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John Chemonges
Executive Director Administration
Bank of Uganda, P.O. Box 7120
Kampala

Dear Mr. Chemonges,

I am writing to express my interest in the NPS3.08—Team Leader Payment Systems Support position at the Bank of Uganda, advertised on May 30, 2024. With an extensive background in technical and user support for Bank of Uganda (BOU) enterprise applications and a vast experience in leading and managing support teams, the opportunity to contribute as a Team leader to the Payment Systems Support team of the National Payments Systems department is exciting.

Throughout my career, I have mastered supporting the enterprise application environment, ensuring business users have seamless and efficient access to the necessary tools. In my previous role at the Bank of Uganda, BAUD Department, as Manager, Applications development, I successfully led a team of support specialists. I implemented critical BOU systems and user application support strategies, resulting in successful IT implementations. Timely response to user support requests and high user satisfaction ratings demonstrated the success. The specific BOU systems and application development practices where my role as technical support for IT project implementation and system operations was significant are:

1. Role as **Project technical team leader**: Bou Banking System (BBS), Integrated Financial System (IFS) (Payroll, HR, Fixed Assets, General Ledger), Central Securities Depository (CSD), Balanced Score Card System, National Switch Project (ongoing), Systems Development Life Cycle, Requirements Management & Development practices & Systems Verification & Validation practices, Agile Methodology practice for in-house application development.
2. Role as **Project Manager**: Banks Supervision Application (BSA), BOU Banking System Patching exercise, Canteen System, Budget Commitment Form (BCF), Pension Payroll, Payroll Imprest System, BOU Mobile Money Data Replication System (ongoing).

Following graduation from university, I started my occupation as an IT trainer. This skill opened job opportunities for me at the Bank of Uganda as a trainer analyst in 1998 in the Information Technology Training Centre (ITTC), BOU's IT staff training function. I was able to develop user

manuals, train BOU staff on the Microsoft Office Suite of applications, and implement BOU systems at the time. Over time and after progressing to other job responsibilities, the IT training skill has proved to be a valuable complement to team leadership and technical support engagements.

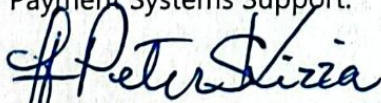
My recent transfer to the National Payment Systems (NPS) department has provided me with oversight and supervision skills to assess the compliance of critical BOU payment systems to existing NPS regulations, guidelines, rules, procedures, and international principles and standards. During my work, I have developed rich, informative management reports derived from analyzing data collected from internal and external users of the RTGS, CSD, and ACH systems. Consequently, the department's system risk profiling process has been enriched, culminating in timely remedial actions to reduce or eliminate identified risk exposures. Other significant contributions to the operations of the NPS function are technical support through providing technical content to the now-published Cybersecurity guidelines and checklists used for periodic onsite inspections of FinTechs. I also conducted an independent assessment of the RTGS using an international standard, **Principles for Financial Market Infrastructures** (PFMI) principles. These principles have contributed to enhancing the safety and efficiency of payment systems, RTGS in this case.

My hands-on experience with system oversight, technical support, user training, process and practice improvement, and IT project implementation has equipped me with the skills necessary to excel in this role's strategic and operational duties, as outlined in the job description. Furthermore, my leadership style developed over several years in the BAUD department as Manager of the Applications Development section, places focus on fostering a collaborative, accountable, and continuous improvement culture within a team.

As an individual, I am passionate about the concepts of safety and efficiency. I am particularly drawn to this opportunity at the Bank of Uganda National Payment Systems department because of the commitment to the provision of safe and efficient systems to the financial sector. I am impressed by the strategic initiatives undertaken by the National Payments Systems department and am eager to contribute my expertise to further these goals. I am therefore confident that my background and leadership experience strongly qualify my candidature for this position.

If appointed to the position, through business intelligence tools, I will also endeavor to develop executive dashboards on the RTGS, CSD, and ACH for more effective oversight and decision-making by harnessing the data already present from the systems' transaction processing.

Thank you for considering my application. I look forward to serving the bank as the Team Leader Payment Systems Support.

A handwritten signature in blue ink, appearing to read "Peter Kizza", with a stylized flourish at the end.

Sincerely,
Peter Kizza (03079)