

MALABA PIU NFORMATION SECURITY INCIDENTS LOG REGISTER

DATE	INCIDENT	Groups/Services Affected	ROOT CAUSE	Corrective action	Correction	Date the issue was resolved	BY WHO	REMARKS	LESSONS LEARNT
16/08/2025	Unavailability of wifi	Phytosanitary services	change of the wifi name	Informed IT department to change the name to the original name	Reset the name back to KEPHIS-wifi	16/08/2025	KEPHIS ICT Kitale	The issue was resolved	Change of name affected the availability of the wifi
25-28/08/202	Unavailability of wifi	Phytosanitary services	Failure of settings of the TP-Link extender	Informed IT department Kitale	The settings were done	28/08/2025	KEPHIS ICT Kitale	The issue was resolved	The settings were done sucessfully remotely
09.04.2025	unavailability of internet	Phytosanitary services	Failure of the routers	Informed IT department HQ	The installation was rectified	09.04.2025	Safaricom	The issue was resolved	Availability and the performance of the internet is critical for business continuity.
8-24/9/2025	Unavailability of internet at the service centre	Phytosanitary services	Faulty transmitter cabling	Informed IT department Kitale	The transmitter was rectified	25/09/2025	KEPHIS ICT Kitale	The issue was resolved	There is need to monitor the transmitter and receiver

Prepared by Dominic Kiambi

Approved By: Musyoka Munguti

16/05/2021	Failure of Nakuru server	Power Failure	Temporary server configured	20/05/2021	Kevin Geso	The issue was resolved
------------	--------------------------	---------------	-----------------------------	------------	------------	------------------------