

# **PRESIDENTIAL DIGITAL TALENT PROGRAM 2016/2017**

## **QUARTERLY REPORT (MAY – AUG 2017)**

**DATE:** 09/11/2017

**NAME:** JACKLINE MUMBI MUHORO

**REF. NO. :** 8202784

**MINISTRY:** STATE DEPARTMENT OF NATURAL RESOURCES

**AREA OF SPECIALIZATION:** NETWORKS/ SECURITY

### **AREAS COVERED:**

#### **A) OVERALL OBJECTIVE**

To achieve the mandate of the ministry through proper development, directing, coordinating and designing ICT related activities for the department and units as well as providing administrative direction and support for daily operational activities of the ICT department.

#### **B) SPECIFIC OBJECTIVES AND ACTIVITIES DONE.**

- Improve service delivery through network and user IT Support.

The following activities were undertaken on a daily basis to that effect:

- Training of staff on basic IT skills and security principles.
- Configuring computers, printers, switches and other devices within the network.
- Aggregating user complaints and IT related issues for resolution.
- Network monitoring.
- Computer hardware and network devices maintenance.

**Submitted By:** Jackline Mumbi Muhoro