**ICT DEPARTMENT**

**PERFORMANCE APPRAISAL WORKPLAN 2017/2018**

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| **DESIGNATION:** | **SENIOR ICT OFFICER** | **DESIGNATION:** | **CLERK** |
| **SIGN:** |  | **SIGN:** |  |
| **DATE:** |  | **DATE:** |  |

| **#** | **DEPARTMENTAL OBJECTIVES** | **TARGETS** | **ACTIVITIES** | **RESOURCES** | **TIMELINES** | **PERFORMANCE INDICATORS** |
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| 1 | To heighten NCCA ICT system as a means of accelerating NCCA obligation. (35%) | To provide technical support on user applications e.g. Imprest System, Committee Sitting Allowance System, IFMIS, IB, Inventory System, Assets Management System, Loans and Mortgage Management System. (8%) | * Setup of system users. * Ensure availability of the user applications. * Assist end users in using applications. * Generation of monthly report from applications. * Troubleshoot application faults as and when they occur. | * Computer * LAN connection * User applications | * Daily basis | * User Account reports * Support logs * Application reports. * Application Survey report. |
| To provide preventive maintenance services for the ICT equipment’s and associated peripherals. (4%) | * Prepare preventive maintenance schedule. * Prepare preventive maintenance report | * Blowers * Toolkits * Consumables | * On quarterly basis | * Approved preventive maintenance schedule * Preventive maintenance reports |
| To computerize the HR, Finance and Audit functions of the Assembly. (3%) | * Liase with end users to Prepare System specification. * Coordinate implementation of the HR, Finance and Audit systems. | * Allocated funds | * By June 2018 | * Application specification. * Approved Project Chatter. * Application evaluation reports. * Application inspection reports |
| To provide installation, maintenance and administration for all Biometric machines installed within the Assembly. (4%) | * Registration of MCAs and staff bio and fingerprints on the biometric devices. * Troubleshooting biometric related faults as a when they occur. | * LAN * Biometric device | * Within 1 day of breakdown or request registration | * Attendance reports. * Support log |
| To prepare hardware and software procurement specification for user departments. (3%) | * Liaise with the relevant department to identify their ICT usage and requirements and draw up technical specification * Outreach with user departments to understand their operations and advice on automation. * Liaise with the ICT venders for competitive prices/ quotations. | * Stationary * Computer * Internet * Allocated funds | * Within 3 days of receipt of request | * Approved specification documents. * Proposal Reports. * Market survey reports. |
| To provide installation, maintenance and administration of end users computing devices. (5%) | * Respond to support request calls from end users * Maintenance of ICT inventory. | * Computers * End users * Helpdesk System | * Within an hour of support request. | * Support logs * Inventory report |
| To provide ICT support to the Assembly Digital Congress Multimedia System in liaison with the Audio and Hansard team in all plenary sessions (3%) | * Setup MCAs on the delegates units System * Provide first line support for the technical system in the Hansard control room. * Liase with the digital congress system service provider in case of major system faults. | * Computers * Telephone lines * Delegate units * Biometric Systems | * On a daily basis during plenary sessions | * Members registration report. * Support logs * Service Provider support logs |
| To provide installation, maintenance and administration of NCCA servers. (3%) | * Continuously monitor and troubleshoot NCCA servers related faults. * Regular maintenance of NCCA servers. * Upgrade and optimize of NCCA server environment | * LAN connection * NCCA Servers * Funds for licenses and server upgrade | * Within an hour of support request. | * Support Logs. * Event Logs |
| To provide basic training to the MCA’s and staff on the use of ICT systems i.e. hardware and software. (2%) | * Prepare ICT training calendar. * Prepare user training manuals. * Registration of MCAs and staff for training. * Organize and conduct user training. * Collecting user feedback. | * Funds allocated * Office stationary * Computers * Printers * Internet * Projectors * Whiteboards * Flip Charts * Board markers | * 2017 / 2018 | * Approved Training calendar * Approved user manual on trained areas provided to the end users. * Approved training session plan * Training Attendance sign in sheets * Training Survey Report |
| 2. | To boost NCCA network capabilities in easing NCCA operations.  (9%) | To provide installation, maintenance and administration of Assembly wireless connection. (3%) | * Continuously monitor and troubleshoot wireless access related issues. * Regular maintenance of the Wi-Fi network. | * WIFI controllers * WIFI access points * Internet connection | * Within an hour of support request. | * Support logs * Monthly wireless utilization/ access report. * wireless hotspots within the Assembly. |
| To ensure confidentiality, integrity and Availability of LAN resource. (3%) | * Implement security measures on LAN shared resource, * Monitor LAN access controls and permissions. | * LAN resources * LAN monitoring tools | * Within an hour of support request. * by 30th June 2018 | * Support Logs * Monthly LAN access logs |
| To provide installation, maintenance and administration of Assembly of LAN connection (3%) | * Upgrade of LAN switches * Continuously monitor and troubleshoot LAN related faults. * Regular maintenance of the LAN. * Implementation of VLAN to enhance security | * Computer LAN Testers * Crimping tool * Funds allocated for repairs | * Daily basis | * LAN switches inspection report. * Support logs * Monthly LAN utilization report. |
| 3. | To improve internet, telephony and email adoption as a means of simplifying NCCA mandate.  9% | To provide installation, maintenance and administration of Assembly corporate email. (3%) | * Creating, updating and deleting emails accounts for members and staff. * Train members and staff on how to use the corporate email. * Monitor and troubleshoot email related issues. | * Computer * Email server * Internet connection * LAN connection | * Within a day of support request | * Email use logs * Email accounts reports. * Approved Email use user manuals * Support logs |
| To provide installation, maintenance and administration of Assembly Internet connection. (3%) | * Liaising with the accounts department in processing ISP monthly subscription payment. * Track internet downtime and mean time to repair * Compile monthly internet downtime and request for rebates from ISP. * Working with enterprise technicians in case of technical issues. * Conduct monthly review meetings with ISP on internet service. * Monitor internet bandwidth usage by staff and members. | * Internet monthly subscription funds. * Computer | * Within an hour of support request | * Prompt internet subscription renewals three months before expiry. * ICT and ISP meetings minutes * Downtime logs * Support logs * Rebate credit notes form ISP * internet access reports. * Survey report |
| To provide installation, maintenance and administration of the Assembly telephony system. (3%) | * Continuously monitor and troubleshoot NCCA telephony system issues. * Regular maintenance of NCCA telephony system. | * LAN connection * Phone handset | * Within an hour of support request | * Support logs. |
| 4. | To augment web administration activities in accelerating NCCA business.  23% | To upgrade the current website to international standards (3%) | * Re-design the Assembly website. * Ensure security of the Assembly website. * Provide support for live streaming of assembly proceedings | * Computer, * Internet connection, * Third party plugins * Live streaming decoder Funds | * By 15th jan 2018 | * Assembly website. * Assembly website logs * Online Assembly proceedings live stream |
| To provide maintenance and administration of the Assembly website. (8%) | * Updating the back-end of the website e.g. installing new patches. * Configure and run web analytics to monitor web content access and utilization | * Computer, * Internet connection, * Web hosting fees | * Daily basis | * Up to date Assembly website. * Website analytics reports |
| To continuously train end users on the how to update the content of the website. (3%) | * Conduct in-house training on website content management. | * Computer, * Internet connection, * End users | * Daily basis | * User manual on content updating provided to the end users. * Support Logs |
| To design and develop the intranet for sharing resources and collaboration. (3%) | * Designing of Assembly intranet. * Develop Assembly intranet. * Ensure the security of the intranet. * Train the users on the intranet | * Computer, * Internet connection, * Third party application programming interfaces (APIs) | * By 30th June 2018 | * Assembly Intranet. * Approved user manual. |
| To design and develop more Committee Management System and Imprest Management System. (3%) | * Outreach to user departments to understand their needs. * Designing of Committee Management System and Imprest Management System. * Develop Committee Management System and Imprest Management System. * Train the users on Committee Management System and Imprest Management System. | * Computer, * Internet connection, * Third party application programming interfaces (APIs) | * 30th June 2018 | * Survey reports. * Committee Management System and Imprest Management System User manual * Approved training program |
| To provide administration of bulk SMS system. (3%) | * Updating contact list on the SMS application. * Train clerk assistance on how to use the bulk SMS application. * Send SMS to members and staff. | * Computer, * Internet connection, | * 5 Minutes on receipt of request | * Contact list reports * Support logs |
| 5 | To improve NCCA information security procedures as an effort towards safeguarding NCCA information.  10% | To provide installation, maintenance and administration of the firewall. (3%) | * Continuously monitor user activity. * Regular maintenance of the firewall * Ensure prompt renewal of the firewall licenses before expiry. | * LAN connection * Firewall * Funds firewall licenses | * Daily basis | * License renewal requests three months before expiry. * Up to date firewall policies. |
| To provide installation, maintenance and administration the antivirus. (3%) | * Perform antivirus update on user computer * Process antivirus licenses renew three months before expiry. | * User computers * Internet * Funds antivirus licenses | * Daily basis | * Support logs * License renewal requests three months before expiry. |
| To conduct and document system backup. (3%) | * Conduct backup for all applications, intranet and website. * Test system backup * Write scripts to automate backup process. | * User files * Storage media * LAN Connection * Internet Connection. * Backup test environment. | * Recurrent activity   Daily basis | * Monthly backup logs. * Backup test logs * Backup Scripts |
| To prepare a business continuity plan. (1%) | * Have a guide that indicate the procedure to be followed to ensure business continuity in-case of system failure | * Internet connection * Computers. | * June 2018 | * Approved business continuity and disaster recovery plan document |