



UNIVERSITY OF NAIROBI
ICT CENTRE

ANNUAL REPORT 2019

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.

Strategic Objectives

- Strategic Objective 1: *To implement a secure, robust and integrated ICT infrastructure;*
- Strategic Objective 2: *To achieve world-class University ICT service provision;*
- Strategic Objective 3: *To develop and sustain quality and adequate IST technical and user capacity that will propel the University to world-class excellence;*
- Strategic Objective 4: *To strengthen IST governance;*
- Strategic Objective 5: *To mobilize adequate financial resources to implement the IST Master Plan.*

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. **ICTC Activities**

The overall coordination of ICT Centre activities are coordinated from the Director's Office and the operational activities are provided from the four sections that is

(1) **Management Information Services (MIS)**

The University relies heavily on several information systems to carry out its administrative, teaching and learning functions. The MIS section is tasked with developing of the applications, providing technical advice on acquiring of management information systems and providing support for the systems.

In-house developed MIS include:

- Re-engineering of HRMIS system
- Payroll system
- Online Leave Application System (OLAPIS)
- EPMIS
- University systems of Websites-

- Students Management Information System
- Online Room Booking and Allocation System
- University Health Service Management Information
- University Performance Appraisal System (USPAS)
- Performance Management Information System (PCMIS)

(2) **Network and Infrastructure Services (NIS)**

The Network and Infrastructure Services section is responsible for the communication networks that support data communication, and computing infrastructure that supports the information systems used within the University.

Services under this section fall under three units, i.e. Networks, Systems Administration and Database Administration and are run by highly competent officers.

A summary of some of the services supported by this section include:

- Internet subscription
- Network services including Wi-Fi hotspots
- Computing services via the data centre and servers management
- Database and data management
- Server hosting
- ICT Security

(3) **User Support Services and Maintenance**

The user support services and maintenance section in the university evolved from the need to devolve support services to all users utilizing University network services and products.

The support services are handled by a highly motivated technical team who act as the first point of reference from the users in the various campuses in the University. The section ensures that users are able to productively,

effectively and efficiently exploit and utilize available ICT technologies, services and resources provided by the University.

The support team ensures the university community is able to access and use IT resources and technologies relevant for their day to day operations. The section prides of having enabled and supported the university to offer and conduct first class ICT services related to events, seminars, trainings, graduations, conferences and other ICT enabled events held in the university. Its core functions include:

- General user support service
- PC and User Peripheral Service
- Network Support Service
- Training Service
- ICT Preventive & Maintenance Services

Further, the User Support Services deals with:

- Carrying out skill assessment surveys to determine user skill requirements and areas of inadequacies
- Providing continuous surveys to identify ICT user skill requirements and inadequacies (numbers and areas)
- Giving this user feedback to the MIS team for development of new systems or improvement of the existing systems
- Carrying out the training for the new or existing systems and/or giving support to the MIS team during rollout; and
- Where necessary examining the skills gained during the trainings

4. 2019 Milestones

4.1 Implementation of a Secure, Robust and Integrated ICT Infrastructure

a) Fiber Link to School of Journalism Studios

The University in collaboration with KENET connected the School of Journalism studios via a direct fiber link to KENET. This was a critical step in

the studio project to enable forwarding of video content via communication networks for further broadcasting via the licensed broadcasters.

b) Fiber link installation to Confucius Institute and Chiromo Arziki Conference Centre

Installation of a fiber link from the ICT Data Centre to the Confucius Institute and Arziki began via the awarded contractor that was Sagemcom Kenya. This ensured a reliable communications link to these two locations adding them to the larger University communications network.

c) Fiber link installation to the Graduation Dais

A fiber cable was extended from Central Catering Unit (CCU) to the graduation dais enabling the extension of network services such as Wi-Fi hotspots during activities held events such as graduations.

d) Inter Campus Router Upgrade

The Networks section embarked on a project to replace two (2) routers that linked all campuses to the Chiromo Data Centre with one high-end router with 10G and 40G link capacities. This was done in order to improve the throughput of the links to the various campuses as bandwidth subscriptions had been increased and the two older routers were projected to be limited in their throughput capacities thereby acting as bottlenecks to these campus links.

e) Migrating Mombasa link to its own separate logical link

A project to migrate the Mombasa link to its own separate logical link (Vlan) was executed. This was to improve reliability and uptime of the link in the case of logical network failure that would usually affect this link. It also involved upgrading the firmware of the main router. The outcome realised was faster network speeds and reduced network downtime.

f) Completion and Testing of ICT works at the New Gandhi Graduate Library

ICT department was tasked with the supervision of the installation of ICT equipment at the New Gandhi Library. This included CCTV systems, Wi-Fi hotspots, network switches, computers, VoIP phones, inventory management systems and self-service systems. Throughout the project a constituted team from ICT supervised this aspect of the project to ensure compliance from the contractor on the specifications and expected standards. The expected outcome was a modern graduate library leveraging on technology for an improved experience for the students using the facility.

g) Parklands Campus Core Network Upgrade

The core network devices, that is, the main router and the core switch were scheduled for upgrading by replacement. This was executed successfully and was also accompanied by logical re-organization of the network to optimally utilize the new devices that were installed.

4.2 World-Class University ICT Service Provision

4.2.1 Improved service delivery

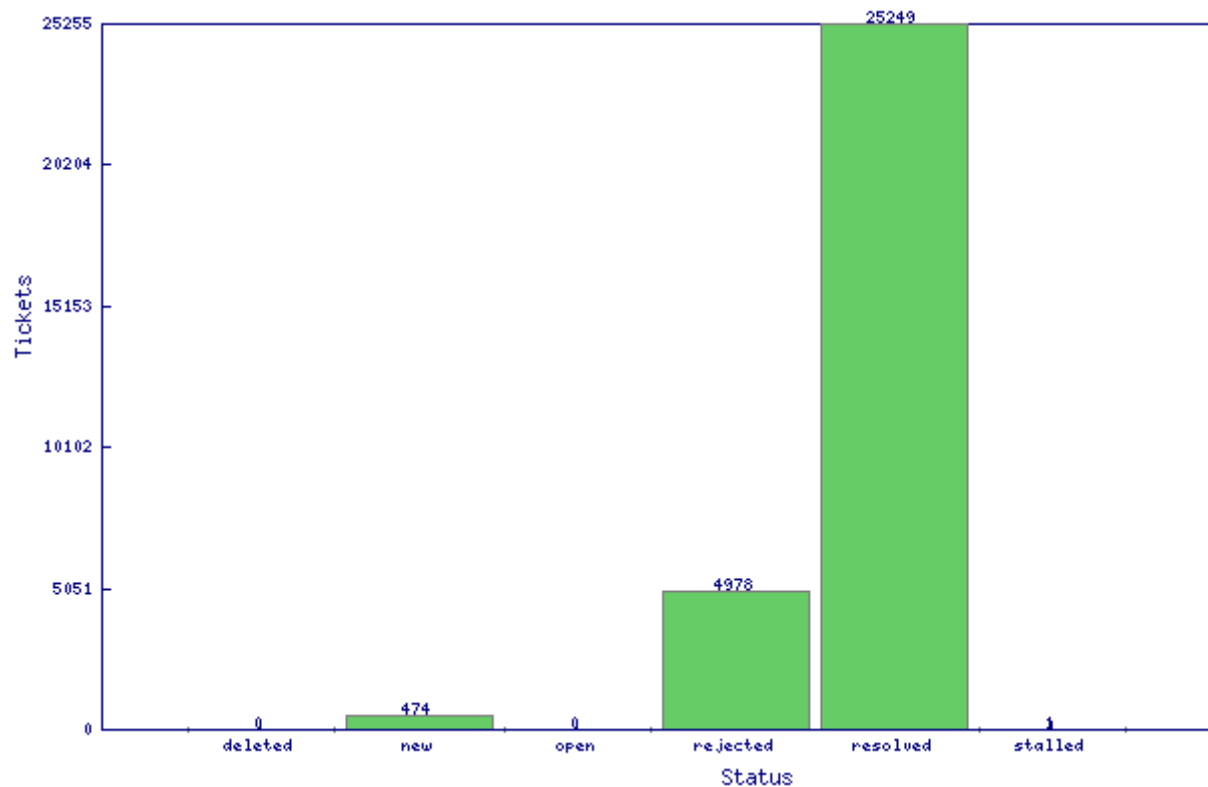
1. Implementation of the Helpdesk system

For more personalized assistance, mailing lists specific to the campuses/schools were introduced that would direct all ICT related requests to the User Support team based in the campuses/schools. This has led to an improvement in the turnaround time. These are as seen in the table below:

S/No.	COLLEGE	UNIT	HELPDESK EMAILS
1.	C.H.S.S.	Central Administration/ Main Campus	mchelp@uonbi.ac.ke
		Parklands Campus/ Institute of African Studies	ictsupportsol@uonbi.ac.ke
		Lower Kabete Campus	ictsupportsob@uonbi.ac.ke
		Kisumu campus	ictsupportksm@uonbi.ac.ke
		Mombasa Campus	ictsupportmsa@uonbi.ac.ke
2.	C.B.P.S.	Chiromo Campus	ictsupportcbps@uonbi.ac.ke

4.	C.E.E.S.	Kikuyu Campus	ictsupportcees@uonbi.ac.ke
		Kenya Science Campus	ictsupportksc@uonbi.ac.ke
6.	C.A.V.S.	Upper Kabete Campus	ictsupportcavs@uonbi.ac.ke
7.	C.H.S	Kenyatta Campus	ictsupportchs@uonbi.ac.ke
8.	Dental School	Kenyatta Campus	ictsupportdental@uonbi.ac.ke
9.	C.A.E.	Engineering/Institute of Nuclear Sciences/Estates	ictsupportcae@uonbi.ac.ke
		University Health Services/Student Welfare Authority/ADD/UNES	ictsupportadd@uonbi.ac.ke
14.	General	Coordinators	helpdeskmain@uonbi.ac.ke

Helpdesk statistics for 2019



Total helpdesk tickets created grouped by status in 2019

2. Enhanced e-Procurement System (EPMIS)

The enhancements on the e-Procurement System include supplier's portal and tender award management. This enables suppliers to register their details online with the Institution and openly access tender awards as advertised by the University.

3. Modern Customer Contact Centre

A modern communication system is the hallmark of changes that came with shifting from analogue systems. This saw most modules under the modern contact centre implemented in the year 2019.

Among these is the Customer Relationship Management system also known as CRM, which enables customer care personnel to use modern query handling tools. Social Miner has also been implemented as does dashboard and outbound campaign management.

4.2.2 Enhanced Systems

- Re-engineering of the HRMIS
- Re-engineering of the Payroll system

4.3 Development and Sustaining Quality and Adequate IST Technical and User Capacity

4.3.1 New Appointments

1. <<Insert Mr. Paul Kariuki's photo here> Mr. Paul Ndung'u Kariuki, Acting Director, ICT Centre

Mr. Paul Kariuki was appointed as the acting Director, ICT Centre on July 7, 2019. Kariuki holds a Master's degree in Applied Computer Science, a bachelor's degree in Computer Science from the University of Nairobi School of Computing and Informatics.

He has extensive experience and knowledge in Information and Communication Technology and has more than twenty years' (20) experience in overseeing IT operations, analysing and designing information systems to

oversee on-time delivery of business solutions. Further, he has carried numerous consultancies in IT audit, Tender evaluation, software development and implementation.

Mr. Kariuki is an ISO 9001 certified lead auditor. He is also a Board member of Kenya Education Network (KENET).

2. **<<Insert Dr. Kiptoo's photo here> Dr. Caroline Chepkoech Kiptoo, Acting, Deputy Director, MIS**

Dr. Caroline Kiptoo was appointed as the acting Deputy Director, in charge of the Management Information Services section in ICT Centre on July 9, 2019.

Dr. Kiptoo has extensive experience in information systems development, sourcing and implementation in both corporate and government institutions. She has worked in different phases of business process automation from feasibility studies to systems roll-out and support.

She holds a PhD in Information Technology from the University of Pretoria (UP), South Africa and Masters in Applied computing from the University of Nairobi, Kenya.

As acting Deputy Director in charge of the MIS section, she is responsible for coordinating the MIS team to ensure that they deliver on their mandate. The aspirations of the section is to enable effective and efficient operations at the university through automation of different university processes as well as informed decision making at all levels supported by accurate data.

Dr. Kiptoo is also a part time lecturer at the School of Computing and Informatics, College of Biological and Physical Sciences, University of Nairobi.

4.3.2 Promotions

The following ICTC members of staff were promoted to positions indicated against their names

1. Mrs. Lillian P. Muraguri – Senior Assistant Executive Secretary
2. Mr. David M. Wekesa – Chief ICT Officer (MIS, Website Administration)

3. Mr. Brian L. Milembe – Chief ICT Officer (MIS, Website Administration)
4. Mr. Francis M. Muli – Chief ICT Officer (MIS)
5. Mrs. Mary S. Nkere – Chief ICT Officer (MIS, Website Administration)
6. Mr. Titus G. Njeru – Chief ICT Officer (MIS, Website Administration)
7. Mr. Samuel L. Mbai – Chief ICT Officer (MIS, Website Administration)
8. Mr. Eliakim P.O. Obuolo – Chief ICT Officer (MIS)
9. Ms. Trancy M. Kasalu – Chief ICT Officer (MIS, Website Administration)

4.3.3 **Transfers to ICT Centre**

1. Mr. George Gathu Komu – Chief ICT Officer (MIS) - Mr. Komu joined ICT Centre from the former CESSP. He joined ICT Centre in November 2019.

4.3.4 **Staff Trainings and workshops**

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

1. Ms. Janet Maranga, Chief ICT Information Security Officer attended training in *Advanced Disaster Recovery and Business Continuity* held in Mombasa on November 11th – 15th, 2019.
2. Mr. George Ndegwa, Chief ICT Officer (NIS) represented the University of Nairobi at the Huawei ICT Academy workshop held on Friday November 29, 2019.
3. Mr. Paul Kariuki, Acting Director, ICT Centre and Dr. Caroline Kiptoo, Acting Deputy Director (MIS) attended a workshop on *Adoption of ICT and Assistive Technologies for Persons with Disabilities* held on October 31st to November 1st 2019.
4. David Wekesa and Fintan Kimani attended a Seminar on *ICT Application in Higher Education* that took place from September 10th to 30th, 2019 in Shenzhen, China.

4.3.5 **User Training**

User training is important for the implementation of a new system and to ensure the users effectively use the tools and systems in place.

In 2019, the following are some of the trainings that were conducted:

System	Training details	Dates
University systems of Websites	Training of web champions on the re-engineered websites in the following colleges	<i>October - December 2019</i>
Web drives	Web drives carried across all Colleges; working on ranking parameters of Presence, Impact, Openness and Excellence	<i>January to December 2019</i>
HRMIS	<i>Training on re-engineered system</i>	<i>December 2019</i>
EPMIS	<i>Users were trained on the enhanced features that include -supplier's portal that enables suppliers to access online quotations. The System also allows for tender award management</i>	<i>2019</i>
SMIS	<i>Training of users on; Re-engineered system in the following sub-modules; -Student portal to support student profile update -Linking to creation of AD and email accounts to SMIS -SMIS timetabling links to Lecturers to HRMIS -Management of data bundles allocation to students</i>	

Further, ICT Centre conducted trainings to all new students and staff admitted to the university within that year on the available systems; trained all staff on the deployed new Staff Performance Appraisal System (USPAS); trained several staff members on basic ICT skills on request; gave the much needed support to all newly introduced systems during the teething stages; and supported online trainings that were conducted by various groups.

4.3.6 **Capacity building - Huawei HCIA Training 2nd cohort/Bootcamp**

<<**Insert training photo here**>>

In the months of May and June, the Huawei HCIA training held its second training/boot camp, 50 students received training.

The best five performing students were given six (6) months internship in various sections in the ICT Centre.

3.1.1 **Student attachments**

As part of building capacity of the youth in ICT related fields, ICT Centre provides attachment opportunities that are a platform to obtain first hand practical work experience in an ICT environment that empower the students gain work ethics, learn the latest technologies in the job market and create connections. Attachments are given for three (3) months.

In 2019, ICT hosted the following Fifteen (15) students on attachment:

ATTACHMENT			
NO.	NAME	INSTITUTION	PROGRAMME OF STUDY
1.	Ms. Tabitha Maranga	Kinyanjui Technical Training Institute	Certificate in IT
2.	Ms. Bridgid Edna Kanana	KCA University	Diploma in IT
3.	Mr. Michael Nyachae	JKUAT	Diploma in IT
4.	Mr. Omondi Henry Juma	KCA University	Diploma in IT

5.	Mr. Nicholas Gitonga	Moi University	Computer Science
6.	Ms Faith Khakasa	Zetech University	Diploma in IT
7.	Mr. Dennis Kipkemboi	UoN	B.Sc. Microprocessor Technology And Instrumentation
8.	Ms. Alfie Wanjiru Kinuthia	UoN	B.Sc. Electrical And Information Engineering
9.	Mr. Isaac Ndarwa	UoN	BSc. Electrical And Information Engineering
10.	Ms. Anne Odera	UoN	B.Sc. Mathematics & Computing
11.	Mr. Baraka Learat	UoN	B.Sc. Geospatial Engineering
12.	Ms. Esther Kambua	Zetech University	Diploma in IT
13.	Mr. Brian Mukundi Kariuki	Kiambu Institute Of Science & Technology	Certificate in IT
14.	Mr. Antony Mwendwa	Kabete National Polytechnic	Diploma in IT
15.	Mr. Dennis Ngali	JKUAT	Diploma in IT

3.1.2 **Webometrics Ranking**

In 2019, the University continued to register favourable global rankings by reputable institutions such as Webometrics, Times Higher Education and QS ranking.

University of Nairobi ranked top in East Africa, 11 in Africa and 1,018 globally in the January 2020 ranking up from 1,031 globally in the July 2019 ranking.

Table below shows the analysis of the ranking in comparison to other years.

Ranking	Africa Rank	World Rank	WORLD POSITION			
			PRESENCE	IMPACT	OPENNESS	EXCELLENCE
Jan-09	29	4,046	3,069	5,413	3,851	3,839
Jul-09	24	4,467	2,490	7,001	4,327	3,711
Jan-10	28	3,897	3,136	4,679	4,363	4,104
Jul-10	26	3,190	1,905	4,119	3,447	3,809
Jan-11	27	3,136	1,976	4,335	3,310	4,382
Jul-11	26	2,452	2,045	4,215	4,942	1,706
Jan-12	17	1,367	631	1,794	2,761	1,724
Jul-12	14	1,435	839	2,010	4,057	1,342
Jan-13	12	1,326	1,528	2,981	950	1,346
Jul-13	14	1,624	619	2,883	1,119	1,323
Jan-14	9	1,167	1828	1,898	774	1,329
Jul-14	9	907	1109	2,225	44	1,403
Jan-15	7	855	330	2,579	29	1,400
Jul-15	7	923	198	1,666	267	1,448
Jan-16	6	697	279	547	229	1,447
Jul-16	8	765	59	546	959	1520
Jan-17	8	775	11	785	910	1513
Jul-17			NR	NR		
Jan-18	7	874	4	726	985	1535
Jul-18	8	850	42	652	1074	1569
Jan-19	9	990	261	839	1216	1576
Jul-19	10	1,031	578	1,028	881	1,607
Jan-20	11	1,018	155	1,127	854	1,606

Table: UoN Ranking in the indicated criteria from 2009 to January 2020

5. **Income Generation**

In 2019, ICT Centre raised KES 5.5M in Appropriations-in-Aid through hosting services (KES 1.7M), consultancies (KES 244,000), donations (KES 2M) and savings on Telkom calling cards (KES 1.75M).

6. Staff Establishment and Qualifications

S/No.	Name	Designation	Highest Qualification attained
1.	Mr. Paul Ndungu Kariuki (passport size photo)	Ag. Director, ICT Centre	M.Sc. Computer Science
2.	Dr. Frederick Omondi Adero (passport size photo)	Deputy Director (Communications)	Ph.D. Computer & Communication Networks
3.	Dr. Caroline Chepkoech Kiptoo (passport size photo)	Acting Deputy Director (MIS) & Project Leader (MIS)	Ph.D.
4.	Mr. Joram Nduati Kinuthia (passport size photo)	Acting Deputy Director (Network Infrastructure Systems)	M.Sc. Computer Science
5.	Mr. Joseph K. Muchina (passport size photo)	Deputy Director (User Support Services & Maintenance)	M.Sc. Computer Science
6.	Dr. Michaelina Almaz Yohannis	ICT Maintenance Manager	Ph.D. Information Systems
7.	Mr. Jared Nyambane Onyari	ICT Manager, Communication	M.Sc. Applied Computer Science
8.	Ms. Susan Wanjiru Muchina	Snr. Administrative Assistant	B.Sc. Public Relations & Communications
9.	Mrs. Josephine W. Mwangi	Project Leader (MIS)	M.Sc. Computer Science
10.	Mrs. Jeninah Wanza Lumumba	Project Leader (MIS)	M.Sc. Information Systems
11.	Ms. Julianne Akinyi Anyim	Project Leader (MIS)	M.Sc. Computer Science
12.	Ms. Ruth Nthenya Wambua	Project Leader (MIS)	M.Sc. Computer Science
13.	Mrs. Caroline Chebet	Project Leader (MIS)	M.Sc. Information Systems
14.	Mr. Benard Nzyoka Mutisya	Chief ICT Officer (MIS)	M.Sc. Applied Computing
15.	Mr. Anthony Githaka Kariuki	Chief ICT Officer (MIS)	M.Sc. Information Technology
16.	Mr. Patrick Githaiga Maina	Chief ICT Officer (MIS)	B.Sc. Information Technology

17.	Mr. Edwin Stephen Otiemo Owino	Chief ICT Officer (MIS)	B.Sc. Computing & Information Sciences
18.	Mr. Joseph Odanga Ambayo	Chief ICT Officer (MIS)	B.Sc. Computer Science
19.	Mr. Francis Mutisya Muli	Chief ICT Officer (MIS)	M.Sc. Applied Computing
20.	Mr. Benjamin Nyamai Kimele	Senior ICT Officer (MIS)	Higher Diploma
21.	Miss. Alice Wanjiru Ngigi	Senior ICT Officer (MIS)	Diploma Information Technology
22.	Ms. Jane Wairimu <i>(on secondment at Koitaleel Samoei University College)</i>	Chief ICT Officer (MIS)	B.Sc.
23.	Mr. David Wekesa Masika	Chief ICT Officer (Web Administration)	M.Sc. Applied Computing
24.	Ms. Trancy Muunda Kasalu	Chief ICT Officer (MIS, Web Administration)	M.BA. Information Systems
25.	Mr. Samuel Loki Mbai	Chief ICT Officer (MIS, Web Administration)	B.Sc. Information Technology
26.	Mr. Peter O. Oluoch	Chief ICT Officer (MIS, Web Administration)	M.Sc. Computer Science
27.	Mr. Brian Lugonzo Milembe	Chief ICT Officer (MIS, Web Administration)	B.Sc. Information & Communication Technology
28.	Ms. Mary Segeyian Nkere	Chief ICT Officer (MIS, Web Administration)	Bachelors
29.	Mr. Titus Gichoni Njeru	Chief ICT Officer (MIS, Web Administration)	B.Sc. Computer Science
30.	Ms. Winnie Akinyi Codawa	Senior ICT Officer (MIS)	Postgraduate Diploma in Mass Communication
31.	Miss. Teresia W. Mbugua	Snr. ICT Officer (Web Communication) Office	B.A in Social Communications
32.	Ms. Ruguru Eunah Njoroge	Snr. ICT Officer (Web Communication)	B.A in Communication and Sociology
33.	Mr. Dennis Omido Ochande	Snr. ICT Officer (Web Communication)	B.A. in Journalism and Media Studies
34.	Mr. Frankline Omondi Sewe	Snr. ICT Officer (Web Communication)	Master of Arts in Communication Studies
35.	Ms. Esther Nekesa Mabonga	ICT Officer (Web Support)	B.A in Language and Literary Studies

36.	Mr. Dennis Safari Waema	ICT Officer (Web Support)	MSc Information Technology Management
37.	Mr. Festus Kirui	ICT Officer (Web Support)	Bsc Information Technology
38.	Mr. Joseph Muita Njuguna	ICT Officer (Web Support)	Bachelors
39.	Mr. Martin Kinuthia	ICT Officer (Web Support)	B.Sc. Mass Communication
40.	Mr. Timothy Kinyanjui Miringu	ICT Officer (Web Support)	B.Sc. Information Technology
41.	Mr. Alex Munyole Luvembe	ICT Officer (Web Support)	M.Sc. Distributed Computing Technology
42.	Mr. Gabriel Ambeba Ambuko	ICT Officer (Web Support)	Higher Diploma
43.	Mr. Michael Njoroge Mukiri	Database Administrator	M.Sc. Computer Science
44.	Mr. Ferdinand Masila Lazarus	Chief ICT Officer (NWI)	B.Sc. (Mathematics and Computer Science)
45.	Mr. Clifford Gulu Nderi	Chief ICT Officer (NWI)	MBA Information Systems
46.	Mr. George Ndegwa Karimi	Chief ICT Officer (NWI)	M.Sc. Computer Science
47.	Mr. Maurice Mulonzi Mutua	Snr ICT Officer (NWI)	B.Sc. Computer Science
48.	Mr. Martin Fintan Kimani	Chief ICT Officer (Systems Administration)	M.Sc. Information Technology Management
49.	Ms. Janet Maranga Wesonga	Chief ICT Officer (Security)	M.Sc. Computer Science
50.	Mr. Godfrey J. O. Ochola	Chief ICT Officer (Systems Administration)	M.Sc. Information Technology Management
51.	Mr. Peter Mate	Chief ICT Officer (User Support)	M.Sc. Physics
52.	Mr. Abdisalam Aga Tuka	Chief ICT Officer (User Support)/ Campus Officer-In-Charge (Main Campus/CHSS)	Bachelors
53.	Ms. Patricia Wanjiku Gitonga	Chief ICT Officer (User Support)/ Campus Officer-In-Charge (CBPS)	Masters

54.	Ms. Hada Achieng' Oketch	Chief ICT Officer (User Support) / Campus Officer-In-Charge (CHS)	M.A. Information Systems
55.	Mr. Nicholas Otieno Owino	Chief ICT Officer (User Support) / Campus Officer-In-Charge (CAVS)	B.Sc. Computer Science
56.	Mr. Humphrey Mafwenyi Misigo	Chief ICT Officer (User Support) / Campus Officer-In-Charge (CAE)	Bachelor of Business Information Technology
57.	Mr. Theophilus Musili Musyoka	Senior ICT Officer (User Support) / Campus Officer-In-Charge (CEES)	Higher Diploma
58.	Mr. Ndegwa Laban Kamau	Senior ICT Officer (User Support) / Campus Officer-In-Charge (ADD)	Diploma Electrical and Electronics Engineering
59.	Mr. Simon Nderitu Mwangi	Senior ICT Officer (User Support) / Campus Officer-In-Charge (Mombasa Campus)	B.Sc.
60.	Mr. Isaac Wasonga Owino	Senior ICT Officer (User Support) / Campus Officer-In-Charge (Lower Kabete Campus)	B.Sc.
61.	Mr. Paul Kaloki Mulonzya	Chief ICT Officer (User Support) / Campus Officer-In-Charge (School of Law)	M.Sc. Computer Science
62.	Mr. Michael M. Mboya	Senior ICT Officer (User Support) / Campus Officer-In-Charge (Kisumu Campus)	B.Sc. IT
63.	Mr. Gideon Nyangena Morara	Chief ICT Officer (User Support) / Campus Officer-In-Charge (Kenya Science Campus)	B.Sc. Electronics
64.	Mr. Wycliffe M. Muswii	Senior ICT Officer (User Support)	M.Sc. Computer Science
65.	Mr. Eluid Musumba Ayiro	Snr. ICT Officer (User Support)	B.Sc. Software Engineering
66.	Mr. Dancan Maigua Kariuki	Chief ICT Officer (Maintenance)	M.Sc. Distributed Computing Technology

67.	Mr. Mutie Stephen Kyalo	ICT Officer (Maintenance)	M.Sc. Information Communication Technology
68.	Mr. Geoffrey Kipruto Tanui	Senior ICT Officer (User Support)	B.Sc. Information Sciences
69.	Mr. Oscar Ogangu Jumba	Snr. ICT Officer (Maintenance)	Bachelors
70.	Miss. Faith Kavisa Mwaka	ICT Officer (User Support)	B.Sc. Information Science
71.	Ms. Cherry Tay	Senior ICT Officer (User Support)	M.A. Management Information Systems
72.	Ms. Jemminnah Wayua Kiseli	Senior ICT Officer (User Support)	B.A. Business Administration
73.	Mr. Mathew Nganga Ngigi	ICT Officer (User Support)	Diploma
74.	Ms. Laureen Emily Amateshe	ICT Officer (User Support)	B.Sc. Computer Science
75.	Miss. Margaret Atieno Lumumba	ICT Officer (User Support)	Diploma in Information Technology
76.	Mr. George Henry Onyango Ogola	ICT Officer (User Support)	Diploma
77.	Mr. Lamech Bob Ogola	ICT Officer (User Support)	B.Sc.
78.	Mr. Nicholas Akomo Odhiambo	ICT Officer (User Support)	B.Sc. Computer Science
79.	Mr. Tom Syuki Makau	Senior ICT Officer (User Support)	Diploma
80.	Miss. Mary N Karanja	Senior ICT Officer (User Support)	Diploma
81.	Ms. Joyce Gathoni Muchene	Senior ICT Officer (User Support)	M.Sc. Information Technology
82.	Mr. Edwin Thuku Wahome	Senior ICT Officer (User Support)	B.Sc. IT
83.	Mr. Joachim Micino Kimani	Senior ICT Officer (User Support)	B.Sc. IT
84.	Mr. Samuel Nandasaba	Senior ICT Officer (User Support)	B.Sc. Computer Science
85.	Mr. Eliud Musumba Ayiro	Senior ICT Officer (User Support)	Diploma
86.	Mr. Peter Juma Omollo	Senior ICT Officer (User Support)	B.Sc. IT
87.	Mr. James Lochomin (on secondment at	ICT Officer (User Support)	B.Sc. Computer Science

	<i>Koitaleel Samoei University College)</i>		
88.	Mr. Isaac Abdow Hassan	Chief ICT Officer (Communication)	M.Sc(Electrical & Electronics Engineering
89.	Mr. Richard Mutua Musyoka	Snr ICT Officer (Communications)	BBIT (Bachelor of Business Information Technology)
90.	Mr. Christopher Josephat Owino	Senior ICT Officer (Communication)	Higher National Diploma in Electrical and Electronic Engineering
91.	Mr. David Gitau Kagoh	ICT Officer (User Support)	Diploma(Electrical & Electronics Engineering)
92.	Mr. Christopher Josephat Owino	Senior ICT Officer (Communication)	Higher National Diploma Electrical & Electronic Engineering
93.	Mr. Richard O Agutu	Senior ICT Officer (Tel. Operator)	Diploma (Electrical & Electronics Engineering)
94.	Mr. Richard Mutua Musyoka	Senior ICT Officer (Voice services)	BSc in Electrical & Electronic Engineering
95.	Mr. David Gitau Kagoh	ICT Officer	Diploma
96.	Ms. Christine Chemesunde	ICT Officer (Telephone Operator)	Diploma
97.	Ms. Ruth Mbula Ndambuki	ICT Officer (Telephone Operator)	Diploma
98.	Miss. Regina W Kamau	ICT Officer (Telephone Operator)	Diploma
99.	Miss. Ruth Wanjiru Ndarwa	ICT Officer (Telephone Operator)	Diploma
100.	Mrs. Eunice Kariko Maina	ICT Officer (Telephone Operator)	Diploma
101.	Mrs. Evelyn Nyaguthi Macharia	ICT Officer (Telephone Operator)	Diploma
102.	Mrs. Jane Wairimu Ng'ang'a	ICT Officer (Telephone Operator)	Diploma
103.	Ms. Catherine Wangari Macharia	ICT Officer (Telephone Operator)	HND(Electrical & Electronics Engineering)
104.	Ms. Fidelis Wairimu Githu	ICT Officer (Telephone Operator)	Diploma

105.	Ms. Mary Mwhaki Njoroge	ICT Officer (Telephone Operator)	Diploma
106.	Ms. Mary Wanjiku Mbeere	ICT Officer (Telephone Operator)	BSc. In Communications and Public Relations
107.	Mr. Danson Githinji Maina	ICT Officer (Telephone Operator)	Diploma
108.	Ms. Janet Nyakerario Apima	ICT Officer (Telephone Operator)	Higher National Diploma
109.	Mr. Stephen Nyakundi Bosire	ICT Officer (Telephone Operator)	Diploma
110.	Miss. Janeanne Khachiti	ICT Officer (Telephone Operator)	Higher Diploma
111.	Mrs. Alice Wesonga Patrick	ICT Officer (Telephone Operator)	Diploma
112.	Mrs. Beatrice Naswa Wanyonyi	ICT Officer (Telephone Operator)	Diploma
113.	Ms. Mildred Mutakale Lugalia	ICT Officer (Telephone Operator)	Diploma
114.	Miss. Beatrice Aluoch Odero	ICT Officer (Telephone Operator)	Diploma
115.	Ms. Consilia Awuor Ahenda	ICT Officer (Telephone Operator)	Bachelor in Arts in Sociology
116.	Ms. Jane Sino Rajoro	ICT Officer (Telephone Operator)	A level
117.	Ms. Milca Achieng Nyangweso	ICT Officer (Telephone Operator)	Bachelor of Arts
118.	Ms. Susan Awino Odhiambo	ICT Officer (Telephone Operator)	Certificate
119.	Mr. Danson Omondi Ngiela	ICT Officer (Telephone Operator)	Diploma
120.	Miss. Grace N. M'ikigu	ICT Officer (Telephone Operator)	BSc in Counselling Psychology
121.	Mr. Thomas O Akuom	ICT Officer (Telephone Operator)	Diploma in Telephone Operations
122.	Mrs. Lilian P Muraguri	Senior Asst. Executive Secretary	B.A.
123.	Ms. Anne Murambi	Secretary	Higher Diploma in Secretarial Mgt
124.	Ms. Sylviah Olesi Mtivah	Office Assistant	Diploma in IT

125.	Mr. Daniel Kariuki Muriuki	Senior ICT Officer (User Support)	B.Sc.
126.	Mr. Stephen Ouma Nyongesa	Cleaner	Certificate in computer applications
127.	Mr. Jared Okachi	Cleaner	Diploma in purchasing and supplies