**ICT DEPARTMENT**

**PERFORMANCE APPRAISAL WORKPLAN 2017/2018**

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| **PREPARED BY:** | **AHMED MAKOKHA** | **APPROVED BY:** | **JACOB NGWELE** |
| **DESIGNATION:** | **SENIOR ICT OFFICER** | **DESIGNATION:** | **CLERK** |
| **SIGN:** |  | **SIGN:** |  |
| **DATE:** |  | **DATE:** |  |

| **#** | **DEPARTMENTAL OBJECTIVES** | **TARGETS** | **ACTIVITIES** | **RESOURCES** | **TIMELINES** | **PERFORMANCE INDICATORS** |
| --- | --- | --- | --- | --- | --- | --- |
| 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
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