



Presidential Digital Talent Programme

(PDTP)

Ministry Attached:

Public Service Commission

Internship Period: 1 Year

Reported on : November 2017

Executive Summary

This report details the PDTP program and its objective, the accomplishment and projects done by the trainees, trainings and certifications accomplished while in the program, lessons learnt during the period, challenges, solutions provided and recommendations.

We thank His Excellency the President for availing us this learning opportunity through the ministry of ICT which is being implemented by ICT Authority. It is with no doubt a worth course to empower the young generation with the requisite IT and leadership skills necessary in the job market and hence increasing our employability. We also thank the former Cabinet Secretary Dr. Fred Matiang'i for embracing this initiative whole heartedly and getting us the necessary resources we required to have the program run smoothly. We thank our current Principal Secretary for ICT Eng. Victor Kyalo for taking it upon himself to ensuring this errand becomes a success and also for offering us guidance throughout the entire program.

Last but not the least; we want to convey our sincere gratitude to the PSC management; the Chairperson Prof. Margret Kobia, the CEO Mrs. Alice Otwala (CBS), the finance director Director Mr. Dismas Ogot, our acting ICT Deputy Director Mr. Anderson Maro and the entire commission staff for a very warm welcome and according us a conducive work environment. We are so grateful; we wish we had an extra time to continue working together because you have mentored us and help us learn a lot from you. May our Almighty God bless you abundantly.

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Introduction

The Presidential Digital Talent Programme was created with the aim of transforming the manner in which ICT is utilized for efficient and effective service delivery. It is a partnership between Government, Public and Private sector stakeholders which is implemented by the Ministry of Information Communications and Technology (MoiCT) through the ICT Authority (ICTA).

Objectives

The PDTP's Internship program has 3 main objectives:

1. To deliver a combination of structured training, coaching and mentoring.
2. To develop a pipeline of future talent for government with a passion for ethical and accountable public service delivery.
3. To train at least 400 interns over a revolving 12-month period.

The program aims at developing the ICT talent pool by leveraging collaboration between the public and private sectors.

PDTP will be beneficial in the following ways:

1. Increased youth employability
2. Improved Public/Private sector collaboration
3. Accelerated economic impact through ICT effectiveness
4. Enhanced service delivery by leveraging on ICT
5. Support ICT contribution to GDP projected to be 8% of GDP by 2017 as outlined in the ICT Master-plan

Placement at Public Service Commission (PSC)

The Commission dates back to 1954 when Civil Service Commission was established by British Colonial Government following Holmes Commission Report, 1948; Constitution of Kenya, 2010 promulgated on 27th August 2010 reconstituted the Commission with a redefined and expanded mandate and a lean membership.

Commission's Vision

To be a world class constitutional body in the provision of a global competitive human resource that serves the needs of Kenyans

Commission's Mission

To enhance excellence in public service delivery by providing the required human resource in the most effective manner

We are three trainees at PSC specializing in networks and we have been working as team and always learning from each other.

PSC has five directorates with different divisions with units in it that work together to accomplish commission vision, mission and core values and we the PDTP team we have been working closely with all directorates especially in user support and we have familiarized very well with commission staff.

Accomplishment and projects

These accomplishments are categorized into different areas namely:

Network

1. Installation and Configuration of Active Directory Domain Services-This involved joining all the computers within the commission to the active directory as well as creating accounts with passwords for every user and associating every user with pre-set group policies. This has improved the monitoring and has enhanced security on the commission data as every user has to login with a unique password and operate under the set group policies.
2. Daily user support-This has been the major daily activity as issues mostly with network, emails and troubleshooting of printers and other electronic devices has to be taken care of everyday as they arise
3. Installation of VoIP Phones-as part of the project being carried out in all the ministries, we have managed to implement the VoIP phones project within the commission and this has really brought ease of communication within and outside the commission as the IP phones are easy to use, efficient and more effective.
4. IP addresses management:-we have been able to do a review of all the IP addresses being used in the commission. We have managed to do sub netting where required and reservation of certain IP addresses has been done and this has reduced the many cases of IP conflict experienced earlier.

Applications

1. Implementation of the ICT Help Desk system-This has really helped in making quicker and efficient decisions within the commission

Security Applications

1. Installation of Kaspersky Endpoint Security to all the computers in the commission- this has really improved the performance of the commission employees as desktops and laptops are faster and efficient and less cases of lost or corrupt file have been reported since then.
2. Cyberoam firewall Upgrade-Installation of a higher version of Cyberoam fire has been a major network security improvement as more security policies are supported with the higher Cyberoam version.

Project Management

- I. Collection of user requirements from the different directorates and formulation of reports formats for the PSC Enterprise Resource Planning (ERP). The areas covered include; Recruitment and Selection Directorate, Compliance and Quality Assurance Directorate, EMC,HRMD, BMS, Records Management, Legal Management, Finance and Accounts, Stores management HRM , and Fleet Management,

Literacy Survey (Rapid Results Initiative)

1. ICT literacy was a study we conducted at the Commission, from it we able to gauge how the employees use the internet. Also what ICT tools they use most.
2. Profiling all idle and active ICT assets-This was aimed at keeping timely records of all ICT assets which has really helped in decision making within the ICT *unit* and within the commission as well

Observation and Lessons Learnt

Lessons Learnt

We as a team were able to learn about

- The basic function of the Commission and its role in serving the government which is recruiting for the Civil Service and Local Authorities.
- The internal business process undertaken in the Commission.
- All the departments and directorates in the commission and their importance to the greater function of the Commission.
- The recruitment process by the Commission from advertising a job vacancy to appointment of a candidate.

Exploitable Opportunities

Opportunities that the ministry could exploit if they deployed ICT well.

During our time here we were able to identify various opportunities that could be exploited at the Commission to enable efficiency in delivery of services to the citizens through ICT. They include:

- 1) Online verification of school certificates shortlisting purposes.
- 2) SMS alerts on job openings available at PSCK jobs.

CHALLENGES

- Time allocated for induction at PSC was a bit short to understand the commission mandate and systems available.
- Commission has good systems e.g. Records management, fleet and stores management, IRMS and many others but the problem is full implementation and user resistances to accept the ERP that is under implementation that will integrate all other services in the commission to be under one system.
- We realized that many users lack basic skills for computer e.g.; checking if power sockets are on, making sure they are connected through cyberoam, checking if UPS is working or checking if network cable is connected before calling ICT officer for assistance.
- Some users are not ready embrace new technological advancements and this is a great Challenge cause man power input is fundamental for commission to realize its vision and mission.
- Inadequate number of ICT officers to support users and making sure systems are working as per the standards.

RECOMMENDATIONS

- Period allocated for induction should be not less than two months at respective MDA's for proper and full understanding of the structure, functions and systems available.
- Develop strong and consistent implementation strategies at PSC for all systems to make sure it meets its needs and improve services that can impact positively to common Wananchi.
- Training users to quarterly basis on basic ICT skills and develop central repository where users from different units can share knowledge and resources within commission.

CONCLUSSION

The above implementations have greatly improved the service delivery at the public service commission as productivity, efficiency, effectiveness and timely decision making has been achieved and experienced at the commission. It was a great opportunity with intensive learning as we acquired technical and managerial skills throughout the working period. We would appreciate it if given another chance to work and accomplish objectives aligned by the commission. We appreciate all the success and challenges experienced as they brought a positive impact in our careers.