ISAIAH K KAMAU

INTERNSHIP REPORT

INTRODUCTION

This report describes the duties and activities carried out during my last 10 months, fulltime Presidential Digital Talent internship program at the Ministry of Health ICT Department. The document contains information about the ministry, ICT Department and the responsibilities performed throughout the period from January 2017 to date. More than a plain account of tasks, the objective of this text is to reflect upon the experiences collected during the internship.

The first part of the report offers an overview of the organization, followed by an outline of all the duties carried out during this time. Following, it proceeds to describe in some detail the most relevant projects carried out and their respective analysis.

WHERE I WORK: MINISTRY OF HEALTH ICT DEPARTMENT

Kenya Ministry **of Health** is based in Nairobi at the Afya House, Cathedral Road. The current Cabinet Secretary for health is Dr. Cleopa Kilonzo Mailu and he has been the cabinet secretary under Uhuru Kenyatta since November 25 2015. The ministry mission is to build a progressive, responsive and sustainable health care system for accelerated attainment of the highest standard of health to all Kenyans. And its main goal is to attain equitable, affordable, accessible and quality health care for all Kenyans.

The ICT Department carries out the following duties;

- Set frameworks and standards for the development of software applications for government.

- Enforce standards and procedures pertaining to the administration and management of software systems throughout the department.

- Undertake forward planning and feasibility studies pertaining to the development and implementation of software solutions.

- Focus on the development, implement and maintain software applications that respond to common needs of the different Ministry departments.

- Provide end-user training and support of implemented solutions.

- Provide support in the development and maintenance of software solutions to other divisions of the department.

- Undertake the planning, coordination, monitoring and evaluation (complete project management) of software development projects being undertaken by third parties (outsourced projects).

- Provide consultancy services pertaining to the provision of software solutions.

- Set direction and plans for the ICT infrastructure of the Ministry.

- Establish and enforce standards and procedures pertaining to ICT infrastructure within the ministry. Implement and maintain hardware and software infrastructure systems of the ministry.

- Undertake the planning, coordination, monitoring and evaluation (complete project management) of infrastructure projects being undertaken by third parties for the ministry.

- Ensure electronic security of sensitive and critical Ministry systems.

- Provide infrastructure related support to other divisions of the ministry.

- Participate in the training of staff in the use of infrastructure systems and the upgrading of technicians at all levels.

- Provide technical support to events organized by the ministry when required.

DUTIES PRFORMED WHILE ON THE PROGRAM AT THE MINISTRY OF HEALTH

Majorly, my duties are that of an ICT Officer assistant to the Head of ICT, who is directly the supervisor for all the intern trainees at the Department. These duties include;

- Website update and maintenances.

- Rolling out government emails to all government staff at the ministry.

- Installation of software such as, Operating Systems, anti-virus, Microsoft office and many other utility applications for the staffs.

- Fixing hardware issues such as, replacing bad keyboards, replacing broken screens, replacing damaged hard drives, replacing random access memory (RAM) and so many other numerous hardware issues.

- Attending to minor internet issues such as, distributing of patch cords, re-crimping of damaged cable terminators (RJ-45), replacement of internet cards on clients systems, replacement of damaged switches.

In addition to working as an assistant in the office alongside other interns, I have participated in one major project that was carried out by the ministry in collaboration with University of Nairobi. The aim of the project was to clean the Kenya Master facility list (KMFL) and map the facilities. I learnt a great deal when it comes to databases and system development.

Accomplishment and projects

I believe the work we have done has tremendously reduced many support issues that include;

- KMFL is updated and facilities well mapped.

- Network- Installation of IP phones and training the users. Troubleshooting the network in the ministry and Malware cleanup for all the PCs is thoroughly done.

- Websites- a dynamic website is currently working and runs on WordPress

- Emails-The email system was deployed in the ministry and training was also conducted

- Security issues are also hugely solved.

My knowledge of databases, system development, project management, networking color codes, punching down, working with network hard ware devices has improved tremendously during this time in the ministry.