**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 SLA
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 | **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 * The Team further noted that statistics presented were not tallying and asked where the Ministry is involved. * 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 * Also, it was reechoed that service desk was not entirely handed over to Deron but also Ministry team comes in to support. * The team noted that there is need for knowledge transfer by the Deron team to the Ministry. * The team further noted that there should be documentation capture 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 | **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 * 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 liase with MOFPED to support regional PDMIS units |  |
| **MIN 6/1/PDM/2024: ADOPT REPORT** | **All to note** |
| * **The Chair, Mr. Ogule Peter** moved motion to adopt the Deron Monthly Support and Maintenance report and he was seconded by Mr. Amos Mpungu, the Principal officer R&D. |  |
| **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