



PRESIDENTIAL DIGITAL TALENT PROGRAM 2016

NAIROBI CITY COUNTY PDTP QUARTERLY REPORT

MAY 2017

PROGRESS REPORT

JANUARY- APRIL 2017

Table of Contents

I. Objectives	3
II. Overall structures and vision	3
Alignment to Government Mandate	3
ICT Department Structure.....	3
III. Projects in ministries	4
Systems in Use in Nairobi City County Government.....	4
IV. Opportunities	5
Innovation for Specific Operational Efficiency.....	5
Innovation for Service Delivery Innovation	5
V. Skills acquired in the Public Sector	5
Technical Skills	5
Organizational Skills	5
VI. Challenges/Issues/Observations in terms of:	6
Technology.....	6
People Issues.....	6
Process Issues	6
VII. Learning/ Experiences from Supervisor	6
VIII. Recommendations	6
Technology.....	6
People	6
Process	7
APPENDICES.....	7
Appendix 1: Team Members.....	7
Appendix 2: Site Visits or Workshops Attended	7
Appendix 3: Photos at NCC	7

I. Objectives

- Government role and ministry alignment to those goals
- ICT organization in Government
- ICT and service delivery framework
- Specific technologies implemented by the ministries
- Opportunities for service delivery improvements
- Ministry strategic plan

II. Overall structures and vision

Alignment to Government Mandate

Nairobi city county structure is aligned to the government mandate.

It is divided into 3 arms. The executive, led by the governor, the legislative arm headed by the speaker and the county public service board, appointed by the governor.

These are all functional elements which serve different roles in accordance to the mandate.

ICT Department Structure

The ICT department is structured as follows;

Governor

Overall overseer

Minister of ICT

Initiating and controlling the development of appropriate national ICT policies, strategies, plans and programs that extensively increase ICT awareness

Chief ICT officer

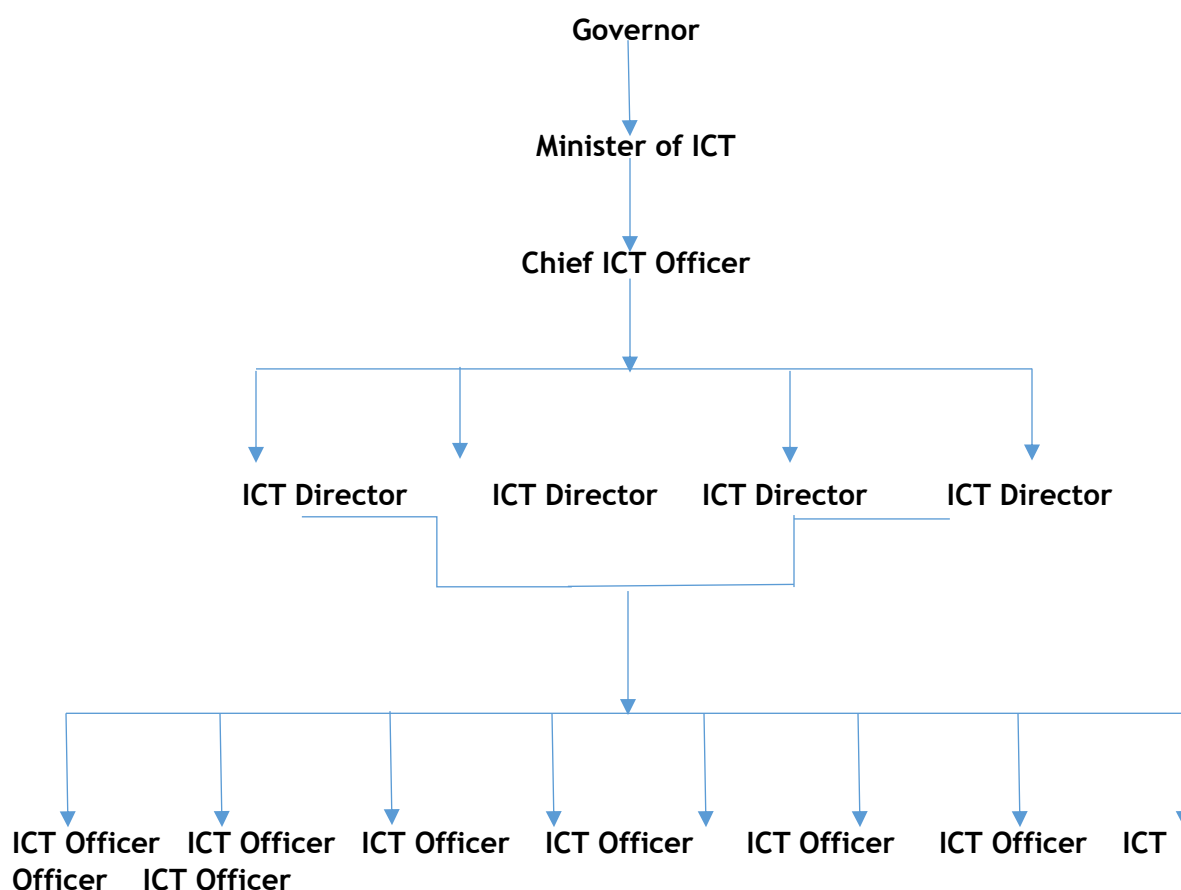
Consistent application of an informed vision of how ICT strategy could support transformation change by horizon scanning and strategic planning

ICT Directors

Undertake research and studies and management of information and technology to harness skills.

ICT Officers

Attending to overall technical issues in the county government offices.



III. Projects in ministries

ICT Projects in Nairobi City County	
Large Projects	Small Projects
ELECTRONIC DEVELOPMENT PERMIT MANAGEMENT SYSTEM (e-DPMS)	BIOMETRICS
TRAFFIC SURVEILLANCE SYSTEM	AUTOMATION OF CENTRAL REGISTRY
DATA CENTER	COMPUTERIZATION OF MACMILLAN LIBRARY
CO-LOCATION SERVICES	GEOGRAPHICAL INFORMATION SYSTEM (GIS)
WEB PORTAL	LAIFOMS
E-PAYMENTS	UNIFIED COMMUNICATION
INTERGRATED URBAN SURVEILLANCE SYSTEM	INTERNET SERVICE PROVIDER (ISP)
INTEGRATED COUNTY REVENUE MANAGEMENT SYSTEM	EMAIL MESSAGING AND COLLABORATION
STRUCTURED CABLING	

Systems in Use in Nairobi City County Government

- e-Construction - planning
- ePayments - Laiforms and eJijipay
- Web portal

- Office 365 suite
- Health Records System

IV. Opportunities

Innovation for Specific Operational Efficiency

- The Project management processes such as management of contracts, report generation, monitoring and evaluation, project progress, management of human resource etc was not efficient. The PDTP team has already developed a system which automates most of these processes. The system is 72% complete already.
- There is need for an efficient ICT support system e.g. We have proposed a LAN support system or help desk
- Currently there is a need for a one stop shop for internal dissemination of information and documents. We have proposed that Nairobi county government can have a modern intranet for employee engagement, learning, innovation and decision support

Innovation for Service Delivery Innovation

- Nairobi County government has put in place various systems to greatly improve service delivery and offer the common mwananchi vital services without incurring extra costs and enduring long queues such as e-payment systems, ejiji pay, unified business permits etc. Not many people in the county benefit from these services because of ignorance (lack of information), mistrust due to online management services and IT illiteracy. We recommend more intense marketing and campaigning.

V. Skills acquired in the Public Sector

Technical Skills

- The team in the Projects Department were tasked with system development tasks which helped in enhancing their coding skills.
- The team in the Infrastructure department gained networking skills such as carrying out various activities in the data centre, observing mounting of UPS and switches, data clean up etc
- Hardware skills such as repair and replacement of hard disks

Organizational Skills

- The team has gained presentation skills e.g. during email sensitization meetings and trainings
- Time management e.g. meeting strict deadlines
- Analytical skills such as taking the poor email usage problem in the county and coming up with strategies to solve the same.
- Planning and scheduling e.g. Meetings we were organizing e.g. email usage and sensitization trainings
- Communication skills e.g. email etiquette, memos, agenda writing,
- Report and minute writing e.g. ICT Assets, IP Phone distribution

VI. Challenges/Issues/Observations in terms of:

Technology

Networks - Slow and inconsistent internet with several down times

Systems - Some databases are not up to date, some module errors in some of the systems.

Information security - People still use their personal emails for official business communication which compromises or acts as a threat to sensitive data security. Users do not always log off machines when they are not within the vicinity which can lead to unauthorized access.

People Issues

- Some employees regarding us as a threat hence getting some backlash and lack of efficient support
- Being disregarded due to the teams intern status e.g. during data gathering of the email usage exercise

Process Issues

- There are still some processes that rely on the paper system e.g. memos
- Some processes still rely on unnecessary protocol e.g. in order to get information on the ICT assets, delays were sometimes seen due to the lack of physical letters.

VII. Learning/ Experiences from Supervisor

- We have learnt managerial and organizational skills e.g. delegating, planning, scheduling, follow-up
- Team work e.g. during repair and replacement of hard disks. The supervisor was there and we did it together.
- Technical skills e.g. upgrading the network systems from 2G to 3G
- Project management and reporting according to government protocols
- Being detail oriented and presenting facts in a logical manner

VIII. Recommendations

Technology

Networks - There is already a new infrastructure that is in the process of being set up which will solve the internet issues.

Information Security - Training and sensitization on the need for information security and how to manage ICT assets to minimize unauthorized access.

Systems - Regular updating of databases, system maintenance and patching. Interaction with system users to get feedback on some of the bugs.

People

- Co-existence is key

Process

- Digitization of the manual processes

APPENDICES

Appendix 1: Team Members

The following are the names of the Nairobi City County PDTP team:

- Christine Wambui Kinuthia
- Laura Irungu
- Timothy Kosgei
- Wyliffe Obengo
- Mung'ori Elias Mukaria
- Dennis Kyalo
- Dennis Ngata
- David Njuguna
- James Mageto
- Purity Gitau
- Tuberio Ledede

Appendix 2: Site Visits or Workshops Attended

- Oracle Database Appliance Security at Radisson Blu. It was a presentation on Oracle products hosted by Oracle and Gestalt Gild (Oracle partner).
- Methodist Guest House to activate email accounts for sub-county officials.
- Sensitization of ejijipay car park module.
- Organized and conducted an Exchange online email uptake and cyber security sensitization meeting

Appendix 3: Photos at NCC



