**SELF EVALUATION REPORT**

**HIGHER EDUCATION LOANS BOARD**

Work done at the deployment station

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| --- | --- | --- | --- |
| **Name:** | Kogo Denis Kiplimo | **Immediate Supervisor:** | Michael Abuli |
| **Job Title:** | Intern /Assistant Data Analyst & Infrastructure management/Security | **Job Title:** | Specialist – IT Infrastructure and Security |
|  |  | **For Period:** | **From: 28th Feb 2017**  **To: 10th Nov 2017** |
| **Section:** | Infrastructure Management/IT Security |
| **Department:** | ICT |  |  |

**CUSTOMER SERVICE**

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| **OBJECTIVE** | **KEY PERFORMANCE** | **INITIATIVES** |
|
| Enhance Customer Excellence & Centricity | Online Survey (Voice of the Customer) | * Come up with and deploy Online Baseline on uptake of HELB ICT services namely  1. Field Laptops to HELB Mobile Workers 2. Tablets – Surface Pro/ iPads 3. Workstation/desktop uptake and usage 4. HELB Business Applications Ax/CRM/IDEA  * Analyze Results and Produce Reports * The KACE SMA (Systems Management Appliance) administration |
| Enhanced Staff Productivity | **Field Laptops**   * Receive Field laptop Requests * Prepare and Maintain Field Laptops * Issue Functional Field Laptops * Keep an up to date Inventory of Field Laptops and their functionality status * Requisition, Store and Issue Laptop Accessories (Laptop Chargers and Laptop Bags) |
| Adherence to service charter | * Ensure 99.999% uptimes at workstation/desktop levels (avoid down-times) * Ensure 99.999% Malware free environment through virus Scans |
| Brand Value Enhancement | Modernise HELB Equipment | * Help Prepare Specs for ICT Equipment (Laptops, Desktops, iPads, Microsoft Surface Pro) * Identify and help dispose obsolete ICT Equipment beyond their useful life as per the ICT Policy – ICT Equipment Inventory * Report on Issue and Surrender of ICT Equipment (Laptops, Desktops, iPads, Microsoft Surface Pro) |
| Enhanced Customer Service Value proposition | * Provide Support to enhance effective service delivery |
| Enhanced AX user experience through improved business requirements implementation | * Identify Issues vs Resolutions * Update Knowledgebase of resolved issues |

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| HELB Products Uptake | All HELB Products availability in Web Portal for ease of service delivery | * Updating web contents using wordpress web administration |
| Enhanced ERP user experience through improved business Requirements Implementation | * Deployment of ERP ready Laptops/PCs * Basic configurations and support * ERP Audit |

**FINANCIAL SUSTAINABILITY**

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| Ensure Cost Efficiency | Reduction in general costs associated to double disbursement, refunds and salary payments | * Analyze data to come up with insights * Advice on system performance and challenges |
| Reduction of Cost through utilization of free ICT services Website, SMS & Email, Chat | * Creating awareness of the technologies available to Business. |

**INTERNAL PROCESS RE-ENGINEERING**

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| Business Automation through increased Electronic Engagements | Receiving Printer Toners | Help in   * Checking Specs * Inspection and receiving * Deploying * Training users |
| Implementation of ERP | * Ensure tracking of user issues by having a viable issues log ([pambazukosupport@helb.co.ke](mailto:pambazukosupport@helb.co.ke)) * Ensure tracking of user issues by having a viable issues log ([ictsupport@helb.co.ke](mailto:ictsupport@helb.co.ke)) |
| Unified Communication System implementation | Help in Cisco IP Telephony communication;   * Configuration, * Deployment, * Training users * Maintenance |
| Increased electronic engagement and improved service delivery for clients  To enhance quality service delivery | No. of Implemented self-service solutions | * Maintain knowledge base for all ICT Incidents/Problems vs Resolutions for enhanced ICT support (<http://servicedesk.helb.co.ke/> ) for * [pambazukosupport@helb.co.ke](mailto:pambazukosupport@helb.co.ke)) * [ictsupport@helb.co.ke](mailto:ictsupport@helb.co.ke) |

**INSTITUTIONAL CAPITAL & CORPORATE GOVERNANCE**

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| Risk Intelligence | Compliance to licensing and support requirements | * Monitor Kaspersky Administration Report * Create Information Security Awareness to all staff * Maintain a healthy paranoia on information security and risks * Contribute on establishing the HELB ICT Divisional Risk Register * Contribute to ISO 9001:2015 Risk management procedures * Constantly Researching on new and emerging threats and vulnerabilities |
| Enhanced Governance | Active Membership in committees | * Participate in CSR Committee |
| Corporate Social Investment | Number of CSR activities | * 2 CSR events |