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PRESIDENTIAL DIGITAL TALENT PROGRAM (PDTP).

A SUMMARY REPORT ON EXPERIENCES AT THE MINISTRY OF HEALTH

FROM SEPTEMBER 12TH 2016

ACKNOWLEDGEMENT

I would like to sincerely thank the former Head ICT Mr. Apollo Muchilwa and the current Mr. Francis Ouma for their acceptance; I also sincerely thank all the ICT staff and the entire Ministry of Health fraternity.

INTRODUCTION

The following is my report in the Ministry of Health. The report is an indication of the accomplishments that I have managed to achieve during the period.

PLACEMENT AT THE MINISTRY OF HEALTH

I started Presidential Digital Talent Program at the Ministry of Health on 12th September 2016 and it is expected to end on 31st December 2017.

WORK PLAN ACTIVITIES

On arrival I was taken through the ICT policies and introduced to the various projects and equipment under the ICT department. I was acquainted with the ministry departments and directorates. I was also introduced to systems like IFMIS and IPPD that are supported by the ICT staff. These were necessary as they formed the basis of my work here.

ACCOMPLISHMENT AND AREAS INVOLVED

I have worked in various areas namely but not limited to IP telephone maintenance, troubleshooting and support, ministry email system, ICT support, Ministry of Health ICT inventory, Windows 10 update, Networking, IFMIS network support, Carrying out preventive maintenance Antivirus installation and update .

Networking: Network Installation at ADB offices, IFMIS network support, troubleshooting the network in the ministry and troubleshooting internet problems.

IP telephone maintenance troubleshooting and support within the ministry.

ICT support Malware cleanup for the PCs, Carrying out preventive maintenance Antivirus installation and update.

Taking ICT inventory. Took ICT devices inventory in all ICT equipment's within the ministry.

Windows 10 update. Took part in windows 10 update an initiative that was taking place in all government ministries.

Ministry Email System involved in managing of the email system.

OBSERVATION AND LESSONS LEARNT DURING THE PERIOD

Working in unity with other workers to help achieve organization mission and vision goals.

To critically analyze issues and solve them wisely.

How to serve diligently.

Ensuring all rules and regulations are adhered to.

Working as a team player

Punctuality and working with set deadlines with or without supervision

Computer skills, Teamwork skills and Time management skills.

Networking concepts and Network troubleshooting.

Network with colleagues and people from various departments in the ministry.

RECOMMENDATION /WAY FORWARD

From the experiences I gained over the period I have the following recommendation:

Training of the ministry staff on ICT skills. The ministry should train her staff especially on ICT basics as this will ease the work of ICT staff and let them concentrate on other matters that can make the ministry better within ICT areas.

Complete overhaul Ministry network infrastructure. I would highly recommend that the ministry network infrastructure be redone as this will ease network troubleshooting and also do away with dead ports that we currently have.

CONCLUSION

I am highly confident on the achievements and deliverables during the period. I also thank sincerely the Ministry of Health fraternity. It has been great time working together.

I do hope that I had an impact in the ministry and her staffs in one way or another positively through ICT support or other areas I was involved. Despite some challenges I did my best through synergy and team spirit and focused on what was the real course - To work, give my best and also gain maximum.