

PIU ELDORET INFORMATION SECURITY INCIDENTS LOG REGISTER

DATE	INCIDENT	Groups/Services Affected	ROOT CAUSE	Corrective action	Correction	Date the issue was resolved	BY WHO	REMARKS
29-Oct-25	HP Color Laserjet MFP M477fdn printer Printer paper jam	Printing of certificataes and permits	Paper jam	Reported to ICT department	Repaired	30.Dez.25	ICT (Lewis)	Resolved
21-Nov-25	Poor print quality by HP Color Laserjet MFP M477fdn printer	Phytosanitary certificate issuance PIP issuance Scanning, printing and copying of official reports	Faulty parts	Reported to ICT department	Minor service conducted	24.Nov.25	ICT (Lewis)	Partly resolved

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