



MINISTRY OF AGRICULTURE, LIVESTOCK AND FISHERIES

REPORT

Members

Douglass Mutai

Paul Kimani

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Public Sector Experience: Slide Decks

Introduction

The ministry of agriculture, livestock and fisheries (MOALF) has three state department namely State department of agriculture, State department of livestock and State department for fisheries and Blue Economy. The administrative physical location in Kilimo House in Upperhill. Other officers are in Maji house, Hill plaza and Museum.

The strategic objectives of the ICT department are:

- 1) Develop ICT strategic, work and project plans for the ministry.
- 2) Provide technical and operational support for systems and infrastructure including networks, websites, email systems, databases and applications
- 3) Identify ways in which the State Department of Agriculture can more effectively and efficiently deliver services to the citizens using ICT and propose appropriate interventions,

Objective

- Placement objective as per the curriculum

- ICT technical capacity: The primary objective of the placement is to develop ICT capacity in government for effective service delivery.
- ICT strategic readership Programme: the placement of the interns is to grow ICT thought leadership and increase the relevance of ICT business principles in the management of public service delivery. The basic idea is to ensure ICT is fully integrated and aligned as an enabler to achieve government business objective which is service delivery

Overall ministry/Agency structures and visions

- Are they align to the government mandate?) Yes,

The purpose of this ICT Strategic Plan is twofold for the ministry;

Firstly, it is to use ICTs to provide citizens of Kenya with equal access to Ministry's services regardless of their location, in line with the spirit of the Constitution of Kenya.

Secondly, it is to use ICTs to create an enabling environment for the achievement of Vision 2030 through effective and efficient service delivery to the citizens.

Well-implemented online services drastically reduce transaction costs and increase society's trust in government without having to visit crowded government offices.

There are several has been benefits of implementing e-Government which include:

- ❖ Simplified delivery of services to citizens
- ❖ Minimized government bureaucracy
- ❖ Improved interactions among government departments and with business, industry and citizens
- ❖ Increased empowerment of citizens, businesses , government agencies through access to information, knowledge and services
- ❖ More efficient government management
- ❖ Improved productivity and efficiency of government agencies
- ❖ More effective, convenient and cost effective delivery of information, knowledge and services
- ❖ Improved quality of life for disadvantaged communities and broadened public participation

- How is the ICT department structured?

Projects in ministries

We have been attached various project beside the normal user support and general jobs within the ministry. Two were assigned to the e-subsidy system dealing with issuance of subsidized fertilizer, farmer registration across the country and maintenance of a centralized database on the same. The other two are attached to crop insurance system dealing with insuring farm produce and farmers. The system was being developed by a contractor and our supervisor brought us on board in order to be system administrators and training of trainers.

Large scale Systems in the ministry

e-subsidy	Its in the role out phase
crop insurance	Implementation stage
Blue Economy Directory	Under development
Kenya Cereals Enhancement Programme Web site.	At testing stage(New)

Network

The ministry uses GCCN network with a link from the neighboring ministry of health AFYA house, GCCN provide internet and a Vlan for IFMIS. The gccn network is very fast and mostly reliable but when it is down it affects almost every government organization. Last month the ministry installed a redundancy internet in in corroboration

with Airtel as the ISP. The Airtel internet is still at testing stage where it's only connected to one floor of the building (ICT department). We were heavily involved in process from installing the microwave dish at the roof top to configurations. Also we have learned to configure the wireless access points with making sure they don't do rooting because they can interfere with the network by giving their own IP address. This was the case when someone had plug in advice without ICT authorization and it started causing problems and we had to go each office to locate that device. Also the processes of configuring various devices to serve through the networks has been our receiving end. We have various levels interacted with the servers systems in different platforms within the network. Also troubleshooting of the networks and user support has been our daily undertakings.

The ministry is in the process of redoing its whole network infrastructure and were looking forward to being part of the team to carry that exercise.

Opportunities – what opportunities exist in the host organization for?

The ministry has quite a good level of opportunities which includes system developments, network infrastructures and support. In terms of personnel in the department the ministry and the three state departments are heavily overwhelmed by the workload available and that means that if the ICT departments are equally understaffed. This as a result will always undermine service delivery in good time lines.

- Innovation for specific operational efficiency

The ministry has quite a big range of opportunities right from the ministry itself to the grass root to make sure the automation and the speed of service delivery is optimized. There has been a thought to create a common market for East African countries that lies within the reach of the LAPSET project. This has instigated the thought to realize an online marketing system called E_soko. A system that will run the Kenyan market for agricultural produce to support agribusiness that is time oriented and waste reduced

- for Service Delivery innovation

There is need to deliver services to the common farmers in the furthest end of the county. In regard s to this, the ministry has undertaken various projections to realize its strategic ICT master plan in terms of service delivery. The ministry has harmonized the three state department to realign them to the master plan which gives priority to innovations that will support the efficiency of service delivery.

Skills acquired in the public sector

a. Technical skills

- ❖ We have a thorough understanding of the operations of the ICT office together with its functions in a ministry.
- ❖ The integrity of handling and running public ICT infrastructure even in the absence of our supervisors.
- ❖ ICT related hardware and software handling on behalf of the ministry and much more.
- ❖ Help desk in the ministry, customer requirements and support

b. Organization Skills

- ❖ We have had quite a high level of engagements with the ministry offices and therefore has helped us in the various levels of engagements with various classes of leadership within the government.
- ❖ We have grown to a whole new level of confidence in people handling and also responsibility taking within the ministry.
- ❖ We have also grown to be good time managers, punctual and ready to serve in public sector.
- ❖ Good understanding of the role of government and how the government functions especially in service delivery

What are the Challenges/issues / observation in terms of:

a. Technology(Information Security issues (high-level)

The challenge here lies in network infrastructure which is in a very bad state where cabling is poorly implemented. There is also a challenge in usability of the available resources and equipment (resources like printers) within the network are poorly utilized. Very few can be shared since they're not configured to network reducing the use of resources.

a. People Issues

In terms of human as a resource of productivity, very few have the basic understanding of the basic computation in relation to deployment of ICT equipment. This has always created a headache when it comes to support as the ICT offices would go to an extent of doing document formatting for the less privileged in terms of understanding the basic computing. Also within the department, there is need to boost the number of ICT offices to match the big range of support required within the ministry.

b. Process issues

It has been easy for us to undertake the daily dealing of the ministry and various state department due to immense support by our supervisor and the other ICT officers. There has been reduced bureaucracies to ensure service delivery that is timely

learnings/ Experiences –

Recommendations,

- There is need to have redundant link offer a fallback when GCCN is down
- The government network i.e. GCCN is under-utilized and can be used to connect all public schools to internet
- The ministry needs to filter the needs in order to block some websites that are harmful and also bandwidth consuming.
- At the ministry level there is great need to redo the entire infrastructure to avoid connection cables running all over the building and offices

Appendix 1: List of team

Douglass Mutai

Paul Kimani

Charles Njehu

Lovyna Ikiliza

Appendix 2: List of Public sector organization placed

Douglos Mutai- State department for Fisheries and blue economy

Paul Kimani- State department of agriculture

Charles Njehu- State department of livestock

Lovyna Ikiliza- State department of agriculture

- **Appendix 3:** any site visits or workshops attended at the public sector
Crown hotel Nairobi- workshop for training on E_subsidy system
Heritage hotel Naivasha- Workshop for development of Blue economy Directory System
KCEP Nakuru branch- Workshop for development of Kenya Cereals Enhancement Programme (KCEP) Web site.

- **Appendix 4:** Photos at the working organization or field work





