATION COMMUNICATION TECHNOLOGY   
AND NATIONAL GUIDANCE**

**PDM TECHNICAL WORKING GROUP**

**REVIEW OF THE PDMIS MONTHLY SUPPORT AND MAINTENANCE FOR PERIODS OF 11th September, 2024-12th October 2024**

**Agenda**

1. Prayer
2. Communication from chair
3. Presentation by Consultant
4. Reactions
5. Way Forward
6. Report Adoption
7. Comments on the draft SLA for support and maintenance and the respective TORs
8. Adjourn

The Agenda above was adopted:

**PROCEEDINGS**

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| **MINUTES** | **ACTION BY** |
| **MIN 1/PDM/TWG/2024: Opening Prayer**  The opening prayer was led by Ms. Rhita Kisembo |  |
| **MIN 2/PDM/TWG/2024: Communication from the Chairperson**   * The Chairperson called the meeting to order at 9:30 am. * He welcomed members to the meeting and appreciated members for supporting maintenance and sustainability of FIS * He mentioned that PDMIS service desk currently supports about 3million users as well as disbursement of funds. * Additionally, he said that the team need to review the SLA to align with the Terms of reference for coherency in PDMIS support and maintenance operations * The chair further, informed the meeting that this meeting would also review and approve the draft TORs for enhancement, support and maintenance of the monitoring and evaluation module as well as support and maintenance of Citizen interaction and participation module. | **All to Note** |
| **MIN 3/PDM/TWG/2024: Presentation by the consultant**   * The Consultant Mr. Douglas Onyango mentioned that the report review was for 11th September, 2024- 12th October, 2024 period. In addition, he said that service desk maintained a closure rate above 99% * Mr. Onyango said that commencement of data cleanup including enterprise groups with incorrect admin units reached more than 130 districts as well as third party requests, Backup restoration testing etc * He said that on the lowlight, Deron team did not have a complete set of information and also that loan data can only be edited before sending to WENDI for further management. * On pending issues, He said that there is no ability to edit loan by WENDI. However, he proposes that Wendi needs to add a feature to notify Deron when they act on a loan. * There are also retention policy issues which hike ticket volumes albeit 8217 tickets have been resolved as of now. * He said that vast majority of these tickets were low priority tickets. * Mr. Douglas said that data backups are done everyday at midnight but proposes for backup testing. * He said that memory is the highest most utilized resource but nothing is alarming yet on resource utilization   **MIN 4/1/PDM/2024: Reactions**   * The team pointed those issues of the risk register are responsibilities of the Ministry * Mr. Emmanuel asked on sustainability of the service desk which should support at all times * The team called for integration with MOFPED regional service desk team * Furthermore, team mentioned that there is need to have more frequent system auditing. * Team guided that Quality assurance team needs to be independent of ServiceDesk and also a third party to audit the system except for those Q&A internal to Deron Ltd * Also, it was reechoed that service desk was not entirely handed over to Deron but also Ministry team comes in to support. * The team further noted that there should be documentation capturing all changes but also for follow-up and also generate or develop an action matrix to track all the effects * In conclusion, it was noted that Deron need to properly manage their communication with clients through toll free * Comments were provided to the draft TORs, which included removal of first level support from the two TORs, adjustment of working hours among other things. | **All to note**  **All to note** |
| **MIN 5/1/PDM/2024: Way forward** | **All to note** |
| * It was agreed that there is need to develop an action matrix with clear matrix in the minutes of the subsequent review meetings. * Chair assigned Ms. Patricia Katusiime to create a shared folder for all documentation * Deron was asked to follow up with NITA to recommend for increase of capacity for PDMIS as well as add Mr. Alex as admin * Deron was tasked to do knowledge transfer sessions with MoICT TWG * Deron should support risk mitigation efforts * It was also unanimously agreed that Deron should liaise with MOFPED to support regional PDMIS units * The report be adopted, approved subject to the suggested changes. * Final version of the report to be shared by the consultant in one week`s time. * Revised versions of the SLA and respective TORs to be shared by the Pillar manager in one week. |  |
| **MIN 6/1/PDM/2024: ADOPT REPORT** | **All to note** |
| * **The Chair, Mr. Ogule Peter** moved motion to adopt and approve the Deron Monthly Support and Maintenance reports for the period under review and he was seconded by Mr. Amos Mpungu, the Principal officer R&D, and accepted by the TWG. * The TWG approved the draft TORsfor enhancement, support and maintenance of the M&E module as well as support and maintenance of and CPIS modules respectively, this was conditional subject to the comments provided during the meeting, the meeting agreed that the changes be incorporated and final versions be shared with the team for adoption. |  |
| **MIN 7/1/PDM/2024: Comments on the SLA** |  |
| * Definitions for incidents and service were changed * Change vendor to consultant in the document |  |
| * **AJOURNMENT AND CLOSURE AT 0500hours** |  |

Mr. Sax Agaba Mr. Ogule Peter

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Minute Secretary Chairperson