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**FACULTY OF SCIENCE, ENGINEERING AND TECHNOLOGY**

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**PLACE OF ATTACHMENT: THE STATE DEPARTMENT OF IMMIGRATION AND CITIZEN SERVICES, NYAYO HOUSE.**

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**YEAR:3RD YEAR**

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# **PERSONAL PROFILE**

My name is Caroline Waiyego Wairagu, a student at Chuka University pursuing a course in Computer Science. I reported at State Department for Immigration and Citizen Services on 13th May. I was warmly welcomed by my supervisor and introduced to other attaches’ and employees. It has been a wonderful experience and journey and I am very thankful.

**DECLARATION**

I am Francis Oduor Oduol an Attaché in the ICT Department at the Immigration and citizen services of Kenya, hereby declare that the work presented in this report is entirely my own original work. I confirm that all information, data, and content included in this report has been created, researched, and compiled by me during my attachment period in the ICT Department.

**Name: FRANCIS ODUOL** **Date: 15TH JAN 2024**

**Sign:** ………………....

**Industrial Supervisor Name**: ……………………………

**Sign: …………........ Date 12TH APRIL 2024**

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# **ACKNOWLEDGMENT**

I would like to express my gratitude towards my colleagues and especially, the officers I worked with in the ICT department for their kind co-operation and encouragement which helped me during my attachment period. I would also like to appreciate my guardian for supporting me during the entire attachment period.

# **EXECUTIVE SUMMARY**

This report provides an overview of the State Department of Immigration and Citizen Services in Kenya, its functions, and its role in the country's development. The agency is responsible for regulating and controlling the movement of people across Kenya's borders and enforcing immigration laws and policies. It plays a critical role in ensuring the security and safety of Kenyans and facilitating economic growth by facilitating the entry of foreign investors, skilled workers, both local and international tourists. The agency has made significant strides in modernizing its operations, including implementing E-platform systems and ensuring reliable passport services. Overall, the State Department of Immigration and Citizen Services is a crucial government agency that contributes to Kenya's development.

**CHAPTER 1:**

## **1.0 HISTORY, INTRODUCTION, FUCTIONS, CHALLENGES AND SYSTEMS OF DIRECTORATE OF IMMIGRATION SERVICES.**

### **A) History of the State Department of Immigration and Citizen Services, Nairobi**

The State Department of Immigration and Citizen Services in Kenya was established in 1956 to insure the entry, stay and exit of foreign nationals in Kenya and also ensure exit of Kenyans to other countries. It operates under the Ministry of Interior and Coordination of National Government. Over the years, the organization has undergone several changes in its structure, operations, and functions. In 1989, the Immigration Department was upgraded to the status of a Directorate, which brought with it more autonomy and control over its operations.

The State Department of Immigration and Citizen Services is responsible for issuing travel documents. It also manages the immigration status of foreign nationals, including refugee status, and oversees immigration detention and deportation. The directorate also provides immigration-related services to Kenyan citizens, such as the issuance of passports, passes etc.

In recent years, the State Department of Immigration and Citizen Services has faced challenges such as corruption, inadequate resources, and outdated infrastructure. However, efforts are being made to modernize and streamline its operations to ensure more reliability of their services. Overall, the State Department of Immigration and Citizen Services plays a crucial role in managing Kenya's immigration system and ensuring the safety and security of its citizens and foreign nationals within its borders.

### **B) Introduction**

The State Department of Immigration and Citizen Services is a government agency under the Ministry of Interior and Coordination of National Government in Kenya. It is responsible for the administration of immigration services, including issuing passports, visas, work permits, and other related services. In this report, I will provide an overview of the State Department in Kenya, its functions, and its role in the country's development.

#### **Mandate**

The Directorate of Immigration Services is a Directorate under the Ministry of Interior and Coordination of National Government. It is charged with the responsibility of issuance of Passports and other Travel Documents, Regulation of Entry and Exit from the country, Foreign Nationals Management and Registration of Kenyan Citizenship.

#### **Mission**

To contribute to security and socio-economic development of the country by facilitating international travel and regulating entry, exit, residency, citizenship and delivery of consular services.

#### **Vision**

To be the lead immigration services provider in the world

#### **Core values**

* Efficiency and Effectiveness.
* Professionalism.
* Patriotism.
* Teamwork.
* Integrity (honest, accountable, transparency, impartiality, fairness).
* Customer-focused.

### **C) Functions of the State Department of Immigration and Citizen Services**

The Directorate of Immigration Services is mandated to;

* Control and regulate entry and exit of all persons at our airports, seaports and land border posts,
* Issue passports and other Travel Documents
* Control and regulate residency through issuance and renewal of work permits, residence permits and other passes,
* Consider and grant Kenyan citizenship to qualified foreigners,
* Issue entry visas, register all non-citizens resident in Kenya,
* Declare and remove prohibited immigrants,
* Provide consular services to Kenya nationals and foreigners at all missions abroad,
* Offer quasi-consular functions to commonwealth countries not represented in Kenya,
* Investigate and prosecute persons who contravene the Immigration laws and regulations,
* Collaboration with other Ministries, Departments and Agencies regarding the Collection of Relevant Primary Data.

### **D)** **Role of Immigration in Kenya’s development**

The State Department of Immigration and Citizen Services plays a critical role in Kenya's development. By regulating the movement of people and controlling the country's borders, the agency helps to ensure the security and safety of Kenyans. It also facilitates the entry of foreign investors, skilled workers, and tourists, which contributes to the country's economic development.

In recent years, the State department has made significant strides in improving its services and modernizing its operations. It has implemented an E-Immigration systems that allows applicants to apply for passports and visas online, reducing waiting times and improving efficiency. It has facilitate efficient travel and immigration regulation of its citizen.

Immigration has played a significant role in the development of Kenya in various ways. The country has attracted migrants from neighboring countries such as Uganda, Somali and Egypt as well as from other parts of the world, including Asia, India and the America. These are some of the ways in which immigration has contributed to the development of Kenya:

1. **Economic growth:** Immigrants have contributed to the economic growth of Kenya by bringing in new skills, expertise, and capital. Many immigrants have established businesses in Kenya, creating job opportunities for the locals and boosting the country's economy like the Somalis
2. **Cultural diversity:** Immigration has brought cultural diversity to Kenya. This diversity has enriched the country's culture, arts, and music. Immigrants have also introduced new cuisines, fashion styles, and traditions, which have added to Kenya's vibrant cultural.
3. **Brain gain:** Kenya has attracted highly skilled immigrants, particularly in the fields of medicine, engineering, and IT. Through these skills immigrants have contributed to the development of the country's infrastructure, healthcare system, and technology sectors.
4. **Social development:** Immigration has contributed to the social development of Kenya by bringing in new ideas and perspectives. Immigrants have also helped to create a more tolerant and accepting society by promoting understanding and respect for different cultures and understanding.
5. **Remittances**: Immigrants in Kenya send remittances back to their home countries, which provide a vital source of income for families and communities. Remittances also contribute to poverty reduction and economic development in the immigrants' home countries.

### **E) Systems used in the State Department of Immigration and Citizen Services**

There are various systems that I encountered during my attachment period in the State Department of Immigration Services. Below are some of the systems I encountered:

1. **PISCES:** Personal Identification Secure Comparison and Evaluation System. It is a biometric-based border control system that is used by the Directorate of Immigration in Kenya to enhance border security and manage the entry and exit of persons through the country's points of entry. PISCES uses biometric technology, such as fingerprint and facial recognition, to capture and verify the identity of travelers at the border. The system compares the biometric data of travelers against a database of known criminals, terrorists, and other persons of interest to identify potential security threats.

**PISCES** also includes a visa and permit management system that allows the Directorate of Immigration to track the entry and exit of foreign nationals who visit or reside in Kenya. The system records the biometric and personal information of all travelers and uses it to generate statistical reports on migration trends and patterns.

The implementation of PISCES in Kenya has improved the country's border security and facilitated the efficient management of migration flows. The system has been credited with reducing the entry of illegal immigrants and criminal elements into the country, and improving the detection and prevention of human trafficking and smuggling. The system has also helped to reduce waiting times and congestion at border points, making travel in and out of Kenya more efficient and convenient.

1. **Foreign National Service Portal**: The Foreign Nationals Services (FNS) portal is an online platform that is used by the State Department of Immigration and Citizen Services in Kenya to facilitate the application and processing of various permits and passes for foreign nationals. The portal was launched in 2020 to provide a more efficient and convenient way for foreign nationals to access immigration services in Kenya.

The **FNS** portal allows foreign nationals to apply for various permits and passes, including work permits, student permits, dependent passes, and special passes, among others. Applicants can create an account on the portal, complete an online application form, and upload the required supporting documents. The application fee can also be paid online using a credit or debit card. Once the application is submitted, it is processed by the immigration authorities in Kenya, and if approved, the permit or pass is issued electronically and sent to the applicant by email.

The FNS portal allows applicants to track the status of their application and receive updates on the progress of their application through the online platform. The FNS portal has several advantages over the traditional application process, including faster processing times, reduced paperwork, and the ability to apply and pay online from anywhere in the world. The portal has also improved transparency and accountability in the application and processing of permits and passes, as applicants can track the status of their application in real-time. Overall, the FNS portal has made it easier and more convenient for foreign nationals to apply for permits and passes in Kenya, thereby contributing to the country's economic growth and development.

1. **The Integrated Financial Management Information System (IFMIS**) is a government-wide financial management system used in Kenya to manage financial transactions and processes, including budgeting, accounting, and reporting. The State department in Kenya also uses IFMIS to manage its financial operations and processes.

**IFMIS** has enabled the State Department of Immigration and Citizen Services to automate its financial operations, streamline processes, and improve the accuracy and timeliness of financial reporting. The system has also improved the transparency and accountability of financial transactions, making it easier to track expenditures and monitor budget performance. Using IFMIS, the State Department of Immigration and Citizen Services can generate financial reports and statements, monitor cash flow, and manage procurement and inventory. The system also enables the State department to process payments electronically, reducing the need for manual transactions and paperwork.

IFMIS has also improved the efficiency of the department’s financial management by providing real-time access to financial data, enabling better decision-making and financial planning. The system has also improved the accuracy and reliability of financial data, reducing the risk of errors and fraud. Overall, IFMIS has had a positive impact on the State Department of Immigration and Citizen Services in Kenya by improving its financial management capabilities and helping to achieve greater transparency, efficiency, and accountability in financial operations.

### **F) Challenges facing the State Department of Immigration and Citizen Services**

Immigration has experience some challenges as follow

1. **Security concerns:** The arrival of immigrants has raised security concerns, particularly in the areas of terrorism and crime.
2. **Integration challenges:** The integration of immigrants into Kenyan society has been challenging, particularly for those who do not speak the local languages or understand the cultural norms.
3. **Lack of enough resources:** This has led to backlogs in processing Applications: When immigration departments are understaffed or underfunded, they may struggle to process documents e.g. visa, passport, permits and other government documents this has led to significant backlogs, causing delays for individuals seeking to enter/exit the country legally. Inefficient Border Control has led to increased security risks, including potential threats to national security, human trafficking, and the entry of individuals with criminal records.

**Recommendations**

The government of Kenya needs to develop policies that promote the integration of immigrants while addressing the security concerns associated with immigration. This will ensure that immigration continues to contribute to Kenya's economic, social, and cultural development.

The government should also increase their funding to the State Department to improve the quality of their services and fasten immigration service delivery.

**, DUTIES/RESPONSIBILITIES AND CHALLENGES OF ICT**

My area of attachment was ICT Department

**A) Introduction CHAPTER 2**:

**INTRODUCTION**

The heart of modern technology and connectivity at immigration, the Information and Communication Technology (ICT) Department. The department is at the forefront of driving digital transformation and innovation. At a time where technology shapes our daily lives and enables efficiency of government operations, the ICT Department at Nyayo House plays a critical role in ensuring sufficient digital services, secure data management, and effective communication within the government and with the citizens it saves. The dedicated team of experts is committed to ensure the power of information and communication technologies to empower government services, enables accessibility, and streamline administrative processes. From managing data security to maintaining server functions; data management, technical support services; web design and development.

**B) Duties and responsibilities of ICT**

* **Data Management:** Managing and maintaining databases containing information on visas, passports, work permits, and other immigration-related documents. This includes data entry, storage, and retrieval.
* **Information Security**: Implementing robust security measures to protect sensitive immigration data from unauthorized access, data breaches, and cyber threats. This involves encryption, access controls, and regular security audits.
* **E-Government Services**: Developing and maintaining online services for visa applications, passport renewals, and other immigration processes. This allows citizens and foreign nationals to access immigration services conveniently through digital platforms.
* **Maintenance and Installation of systems**-Systems like IFMIS, passport system, PISCES, eFNS
* **IT Infrastructure**: Managing the Immigration agency's IT infrastructure, including servers, networks, and workstations. Ensuring that all hardware and software components are operational and up to date.
* **Collaboration with other department:** Coordinating with other departments to ensure smooth operations.
* **Training**: Providing training to staff on the use of ICT systems and tools.
* **Support:** Offering technical support and troubleshooting assistance to ensure the smooth operation of immigration services:
* **Compliance and Regulatory Alignment**: Ensuring that immigration ICT systems comply with relevant laws, regulations, and international standards, such as data protection and privacy laws.

**C) Challenges facing ICT Department**

* **Limited Funding**: One of the primary challenges faced by the ICT department is inadequate funding. With limited financial resources, it becomes difficult to invest in advanced technologies, maintain existing infrastructure, and hire skilled personnel, hindering the department's efficiency.
* **Outdated Technology**: The ICT systems used by the Immigration Department may be outdated and incompatible with modern standards. This can result in inefficiencies, data security risks, and difficulties in integrating with other government systems.
* **Data Security and Privacy**: Handling sensitive immigration and personal data necessitates robust data security measures. The department must contend with the constant threat of data breaches, cyber-attacks, and unauthorized access to sensitive information.
* **User Training and Skills**: The effective use of technology requires well-trained staff. Insufficient training and skill gaps among employees can lead to mistakes, inefficiencies, and a failure to harness the full potential of available ICT resources.
* **Backlogs**: Inefficient ICT systems can lead to application backlogs, resulting in long waiting times for citizen seeking immigration services. This can lead to frustration among applicants and hinder the department's ability to process applications in a timely manner.
* **Policy and Regulatory Changes**: The ICT department must adapt to evolving immigration policies and regulations, which can require updates and changes to their systems and processes. Navigating these changes efficiently can be challenging.

**Recommendation**

To address these challenges, the Immigration Department in Kenya should provide more resources needed to invest in modernizing its ICT infrastructure, providing training and capacity-building for its staff, and implementing robust data security measures.

**CHAPTER THREE:   
RESPONSIBILITIES /SKILLS AND CHALLENGES**

# **A) Responsibilities, Achievements and skills learnt**

The Department of Immigration is a very busy and aggressive organization and the availability of a variety of systems and hardware has helped me learn and develop technical skills in IT support. Among the skills I developed, are also the responsibilities and achievements. Below are some of them:

1. Provided maintenance, support and repair of technical equipment such as printers, desktops, scanners, cameras and videoconferencing equipment.

2. Successfully created new user accounts for both foreign and local clients who needed to utilize the organization's services.

3. Successfully identified issues affecting hardware and software in over 100 work stations and provided sustainable solutions for the same.

4. Successfully conducted weekly backup of data that was used in passport section, visa section, boarder management section and foreign nationals section.

5. Provided user and technical support to employees who had challenges in using organization's systems and hardware.

6. Assisted in upgrading and setting up work stations

7. Assisted in crimping Ethernet cables using T-568A as the pinot standard.

8. Conducted daily office-to-office follow-up on issues that my team had previously worked on or resolve

**B) Challenges encountered during the attachment program**

The working environment was favorable and conducive and as a result I did not encounter extreme challenges during my attachment period. Some of the few challenges I encountered are:

1. Limited access to information: The State Department of Immigration and Citizen Services has strict policies and regulations regarding the closure of sensitive information, which can be viable in gaining hands-on experience.
2. Limited opportunities for practical experience: The lack of access to practical experiences that provide hands-on training, which can be essential in building skills and competence in the immigration service.
3. Limited career prospects: Attachment programs may not always lead to internship/permanent employment, which, to some point, was a bit discouraging considering I was seeking career opportunities in the immigration service.

Nonetheless, I really appreciate the versatility of the officers I worked with in the ICT section as they contributed to my immense and recommendable knowledge in the various services provided by the State Department of Immigration and Citizen Services.

**Recommendations**

* **Enhance Information Sharing**: Develop a structured and secure system for sharing non-sensitive information with attaches. This could include handbooks, manuals, or access to specific training materials that provide insights into the department's operations and procedures.
* **Offer More Practical Experience**: Create a structured program that provides attaches with opportunities for practical experience. This could include shadowing experienced employees, participating in training sessions, or assisting with non-sensitive tasks.
* **Mentorship and Guidance**: Assign mentors to attaches who can guide them through their attachment experience, providing valuable insights, answering questions, and offering career advice. Mentors can help attaches make the most of their time at the department.
* **Rotation Programs**: Implement rotation programs that allow attaches to gain exposure to different departments and roles within the Immigration Department. This can help them acquire a broader range of skills and experiences especially those doing combined courses e.g. Business and IT
* **Career Development Opportunities**: Establish a clear path for attaches to transition into internships or permanent employment if they demonstrate competence and dedication during their attachment. This can make the attachment program more attractive to individuals seeking career opportunities.
* **Regular Feedback and Evaluation**: Conduct regular feedback sessions with attaches to gather their input on the attachment program. This can help identify areas for improvement and enhance the overall experience.
* **Enhance Professional Development**: Provide access to training courses or workshops that can help attaches develop specific skills relevant to the immigration service. This investment can benefit both the department and the individuals involved.

# **V) CONCLUSION**

In conclusion, my attachment experience at the Immigration Department has been a valuable learning opportunity, despite the challenges I encountered. I have gained insights into the intricacies of immigration processes, the importance of data security, and the dedication of the professionals working in this field. While I faced limitations in access to information and opportunities for practical experience, I believe that with the right improvements, this attachment program can be even more enriching for future participants.

I appreciate the mentorship and guidance I received during my attachment, and the exposure to the inner workings of the department has been enlightening. It has reinforced my interest in pursuing a career in immigration services, and I look forward to building upon the knowledge and skills I've acquired during this period.

I would like to extend my gratitude to the Immigration Department for the opportunity to be a part of their team, and I remain optimistic about the potential for further enhancements in the attachment program to provide attaches with a more comprehensive and beneficial experience. My time here has underscored the significance of immigration services in our society, and I am excited about the potential contributions I can make in this field in the future.

**REFERENCE**

**https://immigration go.ke**