KENYA EDUCATION NETWORK (KENET)

Annual Core Data 2022 Questionnaire – Teaching Hospitals

1. a) Date: _____ b) Name of Head of Hospital _____

2. a) E-mail Address_____ b) Personal Mobile Number: _____

3. Name of Hospital : _____Location_____

4. Hospital Address

Telephone	
Institutional E-mail contact	
Location of main hospital	
Website address	

5. Total number of clinics _____

6. Start Month for hospital Financial Year e.g. July 1 _____

7. How many out-patients does the hospital serve per month on average? _____

8. How many in-patients does the hospital serve per month on average? _____

Employee data

9. Total Number of Staff (**2022**)

Category	Male	Female	Total
Total Full-time doctors			
Total Trainee doctors and Interns			
Total Full time nurses and medical technicians			
Total Administration support Staff			
Other employees e.g temporary or part-time employees			

10. a) What is the tittle of the Head of ICT services in your hospital? (e.g., CIO, ICT director, ICT manager) _____

b) Total number of ICT staff

ICT Staff	Male	Female	Total
Network /System Admin Staff			
Application developers			
Webmasters			
Instructional designers			
End-user Support (include call center if any)			
Others			

Medical Staff Capacity Building

11. a) Does the hospital operate a nursing School ?

Yes ☐	No ☐

  b) If Yes, how many students are using the hospital for training ?

  Male_____Female_____

  c) Is the hospital accredited to host medical interns by Kenya Medical Practitioners and Dentist Council (KMPDC)?

Yes ☐	No ☐

  d) Does the nursing school or hospital use e-learning to support blended or online learning for students and capacity building?

Yes ☐	No ☐

  e) Are staff and students allowed to use hospital's Internet to access online learning resources available in global Internet or Universities (e.g., YouTube, IntraHealth)?

Yes ☐	No ☐

  f) Is there free WiFi available in the hospital for the students and staff for communication, learning and research ?

Yes ☐	No ☐

  g) What is the size of your hospital wireless LAN in terms of total number of wireless network access points? _____

  h) Does the hospital use online Webinars for workshops and capacity building ?

Yes ☐	No ☐

  i). If Yes, what particular Webinar platform does hospital use (e.g., BigBlueButton or Zoom) ? _____

  j). Are you aware that KENET has FREE online courses in Cyber Security Awareness Course for all staff and / students ?

Yes ☐	No ☐

  k). If Yes, how many of your staff have taken the courses in the past one month

  Doctors _____Medical Staff_____

Capacity Development for Hospital's ICT Staff

12. What training opportunities are available to your junior ICT workforce?

None ☐	Local ICT colleges ☐	In-house programs ☐	External consultants ☐	Local vendor training ☐

13. What training opportunities are available to your senior ICT professionals?

None ☐	Local colleges /universities ☐	Training abroad ☐	External consultants ☐

14. a) . How many ICT professionals received systems and network administration training in the FY 2021/2022? _____

b) Do you have a budget for training ICT staff?

Yes ☐ 1	No ☐2

c) If yes, what is the budget? Ksh._____

15. How often on average do the ICT staff upgrade their technical skills?

Never ☐	Every Year☐	Every 2 years☐	Every 3 years ☐	Every 4-5 years ☐	>5 years☐

16. Do you offer internal ICT trainings and development programs?

Yes ☐ 1	No ☐2

b). If yes, which areas of training for ICT department are the most critical?

Area of Training	Please tick ☐
Systems Administration	1 ☐
Network Administration	2 ☐
Application development	3 ☐
Big Data	4 ☐
Cyber security	5 ☐
Wireless networks	6 ☐
Cloud Computing	7 ☐
Others, please specify	

17. a) How many trainings have the network and systems administrators attended in the past year
_____

b) Has the network and systems administrators attended any of the KENET trainings?

Yes ☐	No ☐

c) If yes, please specify the training(s) they have attended
_____

18. Which trainings would you like the ICT team to undertake at KENET?

Training	Please tick ☐
Cyber Security	1 ☐
Systems Administration (Unix/Linux)	2 ☐
Network monitoring and management	3 ☐
Scalable Campus network design	4 ☐
Wireless networks	5 ☐
Others, please specify	

Hospital Expenditure

19. Expenditure (extracted from audited accounts and/or management accounts; provide copy of audited accounts for each FY)

Expenditure	FY 2020/2021	FY 2021/2022
a. Total Institutional Budget		
b. Total Recurrent Expenditure		
c. Total Capital Expenditure		
d. Annual ICT recurrent Expenditure		
e. Annual ICT capital expenditure		
f. Annual Internet Expenditure		
g. Annual Telephony Expenditure		
h. Total Annual ICT Staff salaries		

20. Budget for Digital Infrastructure and Skills Investments

	FY 2021/2022	FY 2022/2023	Projection FY2023/2024
a). ICT Infrastructure			
b). Digital Skills Development for medical staff (Staff Development for diagnosis and treatment of patients using technology)			
c) Cyber Security Incidences(Any reported incident(s),mitigation of attacks, training employees on cyber security awareness)			
d) What is the budget for ICT staff skills development?			

21. Gross Salary range for ICT staff with 3 years of experience and average for the department

Salary Ranges	Lowest (KSh)	Highest (KSh)	Average(KSh)
System Administrators			
Network Administrators			
Application Developer			
Webmasters			
Instructional designers			
Head of ICT			

Hospital ICT Infrastructure, power and security environment

15. Do you have a backup generator for all ICT equipment at your hospital?
    Yes ☐ 1   No ☐ 2

16. If yes, what is the capacity (in KVA) of the generator at your location? _____

17. Do you have solar power (or other renewable energy) at your campus?
    Yes ☐ 1   No ☐ 2

18. If yes, what is the capacity (in kW) of the renewable energy source at your location? _____

19. Do you have UPS equipment (distributed or centralized) for all your ICT equipment and office computers?
    Yes ☐ 1   No ☐ 2

20. Do you have air-conditioning equipment for your server room? _____

21. What was the size of your hospital wireless LAN in terms of total number of wireless network access points in July 2022? _____

22. Do you have a VoIP gateway on your PBX (SIP/E1)?

| Yes ☐ 1 | No ☐2 |

23. Is your hospital network segmented using VLANs for the different areas of the hospital or is it one flat network?

| Yes ☐ 1 | No ☐2 |

24. Does your hospital have firewalls installed at all your hospital sites / campuses ?

| Yes ☐ 1 | No ☐2 |

25. Do you plan to upgrade, refresh or renew your campus ICT infrastructure in the next 12 months?

| Yes ☐ 1 | No ☐2 |

26. If yes, how are you planning to finance the upgrade/refresh/renewal?

1☐ CAPEX (as ICT CAPEX)
2☐ OPEX (as ICT OPEX)

Others, please specify_____

Information Systems (ERP)

27. Has your hospital implemented an ERP/ Integrated business system or individual business applications?

1☐ ERP/Integrated business system
2☐ Individual business applications
3☐None

Others, Please specify_____

24. If your hospital implemented an ERP/Integrated business system,

a)   What is the product name of the ERP/Integrated business system_____

b)   Which year was the ERP//Integrated business system acquired_____

28. Is the Implementation of an ERP/Integrated business system complete?

| Yes ☐ | No ☐ |

Other, specify _____

26. To what extent is ERP/Information system implementation completed?

| 81%-100%☐ | 61%-80%☐ | 41%-60% ☐ | >40%☐ |

27. Which ERP modules have been completed and are fully operational?

1 ☐ Finance Management Module
2 ☐ Student Admission, Registration & Student Management
3 ☐ Academics and Exam module
4 ☐ Procurement Module
5 ☐ Human Resources Management
6 ☐ Others, please specify_____

28. To what extent does your ERP/Information system meet hospital requirements or delivers value for money?

| 81%-100%☐ | 61%-80%☐ | 41%-60% ☐ | >40%☐ |

29. How frequently do you experience problems with your ERP/Information Systems?
   1☐ Daily
   2☐ Once per week
   3☐ Once per month
   4☐ Hardly
   Others, Please specify_____

30. What is the extent of your reliance on vendor/supplier support on resolution of ERP/Information System(s) issues?

| 81%-100% ☐ | 61%-80% ☐ | 41%-60% ☐ | >40% ☐ |

31. Was your staff trained to develop and maintain the integrated administrative information systems/ERP?

| Yes ☐ | No ☐ |

32. Is the hospital data available from the computer-based information system/ERP of the hospital (Please tick☐)?

| Yes ☐ | No ☐ |

33. What is the name of the vendor who implemented or support your ERP/Computer-based system _____

34. Which other systems, apart from ERP/MIS are in use in your hospital?_____

35. a) Is any of your systems hosted in the private, community or public cloud?

| Yes ☐ | No ☐ |

   b). If yes, please state the systems hosted in the cloud _____

36. Where are your information systems servers (ERP, LMS etc.) located?

	Hospital's Server Room (tick)	Public/Community Cloud (tick)
Computer-based information system /ERP	1	2
LMS	1	2
Others		

37. Do you have a centralized identity database (shared user database) for authenticating your users into Internal systems like ERP, LMS, Library Catalogue?

| Yes ☐ | No ☐ |

Cyber security and Business Continuity

38. Does your hospital have approved ICT policies and procedure manuals (e.g. ICT security, disaster recovery plan, business continuity plan)?

| Yes ☐ | No ☐ |

39. a) Do you have a disaster recovery plan for the systems running in your hospital?

| Yes ☐ | No ☐ |

b) If **yes**, in what ways do you perform disaster recovery?

1 ☐ Full disaster recovery site (i.e., all services can run on the secondary site)
2 ☐ Offsite backup site for dumping files and databases
3 ☐ FREE Offsite storage (e.g., Google Drive or Dropbox)
4 ☐ others (describe)
_____

c) If no, list some of the reasons *e.g., budgetary constraints, lack of ICT expertise etc.)

i) _____   ii) _____

d). If yes, Where is your DR site hosted?

1 ☐ Different location of the institution
2 ☐ KENET data center
3 ☐ External Public Cloud
4 ☐ Other _____

e) What is the total monthly cost of operating your full-fledged disaster recovery sites (e.g., servers, communication costs, colocation etc) KES _____

40. Which of the following KENET cloud services are you aware of?

Cloud Service	Please tick ☐
Disaster recovery	1 ☐
Colocation	2 ☐
Virtual Private Server (VPS)	3 ☐
Domain hosting	4 ☐
Web Hosting	5 ☐
Research cloud	6 ☐

Data Protection Section

41. Have you ever heard of the Data Protection Act (DPA), 2019? i.e. the law which provides for the protection of personal data/information.

Yes ☐   No ☐

42. Are you aware of the Data Protection Act, 2019 and how it will affect your institution

Yes ☐   No ☐

43. Is your Hospital complaint with the Data Protection Act 2019?

Yes ☐   No ☐

44. Has your Hospital registered as a Data Controller with the Office of the Data Protection Commissioner?

Yes ☐   No ☐

45. Are you aware of the right to privacy as guaranteed under the constitution of Kenya 2010?

Yes ☐   No ☐

46. Are you aware of the legal requirements that apply to you/your institution for processing sensitive and non-sensitive personal data?

Yes ☐   No ☐

47. How would you like KENET to assist you in implementation of the Data Protection Act 2019?

1 ☐ Develop data protection policy templates
2 ☐ Conduct capacity building/awareness sessions on the Act
3 ☐ Assist in implementing the Data Protection Act for your institution
4 ☐ Others Please Specify

48. What are the sources of the personal data your hospital collects?

1 ☐ Individuals
2 ☐ Government agencies
3 ☐ Private Companies
4 ☐ Others
Specify   _____

49. Are you aware of the data subject rights?

Yes ☐   No ☐

50. Do you have the following policies in place

Policy	Yes	No
Data Protection Policy (A policy that governs how your hospital processes personal information in accordance to the Data Protection Act 2019)	1 ☐	2 ☐
Privacy Policy (A policy that informs persons whom you collect their personal data, how the data will be processed and stored.)	1 ☐	2 ☐

51. Does your hospital? (Please tick)

	Yes	No
Process biometric data?	1 ☐	2 ☐
Use video-audio surveillance and/or facial recognition systems	1 ☐	2 ☐
Handle sensitive data such as health related data	1 ☐	2 ☐
Use personal data for direct marketing	1 ☐	2 ☐
Have any data protection training needs	1 ☐	2 ☐
Provide data protection training to employees	1 ☐	2 ☐
Make available privacy and data protection policies and notices?	1 ☐	2 ☐
Review privacy and data protection policies and notices to ensure they can be easily understood?	1 ☐	2 ☐

52. What threats if any has your hospital encountered when complying with the DPA? [Please tick all that apply]

1 ☐ The potential of data tampering by third parties/our staff
2 ☐ Bureaucracy in registration
3 ☐ The possibility of eavesdropping and Data Theft
4 ☐ Password-Related Threats
5 ☐ Unauthorized Access to data/information
6 ☐ Data subject related issues
7 ☐ None
6 ☐ Others
Specify   _____

53. How does your institution assess data related risks? [Please tick all that apply]

1☐ The potential of data tampering by third parties/our staff
2☐ Bureaucracy in registration
3☐ The possibility of eavesdropping and Data Theft
4☐ Password-Related Threats

54. And how does it mitigate these risks? [OPEN]

1☐ We adhere to the data protection act
2☐ We have a data protection policy
3☐ Data subjects must sign against a consent form before we access their data
4☐ We deploy of data loss prevention software and firewalls
5☐ Others
Specify   _____

Name of ICT Director _____**Signature**_____ **Stamp** _____

Name of CEO _____ **Signature**_____ **Stamp** _____

THANK YOU FOR YOUR TIME

END.