

PRESIDENTIAL DIGITAL TALENT PROGRAM 2016/2017

QUARTERLY REPORT (SEPT – NOV 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:

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

Submitted By: Jackline Mumbi Muhoro