



**UNIVERSITY OF NAIROBI**  
**ICT CENTRE**

**ANNUAL REPORT 2018**

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**1. About ICT Centre**

ICT Centre was established through Statute XXXIV with the aim of assisting the University realize its mandate of innovative use of ICT services and products to support research, learning, teaching and administrative processes.

**Mandate**

- ✓ To develop and implement an evolutionary ICT policy and strategy that is sensitive to emerging technologies and responsive to changing needs and practices
- ✓ To guarantee the security of ICT resources and the safety of people working in ICT environments
- ✓ To enhance skills to develop, implement, support and exploit ICT resources effectively and efficiently
- ✓ To provide quality network infrastructure and improve student and staff access to ICT services in line with University priorities
- ✓ To ensure that business systems accommodate and facilitate changes in business practice that reflect changing institutional, staff and student needs
- ✓ To advance the need for adequate and sustainable ICT funding from within the University and develop capacity to attract external resources.

**Vision**

A dynamic world-class ICT Centre powering creativity and innovation in the University

**Mission**

To provide innovative, quality and sustainable ICT solutions and services that meet the aspiration of the University in the learning, teaching, research and management

**Overall Strategic Objective**

To maximize student and staff productivity, enhance teaching and learning and improve quality of research through ICT.

**Core Values**

- We strive to abide by the virtues of integrity, honesty and meritocracy in all our activities
- We commit ourselves to working as a team, with broad-based consultation
- We embrace excellence, efficiency and effectiveness
- We endeavour to carry out our duties with commitment, dedication and professionalism
- We maintain a sense of self respect, discipline, responsibility and institutional loyalty

**2. Enhancing performance and the visibility of the University**

The performance and visibility of the University is determined to a great extent by its ICT function. ICT is a key driver in stimulating creativity and innovation in the current highly technologically driven environment. The University is geared towards maximizing student and staff productivity through the adoption and application of appropriate ICT. The strategic role of ICT can therefore not be gainsaid. The University recognizes ICT as a prime mover of performance and has continued to use ICT to improve its competitiveness and image both locally and internationally.

The integration and use of ICT in teaching and learning has also been critical in supporting the teaching function of the University. Access to electronic databases, journals and other learning and research materials has become critical to the University in achieving its core mandate of teaching, learning and research. The use of ICT has been assimilated in virtually all functions of the University.

### **3. 2018 Milestones**

#### **3.1 Implementation of a Secure, Robust and Integrated ICT Infrastructure**

- a) Network upgrade and reorganization at Main Campus in June 2018; uplink between the Chiromo Data Centre and Main Campus upgraded from 1Gbps to 10Gbps.
  
- b) Implementation of the call centre Interactive Voice Response Systems (IVRS) for enhanced customer relation.
  
- c) Distribution of 321 Huawei telephones to campuses.

#### **3.2 World-Class University ICT Service Provision**

##### **3.2.1 Novel Systems**

Development and implementation of the Integrated Management Dashboard for decision support in June 2018. The Dashboard amalgamates information about academics, research, finance, human resource, administration and Webometrics all into one portal which gives the University Management an overview and status of various processes and information that is useful for decision-making.

**(insert snapshot of the dashboard)**

1. Establishment of the Customer Information and Experience Centre in August 2018 - This facilitates and improves institutional interaction

with customers, clients, business partners and stakeholders through provision of converged communication services. The Customer Information and Experience Centre provides 'Unified Communication' that is, a phone system that integrates or 'unifies' multiple communication methods within a business.

**(Insert picture of the CEC here)**

2. Customer Relationship Management System (CRM) – The University has a large number of customers, clients and stakeholders who wish to get information from a wide array of system has necessitated the implementation of the CRM.
3. Implementation of the e-Procurement System (EPMIS) in June 2018. EPMIS is a system that ensures improved service delivery to buyers, suppliers and users who are involved in public sector procurement.

### **3.2.2 Enhanced Systems**

Operationalization of the Postgraduate Student Tracking System.

Operationalization of the Online Application System.

Implementation of the Research Grants Management System.

Reengineering of University Payroll in November 2018.

Migration of staff email to Google Apps in April 2018.

Installation of new 120kVa UPS in September 2018.

### **3.3 Development and Sustaining Quality and Adequate IST Technical and User Capacity**

#### **3.3.1 Promotions**

The following thirteen members of staff were promoted to the positions indicated against their names.

1. Julianne Anyim - Project Leader MIS
2. Caroline Chebet - Project Leader MIS
3. Ruth Wambua - Project Leader MIS
4. Joseph Ambayo - Chief ICT Officer MIS
5. Patrick Githaiga - Chief ICT Officer MIS
6. Anthony Githaka - Chief ICT Officer MIS
7. Fintan Kimani - Chief ICT Officer Systems Administration
8. Peter Kingoo - Chief ICT Officer Database Administration
9. Bernard Mutisya - Chief ICT Officer MIS
10. Veronicah Mutua - Chief ICT Officer MIS
11. Godfrey Ochola - Chief ICT Officer Systems Administration
12. Edwin Owino - Chief ICT Officer MIS
13. Janet Wesonga - Chief ICT Officer Security

#### **3.3.2 Staff Training**

The following staff underwent the various training as indicated against their names:

- a) Dancun Kariuki, Janet Maranga, Peter Kyalo, Paul Kariuki, Julianne Anyim and Sammy Barasa – Biometric Technology training in Sandton, South Africa, February 25 to March 2 2018
- b) Janet Maranga – ISO 27001 Lead Implementer, Sentinel Africa Risk Management Consultants, 22 – 26 October 2018
- c) Ruth Wambua – ITIL Service Management Framework, Quantica, October 2018
- d) Duncan Kariuki, Godfrey Ochola, Tom Makau, Frankline Sewe, Alex Munyole, Dennis Waema, Edwin Wahome – attended various three-month training programmes in India

- e) Lazarus Masila, Maurice Mutua, George Ndegwa and Clifford Nderi – attended HCAI (Huawei Certified Academy Instructor) training, 20 – 31 August, 2018
- f) Lazarus Masila – attended the 2018 UBUNTUNET-CONNECT conference in Zanzibar, Tanzania, 18 – 23 November, 2018
- g) Jorum Kinuthia – attended seminar on ICT Application in Higher Education for African Countries, Guangdong, China, June 20 – July 10, 2018
- h) Yohannis Almaz – attended the 13<sup>th</sup> Kenya Meteorological Society (KMS) International Conference, Eldoret, 20 – 22 February, 2018

### ***3.3.3 User Training***

Approximately 100 users across all colleges and central administration were trained on SMIS.

Approximately 30 users across all colleges and central administration were trained on USPAS.

Approximately 50 users across all colleges and central administration were trained on RGMIS.

Over 100 users across all colleges and central administration were trained on HRMIS.

Over 600 users across all colleges and central administration were trained on the e-procurement system (EPMIS).

A total of 54 Customer Experience Centre agents were trained on February 19 – 22 2018.

### **3.3.4 Capacity building - Huawei Academy**

***(Insert training photo here)***

ICT Centre was accredited in September 2018 as Huawei Authorized Information and Network Academy (HAINA) to deliver Huawei ICT technologies training and certification.

Ferdinand Masila, George Ndegwa, Clifford Nderi and Maurice Mutua qualified as Huawei Certified Academy Instructor in September 2018.

The first cohort of 25 candidates successfully undertook the Huawei Certified Network Associate (HCNA) Training held on November 5 – 30, 2018 at the University Skills Centre.

ICT Centre was voted the *'Best ICT Academy'* at the Huawei Training in November 2018.

George Ndegwa won the *'Best Lecturer'* award during the Huawei Training in November 2018.

### **3.3.5 Keeping abreast with latest ICT trends**

ICT Centre introduced a forum 'ICT Technology Day' a platform introduced to provide industry an opportunity to showcase their emerging and diverse technologies available in the market. In 2018, ICTC held two ICT Technology days:

- November 22, 2018 – ITIL Service Management Framework
- October 29, 2018 – eBoard solutions for board meetings

## **3.4 Initiatives geared towards strengthening IST Governance**

### **3.4.1 ICT Master Plan**

The ICT Master Plan was approved by the University Executive Board and is now awaiting Council approval. The ICT master plan is meant to guide the University in the long term plan for its ICT function so that it can be able to

predict and foresee the required infrastructure, human resource, ICT systems and services for a University of the future. The plan will help the University to be proactive in shaping its future to be in tandem with our dynamic environment and the changing technological trends. This will also help the University to reap maximum benefits from the use of ICT in the management of its functions not just now but also in the future.

### **3.4.2 Risk Management**

Development and implementation of an IST Risk Management Framework based on the ISO31000 Standard.

### **3.4.3 Information Security Management**

Adoption of the ISO 27001 Standard for Information Security Management System (ISMS) and also the ICT Authority Information Security Standard ICTA-3.001:2016 which encompass a set of policies, procedures, technical and physical controls to protect the confidentiality, availability and integrity of University information. It is based on a risk assessment across all forms of information resources stored, used or processed by the University and considers internal and external risks. All risks are assessed, analysed and evaluated against a set of predetermined criteria before risk treatments (controls) are applied. Controls are applied based on the likelihood and potential impact of the risks.

This framework together with other related policies, procedures and standards allow the University ICT Centre to seek and take advantage of opportunities to achieve improved outcomes and outputs by ensuring a continually robust ICT infrastructure and information processing systems where any risk taken is based on informed decision-making.

### **3.4.4 Government ICT Standard**

ICT Centre undertook a self-assessment of its ICT resources as part of the preparations for ICTA compliance audit.

### **3.4.5 Ranking**

In 2018, the University registered favourable global rankings by reputable institutions such as Webometrics, Times Higher Education and QS ranking.

**(Provide an analysis of how UoN performed in Webometrics in 2018)**

### **3.5 Mobilise Financial Resources to Implement the Plan**

#### ***Income Generation***

In 2018, ICT Centre raised KES 3.37M in Appropriations-in-Aid through hosting services (KES 1.97M), Consultancy (KES 1.4M).

### **4. Staff Establishment and Qualifications**

<b>S/No.</b>	<b>Name</b>	<b>Designation</b>	<b>Highest Qualification attained</b>
1.	Mr. Christopher A. Moturi <b>(passport size photo)</b>	Director, ICTC	M.Sc. Computer Science
2.	Dr. Frederick Omondi Adero <b>(passport size photo)</b>	Ag. Director, CEIC & Deputy Director (Communications)	Ph.D. Computer & Communication Networks
3.	Mr. Paul Ndungu Kariuki <b>(passport size photo)</b>	Deputy Director (MIS)	M.Sc. Computer Science
4.	Mr. Joram Nduati Kinuthia <b>(passport size photo)</b>	Ag. Deputy Director (Network Infrastructure Systems)	M.Sc. Computer Science
5.	Mr. Joseph K. Muchina <b>(passport size photo)</b>	Deputy Director (User Support Services & Maintenance)	M.Sc. Computer Science
6.	Dr. Caroline Chepkoech Kiptoo	Project Leader (MIS)	Ph.D.
7.	Ms. Susan Wanjiru Muchina	Snr. Administrative Assistant	B.Sc. Public Relations & Communications
8.	Mrs. Josephine W. Mwangi	Project Leader (MIS)	M.Sc. Computer Science

<b>S/No.</b>	<b>Name</b>	<b>Designation</b>	<b>Highest Qualification attained</b>
9.	Mrs. Jeninah Wanza Lumumba	Project Leader (MIS)	M.Sc. Information Systems
10.	Ms. Julianne Akinyi Anyim	Project Leader (MIS)	M.Sc. Computer Science
11.	Ms. Ruth Nthenya Wambua	Project Leader (MIS)	M.Sc. Computer Science
12.	Mrs. Caroline Chebet	Project Leader (MIS)	M.Sc. Information Systems
13.	Mr. David Kiplagat	Project Leader (MIS)	M.Sc. Computer Science
14.	Mr. Benard Nzyoka Mutisya	Chief ICT Officer (MIS)	Masters
15.	Mr. Anthony Githaka Kariuki	Chief ICT Officer (MIS)	M.Sc. Information Technology
16.	Mr. Clement Isuwirio Mwikamba	Chief ICT Officer (Database Administrator)	M.Sc. Computer Science
17.	Mr. Patrick Githaiga Maina	Chief ICT Officer (MIS)	B.Sc. Information Technology
18.	Miss. Purity Kemunto Mayaka	Chief ICT Officer (MIS)	M.Sc. Computer Science
19.	Mr. Edwin Stephen Otieno Owino	Chief ICT Officer (MIS)	B.Sc. Computing & Information Sciences
20.	Mr. Joseph Odanga Ambayo	Chief ICT Officer (MIS)	B.Sc. Computer Science
21.	Mr. Dennis Safari Waema	ICT Officer (MIS)	M.Sc. Information Technology Management
22.	Miss. Teresia W. Mbugua	Web Communication Officer	B.A in Social Communications
23.	Ms. Ruguru Eunah Njoroje	Senior ICT Officer (MIS)	B.A in Communication and Sociology
24.	Ms. Esther Nekesa Mabonga	ICT Officer (User Support)	B.A in Language and Literary Studies
25.	Mr. David Wekesa Masika	Web Communication Officer	B.Sc. ICTM
26.	Mr. Dennis Omido Ochande	Web Communication Officer	B.A. in Journalism and Media Studies
27.	Mr. Frankline Omondi Sewe	Senior ICT Officer (MIS)	Master of Arts in Communication

<b>S/No.</b>	<b>Name</b>	<b>Designation</b>	<b>Highest Qualification attained</b>
			Studies
28.	Ms. Trancy Muunda Kasalu	Senior ICT Officer (MIS)	M.BA. Information Systems
29.	Mr. Benjamin Nyamai Kimele	Senior ICT Officer (MIS)	Higher Diploma
30.	Mr. Francis Mutisya Muli	Senior ICT Officer (MIS)	B.Sc. Information Technology
31.	Mr. Samuel Loki Mbai	Senior ICT Officer (MIS)	B.Sc. Information Technology
32.	Miss. Alice Wanjiru Ngigi	Senior ICT Officer (MIS)	Diploma Information Technology
33.	Mr. Richard Mwangi Ndung'U	Senior ICT Officer (MIS)	M.Sc. Information Technology
34.	Mr. Brian Lugonzo Milembe	Senior ICT Officer (MIS)	B.Sc. Information & Communication Technology
35.	Ms. Winnie Akinyi Codawa	Senior ICT Officer (MIS)	Postgraduate Diploma in Mass Communication
36.	Mr. Cedric Odera	Senior ICT Officer (MIS)	B.Sc. Computer Science
37.	Mr. Christopher Josephat Owino	Senior ICT Officer (MIS)	Higher National Diploma in Electrical and Electronic Engineering
38.	Ms. Mary Segeyan Nkere	Senior ICT Officer (MIS)	Bachelors
39.	Mr. Titus Gichoni Njeru	Senior ICT Officer (MIS)	B.Sc. Computer Science
40.	Mr. Dennis Safari Waema	ICT Officer (MIS)	MSc Information Technology Management
41.	Mr. Festus Kirui	ICT Officer (User Support)	Bsc Information Technology
42.	Ms. Michaelina Almaz Yohannis	ICT Maintenance Manager	M.A. Business Administration
43.	Mr. Ferdinard Masila Lazarus	Ag. Manager, Network Infrastructure	B.Sc. (Mathematics and Computer Science)

<b>S/No.</b>	<b>Name</b>	<b>Designation</b>	<b>Highest Qualification attained</b>
44.	Mr. Michael Njoroge Mukiri	Project Leader (MIS)	M.Sc. Computer Science
45.	Mr. Clifford Gulu Nderi	Chief ICT Officer (NWI)	MBA Information Systems
46.	Mr. Dancan Maigua Kariuki	Chief ICT Officer (Maintenance)	M.Sc. Distributed Computing Technology
47.	Mr. George Ndegwa Karimi	Chief ICT Officer (NWI)	M.Sc. Computer Science
48.	Mr. Martin Fintan Kimani	Chief ICT Officer (Sys Admin.)	M.Sc. Information Technology Management
49.	Ms. Janet Maranga King'Oina Wesonga	Chief ICT Officer (Security)	M.Sc. Computer Science
50.	Mr. Oscar Ogangu Jumba	Snr. ICT Officer (Maintenance)	Bachelors
51.	Mr. Godfrey J. O. Ochola	Chief ICT Officer (Sys Admin.)	M.Sc. Information Technology Management
52.	Mr. Mutie Stephen Kyalo	ICT Officer (Maintenance)	B.Sc. Information Communication Technology
53.	Mr. Maurice Mulonzi Mutua	Snr ICT Officer (NWI)	B.Sc. Computer Science
54.	Mr. Richard Mutua Musyoka	Snr ICT Officer (NWI)	BBIT (Bachelor of Business Information Technology)
55.	Mr. Abdisalam Aga Tuka	Chief ICT Officer (User Support)	Bachelors
56.	Mr. Peter Mate	Chief ICT Officer (User Support)	M.Sc. Physics
57.	Ms. Patricia Wanjiku Gitonga	Chief ICT Officer (User Support)	Masters
58.	Mr. Gideon Nyangena Morara	Chief ICT Officer (User Support)	B.Sc. Electronics
59.	Ms. Hada Achieng' Oketch	Chief ICT Officer (User Support)	M.A. Information Systems
60.	Mr. Renison K. Kiteta	Chief ICT Officer (User Support)	Higher National Diploma (Electronics & Telecommunications)

<b>S/No.</b>	<b>Name</b>	<b>Designation</b>	<b>Highest Qualification attained</b>
61.	Mr. Nicholas Otieno Owino	Chief ICT Officer (User Support)	B.Sc. Computer Science
62.	Mr. Paul Kaloki Mulonzya	Chief ICT Officer (User Support)	M.Sc. Computer Science
63.	Mr. Geoffrey Kipruto Tanui	Senior ICT Officer (User Support)	B.Sc. Information Sciences
64.	Ms. Jemminah Wayua Kiseli	Senior ICT Officer (User Support)	B.A. Business Administration
65.	Miss. Faith Kavisa Mwaka	ICT Officer (User Support)	B.Sc. Information Science
66.	Ms. Cherry Tay	Senior ICT Officer (User Support)	M.A. Management Information Systems
67.	Mr. David Gitau Kagoh	ICT Officer (User Support)	Diploma(Electrical & Electronics Engineering)
68.	Mr. Joseph Muita Njuguna	ICT Officer (User Support)	Bachelors
69.	Mr. Martin Kinuthia	ICT Officer (User Support)	B.Sc. Mass Communication
70.	Mr. Mathew Nganga Ngigi	ICT Officer (User Support)	Diploma
71.	Mr. Timothy Kinyanjui Miringu	ICT Officer (User Support)	B.Sc. Information Technology
72.	Ms. Laureen Emily Amateshe	ICT Officer (User Support)	B.Sc. Computer Science
73.	Mr. Alex Munyole Luvembe	ICT Officer (User Support)	MSC. Distributed Computing Technology
74.	Mr. Gabriel Ambeba Ambuko	ICT Officer (User Support)	Higher Diploma
75.	Mr. Humphrey Mafwenyi Misigo	ICT Officer (User Support)	Bachelor of Business Information Technology
76.	Miss. Margaret Atieno Lumumba	ICT Officer (User Support)	Diploma in Information Technology
77.	Mr. George Henry Onyango Ogola	ICT Officer (User Support)	Diploma
78.	Mr. Lamech Bob Ogola	ICT Officer (User Support)	B.Sc.

<b>S/No.</b>	<b>Name</b>	<b>Designation</b>	<b>Highest Qualification attained</b>
79.	Mr. Nicholas Akomo Odhiambo	ICT Officer (User Support)	B.Sc. Computer Science
80.	Mr. Theophilus Musili Musyoka	Senior ICT Officer (User Support)	Higher Diploma
81.	Mr. Tom Syuki Makau	Senior ICT Officer (User Support)	Diploma
82.	Mr. Wycliffe M. Muswii	Senior ICT Officer (User Support)	M.Sc. Computer Science
83.	Miss. Mary N Karanja	Senior ICT Officer (User Support)	Diploma
84.	Ms. Joyce Gathoni Muchene	Senior ICT Officer (User Support)	B.Sc. Information Technology
85.	Mr. Edwin Thuku Wahome	Senior ICT Officer (User Support)	B.Sc. IT
86.	Mr. Joachim Micino Kimani	Senior ICT Officer (User Support)	B.Sc. IT
87.	Mr. Ndegwa Laban Kamau	Senior ICT Officer (User Support)	Diploma Electrical and Electronics Engineering
88.	Mr. Simon Nderitu Mwangi	Senior ICT Officer (User Support)	B.Sc.
89.	Mr. Samuel Nandasaba	Senior ICT Officer (User Support)	B.Sc. Computer Science
90.	Mr. Eliud Musumba Ayiro	Senior ICT Officer (User Support)	Diploma
91.	Mr. Isaac Wasonga Owino	Senior ICT Officer (User Support)	B.Sc.
92.	Mr. Michael M. Mboya	Senior ICT Officer (User Support)	B.Sc. IT
93.	Mr. Peter Juma Omollo	Senior ICT Officer (User Support)	B.Sc. IT
94.	Mr. James Lochomin	ICT Officer (User Support)	B.Sc. Computer Science
95.	Mr. Jared Nyambane Onyari	Manager, Communication	M.Sc. Applied Computer Science
96.	Mr. Isaac Abdow Hassan	Chief ICT Officer (Communication)	M.Sc(Electrical & Electronics Engineering
97.	Mr. Christopher Josephat Owino	Senior ICT Officer (Communication)	Higher National Diploma Electrical & Electronic

<b>S/No.</b>	<b>Name</b>	<b>Designation</b>	<b>Highest Qualification attained</b>
			Engineering
98.	Mr. Richard O Agutu	Senior ICT Officer (Tel. Operator)	Diploma (Electrical & Electronics Engineering)
99.	Mr. Richard Mutua Musyoka	Senior ICT Officer (Voice services)	BSc in Electrical & Electronic Engineering
100.	Mr. David Gitau Kagoh	ICT Officer	Diploma
101.	Mrs. Lilian P Muraguri	Senior Asst. Executive Secretary	Bachelor of Arts
102.	Ms. Anne Murambi	Secretary	Higher Diploma in Secretarial Mgt
103.	Ms. Sylviah Olesi Mtivah	Office Assistant	Diploma in IT
104.	Mr. Daniel Kariuki Muriuki	Senior ICT Officer (User Support)	B.Sc.
105.	Ms. Christine Chemesunde	ICT Officer (Telephone Operator)	Diploma
106.	Ms. Ruth Mbula Ndambuki	ICT Officer (Telephone Operator)	Diploma
107.	Miss. Regina W Kamau	ICT Officer (Telephone Operator)	Diploma
108.	Miss. Ruth Wanjiru Ndarwa	ICT Officer (Telephone Operator)	Diploma
109.	Mrs. Eunice Kariko Maina	ICT Officer (Telephone Operator)	Diploma
110.	Mrs. Evelyn Nyaguthi Macharia	ICT Officer (Telephone Operator)	Diploma
111.	Mrs. Jane Wairimu Ng'ang'a	ICT Officer (Telephone Operator)	Diploma
112.	Ms. Catherine Wangari Macharia	ICT Officer (Telephone Operator)	HND(Electrical & Electronics Engineering)
113.	Ms. Fidelis Wairimu Githu	ICT Officer (Telephone Operator)	Diploma
114.	Ms. Mary Mwihaki Njoroge	ICT Officer (Telephone Operator)	Diploma
115.	Ms. Mary Wanjiku Mbeere	ICT Officer (Telephone Operator)	BSc. In Communications and

<b>S/No.</b>	<b>Name</b>	<b>Designation</b>	<b>Highest Qualification attained</b>
			Public Relations
116.	Mr. Danson Githinji Maina	ICT Officer (Telephone Operator)	Diploma
117.	Ms. Janet Nyakerario Apima	ICT Officer (Telephone Operator)	Higher National Diploma
118.	Mr. Stephen Nyakundi Bosire	ICT Officer (Telephone Operator)	Diploma
119.	Miss. Janeanne Khachiti	ICT Officer (Telephone Operator)	Higher Diploma
120.	Mrs. Alice Wesonga Patrick	ICT Officer (Telephone Operator)	Diploma
121.	Mrs. Beatrice Naswa Wanyonyi	ICT Officer (Telephone Operator)	Diploma
122.	Ms. Mildred Mutakale Lugalia	ICT Officer (Telephone Operator)	Diploma
123.	Miss. Beatrice Aluoch Odero	ICT Officer (Telephone Operator)	Diploma
124.	Ms. Consilia Awuor Ahenda	ICT Officer (Telephone Operator)	Bachelor in Arts in Sociology
125.	Ms. Jane Sino Rajoro	ICT Officer (Telephone Operator)	A level
126.	Ms. Milca Achieng Nyangweso	ICT Officer (Telephone Operator)	Bachelor of Arts
127.	Ms. Susan Awino Odhiambo	ICT Officer (Telephone Operator)	Certificate
128.	Mr. Danson Omondi Ngiela	ICT Officer (Telephone Operator)	Diploma
129.	Miss. Grace N. M'Ikigu	ICT Officer (Telephone Operator)	BSc in Counselling Psychology
130.	Mr. Thomas O Akuom	ICT Officer (Telephone Operator)	Diploma in Telephone Operations