**Subject:** ACTION PLAN

After going through the strategy I have come up with six operational objectives and actions required to implement the ICT Strategic Plan we commenced some of the activities e.g. website development, LAN, workstation etc.

**Operational objective 1**:

Develop and implement ICT policies and standards that are sensitive to emerging technologies and responds to changing needs and practices

Expected Outcome:

Institutionalized ICT Strategy, policies and standards that ensure ICT serves the Authority and is more effectively and efficiently developed, implemented and managed

**Operational objective 2:**

Enhance skills to develop, implement, support and exploit ICT resources more effectively and efficiently

Expected Outcome:

Increased effectiveness of ICT Human resources

**Operational Objective 3:**

Ensure that IPOA systems accommodate and facilitate changes in business practice that reflect changing organizational, staff and Citizens needs

Expected Outcome:

Enhanced quality of service delivery

**Operational Objective 4:**

Provide quality network infrastructure and improve citizens and staff access to ICT resources in line with Authorities priorities (E-Workflow)

Expected Outcomes:

Enhanced Complaints/Investigation Management; Improved productivity of staff

**Operational Objective 5:**

Continuously develop framework to ensure Data integrity

Expected Outcome:

Enhanced quality of Data

**Operational objective 6:**

Ensure the security of ICT resources

Expected Outcome:

Enhanced security of ICT resources

IT departmental update

ICT infrastructure, hardware, server room, encryption

Teething problem with set ups power backup not yet setup.

Server IBM 2) IPOA domain used to backup all enterprise data

Desktops 30) encryption..... 10 more desktops coming

Laptops 15)

fibre cable pulled

Recruitment of departmental staff Interview done for Programmer

Setup of the ICT committee.

ICT policy (coming up with the document)

ICT manual and procedure

ICT catalogue with all services and hardware available.

Setting up Complaints management system readying for data entry

Corporate Email Setup for all staff waiting to setup a mail server to control domain mails.

We now have a full ICT asset register

ICT Strategic Plan

Operational objectives

1.  Leverage on ICT based complaints solution.

2. To improve the technical infrastructure to facilitate communication and  automation of business functions.

3. Manage ICT use and security.

4. Upgrade maintain and integrate ICT system.

5. Continuously develop framework to insure data integrity.

6. Maintain QMS system.