

### 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                                 |
| 05/10-11/11/2 | Unavailability of the Kitale server              | Phytosanitary services   | Server problems                             | Informed IT department Kitale                                  | The server was repaired            | 11.11.2025                  | KEPHIS ICT Kitale | The issue was resolved    | It was not easy to access the server when need arose                                  |
| 15/12-22/12/2 | Untimely supply of toners                        | Phytosanitary services   | Late supply by procurement department       | Informed IT department Kitale and supplies HQ                  |                                    |                             |                   | The issue is not resolved | The toners are critical for printing documents that are legible.                      |

**Prepared by** **Dominic Kiambi** .....

**Approved By:** **Musyoka Munguti** .....

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