

Home > Assessment Summary

MDA: Kenya Plant Health Inspectorate Services (KEPHIS)

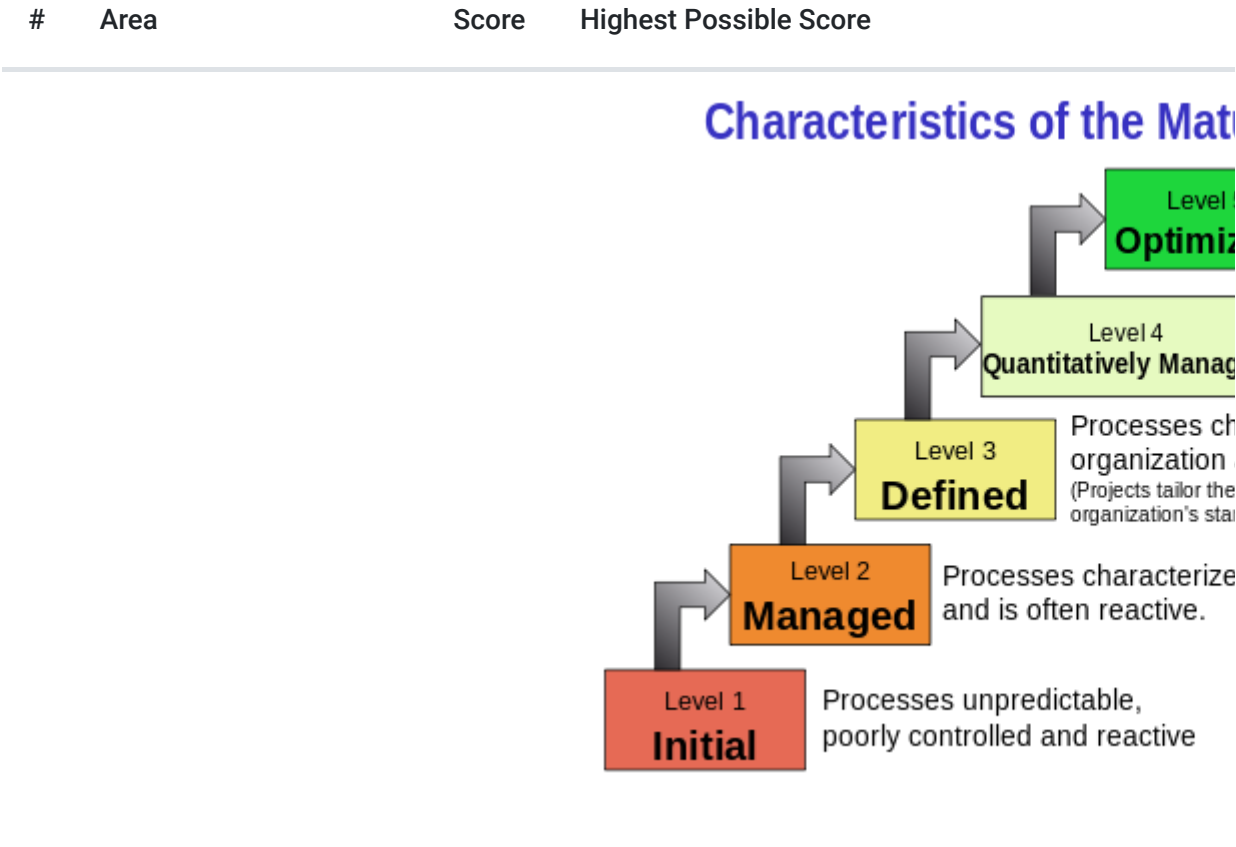
Assessment Date: 2024-11-19 12:32:45

Assessment Score Summary

#	Area	Score	Highest Possible Score
1	Human Capacity	9.00	14
2	ICT Governance	10.75	18
3	ICT Infrastructure/Networks	15.00	20
4	Information Security	10.00	12
5	Systems and Applications	28.30	36
6	Total	73.05	100
7	Done By	aireri@kephis.org	
Total Percentage Score			73.05%

Maturity Level Quantitatively Managed

Maturity Model Reference



Itemized Score

#	Question	Answer	Evidence	Remarks
1	Indicate the professional categories in which you have deployed adequate competent ICT Staff.	IT internet/web/email service manager		
2	Does your institution have policy guidelines for e-services, internet and E-mail use?	Yes		
3	Indicate the professional categories in which you have	Systems Administrator / engineer		

#	Question	Answer	Evidence	Remarks
	deployed adequate competent ICT Staff.			
4	Does your institution have an e-waste policy developed and implemented?	No		
5	Indicate the professional categories in which you have deployed adequate competent ICT Staff.	Database Administrator		
6	Does your institution have arrangements for protection of privacy of citizen data?	Yes		
7	What is the Percentage of institutional budget committed to ICTs? (industry standard is 5%)	3-4%		
8	Who leads ICT programmes and projects in your institution?	Head of ICT		
9	The MCDA has established an ICT (Information and Communication Technology) steering committee.	No		

#	Question	Answer	Evidence	Remarks
10	To whom does the ICT Lead report to in your institution?	Director of Administration		
11	Does your institution have an ICT strategy developed and implemented?	Not formally adopted		
12	Indicate the professional categories in which you have deployed adequate competent ICT Staff.	Network Administrator/engineer		
13	Does your institution have an ICT policy developed and implemented?	Yes		
14	Does your institution have measures in place for conducting preventive maintenance?	Yes		
15	What ICT infrastructure has your organization implemented?	Data Centers		
16	What is the staff-to-computer ratio for technical staff?	1:6		

#	Question	Answer	Evidence	Remarks
17	What ICT infrastructure has your organization implemented?	Cloud Services		
18	What is the staff-to-computer ratio for support staff?	1:10		
19	Has your institution adopted the use of Voice Over Internet Protocol (VOIP) telephone system for all staff ?	Partially Implemented		
20	Is there sufficient Internet bandwidth available within the institution?	Yes		
21	What is the % of staff that has access to internet in the workplace?	100%		
22	What ICT infrastructure has your organization implemented?	LAN		
23	Does your institution have a Network monitoring and management tool?	No		
24	What ICT infrastructure has your organization implemented?	WAN		

#	Question	Answer	Evidence	Remarks
25	What ICT security measures are in place in your institution?	Demilitarized Zone		
26	What ICT security measures are in place in your institution?	Updated Enterprise Antivirus		
27	What ICT security measures are in place in your institution?	Updated Single User Virus Protection on all PC's o Biometric Security Systems		
28	What ICT security measures are in place in your institution?	Regular Data back up		
29	What ICT security measures are in place in your institution?	Software firewall		
30	What ICT security measures are in place in your institution?	Biometric Security Systems		
31	What ICT security measures are in place in your institution?	Hardware firewall		
32	MDCA has developed and implemented a Disaster Recovery Plan (DR)	Yes		
33	What ICT security measures are in	Intrusion Detection Systems		

#	Question	Answer	Evidence	Remarks
	place in your institution?			
34	'MDCA has developed and implemented a Business Continuity Plan	No		
35	Does your institution have data warehouses/marts in place?	Yes		
36	Does your institution have structured channels for communicating the services offered to the citizen and businesses e.g. Website, portal...?	Yes		
37	10. What is the % of staff with disabilities who have access to ICTs?	76 - 99%		
38	What percentage of your core public services (e-services) for citizens, business, employees and Government are automated?	76 - 100%		

#	Question	Answer	Evidence	Remarks
39	What are the service delivery options for clients with disabilities?	Accessible system interfaces		
40	What % of internal business processes are fully automated?	51 - 75%		
41	To what percentage has the MDAC implemented its EDMS (Electronic Document Management System)	25% - 49%		
42	What is the average On-line customer service rating of services (e-services) to ascertain feed-back from recipients of services for the past year?	76 - 100%		
43	To what percentage has the MDAC implemented its Messaging & Collaboration Systems?	100%		
44	Does your institution offer services at Huduma Centre One- stop shop service?	Yes		

#	Question	Answer	Evidence	Remarks
45	Does your institution offer services at Huduma Centre One- stop shop service?	Yes		
46	To what percentage has the MDAC implemented its Enterprise Resource Planning (ERP)	75%-99%		
47	Has ICT staff been trained in the following professional categories in the last financial year?	Information systems management		
48	Has your institution established a measure of ICT literacy? (1 point)	Yes		
49	Does your institution have required ICT qualifications for the following cadres of staff	Senior Management		
50	What is the % of staff who are ICT-literate or have undertaken ICT training?	76 - 99%		
51	Does your institution have required ICT	Operational Staff		

#	Question	Answer	Evidence	Remarks
	qualifications for the following cadres of staff			
52	Has ICT staff been trained in the following professional categories in the last financial year?	Network Administration		
53	Has ICT staff been trained in the following professional categories in the last financial year?	Application systems development		
54	Has ICT staff been trained in the following professional categories in the last financial year?	IT systems security		
55	Has ICT staff been trained in the following professional categories in the last financial year?	Database administration		