

**QUARTERLY REPORT**

**PERIOD: JULY – SEPTEMBER 2017**

**ORGANIZATION: ICTA**

**DEPARTMENT: STANDARDS AND PROCESSES**

This quarterly report covers the months of July, August and September 2017. Over this

period, the standards and processes team focused mostly on regional activities, in particular the work on automation and literacy survey.

**PERFORMANCE CONTRACTING QUARTERLY REPORTING FORM**

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| QUARTERLY PERFORMANCE CONTRACT REPORT  **YEAR 2016/17** | | | | | | | | | |
| B – AUTOMATION | | UNITS | TARGET FOR CONTRACT  PERIOD | QUARTER ----------- | | | CUMULATIVE TO-DATE | | |
| ACHIVEMENTS | TARGET FOR QUARTER | VARIANCE | ACHIVEMENTS | TARGET | VARIANCE |
|  | Activities implemented in the following thematic areas. | A | B | C | D | E |  | F | G |
| **A** | Institutional strategy and vision |  |  |  |  |  |  |  |  |
| **B** | Connectivity and Technology Infrastructure |  |  |  |  |  |  |  |  |
| **C** | Consumer and Business Adoption |  |  |  |  |  |  |  |  |
| **D** | ICT Capacity Building |  |  |  |  |  |  |  |  |
| **E** | Social and Cultural Environment |  |  |  |  |  |  |  |  |
| **F** | Legal Environment |  |  |  |  |  |  |  |  |
| **G** | ICT Standards |  |  |  |  |  |  |  |  |

**Note:**  Indicate only the activities and targets in the 2016/17 performance contract.

APPROVED BY -------------------------------------- DATE -----------------------------

**Explanatory Notes**

Automation - refers to the extent to which an agency keeps in pace with developments in Information and Communication Technology (ICT). The thrust of this indicator is on ICT development as a package, not collection of activities. The milestones to address this indicator include the following:

|  |  |  |
| --- | --- | --- |
|  | **Sub-indicators** | **Level of Automation** |
| (i) Institutional strategy and vision | * Institutional ICT strategy developed and disseminated (will detail the roadmap the institution intends to take in utilizing ICTs to deliver on its core mandate) * Adoption and operationalization of ICT organisation * Qualified ICT staff deployed as per organizational approved structure * No. and qualifications of ICT staff deployed. * Percentage of institutional budget devoted to ICTs (industry standard is 10%). * Staff to computer ratio (ranges from 1:1 for technical staff to 1:10 for support staff) | 20% |
| (ii) Connectivity and technology infrastructure | * Internet bandwidth available within the institution * ICT infrastructure   + LAN installed   + WAN installed   + Data Centres   + Cloud services * Office automation (turn-around time for business processes) * No. of enterprise wide systems in operation   + Enterprise Resource Planning Systems (ERPs)   + Electronic Document Management System (EDMS)   + Messaging and collaboration system * Centralized user authentication within the LAN/WAN * No. of data warehouses/marts in place. | 25% |
| * % of institutional data which has been digitized and is accessible against total number of manual records kept * ICT security measures in force, e.g., use of biometric security systems, anti-virus updates, data back-up, etc. * Adoption and usage of Voice Over Internet Protocol (VOIP) * % of staff who have broadband access in the workplace. |  |
| (iii) Consumer and business adoption | Institutional website adhering to the web design standards in terms of:   * Accessibility * Usability * Interoperability * Graphical look and feel * Automation of core public services (e-services) for citizens, business, employees and Government * On-line annual customer service rating of services (e-services) to ascertain feedback from recipients of service. * Service delivery channels utilized i.e. methods used by MDAs to provide services, e.g. SMS, Unstructured Supplementary Service Data (USSD), portal services, Interactive Voice Response System (IVRS). * No. of internal business processes which are fully automated * One- stop shop service centres * Revenue/Cost savings through delivery of e-services * Services hosted in common Government infrastructure. | 30% |
| ICT Capacity Building | * An institutional measure of ICT literacy adopted (ICTA will provide independent ICT assessments for comparison). * % of staff who are ICT-literate or have undertaken ICT training * ICT training programs implemented as per ICT strategy * No. of ICT staff trained within the period | * 5% |
| (iv) Social and cultural environment | * % of staff with disabilities who have access to ICTs * No. of service delivery options for clients with disabilities. | * 5%% |
| (v) Legal environment | * Policy guidelines in place for e-services, internet and e-mail use * Institutional ICT policy developed and implemented * Institutional e-waste policy developed and implemented * Institutional arrangements for protection and privacy of citizen data in force * % of staff who have signed an institutional ICT security compliance agreement | * 10% |
| (vi) ICT Standards | * Adoption and Compliance to ICT and e-Government standards (the standards are available at <http://standards.icta.go.ke/>) | 5% |
| **Total Cumulative Score** | | **100%** |
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