



ICT Department

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The department provides a cross cutting function that address;

- Optimal connectivity
- Harness the emerging technology
- Research and information dissemination capability of the Institute
- Effective service delivery

Department Units

1. Software Development Team.
2. Infrastructure & Security Team.
3. Quality Assurance Team.
4. Developer Operations (DevOps) Team.

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Mission

To provide efficient service by
empowering our customers and
stakeholders to realize their full potential.

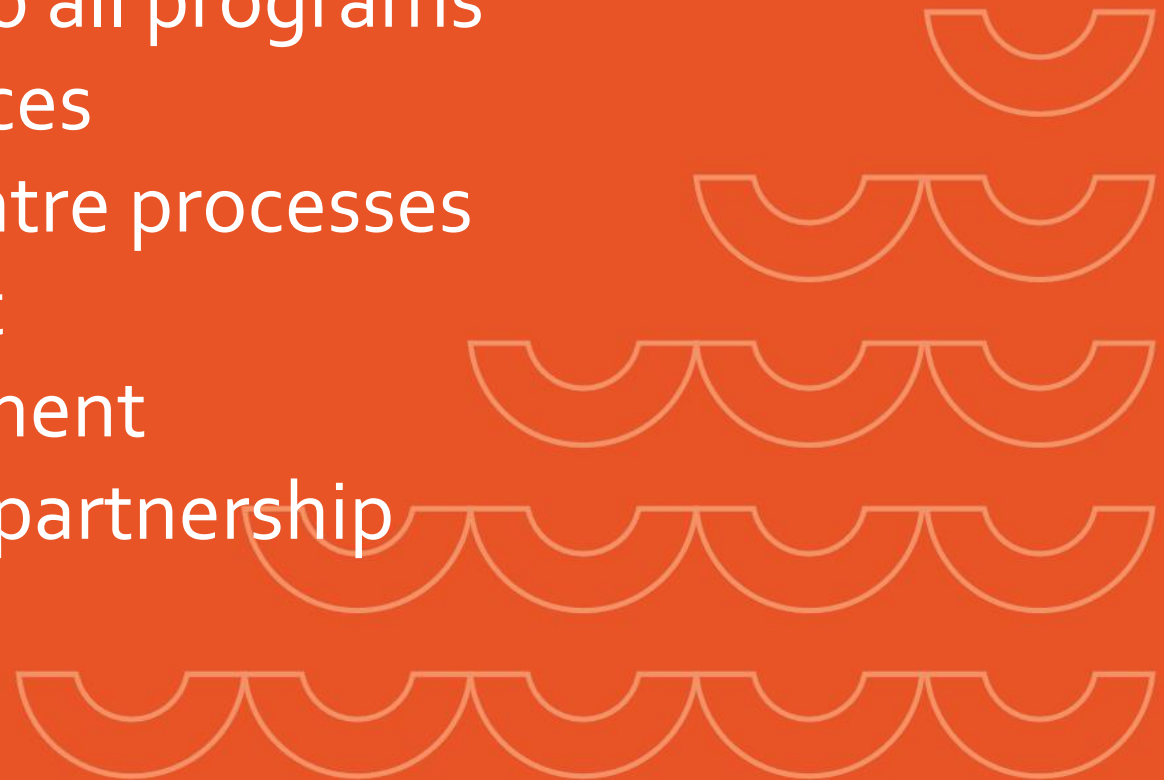


Our Core Values

- Professionalism
- Collaboration
- Teamwork
- Integrity
- Efficiency

Our Core Functions

- Policy development
- Training and capacity building
- Integrating ICT into all programs
- User support services
- Automation of Centre processes
- Data management
- Platform management
- Collaboration and partnership



STRATEGIC PILLARS

1. Connectivity - Online Presence.
2. Automation - Process Enablement.
3. Innovation - Idea Factory.
4. Decisioning - BIG Data.
5. Security – Infrastructure & Data



Existing Projects Sources



In our Business Model,
The vendors consist of 3 persons

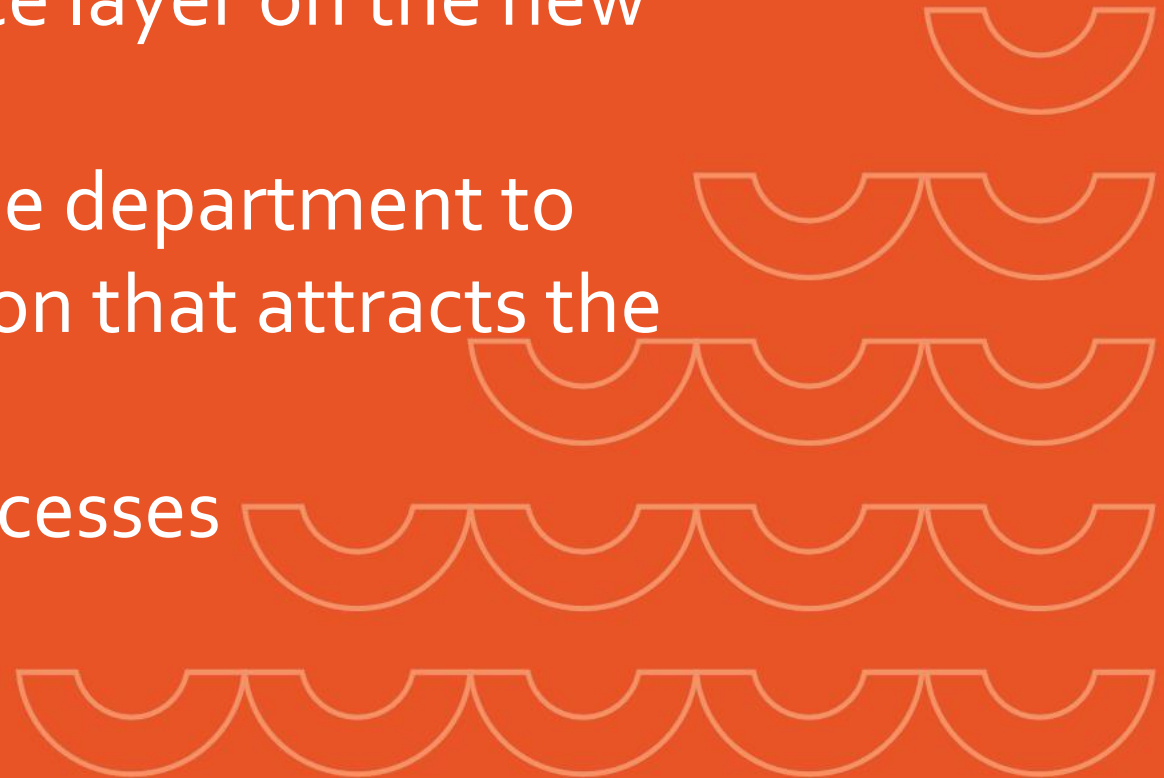
- 50% of our systems come from Blue ICT
- 33% Come from Closed Systems --- Bitrix24 , SAGE, Birthmark, Office 365
- 17% Come from internal development --- OPAS, MACROS...

Platforms

- OPAS
- HR Portal
- Member Portal
- Service provider portal
- Trustee Portal
- CRM
- Macros
- Octagon APP
- Octagon USSD
- BirthMark

Current Initiatives

- Rebuild all the existing platforms into one platform
- Implement a service layer on the new platform
- Restructuring of the department to provide a foundation that attracts the best and brightest
- Automation of processes



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Q&A

