Curriculum Vitae

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CONTACT INFORMATION

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PERSONAL INFORMATION

Nationality: Ugandan
Date of Birth: 15th October 1980
Gender: Male
Marital Status: Married

EDUCATION

YEAR	INSTITUTION	AWARD
2013 – 2015	Uganda Martyrs University	Msc. ICT policy, Management and Architectural Design
2001-2004	Mbarara University of Science and Technology	Bachelor of Computer Science, (BCS)
1999-2000	Ntare School	Uganda Advanced certificate of Education (UACE)
1993-1996	Ntare School	Uganda Certificate of Education (UCE)

Professional Trainings and Qualification

YEAR	INSTITUTION	AWARD
2018	ISACA	Certified in Risk and Information Systems Control (CRISC)
2018	ISACA	COBIT 5 Foundation
2018	TechnoBrain	ITIL Foundation
2017	Inspire International (Dubai UAE)	Techniques of Management of Domestic and International Contracts
2017	Wuhan Research Institute of Posts and Telecommunication China	Next Generation Telecommunication Network Construction for Developing Countries
2010	Freebalance Inc	☐ Oracle11g R2: Installation of Oracle RAC Grid
2006	Akili Africa	Microsoft Certified Professional , Microsoft Certified Systems Administrator, Microsoft Certified Systems Engineer

2005	Oracle University	☐ Oracle9i Forms Developer: Build Internet Applications ☐ Oracle9i Reports Developer: Build Reports ☐ Oracle9i: Discoverer End User ☐ Oracle9i: Discoverer Administration

Profile

With nearly two decades of expertise in Information Technology, I have a strong foundation in ERP requirements, acquisitions, expansive ICT infrastructure design, administration, and safeguarding information security. My professional journey began as an IT Systems Officer for the Ministry of Finance Planning and Economic Development's Integrated Financial Management System (IFMS) project, where I contributed for over three years.

In 2008, I took on the role of Network Administrator with the National Water and Sewerage Corporation (NWSC), ensuring the seamless operation of their vast network systems. A year later, I was enlisted as a pivotal member of a consultant team tasked with the ambitious Integrated Personnel and Payroll System (IPPS) Project. This project, commissioned by the Ministry of Public Service, was significant, encompassing numerous Government ministries, agencies, and local bodies. As the Consultant Network Administrator, my responsibilities were multifaceted, ranging from offering technical insights to overseeing hardware/network management endeavors. My main task was ensuring the IPPS integrated seamlessly with existing LAN/WAN infrastructures across various governmental entities.

In 2014, my expertise led me to be selected as a Consultant for the Ministry of Finance's Third Financial Management and Accountability Programme (FINMAP III). Here, I helmed the IPPS Networks team, facilitating the implementation of both the IPPS and the Electronic Document Management System (EDMS). Collaborating with notable stakeholders like MoFPED, NITA-U, NIRA, and many others, I ensured continuous access to IPPS and played a pivotal role in supporting national Payroll, Pensions, and HR Management initiatives.

Recognizing the necessity for more streamlined operations, in 2016, the Ugandan Government initiated a substantial upgrade to the IPPS, introducing a state-of-the-art Human Capital Management (HCM) software. This was aimed at automating all HR functions and fostering integration with other key governmental ICT systems. With this upgrade in the backdrop, I was appointed in 2019 as an IT Specialist, where my primary focus has been on bolstering the IT infrastructure of both IPPS and HCM, ensuring impeccable back-end and front-end operations. HCM has since been rolled out in more than 100 government institutions.

PROFESSIONAL EXPERIENCE

2019 July – to date	IT Specialist (ICT infrastructure) Ministry of Finance, Planning & Economic Development – Resource Enhancement and Accountability Programme (REAP) P.O.BOX. 8147 Kampala

Main Activities and Achievements

As an IT Specialist (ICT infrastructure), I offer comprehensive technical expertise in overseeing and bolstering the IPPS and HCM ICT infrastructure. My work encompasses a vast range of tasks associated with both backend and frontend operations. Specifically:

- Directly oversee the operations within the hosted data centre environment, spearheading the technical aspects of Data Centre Support and Maintenance contracts.
- Collaborate closely with critical governmental stakeholders, notably NITA-U and MoFPED.
- Offer pivotal technical guidance during the design, configuration, and operationalization phases of HCM within the National Data Centre.
- Seamlessly integrate HCM with pivotal government systems such as PBS, NSIS, IFMS, and EDMS.
- Champion the systematic rollout of the HCM system to diverse MDAs and LGs, guaranteeing technical compliance in hosting, connectivity, and backup infrastructure.
- Serve as the key player in liaising with technical teams across IFMS and NITA-U data centres.
- Spearhead the planning, designing, and maintaining operations for LAN/WAN setups, ensuring a streamlined payroll process through IFMS.
- Collaborate with NITA-U technical squads to oversee the optimal performance of the hosted National Data Centre.
- Regularly conduct training sessions, instilling in-house GoU teams with skills to independently handle and sustain the network and infrastructure.
- Offer essential technical aid during the implementation of backlog reviews or change requests for the HCM application platform.
- Lead, mentor, and coach IT Infrastructure/Network Administration Support Officers, emphasizing best practices in LAN/WAN deployment.
- Lend technical expertise during the IPPS data cleanup and subsequent migration to the new HCM application, ensuring alignment with the Migration Strategy.
- Work hand-in-hand with the Information System Security Risk Analyst to precisely configure infrastructure access, ensuring system-wide confidentiality, integrity, and availability.
- Actively contribute to a robust knowledge base, chronicling solutions and workarounds for recurrent infrastructure and network issues.

Achievements
Throughout my tenure, I've amassed a series of noteworthy achievements:

- Orchestrated a close collaboration with NITA-U, leading to the successful setup of the IPPS Hosting Infrastructure within the National Data Centre.
- Designed and executed a cutting-edge network design that bridged the National Data Centre, IFMS Data Centre, and NIRA HQ.
- Spearheaded the User Acceptance Tests (UAT) for the IPPS environment, ensuring comprehensive validation of every function and feature.
- Was instrumental in developing specification requirements for the HCM system for the Government of Uganda.
- Led the procurement process, ensuring the selection of the best HCM vendor and solution.
- Conducted exhaustive site readiness assessments across multiple governmental entities to guarantee the flawless rollout of the HCM system
- Planned the coordination efforts with NITA-U and the HCM vendor, leading to the successful management of the HCM Production environments. This encompasses:
    1. Overseeing and maintaining VMs and security systems within the National Data Centre.
    2. Implementing and supervising network access rules, ensuring optimal function for both primary and Disaster Recovery production VLANs.
    3. Facilitating vendor VPN access for setups, ensuring seamless configuration and management.
    4. Monitoring and maintaining load balancing for the Production instance, ensuring high availability and efficiency.
    5. Successfully executing DR test runs, ensuring the system's resilience and reliability.
- Played a pivotal role in the management and maintenance of HCM integrations via the UG-Hub, including: Swift resolution of downtime issues concerning the HCM-UGHUB integration endpoints.
- Successfully spearheaded data cleanup, analysis, and migration initiatives for HCM pilot sites, ensuring the highest standards of quality assurance were met. This entailed: Overseeing and leading data quality checks for multiple entities,
- Played an instrumental role in aiding HCM pilot sites to meet go-live criteria, ensuring a seamless transition. Responsibilities included:
    1. Assisting in data migration and quality assurance tasks.
    2. Facilitating the creation, updating, and approval of employee records.
    3. Supporting payroll calculations, approvals, and submissions for seamless financial operations.
    4. Actively participated in site readiness assessments for the next phase of HCM rollout, ensuring that each site was fully prepared for the implementation.
- Directed and provided pivotal support for end-user training across Phase 1 and 2 sites. This ensured users across various entities, from universities to municipal councils, were equipped to use HCM self-service modules and mobile apps.

- Successfully facilitated and provided technical support during the Training of Trainers for HCM Phase 2, ensuring that trainers were well-prepared to disseminate knowledge effectively

2014 July – June 2019	**Consultant (Network Administrator)** **Ministry of Finance, Planning & Economic Development – The Third Financial Management and Accountability Programme (FINMAP III)** **P.O.BOX. 8147 Kampala**

Main Activities and achievements

I continued to lead the IPPS Networks team, supporting the implementation of IPPS and EDMS alongside key national stakeholders; MoFPED, NITA-U, NIRA, MoLG, District Local Governments, and Agencies; to ensure uninterrupted access to IPPS supporting key Payroll, Pensions and Human Resource Management programs countrywide. The specific main activities that I undertook, and I have achieved are:

- Supervise the IPPS IT support staff by defining and establishing schedules, setting priorities, providing support/direction and dealing with technical and administrative issues as needed.
- Manage and coordinate the overall IPPS data centre operations including acting the Technical Lead in the administration of all Data Centre support and maintenance contracts.
- Coordinate with the technical teams at the IFMS data centre and MoLG PFM, and act as the IPPS Technical Lead in the Planning, designing, configuring and deploying the LAN/WAN requirements to facilitate the decentralization of payroll and IPPS/IFMS payroll interface.
- Coordinate with the technical teams at the IFMS data centre and MoLG PFM, and act as the IPPS Technical Lead in the Planning, designing, configuring and deploying the LAN/WAN requirements to facilitate the further rollout of IPPS in 190+ votes by end of FY 2108/19.
- Coordinate with the technical teams at NITA-U, and act as the IPPS Technical Lead in the Planning, designing, configuring and deploying new LAN/WAN requirements to enable IPPS use the NITA-U National Backbone infrastructure and National Data Centre Virtualised infrastructure.
- Act as first point of contact for IPPS Sites IT officers.
- Support the Project Manager in preparation of documents and follow up on timelines and deliverables.
- Act as a central point of administration for IPPS network infrastructure resources.
- Perform all IPPS Local Area Networks/Wide Area Networks (LAN/WAN) security Management functions and audits including monitoring all system access requests; validation of needs and evaluation of appropriate access levels needed for system access.

- Monitor LAN/WAN performance on an on-going basis within the context of the IPPS.
- Maintain the IPPS network servers and server operating systems at the Data Centre to applicable version levels including the administration of service level Agreements (SLAS)
- Develop and maintain appropriate network equipment service and support logs, records and reports.
- Develop and maintain network installation standards, procedures and checklists.
- Assist in planning and testing emergency and Disaster recovery strategies.
- Carrying out quality assurance and coordinate scheduled and emergency service and maintenance with LAN/WAN team at the IFMS data centre and NITA-U whilst monitoring, tracking ad preparing periodic reports on LAN/WAN server systems availability, performance and capacity.
- Provide 24 hour on-call support when need arises.
- Maintain a broad knowledge of state-of-the-art technology, equipment and/ or systems.
- Training and capacity building of Government counterpart staff during IPPS implementation.
- Assist in the procurement of products by being principally responsible for analysing and monitoring IT budgets, evaluating network and computing platform needs to maintain a consistent platform performance

2009 Sept - 2014 June	**Consultant Network Administrator** **Integrated Personnel and Payroll System (IPPS)** **Ministry of Public Service** **P.O.BOX. 7003 Kampala**

Main Activities and achievements

- Data Center Development: Spearheaded the design, installation, deployment, and configuration of the IPPS Primary and Disaster Recovery Data Centers. This encompassed the incorporation of Network-Based Servers, server OS, application server systems, storage, and key networking devices such as routers, switches, firewalls, and Intrusion Detection/Protection Systems. The project also mandated the inclusion of environment control systems, including cooling, firefighting mechanisms, and power backup systems. The project's investment stood at US$4,437,817.

- Security Administration: Positioned as the primary authority for IPPS Security, I formulated and sustained the Information Security policies, standards, procedures, and checklists. I also undertook comprehensive LAN/WAN Security Management, meticulously auditing system access requests, and ensuring alignment with requisite access levels.

- Network Monitoring: Regularly conducted IP surveillance and inspected network security logs, ensuring the IPPS network remained fortified against potential intrusions.

- Risk Management: Engaged in routine risk analysis endeavors, identifying security gaps and formulating risk profiles. Played an instrumental role in conceptualizing and testing emergency and Disaster Recovery approaches.

- Policy Formulation: Crafted the foundational IPPS ICT security and compliance policy, rooted in the ISO 177991 standard.

- Team Leadership: Supervised the IPPS IT support cadre, establishing schedules, setting task priorities, offering direction, and addressing a range of technical, functional, and administrative issues.

- Infrastructure Maintenance: Oversaw the upkeep of IPPS network devices, servers, OS, storage solutions, and Network Printers at the Data Centre, while administering pertinent Service Level Agreements (SLAs).

- Records Management: Instituted and maintained equipment service logs, records, and reports for both the Data Centre and associated sites. This also encompassed the meticulous documentation of hardware, software, and license inventories.

- Service Coordination: Managed quality assurance protocols and collaborated closely with LAN/WAN teams at the IFMS data center and NITA-U, ensuring optimal server system availability, performance, and capacity.

- Technical Collaboration: Joined forces with the technical contingents at the IFMS data center and MoLG, aiding in the rollout of new payroll processing measures and establishing new IPPS/IFMS payroll interface requisites. Also supported the rollout of IPPS/IFMS to emerging sites.

- Budgetary Oversight: Played a pivotal role in product procurement by rigorously analyzing and overseeing IT budgets, assessing network and platform needs to sustain consistent performance.

July 2008 - Aug 2009	Network Administrator National Water & Sewerage Corporation (NWSC) P.O. Box 7053 Kampala

Main Activities and achievements:

- Installed, deployed and configured the NWSC IT infrastructure which includes; Network Based Servers, server operating system, application server systems and Networking devices (routers, switches, firewalls, IPSs).

- Maintained the existing Network Infrastructure by carrying out monitoring, optimizing and troubleshooting activities.
- Maintained network devices, servers and server operating systems at the Data Centre to applicable version levels including the administration of Service Level Agreements (SLAs).
- Performed all NWSC Local Area Networks/Wide Area Networks (LAN/WAN) Security Management functions and audits including monitoring all system access requests; validation of needs and evaluation of appropriate access levels needed for system access.
- Provided technical support to intranet/internet maintenance and development and provided such support to the Information Scientist in relation to managing content for both the intranet and internet.
- Provided 18 hour on-call support, coordinate scheduled and emergency service and maintenance with LAN/WAN server system vendors whilst monitoring, tracking and preparing periodic reports on LAN/WAN server systems availability, performance and capacity.

Jan 2005- June 2008	**IT Systems Officer** **Ministry of Finance, Planning and Economic Development** **IDA/EFMPII, FINMAP** **Integrated Financial Management System (IFMS) Project** **P.O.Box 8147 Kampala**

Main Activities and achievements:

- Installed, deployed and configured the IFMS IT infrastructure which includes; Network Based Servers, server operating system, application server systems and Networking devices (routers, switches, firewalls, IPSs).
- Monitored and carried out troubleshooting activities for the IFMS Wide Area Network (WAN) and the several site Local Area Networks (LANs)
- Liaised and Interfaced with WAN service providers, in particular UTL and MTN, in resolving WAN issues.
- Coordinated scheduled and emergency service and maintenance with LAN/WAN server system vendors and monitored, tracked and prepared periodic reports on LAN/WAN server systems availability, performance and capacity.
- Designed and spearheaded the pilot Integration of IFMS on the E-Govt backbone Infrastructure running on Huawei routing and Switching Solutions.
- Monitored the security of installations including networks, servers and physical security.
- Participated in the design and implementation of the Electronic Funds Transfer (EFT) procedures on the IFMS system.
- Designed and Implemented the Automated power management solution for site server room equipment to cater for power failure longer than the Backup periods for the Site server UPS.
- Performed daily backups and archiving of the application and system data, plus replication of the same at the Disaster Recovery Site

- Provided continuous support to all IFMS users in all sites including Pilot sites and rollout sites on both hardware and application issues
- Implemented an AntiSpam Solution for the IFMS mail system.
- Participated in the design and installation of the disaster recovery site network infrastructure.
- Carried out sign off tests, healthy system checks and ensuring the smooth running of the systems at the disaster recovery site.
- Liaised with the WAN service providers in implementing and testing of a successful link switch over from the DC to the DRS in case of a disaster.
- Deployed and setup of new computers, UPSs and printers, both network and Epson printers, to all IFMS sites
- Carried out Oracle setups on all computers newly added to the IFMS domain to enable them load Oracle forms and work efficiently on the application.
- Carried out Site preparation activities like electrical surveys, civil works and networks surveys with the contractors for batch 1, batch 2, batch 3 and further rollout sites.
- Participated in IFMS users' awareness activities, as a drive to make them comprehend the system and other applications availed to them.
- Performed system administration tasks on the application and system, for example manage users' passwords, creation/deactivation of user accounts, Configuration of users' exchange accounts and outlook accounts on the client machines.
- Performed incident management on the logs coming in through the Enhanced Service Desk application by taking on the role of Service Desk Administrator on a monthly and rotational basis
- Developed training manuals for the Enhanced Service Desk system
- Trained IFMS users on the use of the Enhanced Service Desk application
- Documented the operations of the Microsoft and Networks Team of the IFMS Data Centre.
- Carried out quality assurance of the Preventive Maintenance exercise for all sites, Pilot and all rollout sites.

Key Competencies and Skills

- Team Collaboration and Initiative: Demonstrated ability to work effectively within a team, consistently contributing to achieving collective goals. Self-motivated and results-oriented, ensuring tasks are accomplished efficiently.
- Enterprise Infrastructure Expertise: Proficient in designing, implementing, and troubleshooting intricate Enterprise Infrastructure, Network, and Systems issues, ensuring optimal operational flow.
- Effective Communication: Proficient in technical writing, ensuring accurate documentation and clear conveyance of complex technical information.
- Comprehensive Networking Knowledge: Well-versed in the operations, support, design, and implementation of local and wide area networks, including troubleshooting capabilities, ensuring seamless connectivity.
- Network Protocols Proficiency: Deep understanding of standard networking protocols, ensuring secure and efficient data transfer across networks.

- Performance Monitoring: Extensive experience in monitoring computer network performances, ensuring reliable intranet and internet services.
- Security Systems Acumen: Sound knowledge of computer and network security systems, including storage applications, procedures, and techniques, ensuring a robust defense against potential threats.
- Software Maintenance: Proficient in installing, maintaining, and upgrading network software, including Operating Systems, firewalls, Intrusion Protection Systems, and antivirus applications, ensuring an efficient and secure operating environment.
- Data Centre Monitoring: Comprehensive knowledge of Data Centre Environment monitoring tools and support systems, ensuring uninterrupted and efficient data storage and retrieval.
- Understanding of Government Infrastructure: Familiar with the Government of Uganda's ICT infrastructure across various MDAs/LGs, and their interdependent systems, ensuring seamless integration and support.
- 24-hour Support Availability: Capable of operating on a round-the-clock on-call schedule, effectively collaborating with LAN and WAN vendors, and comprehending complex written instructions for optimal performance.

Referees

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