**Public Sector Experience - Slide Decks**

**Objective of the learning as per the curriculum**

* To develop ICT technical capacity in government for effective service delivery.

**Public sector ICT structure**

* Below is ICT structure at Netcom Information Systems

Registrar

Head of ICT

Auditor

Inspection Officer

ICT System Support

Booking officer

**How is the ICT department structured?**

**Skills learnt in the public sector-Table**

|  |  |
| --- | --- |
| Skills Acquired | explain |
| a.Technical skills | * Diagnosis, maintenance and support of LANs * Material digitization * Use of Land management system(LANDS EDMS) |
| b.Organization Skills | * Management skills ie time management, project management. * Team working. |

c. **Trainings attendance at the public sector** –No training attended.

**What learning can be applied to the Government**?- Table:

|  |  |
| --- | --- |
| a. Technology solution | * Programming language learnt can be used in developing useful software needed in government institutions. * Networking skills can be useful in projects being carried out through the country to connect all counties in the national fiber optic backbone. |
| b. People | * Fast and effective service delivery is given to the public through the use of ICT. |
| c. Process | * Streamline all processes in government institutions to save time and money and also enhance reliability in the processes |

**Project supervisors and Mentorship** -Table

** Lessons /observations**

In everything we do In life, there has to be a lesson(s) we learn which gives us a will power to retain our status quo or plan for change; Below are some of the lesson I learned in Netcom;

* **Time management**; Time management has been given priority here by every staff.
* **Team work;** All staffs here works towards achieving a common goals.
* **Communication**; I learnt to share my problems and always ask for guidance where possible

 matched to a mentor to journey with them for a period of six-months to one

year.

**Challenges/issues/ Observations**:-Table

|  |  |
| --- | --- |
| * Poor communication | Mostly between my supervisor and myself. |
| * Financial problem | Especially bus fare during rush hour when it is hiked. |
| * Lack of cooperation from mentors | I stayed for months without a mentor; The one I was assigned was very busy even to have a meeting responding to a call. |
| * Job mismatch | Much of the work we have been doing here do not match with the skills we intend to gain. |

**Recommendations**

As is clear from the preceding sections, the courses from our point of view are considered a success since we achieved what we set out to do. We also learned much that we would like to present as recommendations:

• The public sector interns should be given more work that pertains to their areas of specialization to enable them gather more expertise.

• More research should be done before releasing interns to public sector to avoid them being deployed to an institution not in line with one’s area of interest.

• The ICT-Authority curriculum holds much potential for interns in training in terms of scope and content and we can offer no criticism in this regard. It, however, also needs to be re-packaged into smaller sections that can be achievable during this nine months period. However, we advise that it is a very important area to consider in future work. Before offering any training or deploying interns to public sector one could, for example, refer to the guidelines presented in the curriculum book to come up with course work for future and similar engagement.

Appendix 1: List of team

Appendix 2: List of Public sector organization Attached

Appendix 3: Any site visits or workshops attended at the public sector

Appendix 4: Photos at the working organization or field work