

# **PRESIDENTIAL DIGITAL TALENT PROGRAM 2016/2017**

## **QUARTERLY REPORT (SEPT – DEC 2016)**

**DATE:** 09/11/2017

**NAME:** JACKLINE MUMBI MUHORO

**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.**

- Induction  
This was done on the first week of October. It involved a practical overview of the state department's various departments and the layout of the IT network in place.
- Improvement of Service Delivery through network and user IT Support  
The following activities were undertaken on a daily basis to that effect:
  - Training of staff on basic IT skills and security principles.
  - Configuring computers, printers, switches and other devices within the network.
  - Aggregating user complaints and IT related issues for resolution.
  - Network, computer hardware and software maintenance.
  - Creating official staff email accounts on Zimbra.
  - Rolling out of the Bit Defender antivirus across all work stations in the department and its centralized management as well.

**Submitted By:** Jackline Mumbi Muhoro