

PRESIDENTIAL DIGITAL TALENT PROGRAM 2016/2017

QUARTERLY REPORT (12TH JAN – 26TH JAN 2017)

DATE: 09/11/2017

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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:

- Conducting inventory for the entire state department which was done in teams.
- Providing technical support to the end users.
- Troubleshooting the network devices (switches, RJ45 Ethernet cables and access points) to ensure connectivity.
- Setting up and configuring newly acquired printers.
- Configuring newly acquired access points for the state department.
- Setting up and configuring newly acquired computers with the required software for day to day operations.
- Conducting preventative maintenance.

Submitted By: Jackline Mumbi Muhoro