

**MINUTES FOR THE MEETING TO REVIEW THE PDMIS SUPPORT AND MAINTENANCE QUARTERLY REPORT FOR THE PERIOD ENDING 11TH DEC 2024 HELD ON THE 08TH OF JANUARY 2025 IN THE IAC SEMINAR ROOM**

**A: AGENDA**

1. Prayer
2. Self-introductions
3. Remarks from the chairperson
4. Presentation of the PDMIS support and maintenance quarterly status report
5. Reactions/comments
6. Way forward and closure

**B: ATTENDANCE**

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|  | **Name** | **ORGANISATION** | **EMAIL/CONTACT** |
|  | Mr. Ogule Peter | MoICT&NG | [peter.ogule@ict.go.ug](mailto:peter.ogule@ict.go.ug) |
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|  | Mr. Emwou Tom | MoICT&NG |  |
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|  | Ms. Nambatya Hanifa | MoICT&NG | [hanifa.nambatya@ict.go.ug](mailto:hanifa.nambatya@ict.go.ug) |
|  | Mr. Ssubi Dennis | MoICT&NG | [dennis.ssubi@ict.go.ug](mailto:Dennis.ssubi@ict.go.ug) |

**Adoption of the Agenda**

The agenda was adopted by all members.

**C: MINUTES**

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| **Min No.** | **AGENDA** | **ACTION BY** |
| **Min 1** | **Prayer**  The openning prayer was given by Ms. Nambayo Barbara. |  |
| **Min. 2** | **Self-introductions**  The chairperson requested all members to introduce themselves to ensure everyone becomes acquainted with the attendees of the meeting. | All |
| **Min. 3** | **Remarks from the chairperson**  The meeting was chaired by Mr. Ogule Peter- the Pillar Manager. In his remarks, he infromed the meeting that this engagement is aimed to review the third-month report, which is a concolidation of all activities done in the three months and that this report had been shared with all members for their feedback to enhance its quality.  He further informed the members that the first two months reports were reviewed and approved by the TWG during the previous meeting, and this meeting will focus on the consolidated end-of-quarter report. |  |
| **Min 4** | **Presentation of the PDMIS support and maintenance quarterly status report**  4.0 The report was presented by Douglas Onayango from Deron Ltd who informed the meeting that the report was for the reporting period starting 12/09/2024 to 11/12/2024. He furher reminded members that the company had been contracted on the 12th of June 2024 for the support and maintainence for the PDMIS-Household registration and Financial Inclusion module, and that this is the second quarter of this assignment.  **4.1 Deron Ltd shared updates with members, highlighting several achievements accomplished during the quarter. These included:**   * The successful automation and rollout of the unblock feature, which resulted in a 50% reduction in workload. This improvement was particularly impactful, as the team had previously been handling an exponential growth in support tickets in this area. * Members were informed that the ticket closure rate had been consistently maintained at 98%. This success was attributed to the implementation of a reliable backup plan. * A supervised restoration process for backups was conducted and thoroughly tested to ensure effectiveness. * Additionally, shared responsibility and knowledge transfer initiatives were carried out to enhance quality assurance and ensure smooth restoration processes. * Members were also informed that data cleanup had been conducted where data was assessed and analysed during the audit hence reducing the errors and complaints. * Members were also informed that a number of enhancements had been implemented, tested and deployed such as the loan revocation feature, change of SACCO leadership, as well as change of application forms-that had earlier led to people making mistakes hence a reduction in mistakes. * Delegation of roles feature had also been added and decentralisation of key roles. * Knowledge transfer sessions, along with support clinics, had been conducted and were ongoing. * It was also stated that a joint/supervised full backup restoration testing was conducted in December 2024. * Members were also informed that software updates and patch management was also being done.   **4.2 The issues that arouse during the quater were also presented and these were;**   * Inability to communicate due to connection issuses and unavailablity of airtime * Wendi exchange of information was still challenging given the setup of service desk.   It was also noted that there were no new risks that had been documented in the risk register. |  |
| **Min 5** | **Reactions/comments**   * A member noted that going-forward, statistics on implemented changes and their impact should be provided in the reports. * An inquiry was raised regarding the distinction between system enhancements and new requirements. Members were informed that the scope of the contract calls for enhancements within the existing features and any new fearure will constitute new requirements and those would be negotiated for in a new contract. * An inquiry was raised about how the status of implemented issues—both handled and not handled—is being tracked. * The team also requested that documentation on all system changes should be provided and included in the reports. |  |
| **Min 5** | **Way forward and closure**   1. More commitment from members is needed during the knowledge transfer sessions. The memebrs should prioritize these sessions to enure its effectiveness and enable the Ministry achieve the desired knowledge transfer objective. 2. A document that quantifies the impact of changes implemented to be shared by Deron Ltd in the subsequent reports. 3. The consultant should incorporate all the comments from the TWG and submit the final version by Friday 10th January 2025. 4. A column of the status of the issues being handled was suggested to be included in the report. 5. A section for acronyms be added to the report, details on the changes implemented, including screenshots, to be added to the report. 6. One system training session will be conducted per quarter, and weekly clinics will be held for the end users. It was agreed that hybrid sessions would be adopted for knowledge transfers. 7. The meeting unanimously resolved to receive and approve the consolidated quarter two report, subject to incorporation of the comments provided. 8. Action matrix to be included in the minutes.   The meeting concluded with the report being approved, subject to incoorpoartion of comments provided by the team. An updated version was scheduled to be shared by Friday, 11th January 2025. |  |

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Mr. Ogule Peter Ms. Kisembo Rhitah

**Chairperson Minute Secretary**

**ACTION MATRIX FOR PDMIS**

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| **Action Item** | **Description** | **Responsible Person** | **Due date** | **Status** | **Remarks** |
| Document NIRA verification process | Provide a write up on NIRA verification and provide a brief draft communication to be sent to all users. | Deron LTD | 15th January 2025 |  |  |
| Change Management Document | Provide documented statistical data on the impact of the implemented changes on PDMIS | Deron LTD | 15th January, 2025 |  |  |
| Backup and Recovery Plan | To communicate the backup and recovery plan for HR, focusing on testing and restoration processes. | MoICT&NG  (Emma Kakoza) |  |  |  |
| Change request sign off | Organize a meeting to have some of the change requests signed off once they are ready | MoICT&NG  (Peter Ogule) | Once the changes are ready for deployment ready |  |  |
| Creation of a central repository | Create a central repository where all PDM documents will be shared and stored | MoICT&NG (Sax Agaba) | 10th Jan 2025 | In Progress |  |
| Request for additional disk space | Follow up on NITA-U for additional disk space | MoICT&NG (Peter Ogule & Doreen Bujingo) | Ongoing |  |  |
| Call center solution | Send request for quotation to service providers | MoICT&NG (Timothy Wamale & Dennis Ssubi | 15th January 2025 |  |  |
| Report sharing | Updated report to be shared | Deron LTD | 10th Jan 2025 |  |  |