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| **Objective: Operational Capacity for Service Delivery Enhanced** |
| **Target : ICT Equipment’s examined and updated** |
| **KPI:**  Number of Computing equipment’s and peripherals examined |

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| **SN** | **Main Activity** | **Sub Activity** | **Budget/NON-Budget Item** | **Jan** | **Feb** | **Mar** | **Responsible Person** | **Implementation Status** | **Verification** |
| 1 | To perform preventive maintenance exercise to computers and network devices quarterly by June, 2022 | Conduct Preventive Maintenance at Kigoma, Shinyanga, Tabora, Singida and Sumbawanga, HQ, City and Life House |  |  |  |  | Hamza/Kibiki | Preventive maintenance performed on at Kigoma and Shinyanga Branches only, on other Branch it has rescheduled to 4th Quarter | Report |
| 2 | To purchase personal computers & printers to staff by Jun, 2022 | Procurement of ICT items as per APP |  |  |  |  | Hamza/Kibiki/Mohamed/Imary | Specification prepared and submitted to PMU and evaluation on various tenders concerning with ICT performed |  |

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| **Objective: Operational Capacity for Service Delivery Enhanced** |
| **Target: High availability of the systems in the corporate is maintained** |
| **KPI:**  24 Branches and HQ are well connected with ICT infrastructure by June, 2025 |

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| **SN** | **Main Activity** | **Sub Activity** | **Budget/NON-Budget Item** | **Jan** | **Feb** | **Mar** | **Responsible Person** | **Implementation Status** | **Verification** |
| 1 | To improve Local Area Connection and Wide Area connection (WAN) and Wireless connection by June, 2022 | LAN and other ICT Facility installation and Configuration at 4th and 5th Floor |  |  |  |  | Hamza/Kibiki | Cabling have been completed on 4th and 5th floor Configure ICT facilities including Computer, Printers and Telephone performed at 4th and | Configuration report |
| LAN Installation and Configuration at Kahama and Geita and Kigoma |  |  |  |  | Hamza/Kibiki | LAN configured at new Office Kahama and Geita as well as LAN installation at Kigoma branch new office | Configuration report |
|  |  | Ensure corporate devices and systems are securely maintained |  |  |  |  |  | Antivirus Licence updated and 60% workstation updated |  |

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| **Objective: Operational Capacity for Service Delivery Enhanced** |
| **Target: All business processes are automated by 2025** |
| **KPI:**  ICT Systems are in place |

| **SN** | **Main Activity** | **Sub Activity** | **Budget/NON-Budget Item** | **Jan** | **Feb** | **Mar** | **Responsible Person** | **Implementation Status** | **Verification** |
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| 1 | To review and improve IMIS functions for Life Assurance, General Insurance and Investment by June 2022 | 1) To review and improve Reinsurance Module |  |  |  |  | Machaba/Halima | Reissurance Module reviewed and Some function are in operational including a) Underwriting placement of both Treaty and facultative outward, facultative inward (Inward offer) b) Reinsurance claim recovery,  c) Facultative inward Claim Offer Placement | signed UAT |
| 2) To review and improve Life Claim Functionality |  |  |  |  | Machaba | Education claim bulk payment has improved however various findings involving data is still on process | Signed UAT |
| 3) To review and improve Intermediary Module |  |  |  |  | Daniel | Payment of Individual Life Commission has been improved and monitoring on how it behaves is on progress, Data verification conducted | Data Verification Findings report |
| 4) To review and improve Integration to external stakeholders |  |  |  |  | Daniel/kasoma | a) Improve TIRAMIS Integration to accommodate new changes introduced including validation of various Identity such TIN NO and NIDA number to much with owner name on Motor covers b) Integration with TCB for non-Motor underwriting implemented | Working System |
| 5) To review and improve Real Estate on Investment Module |  |  |  |  | Nyirenda/Imary/ Editha | The real estate features on the Investment module have been enhanced to allow ability to: a) generate new GePG control number for each invoice b) Demand notice generation c) Capture payment of building utilities d) Various report including Rent collection report, Tenant Statement and withholding Tax. | UAT |
| Improve and Develop various reports |  |  |  |  | Editha/Halima | Reports reviewed includes  1. Individual Business Report,  Corporate Business Report, Intermediary Business Report, Bank Assurance Business Report, Intermediary Without Bank Assurance Business Report | Report from the system |
| 2 | Mobile app Develop | Improve motor Underwriting in mobile Application |  |  |  |  | Kasoma/Effort/ Sharif | Proposal form improved for Motor simplified (third party) |  |
| Enable premium payment through mobile money operator directly |  |  |  |  | Kasoma/Effort/ Sharif | Payment using mobile money operator (MNO) enhanced where by now we can make payment directly using M-pesa, TigoPesa and AirtelMoney. |  |
| 3 | Development of Litigation System | Develop Litigation System |  |  |  |  | Imary/Nyirenda/ Sharif | Prototype has already completed it is on testing and get recommendation for improvement from Users | Notification to user for testing (email) |
| 4 | Website Improvement | Improve Website |  |  |  |  | Effort/Frank | Corporate website has been improved and the new look has been shared to stakeholders for comment, expected to be live before 31 May 2022 |  |
| 5 | SMS Notification improvement | SMS Notification improvement |  |  |  |  | Imary | SMS Notification improved by joining Govement SMS services (mGOV) and integration has already done and it is operational |  |
| 6 | ERMS Intergration |  |  |  |  |  | Imary/Nyirenda/ Machaba | ERMS and IMIS Integration improved to include Bank Payment Notification, Functionality to push failed payment to ERMS and functionality to cancel receivable | Report of Implementation |
|  | To conduct Cyber Security awareness to all staff | Conduct Cyber Security Awareness |  |  |  |  | Mohamed | Security awareness conducted to HQ and Dar es Salaam Staff | Attendance |