

**ICT Weekly Report – 8th January 2021**

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| **Responsibility** | **Activity/Description** | **Status** | **Support Required** |
| Kennedy | ISP termination at the data center | 1. Safaricom have sent a quote for 100mbps 2. KPC are in the process of getting approval from kura so that they can dig across to the southern gate | Review and acceptance by management |
| Edwin | Create Online Compliance Report application | Phase 1 of development is done. The application has been deployed to the server. Working on issues arisen during testing. | Management to note. |
| Edwin | Create Resource Center website | Still in active development. Working on issues/features requested in progress meeting with Josephine on 7th Jan 2020. Preparing to deploy by next week. | Management to note. |
| Edwin | Meeting report template | Development has just started. | Management to note. |
| Edwin | DC Portal | Development still pending as we wait for the Requirement Specification Document. Kick off meeting will be held 11th January 2021. | Management to take note. |
| Kennedy | Have a NOC view of our network | ICTA have agreed to give us rights to view their NOC so that we can monitor our network once they finish setting up all the links | Management to note |
| Kennedy | Fiber connectivity at DC 2 | We had a meeting with Kenya power and we agreed to have fiber at DC 2 by march 2021 | Management to note |
| Kennedy | Acquiring of public Ips and AS number for the Data center | AFRINIC, are reviewing our request. | Management to note |
| Wilkster | Prepare standard helpdesk email templates for communication to customers. | Templates drafted and sent to data center team for review and discussion on 11/01/2021. | Team members to review and give their feedback, comments or any additions. |
| Wilkster | Facilitate Konza purchase helpdesk smart Phone and special lines. | Suggested OPPO Reno4 Smart phone. Request will be sent to management for review and approval. | Management to review and approve. |
| Wilkster | Identify data centers for benchmarking to learn more on data Centre business model and helpdesk. | |  |  |  |  | | --- | --- | --- | --- | |  | **DC Name** | **Proposed Visit date** | **Request Status** | | 1 | Safaricom ltd | 20/01/2021 | Waiting for approval | | 2 | Icolo | 03/02/2021 | Waiting for approval | | 3 | MTN | 10/02/2021 | No reply Yet | | 4 | East Africa | 26/01/2021 | Waiting for approval | | Management to note. |
| Wilkster | Follow up with customers to ensure issues has been resolved. | This was done in a timely manner when our customers experienced technical issues. | Technical team to be more proactive in resolving issues within shortest time possible. |
| newton | DC Access Procedures/Processes | I am organizing a physical meeting on Wednesday 13th January 2020 to have the teams input on the final document. | Management to note. |
| newton | Onboarding on Integrated facilities management partner | the first site meeting on 12th for accessing if the service provider is ready to start to be held on DC1 at 1230pm | Management to note. |
| newton | Fast track Phase II Implementation client-side tasks | working on getting to detail of the project details.  Kenya power should be carrying survey and wayleave by 30th January | Management to note. |
| Richard | KNDC brochure | Content for the KNDC brochure is done. Liaised with Brenda and Jeremiah for the artwork of the brochure to be done. | Management to note. |
| Richard | Customer onboarding | * Teachers Service Commission – discussed and emailed them Cloud offering prices for BMS and Virtual Machine as an alternative to Co-location which initially was their request. * Elizabeth Glaser Pediatric AIDS Foundation – They are interested in hosting their Electronic Health Records System at KNDC. Had a virtual meeting with them and did a presentation on DC services. * Office of Data Protection Commissioner – They are interested in hosting an online system/registration at KNDC. To have a virtual meeting with them on Tuesday, 12th January 2020. | Management to note. |
| Richard | KNDC Customer Onboarding Dashboard | Dashboard updated to include customer details, progress on the engagements and key customer issues.  [KNDC Customer Onboarding Dashboard](https://teams.microsoft.com/_#/files/KNDC%20Dashboard?threadId=19%3A8ba66165683e4bc4b86f13a27f6bcc96%40thread.tacv2&ctx=channel&context=KNDC%2520Dashboard&rootfolder=%252Fsites%252FProjectsTeam%252FShared%2520Documents%252FKNDC%2520Dashboard) | Management to note. |
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