

KEPHIS MOMBASA INFORMATION SECURITY INCIDENTS LOG REGISTER IST QTR 3 2024/2025

DATE	INCIDENT	Groups/Services Affected	ROOT CAUSE	Corrective action	Correction	Date the issue was resolved	BY WHO	REMARKS
21/10/2025	Network issue	Lunga Lunga	Faulty network cable	Regular network monitoring	Network was rectified	11.01.2025	ICT TEAM	Resolved
11.04.2025	Internet downtime	Lamu Office	Unpowered IDU	Regular monitoring of the equipment	resolved by the service provider	11.04.2025	Service provider	Resolved
11.10.2025	Printer breakdown	shimoni	faulty rollers	Printer Rollers to be replaced	repaired by service provider	18/11/2025	Service provider	Resolved
20/11/2025	Internet downtime	Taveta	Unpowered IDU	Regular monitoring by the service provider	Addressed by the service provider	20/11/2025	Service provider	Resolved
30/12/2025	IEICS system downtime	All Offices	system failure	system Monitoring	resolved by the developer	31/12/2025	Service provider	Resolved

Prepared by

Approved By:

Mercy Wangari

Fredrick Koome

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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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