

DATE	INCIDENT	Groups/Services Affected	ROOT CAUSE	Correction	Corrective action	Date the issue was resolved	BY WHO	REMARKS	Lessons Learnt
16.12.2025	HP Monitor(K11556) and CPU(K11550) malfunction	Timau	Damaged power system	Pending	Pending	Returned to ICT Headquarters on 19/12/2025 for further diagnosis	ICT Department		

Corrective Action Taken

Prepared by

Approved By:

Villier Omolo

Augustus Kivi

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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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