

CONFIDENTIAL

BOARD PAPER NO:47

KENYA PLANT HEALTH INSPECTORATE SERVICES



**ICT AND INNOVATION ACTIVITY REPORT FOR THE 3rd QUARTER FY
2024/2025**

March, 2025

BOARD PAPER

Agenda Item: ICT and Innovation Activity Report for the 3rd Quarter FY 2024/2025

Presenter: Secretary to the Board/ Managing Director

1.0 Purpose and Context

This Board Paper presents the status of various ongoing ICT projects/implementations.

2.0 Background

The core functions of KEPHIS are automated through ICT systems to ensure efficiency and effectiveness in service delivery. Therefore, management is keen on continuous improvement of technologies and services through implementation of ICT infrastructure, solutions and systems.

During the quarter the Management achieved the following:

a) Reliable internet access to all KEPHIS offices.

With automation of core functions through IEICS, SCPVP and ERP systems it is key to ensure that all staff members have reliable network & internet connectivity to these systems so they can be able to carry out their day-to-day functions. We have replaced all obsolete routers with new ones in all offices; connected Bura, Suam, Shimoni, Moi Airport, Kisumu port, Luakhakha to internet; upgraded Busia, Kitale, Nakuru, Malaba, Luakhakha, Namanga to fiber internet connectivity; Embu upgrade to fiber connectivity is currently ongoing; and a feasibility study by the service provider for fiber connection in Muguga ongoing. All this has been achieved at no extra cost to KEPHIS, upon successful negotiations with the Internet service provider.

b) SCPVP system enhancements and eCitizen integration

Through direct negotiations with CSM Technologies, India, over and beyond, the seven(7) areas also addressed a hundred and seven (107) areas on system improvement/challenges that the champions raised during the meeting, held on November 2024.

They also committed to continue resolving other system issues raised by users but pointed out the need to have a support contract with KEPHIS.

Also, all payments have been integrated to eCitizen platform for better revenue collection/transparency both in Kenya Shillings and US Dollar currencies.

c) ICT infrastructure design/layout and end user devices

There is a huge deficit of computers available for use by staff members and also some key switches are obsolete since they had not been replaced since they were bought in the year 2011 or thereabout. After successfully lobbying with the budget committee and the Board, the budget allocation to ICT was increased slightly in this FY and reallocation of budget done in January 2025 for replacement these obsolete switches and acquire more computers as the KEPHIS financial position continues to improve.

To date, we have purchased a total number of 38 computers in this financial year.

However, there is still need to allocate more funds/budget to ICT to acquire equipment, priority being computers for use by staff members and replacement of most switches which are now obsolete most having been acquired in year 2011-2012.

d) Information security management system (ISMS)

The Kenya Plant Health Inspectorate Service (KEPHIS) is committed to enhancing its information security management framework to align with the latest international standards. As part of this commitment, KEPHIS aims to transition from the ISO/IEC 27001:2013 standard to the updated ISO/IEC 27001:2022 standard. This function is coordinated by the ICT department and towards this, we recently concluded on the review of all standard operating procedures, policy, statement of applicability and manual so as align them to the requirements of ISO/IEC 27001:2022 standard. We also successfully conducted ISMS internal audit in all offices in preparedness for recertification audit by the certifying body.

e) KEPHIS document repository

In the period under review, we have also developed a KEPHIS repository for upload of all key protocols, manuals and correspondences in the organisation by all directorates. The same was circulated by Ag, Director planning and strategy but the uptake by the Directors and Deputy Directors has been slow with little documents uploaded in the repository.

f) KEPHIS customer feedback tool

In the same period under review, we have also developed a customer feedback tool for use by our clients/stakeholders as a way of receiving feedback on the quality of services rendered to them and areas of improvement if any. This was circulated to all Directors and Deputy directors for their review and input if any, before final roll out of the same tool in our website.

The following are the ongoing projects: -

1. **Enterprise Resource Planning (ERP) system:** All pending items as per the user requirements for Finance, Human Capital, SCM, Risk, Transport, Meeting and Accommodation were gathered and compiled. Progress has been made for Finance with operationalisation of all modules now at 95% by the department, bank reconciliation done on the systems and financial reports generated on the system.

SCM processes integrated in ERP for purchase requisition, purchase orders, asset management, inventory and stores, store requisition modules. SCM to work on having all assets input/captured in the ERP system, asset and inventory modules. SCM to fully operationalize use of the purchase requisition module in ERP for all purchases.

Human Capital processes for performance management completed and tested, with process ongoing to start operationalisation of the module by the department in the next Financial year.

Work ongoing to report generation module for fleet management with a set timeline for April 2025.

2. **LIMS system:** The user requirements for the ACL and molecular labs were reviewed and updated to identifying any gaps that had not been captured in the initial requirements gathering. To date, numerous user tests have been conducted with an average pass rate of 71% with 4 processes already at 80% awaiting finalisation of the report template after which they will be at 100%. Once this is achieved, piloting of these 4 processes can start as work continues for the other 10 processes. This is projected to be done by May 2025.

3. ICT infrastructure design/layout and end user devices

After successfully lobbying with the budget committee and the Board, reallocation of budget was done in January 2025 for replacement these obsolete switches and acquisition of more computers as the KEPHIS financial position continues to improve.

Approval has been granted to acquire 30 more computers and 6 core switches to replace the obsolete ones whose procurement process is ongoing.

3.0 Financial Implication

The financial implications as a result of the above mentioned ICT projects and initiatives were budgeted and approved for in the FY 2024/25 budget allocation.

4.0 Risk Analysis

The management is conscious of information security and rapid change of technology risks and has put in place plans to mitigate the risks.

Some of the risks identified are:

- a) Inadequate number of staff supporting systems and capacity building on ICT legal regulatory framework and skills for staff working in ICT department and sensitization of stakeholders
- b) Lack of knowledge transfer and source code for key system IEICS by the service provider leading to overreliance on the service provider for technical system support/maintenance. Request has been done to them to conduct training to KEPHIS key staff handling content management and system administration tasks

as well as handover of the system source code to KEPHIS but no feedback has been given.

- c) Lack of technical knowledge on the core mandate process workflows to offer sufficient ICT support. Engagement of ICT staff in core mandate activities to offer quality support to ICT systems.

5.0 Legal compliance

The proposed projects are aimed at complying with the Data Protection Act of 2019; ISO 27001 Information Security Management System (ISMS) standards and the Government ICT Standards.

6.0 Management Responsibility

The Management shall ensure that the proposals made will be executed as per the approval of the Board.

7.0 Submission:

That the Committee:

- a. Receive and consider the ICT and Innovation for the 3rd Quarter FY 24/25; and
- b. Recommend the adoption of the Report by the full Board.

Secretary to the Board