

# **REPORT FOR PRESIDENTIAL DIGITAL TALENT PROGRAM (PDTP) 2<sup>ND</sup> QUARTERLY MEETING AND MICROSOFT BOOTCAMP HELD ON 8TH MAY TO 13TH MAY 2017 AT KENYA SCHOOL OF GOVERNMENT.**

## **Theme:**

### **IT Service Management & Governors: Service Delivery in a Complex Infrastructure**

## **Guests/Trainers**

1. Mr. Nicholas Nesbitt General Manager, IBM East Africa/ Chairperson KEPSA (Kenya Private Sector Alliance)
2. Mr. Robert Mugo – Ceo ICT authority
3. Mrs. Eunice Mueni Kariuki **director, partnerships, innovation & capacity**
4. Rufina Aching -ISACA
5. Mr. Joseph- ICT Mentors Kenya
6. Mr. Samuel Kahura Wachira- Technical solution professional-windows Microsoft east Africa ltd
7. Douglas Njiraini, Kiambu County

## **OBJECTIVES**

1. PDTP Presentation on networking, Applications Development, Information security and Project management
2. IT Service Management and best practices
3. IT Service management governors ITIL, COBIT
4. Project management , Financial Management and Non- Technical skills
5. IBM Awards
6. Microsoft windows 10, office 365 pro plus, and share point service.
7. PDTP Secretariat Administration issues

## **DAY I AND 2 8TH -9TH MAY 2017).**

Opening Remarks from CEO ICTA Mr. Mugo who welcome all Guests, head of ICT from various ministries/state agencies and PDTP Cohort II to the second quarterly meeting, he also enlighten the expectation of the meeting. He remarks were as follows;

- Cybercriminals are becoming more innovative on how they carry the attack on orgs with the aim of compromising the systems , therefore need more well trained ICT personnel to

innovate and come up with solution on cyber security , Organization both government and private sector should also adopt ict standards and invest much in ict infrastructures.

- Shears services/application and infrastructures such as Cloud Shared Services, National Optic Fiber Backbone (NOFBI) is being roll out by the government

## **IT Service Management in the context of ITIL**

**(Presented by Joseph Nduhui -ICT Mentors)**

**What is service-** delivering value to customers by facilitating?

- Service delivering
- Service support
- Service improvement

**What is IT service management?**

- refers to the entirety of activities
- directed by policies, organized and structured in processes and supporting procedures
- that are performed by an organization to plan, design, deliver, operate and control information technology (IT) services offered to customers.

### **Information Technology Infrastructure Library (ITIL)**

ITIL is a set of practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business. It is used to demonstrate compliance and to measure improvement.

- Service strategy
- Service design
- Service operation
- Service continues improvements

### **Benefits of ITIL**

- Support business outcomes
- Allow you to get compliance- ISO 9001, ISO 20000, ISO 27001

### **ITIL Qualification Scheme Structures**

- ITSM career path
- ITSM Tools- Application, configuration IT management
- ITSM maturity Model

- Initial
- Repeatable
- Defined
- Managed
- Optimizing



### **ITSM Trends for 2017**

- Industry growth
- ITSM not only for IT
- IT is changing dramatically
  - Cloud computing
  - Application
  - Analytics
  - Big data
  - Internet of things

## **IT Service Management and governors –COBIT**

**(Presenter: Rufina Achieng -ISACA)**

### **IT Service Concept**

- Planning
- Implementing and managing IT services

### **3 key Areas**

- Customer focus**
- PPT**
  - People – cultures – how people works, communicate (by emails, meetings), Age
  - Process- ITSM is based in process
  - Technology
- Use of best practices**
  - **Standards such as ISO**
  - **COBIT** -is a framework for developing, implementing, monitoring and improving information technology (IT) governance and management practices. The COBIT framework is published by the IT Governance Institute and the Information Systems Audit and Control Association (ISACA).  
**COBIT 5** is the only business framework for the governance and management of enterprise IT.

## **IBM Awards**

IBM Certification awarded to whole PDTP who sat a pass the exams by General manager IBM Mr. Nicholas Nesbitt.

### **How can Africa realize its full potential**

We should really get to believe that we deserve better and then act upon it. IBM made its name in computer hardware but has transitioned into a leading supplier of information technology, business services and software

## **Financial management -Investments and finance**

**(Presented by: Jackline Gitonga, Smart Youth, NSE)**

Focusing on management of personal finances- money and financial decisions including budgeting, retirement planning and investments.

### **Investment**

To invest is to allocate money (or sometimes another resource, such as time) in the expectation of some benefit in the future.

- Real estate
- NSE- such as bond e.g. M-akiba
- Land

### **How to invest in Nairobi stock exchange**

- Rapid growth of economy in Africa in the past years
- Industrialization by 2020 in the country
- Peaceful election and transition powers compared to the past
- Availability of Natural resources

### **Why invest in NSE**

- Much secure
- High interest
- Less capital required to start

## **Soft skills- Development and Professional Development skills**

**(presented Ruth Mawia ,Afribiz Academy)**

## Soft skills everyone needs and employers look for

- **Communication skills-** persuading others with a presentation or just being able to calmly explain to a team member what you need.
- **Teamwork and collaboration** -Employers want employees who play well with others—who can effectively work as part of a team.
- **Adaptability-** To succeed in most organizations, you need to have a passion for learning and the ability to continue to grow and stretch your skills to adapt to the changing needs of the organization
- **Problem solving-** how did you solve a problem, Think of specific examples where you solved a tough business problem or participated in the solution. Be able to explain what you did, how you approached the problem, how you involved others and what the outcome was—in real, measurable results."
- **Critical observation** -You must also be able to analyze and interpret it. What story does the data tell? What questions are raised
- **Conflict resolution-**The ability to persuade, negotiate and resolve conflicts is crucial if you plan to move up. You need to have the skill to develop mutually beneficial relationships in the organization so you can influence and persuade people

**DAY 3 AND 4 10<sup>TH</sup> -11<sup>TH</sup> MAY 2017**

## **Windows 10 and Office Suite Deployment**

**(Presented by Mr. S .Wachira)**

- What is new in windows 10 deployment?
- Plans for deployment and Upgrade windows
- Steps by steps guide: configure a test lab to deploy windows 10
- Deploy Microsoft windows 10 with the MDT
- Create window 10 image using MDT
- Deploy windows 10 with system center R2 configuration manager
- W10 Enterprise E3 in CSP Overview

### **Deploy windows 10 with the MDT (windows 10 Enterprise)**

- MDT- Is a unified collection of tools, process and guidance for automating desktop and server deployment.
- It reduces deployment time and standardizing desktop and server images
- Enable you manage security and ongoing configuration

#### **Features in MDT**

- windows client support
- Windows server support
- Additional operating system support
- UEFI support (Unified Extensible Firmware Interface)
- GPT Support (Globally Unique Identifiers)

### **Reference Image**

**RI-** serves as the foundation for the device in your organization

- Create W10 RI using MDT
- Create a deployment share, configure rules and settings and all application operating systems files required to build W10 RI

### **Create the MDT build lab deployment share**

- On MDT01, log on as Administrator in the CONTOSO domain using password of *p@ssword*
- Using deployment workbench, right click deployment share and select new deployment share
- Setting – new deployment share wizard
- Deployment share path E:\ MDTbuildlab
- Share name: MDTBuildlab\$

- Deployment description: MDTbuildlab <default>
- Verify that you can access the \\ MDT01\

### **Build a Distributed environment for w10 deployment**

- Linked deployment share in MDT-DFS-R
- Set up distributed file system replication
  - Prepare MDT01 for replication
  - Prepare MDT02 for replication
  - Create the MDT production folder on MDT02
  - Configure the deployment share.
- Replicate the content
  - Create the replication group
  - Verify replication
- Deployment methods
  - Wipe and load
  - In place
  - Provisioning
- Approach
  - Media kit / flash disk approach
  - MDT
  - SCCM

### **Group policies (W10 Enterprise)**

- Configure spotlight on lock screen
- Turn off windows spotlight features
- Turn off Microsoft consumer features
- Do not display the lock screen
- No require CTRL +ALT+DEL combine with turn off app notification on lock screen.
- Do not show windows tips
- Start layout
- turn off the store application

### **Office 365 pro plus**

- office across your devices
- enhance security and compliance tools
- deploy the way you wan

## **Skype for business**

- -can connect up to 10000 users
- one drive for business gives each user 1TB personal cloud storage
- Sync with pc/mac for offline access
- Share documents in and outside organization
- Financially backed service level agreement (SLA ) 99% Guaranteed uptime.
- 5 layers security and proactive monitoring help data safe
- Privacy
- Administration
- Active directory integration
- Can be accessed anywhere

## **Share point 2016 on windows 10**

Sharing application and drivers in all government ministries and agencies Such as ERP systems, IFMIS etc.

## **Requirements for Microsoft product deployment in government ministries and state corporation agencies**

- Analyze your organizations situation, capabilities resources demand and need.
- fill data collection forms by end of the week
- contact person should be ICT head or manager
- identify target staff and group
- ICTA will prepare a deployment plan
- ICTA will analyze the data and summary of the assessment of organization prepare and send to ICT manager.

## **Deployment Products and services**

- Windows 10 Enterprise
- Server 2016
- Office 360 pro plus
- Azure cloud
- Exchange server 2016 – massaging platform
- Skype for business 2016



- System center 2016 MDT

## **Change management**

The only thing that is constant is change

## **Classification of change**

- promoters
- opponents
- latent opponent
- potential promoters

## **Power factors in managing change**

- Powerful and supportive
- Powerful and resistant
- Weak and supportive
- Weak and resistant

## **User's readiness and excitement**

- Pre-deployment
- Deployment
- Post deployment

**DAY 5, 13<sup>TH</sup> MAY 2017**

## **LAB PRACTICAL**

- How to upgrade and updating windows 10 enterprise without losing data or file

**For more exercises follow the link below.**

[technet.microsoft.com/EN-US/windows/MT796466](https://technet.microsoft.com/EN-US/windows/MT796466)

