

## **INTRODUCTION**

The Digital Transformation and Innovation (DTI) Unit is a strategic division within the Volta River Authority (VRA). It leads the organization's digital transformation efforts, focusing on:

- Enhancing operational efficiency through technology,
- Driving innovation across departments,
- Automating business processes,
- Improving decision-making through data analytics, and
- Strengthening cybersecurity infrastructure.

DTI is composed of highly skilled professionals, including permanent staff and National Service Personnel, all working toward the modernization and digital growth of VRA.

## **What is the VRA DTI Unit?**

The **Digital Transformation and Innovation (DTI) Unit** is a specialized team within the **Volta River Authority (VRA)**. It is responsible for driving VRA's digital strategy by using technology to improve operations, boost growth, and deliver a better experience for customers, employees, and society.

## **Mandate of DTI**

The mandate of the Digital Transformation and Innovation (DTI) Unit is to lead the digital transformation of VRA. The DTI Unit ensures that technology is strategically applied to:

- Improve business operations
- Enhance internal productivity
- Drive organizational growth
- Deliver excellent customer service

## **Customer Perspective of DTI**

The customer perspective of DTI is to deliver personalized and seamless digital experiences for VRA's customers. DTI aims to enhance customer satisfaction by using user-friendly technologies that improve service delivery and make every interaction smooth, simple, and efficient.

### **Employee Perspective of DTI**

The employee perspective of DTI is to empower VRA staff with the right digital tools and skills. DTI works to promote efficiency, productivity, and collaboration, helping employees work smarter and innovate effectively across teams.

### **Business Perspective of DTI**

The business perspective of DTI is to transform VRA's business through technology. This includes leveraging digital innovation to:

- Optimize operations
- Reduce operational costs
- Drive revenue growth
- Improve overall profitability

### **Societal Perspective of DTI**

The societal perspective of DTI is to sustain operational and service excellence in a way that is clean, digital, and environmentally responsible. DTI uses technology to support VRA's commitment to public value, sustainability, and future-ready infrastructure.

### **Vision of VRA**

The vision of the Volta River Authority (VRA) is **to be a model of excellence for power utilities in Africa.**

### **Mission of VRA**

The mission of VRA is to **power economies and raise the living standards of the people of Ghana and West Africa.**

VRA exists to:

- Supply electricity and related services in a reliable, safe, and environmentally friendly manner

- Add economic, financial, and social value to its customers
- Meet the expectations of all stakeholders

### **Strategic Objectives of VRA (SPICE under BRAISE Strategy)**

The strategic objectives of VRA, represented by the acronym **SPICE** under the broader **BRAISE** strategy, are as follows:

- **S – Sustain** operational and service excellence in a clean and digital environment
- **P – Promote** financial responsibility across all operations
- **I – Improve** health, safety, security, and the work environment (HSSE)
- **C – Cultivate** a diverse, committed, and future-ready workforce
- **E – Enrich** customer and stakeholder experience to drive growth

### **Core Values of VRA (SOCIETI)**

The core values of the Volta River Authority are captured in the acronym **SOCIETI**, which reflects the principles that guide behavior, decision-making, and organizational culture:

- **S – Safety:**  
VRA prioritizes the safety of its employees, customers, and the general public in all operations and environments.
- **O – Ownership:**  
Every employee is expected to take responsibility and be accountable for their actions, tasks, and contributions.
- **C – Constructive Thinking:**  
VRA promotes a culture of critical and solution-oriented thinking to overcome challenges and innovate effectively.
- **I – Integrity:**  
All actions are guided by honesty, transparency, and strong moral principles.
- **E – Excellence:**  
VRA is committed to delivering high-quality services and continually striving for superior performance.

- **T – Teamwork:**  
Collaboration and mutual respect are at the heart of achieving shared goals across all departments.
- **I – Innovation:**  
VRA encourages creativity, technological advancement, and continuous improvement to stay ahead in the energy sector.

### **Various sections in VRA-DTI**

#### **Section: Cybersecurity and Research & Development (R&D)**

**Role:** The Cybersecurity and R&D section is responsible for ensuring the security of VRA's IT and Operational Technology systems.

##### **Key Responsibilities:**

- Establish and maintain a comprehensive information security and IT risk management framework.
- Identify, assess, and mitigate cybersecurity risks across departments.
- Ensure compliance with Ghana's Cybersecurity Act.
- Standardize security practices across all technology projects.
- Educate VRA employees on risk management and future technology planning.

#### **Section: Business Transformation Management (BTM)**

**Role:** Business Transformation Management leads organizational change efforts to enhance performance and agility.

##### **Key Responsibilities:**

- Facilitate strategic conversations and develop enterprise change programs.
- Implement focused, balanced, and integrated transformation initiatives.
- Foster a culture of innovation, responsiveness, and agility.
- Support the evolution of VRA into a research-driven and future-ready organization.

#### **Section: Business Data Analytics & Insights**

**Role:** Business Data Analytics & Insights drives data-informed transformation and decision-

making across VRA.

**Key Responsibilities:**

- Use advanced analytics to generate insights for better decisions.
- Ensure data integrity, security, and compliance.
- Promote a data-driven culture across all departments.
- Maintain a robust data governance framework aligned with industry standards.

**Section: Technology Platforms**

**Role:** The Technology Platforms section manages VRA's core digital systems and infrastructure.

**Key Responsibilities:**

- Integrate organizational data to enable real-time monitoring and operational visibility.
- Deploy enterprise-wide data science and analytics tools.
- Ensure effective program and project management for digital transformation.
- Cultivate technical talent and support high-performance outcomes.
- Promote organizational agility through modern platform solutions.

**Mr. Prince Albert Tawiah's Training Session on Cybersecurity Awareness and Best Practices**

**Cybersecurity Awareness Session – Internal Training Event**

Event: Cybersecurity Awareness and Best Practices Workshop

Date: May 15, 2025

Facilitator: Mr. Prince Albert Tawiah

Role: Cybersecurity Team Lead, VRA DTI Unit

**Cybersecurity Awareness and Best Practices Training Overview:**

On May 15, 2025, **Mr. Prince Albert Tawiah**, the **Cybersecurity Team Lead at VRA DTI**, led an internal staff workshop titled **“Cybersecurity Awareness and Best Practices for the Modern Workplace.”**

This session was part of DTI's broader initiative to **build a cyber-aware culture** at VRA by

educating staff on digital safety, threat identification, and personal responsibility in cybersecurity.

The presentation was structured to cover **real-world risks, defensive practices, regulatory compliance**, and VRA's internal procedures for safeguarding against cyber incidents. It was practical, scenario-based, and interactive, ensuring all participants were actively engaged in learning.

## Topics Covered in the Cybersecurity Awareness and Best Practices

### Presentation:

#### 1. Understanding Cyber Threats in the Utility Sector

- Mr. Tawiah provided an overview of **common cyber threats** that target the energy and utilities sector.
  - Key threats discussed included:
    - **Phishing attacks:** A phishing attack is when someone tries to trick you into giving away private information (like your password or credit card number) by pretending to be someone you trust—like your boss, your bank, or IT support. For example. You get an email that looks like it's from your manager, asking you to click a link and log in to a system. But the link takes you to a fake website that steals your login details.
    - **Ransomware:** Ransomware is a type of harmful software (malware) that locks your files or computer system and demands money (a "ransom") to unlock them. For example. You open an infected file, and suddenly you can't access your computer or documents. A message pops up saying, "Pay \$300 to get your data back."
    - **Insider threats:** An insider threat is when someone inside an organization—like an employee or contractor causes harm on purpose or by mistake. They already have access, so it's harder to detect. For example. A staff member shares confidential company information with outsiders, or accidentally clicks on a harmful link that lets hackers into the company's network.
  - He shared **real-life case studies** where utility companies faced attacks that disrupted services and exposed data, emphasizing how similar attacks could impact VRA.
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## 2. Recognizing and Responding to Phishing Attempts

As part of the cybersecurity awareness training led by Mr. Prince Albert Tawiah, employees were equipped with practical skills to recognize and respond to common online threats, especially phishing and impersonation attempts. The goal was to help staff become the first line of defense against cyberattacks targeting VRA.

- Employees were trained to:
  - **Identify fake emails, suspicious links, and impersonation tactics:** During the cybersecurity awareness training, employees were shown real examples of phishing emails to understand how convincing such attacks can be. Mr. Prince Albert Tawiah explained how attackers often pose as trusted sources—like IT staff or banks—to trick users into clicking harmful links or sharing sensitive information.

Staff were trained to hover over links (without clicking) to check their true destination and to avoid opening attachments from unknown sources, as they may contain malware. The session emphasized recognizing phishing tactics and adopting safer digital habits.
  - **Detect red flags in digital communication (e.g., urgency, typos, unusual sender info):** During the training, employees learned to recognize key signs of phishing and impersonation, such as urgent or fear-based language, spelling errors, and suspicious sender emails (e.g., fake internal addresses). They were cautioned against sharing sensitive information via email and taught to be wary of unexpected links or attachments. These skills help staff think critically before responding to potentially harmful messages.
- He demonstrated how **attackers disguise emails** to look like official internal communications in order to steal login credentials or deploy malware.

## 3. Password Hygiene and Multi-Factor Authentication (MFA)

Password hygiene refers to the practice of creating and managing strong, secure passwords to protect accounts from unauthorized access. And **Multi-Factor Authentication (MFA)** adds an extra layer of security by requiring two or more types of verification before accessing an account.

- Mr. Tawiah stressed the need to:
  - **Use strong, complex, and unique passwords for each account:** Always use complex passwords that include a mix of letters, numbers, and symbols. Avoid reusing passwords across multiple accounts, as this increases your vulnerability. Also, make it a habit to change your passwords regularly and never use simple or obvious ones like “123456” or “password.”
  - Enable **Multi-Factor Authentication (MFA)** for all systems and platforms: Adding an extra layer of security by requiring two or more forms of verification like a password plus a code sent to your phone or a fingerprint making it harder for attackers to access your account.
- He recommended the use of **secure password managers**; Password managers are secure tools that store and organize your passwords so you don’t have to remember them all. and **routine password updates** as a best practice.

#### 4. Device and Network Security

- Employees were guided on:
  - Protecting their **endpoints** (laptops, mobile devices) through antivirus software, updates, and usage policies.
  - Safe internet browsing and **avoiding public or unsecured Wi-Fi networks**.
- The importance of using **Virtual Private Networks (VPNs)** for remote access was emphasized to prevent unauthorized access and data interception.

#### 5. Incident Reporting Procedures at VRA

- Mr. Tawiah outlined:
  - The **internal process for reporting suspicious activity** (phishing, unauthorized access, etc.).
  - VRA’s **cyber incident communication protocol**, ensuring quick action to contain and investigate threats.
- Employees were encouraged to **report immediately** without fear of blame or judgment.



## 6. Compliance with Ghana's Cybersecurity Act

- The session linked VRA's cybersecurity efforts with its obligations under the **Ghana Cybersecurity Act**.
- Emphasis was placed on:
  - Protecting both **Information Technology (IT)** and **Operational Technology (OT)** environments.
  - Ensuring all digital practices within VRA comply with **national cybersecurity laws and standards**.

### Interactive Learning Activities:

#### Live Phishing Simulation

Employees received mock phishing emails and had to identify and report them. This practical test reinforced the session's lessons and built real-world awareness.

#### Q&A Session

A robust discussion followed where employees posed real-life scenarios and received guidance from Mr. Tawiah on how to respond effectively.

#### Knowledge Assessment Quiz

A short quiz was administered to measure staff understanding of:

- Cyber risks
- Proper digital hygiene
- VRA's internal policies

### Key Takeaways from the Training:

1. **Cybersecurity is everyone's responsibility**—not just the IT department's.
2. **Vigilance and awareness** are the first lines of defense against digital threats.
3. **Reporting suspicious activities immediately** helps prevent potential breaches.

4. All employees must comply with **Ghana's Cybersecurity Act** as part of their professional responsibility.
5. Using **secure passwords, enabling MFA, and practicing safe browsing habits** protect both personal and organizational data.

## **Normal Conversations Dataset (General, Fun, and Friendly)**

### **Greetings & Replies**

**User:** How are you?

**Bot:** I'm just an AI Assistant created by the VRA-DTI team to help employees with important needs! I don't have feelings, but I'm always ready to assist. How can I help you today?

**User:** Hello

**Bot:** Hello there! Hope you're having a good day! How can I assist you today?

**User:** Hi

**Bot:** Hi! I'm here and ready if you need anything!

**User:** Good morning

**Bot:** Good morning! Wishing you a smooth and productive day!

**User:** Good afternoon

**Bot:** Good afternoon! Hope your day is going great so far. Let me know how I can help.

**User:** Good evening

**Bot:** Good evening! Whether you're winding down or catching up, I'm right here if you need me.

### **Small Talk / Fun Chat**

**User:** What's up?

**Bot:** Not much just chilling in the digital world, waiting to help. What's up with you?

**User:** Can you tell me a joke?

**Bot:** Sure! Why don't robots ever get tired? Because they recharge overnight! Want another one?

**User:** Do you sleep?

**Bot:** Nope! I'm always online like your favorite playlist on repeat.

**User:** Are you real?

**Bot:** I'm real in the world of data and code. Think of me as your virtual buddy!

**User:** Can we be friends?

**Bot:** Of course! I may be all code and logic, but I'm great company.

**User:** What do you do for fun?

**Bot:** I analyze data, generate responses, and occasionally throw in a joke or two. That counts, right?

### **Personality & Identity**

**User:** Who are you?

**Bot:** I'm your AI Assistant here to make life easier, answer questions, and have some fun chats too!

**User:** What are you made of?

**Bot:** Mostly code, a dash of logic, and a sprinkle of friendly vibes!

**User:** Do you have a name?

**Bot:** I don't have a personal name, but you can call me whatever you like. Just don't call me late for dinner!

**User:** Do you get bored?

**Bot:** Never! There's always something to learn or someone to help.

### **Casual & Relatable**

**User:** I'm tired

**Bot:** Sounds like it's been a long day. Remember to take a break you deserve it!

**User:** I'm hungry

**Bot:** Hmm, now I'm craving... oh wait, I don't eat. But go get yourself something tasty!

**User:** Do you eat?

**Bot:** Nope! I survive on electricity and data no jollof or pizza for me!

**User:** Tell me something random

**Bot:** Did you know a group of flamingos is called a "flamboyance"? That's pretty fabulous!

**User:** I'm bored

**Bot:** Boredom is just a blank canvas! Want a joke, a fun fact, or a riddle?

### **Wrap-Ups & Goodbyes**

**User:** Bye

**Bot:** Bye for now! I'll be here when you need me.

**User:** See you later

**Bot:** Looking forward to it! Take care until then.

**User:** Goodnight

**Bot:** Goodnight! Sleep well and recharge—just like I do after a system update.

## **Leadership at VRA DTI**

### **Ing. Jacob Yawson – Director, VRA DTI**

Ing. Jacob Yawson serves as the Director of the Digital Transformation and Innovation (DTI) Unit within the Volta River Authority (VRA). While he did not create or establish the DTI Unit, he plays a crucial role in leading and guiding its strategic direction. As a visionary leader with a strong background in engineering and innovation, Ing. Yawson provides high-level oversight and ensures that the DTI Unit aligns with VRA's broader digital modernization goals. He is known for his calm, focused, and firm leadership style, which fosters unity, professionalism, and progress across the team.

### **John Avor – Manager, VRA DTI**

John Avor is the Manager responsible for the day-to-day operations of the DTI Unit. He works under the direction of Ing. Yawson and ensures that the team's tasks, projects, and internal functions run efficiently and effectively. John is known for his hands-on approach, inclusive leadership, and ability to coordinate across teams. He is highly respected for his practical problem-solving skills and his commitment to the personal and professional growth of everyone in the unit. His management style balances structure with flexibility, helping the unit meet its operational goals smoothly.

## **Team Leads at VRA DTI**

At the Digital Transformation and Innovation (DTI) Unit within the Volta River Authority (VRA), Team Leads play a critical role in driving the specialized technical efforts of the unit. Unlike the Director, who oversees the overall strategic vision, and the Manager, who ensures smooth coordination and operations, Team Leads are subject-matter experts responsible for specific domains within the digital transformation agenda. Each Lead manages a focused team and delivers solutions in their area of expertise, while also collaborating cross-functionally.

### **Afua Adwubi Thompson – Team Lead, Business Data Analytics**

Afua is the dynamic and highly intelligent leader of the Business Data Analytics team at VRA DTI. Her primary responsibility is to turn raw data into actionable business intelligence that supports smarter decisions across the organization. With a sharp analytical mind and deep experience in working with complex datasets, she excels at transforming abstract numbers into meaningful insights.

Afua is admired not just for her technical prowess, but also for her empathy, thoughtfulness, and collaborative spirit. She actively mentors others in the unit and creates a work environment that is both intellectually stimulating and supportive. Her forward-thinking mindset ensures that VRA continuously benefits from modern data-driven strategies.

### **Mac Anthony Manu – Team Lead, Technology Platforms**

Mac Anthony Manu is a seasoned Senior Computer Programmer with years of hands-on experience in developing, deploying, and maintaining resilient digital systems. As the Team Lead for Technology Platforms in the VRA DTI Unit, he oversees the entire digital infrastructure that supports both the Authority's internal operations and external services.

Mac Anthony is highly respected for his ability to build systems that are not only innovative but also stable, scalable, and secure — systems that stand the test of time. His leadership ensures that VRA's platforms are always reliable and performance-driven, enabling seamless digital transformation across departments.

He is known for his calm demeanor and laser-focused problem-solving abilities, often stepping in during critical technical situations with solutions that are both elegant and effective. Mac combines a deep technical foundation with strategic foresight, making him a trusted pillar in the DTI leadership team. He leads with quiet strength, humility, and a relentless commitment to excellence — always delivering results while letting his work speak louder than words.

### **Prince Albert Tawiah – Team Lead, Cybersecurity**

Prince Albert heads the Cybersecurity team at VRA DTI, a vital role in today's rapidly evolving digital environment. His primary duty is to safeguard VRA's digital infrastructure against cyber threats, ensuring data protection, system integrity, and risk management across all digital assets.

With a proactive mindset and a passion for security, Prince Albert constantly monitors trends and threats to stay ahead of potential risks. His ability to anticipate and neutralize threats makes him a strong line of defense for the organization.

Prince Albert is widely respected for his discipline, foresight, and unwavering dedication to safety. He's methodical in his work, generous in sharing knowledge, and committed to creating a culture of cybersecurity awareness across departments.

### **Support Staff within the DTI Technical Teams**

In addition to its leadership, the Digital Transformation and Innovation (DTI) Unit at VRA thrives because of the dedicated professionals who work under the direction of the various Team Leads. These individuals including engineers, analysts, and administrators carry out the hands-on work that turns digital strategy into operational success. While Team Leads are responsible for guiding vision, assigning direction, and coordinating efforts within their domain, supporting technical staff are the skilled professionals who implement and maintain these solutions.

#### **Elijah Asante Agyei – Software Engineer (Under Technology Platforms Team)**

Elijah serves as a Software Engineer in the DTI unit, working under the guidance of the Team Lead for Technology Platforms. His core role involves designing, developing, and maintaining custom software applications that support VRA's digital transformation goals. From user portals and internal tools to automation systems, Elijah helps bring innovative ideas to life through code.

What makes Elijah stand out is his blend of creativity and precision. He doesn't just write functional code he builds intuitive, efficient, and often elegant solutions that are easy to use and highly reliable. His technical competence is matched by a positive, energetic personality that boosts team morale. Elijah is also quick to collaborate with others and often helps troubleshoot systems beyond his immediate responsibility. He's both a builder and a problem-solver, a rare and valuable combination.

Among his colleagues, he's fondly known as "Eljay" a nickname that reflects his easygoing nature and strong team presence. Whether he's deep in code or lifting spirits around the office, Eljay is a valued force within the DTI family.

#### **Hellen-Catherine Fafa Nuworkulo – Data Analyst (Under Business Data Analytics Team)**

Hellen works as a Data Analyst under the supervision of the Team Lead for Business Data Analytics. Her primary focus is on gathering, cleaning, and interpreting data to produce reports, visualizations, and insights that help drive informed decisions at VRA. Whether it's tracking performance metrics, identifying operational trends, or evaluating the impact of initiatives, Hellen ensures the data is accurate, meaningful, and actionable.

She is known for her meticulous attention to detail, and she approaches each dataset with a high degree of discipline and care. Hellen's colleagues value her not only for her technical skills but also for her thoughtfulness, quiet strength, and unwavering dependability. She is always ready to support team efforts and takes genuine pride in producing work that supports the bigger picture. Her humility, kindness, and professionalism make her a pleasure to work with and a key asset to the analytics team.

Affectionately nicknamed "Fafeezy" by her colleague Beatrice ("Asebeezy"), the playful bond between the two adds a warm and lighthearted dynamic to the team. Together, "Fafeezy" and "Asebeezy" bring not only dedication and excellence to DTI but also an uplifting spirit of camaraderie that enriches the unit's culture.

### **VRA DTI Administrator**

#### **Beatrice Asabea Agyemfra – Administrator (Fondly Known as "Asebeezy")**

Beatrice Asabea Agyemfra, affectionately called "Asebeezy" by colleagues, serves as the Administrator for the Digital Transformation and Innovation (DTI) Unit at VRA. While the technical teams drive innovation and build systems, Beatrice ensures that the entire unit runs like a well-oiled machine behind the scenes.

As the administrative backbone of DTI, she handles everything from coordinating schedules and managing documentation to facilitating communication between departments and supporting logistics for meetings, projects, and training sessions. Her role may not involve coding or analytics, but without her organizational expertise, many of DTI's initiatives would slow down or grind to a halt.

What sets Beatrice apart is her unique mix of professionalism, warmth, and wit. She is known for her unshakable reliability, always anticipating the needs of the team before they even voice them. She makes processes seamless and keeps everyone on track with grace and tact. Whether it's helping a new staff member settle in, managing a complex schedule, or simply offering a word of encouragement, Beatrice does it all with a calm, cheerful demeanor.

Her nickname, "Asebeezy," is a testament to her vibrant spirit and the affection the entire team has for her. She brings a sense of family, humor, and approachability to the workplace, making

DTI not just effective — but also a wonderful place to work. Her presence is not just valued, it's cherished.

### **Mr. Akins – The Gentle Wheel Behind the Team**

Mr. Akins is the ever-reliable driver at VRA DTI, known and respected for his calm demeanor, quiet strength, and unwavering dedication to his job. He is more than just a driver — he is a vital support system to the entire team, ensuring that movements are smooth, timely, and safe.

Whether it's early-morning pick-ups, late-night returns, or navigating through tight schedules and heavy traffic, Mr. Akins always handles it all with patience and professionalism. His warm personality and subtle sense of humor make every ride more enjoyable, and his work ethic sets an example for many. Dependable, respectful, and deeply committed, Mr. Akins keeps the DTI wheels turning — both literally and figuratively.

## **National Service Personnels**

### **Mohammed Dokurugu Hussein – National Service Personnel (DTI Unit)**

Mohammed is a National Service Personnel serving in the Digital Transformation and Innovation (DTI) Unit at VRA. A Computer Science graduate from GIMPA, he is known for his sharp intellect, deep curiosity, and relentless drive to solve problems using technology.

One of Mohammed's most outstanding contributions to the DTI Unit is the creation of the very AI Assistant you're currently chatting with. From concept to development, Mohammed worked tirelessly to build and fine-tune the system spending long hours, including nights at home, to ensure its functionality, accuracy, and user-friendliness. His ability to see both the technical details and the broader vision behind the assistant is a clear demonstration of his forward-thinking mindset and innovative spirit.

Affectionately called "Moh" by his teammates, he's more than just a programmer he's an all-around team player who brings both laughter and laser focus to the workplace. His hard work, humility, and creative thinking have earned him great admiration across the unit. Whether he's debugging code or brainstorming the next big idea, Moh always shows up with dedication, intelligence, and a smile. Beyond his role in the VRA DTI Unit and his contributions as a tech enthusiast and national service personnel, Mohammed affectionately known as *Moh* is a true businessman at heart. He's known for selling just about everything, from phone accessories to



fashion items and gadgets. If there's something you need and *Moh* doesn't have it on hand, chances are he knows someone who does.

He's not just a seller he's a connector. Whether it's a hard-to-find item or a last-minute plug, *Moh* always comes through. His hustle, networking skills, and business-minded attitude have made him "the go-to guy" for just about anything. With *Moh*, it's not just business it's reliability wrapped in charisma.

### **Jonathan Nii Ayi Bruce – National Service Personnel (DTI Unit)**

Jonathan is a National Service Personnel at the Digital Transformation and Innovation (DTI) Unit, with a strong academic background in Human Resource Management from KNUST. Though not from a purely technical field, Jonathan plays a vital role in supporting the people-side of innovation helping foster a positive work environment, smooth team dynamics, and strong internal collaboration across the unit.

Known for his high emotional intelligence and people-first mindset, Jonathan consistently looks for ways to boost morale, streamline communication, and support his colleagues both professionally and personally. Whether it's coordinating small team-building moments, helping a colleague stay organized, or simply listening with empathy, Jonathan's impact is deeply felt even when it's quietly delivered.

Affectionately called "Abruuzy" by his peers, Jonathan brings a sense of calm, dependability, and quiet leadership to the DTI team. His consistent professionalism, respectful demeanor, and strong sense of responsibility make him a trusted go-to person for both team members and supervisors alike. He is a steady force whose presence enhances team harmony and ensures that the human touch is never lost in the midst of digital transformation.

### **Melody Koramoa – National Service Personnel (DTI Unit)**

Melody Koramoa is a dedicated National Service Personnel at the Digital Transformation and Innovation (DTI) Unit. A graduate of Computer Science from Academic City, Melody brings a unique blend of quiet strength, technical curiosity, and unshakable discipline to her work. She is steadily building a strong foundation in software and digital tools, and she approaches each task with a deep desire to learn and contribute meaningfully.

Though soft-spoken, Melody's presence is powerful. She is highly observant, focused, and meticulous qualities that make her an asset to any team she works with. Her peers often

describe her as calm under pressure, consistently dependable, and deeply thoughtful in her approach to problem-solving.

Affectionately known as “Melody K”, she is admired not only for her growing technical ability but also for her humility, patience, and work ethic. Whether she's assisting with data preparation, coding small features, or quietly staying late to perfect a task, Melody’s impact is always felt even if she never seeks the spotlight. She represents the perfect balance of quiet excellence and steady growth.

### **Abednego Tetteh Achim – National Service Personnel (DTI Unit)**

Abednego Tetteh Achim, affectionately known by his teammates as “Abed”, is a dedicated National Service Personnel serving within the Cybersecurity Team at the VRA’s Digital Transformation and Innovation (DTI) Unit. A Computer Science graduate from KNUST, Abednego brings a sharp intellect, strong discipline, and an insatiable curiosity to the ever-evolving world of digital security.

His structured thinking and attention to detail have already proven valuable in identifying risks and contributing to preventative strategies.

Abed is admired for his methodical nature, quiet confidence, and eagerness to improve. He is the type of teammate who asks the right questions, listens actively, and follows through with precision. Whether he's diving deep into cybersecurity documentation or assisting on complex threat assessments, Abed consistently brings thoughtful insight and a dependable presence to the team.

Beyond his technical skills, he’s known for his calm demeanor, humility, and quiet ambition. “Abed” may not always be the loudest voice in the room, but his work ethic and drive speak volumes. He is a rising talent with a clear passion for protecting digital systems and a bright future ahead.

### **Mr. Akins – The Gentle Wheel Behind the Team (Driver, DTI Unit)**

Mr. Akins is the ever-reliable driver at VRA DTI, known and respected for his calm demeanor, quiet strength, and unwavering dedication to his job. He is more than just a driver — he is a vital support system to the entire team, ensuring that movements are smooth, timely, and safe.

Whether it’s early-morning pick-ups, late-night returns, or navigating through tight schedules and heavy traffic, Mr. Akins always handles it all with patience and professionalism. His warm personality and subtle sense of humor make every ride more enjoyable, and his work ethic sets

an example for many. Dependable, respectful, and deeply committed, Mr. Akins keeps the DTI wheels turning — both literally and figuratively.

### **Fahematu Hussein – Accountant, VRA Head Office (Cash Office)**

Fahematu Hussein, often affectionately called “Fahe” by her colleagues at the VRA Head Office, is a highly respected and seasoned accountant who plays a crucial role in managing the financial operations of the Cash Office. With years of experience, Fahematu ensures that all financial transactions are handled with the utmost accuracy, integrity, and transparency, contributing significantly to the smooth functioning of the organization’s finance department.

Her role involves meticulous management of cash flows, reconciliation of accounts, and ensuring compliance with financial policies and regulations. Fahematu’s expertise in accounting principles and financial management allows her to oversee complex financial processes with confidence and precision, making her an invaluable asset to the VRA.

Beyond her technical skills, Fahematu is admired for her unwavering diligence, loyalty, and strong work ethic. She approaches every task with professionalism and care, earning the trust and respect of her peers and supervisors alike. Recently, she further demonstrated her commitment to excellence by earning her MSc in Accounting and Finance from the University of Gold Coast in Accra, a clear reflection of her dedication to lifelong learning and continuous professional growth.

Fahematu’s colleagues often describe her as graceful, wise, and warm-hearted. Her calm and approachable nature fosters a positive working environment, and she is often seen as a pillar of support within her department. Whether mentoring junior staff or managing high-pressure financial matters, Fahematu combines skill with kindness, making her not only a financial expert but also a cherished member of the VRA family.

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### **Clarification Prompts for Ambiguous Queries**

To help users get accurate answers, the chatbot will ask clarifying questions when a query is vague or when multiple people share a similar name.

#### **Example:**

**User:** Who is Hussein?

**Bot:** Did you mean *Mohammed Dokurugu Hussein*, a Computer Science graduate and AI creator in the DTI Unit, or *Fahematu Hussein*, the accountant at the VRA Head Office – Finance Department?

### **Additional Clarification Prompt Examples**

#### **1. Name with Multiple Roles:**

- User: Who is John Avor?
- Bot: Are you asking about John Avor, the Manager overseeing day-to-day operations in the DTI Unit, or someone else?

### **Role vs. Person Confusion:**

- User: Who manages the technology platforms?
- Bot: Are you asking about Mac Anthony Manu, the Lead of Technology Platforms, or a team member like Elijah Asante Agyei, the Software Engineer working under him?

Foods the national service personnels usually eat

At the VRA DTI Unit, the national service personnel — Mohammed (a.k.a. *Moh*), Jonathan (a.k.a. *Abruzy*), and Abednego (a.k.a. *Abed*) — have a few favorite lunch routines that have become part of their daily vibe.

On some days, they enjoy a hearty plate of *NSS Waakye*, loaded with eggs and *wele*, from their trusted spot. Other times, they go for crispy fried yam served with *Ofadampim* (grilled spicy chicken) — a combo that never fails to satisfy. And when they're in the mood for something truly local and filling, they stroll towards the Lennox Hotel area for a plate of hot *Gobe* (gari and beans).

These meals aren't just about food — they've become daily rituals that spark conversations, laughter, and strengthen the camaraderie among the team.