

KENYA EDUCATION NETWORK (KENET)

Annual Core Data 2022 Questionnaire for Capacity Building Institutions

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

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

3. Name of Institution: _____ Location _____

4. Institution Address

Telephone	
E-mail	
Location of Headquarters (HQ)	
Website address	

5. How many branches _____

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

Employee data

7. Please list the campuses/branches indicating where they are located and the employee data

Number	Name of the Campus / branch	Number of Employees	County
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

8. Total Number of Staff (2022)

Category	Male	Female	Total
Total Full-time administrative staff			
Total Researchers / analysts / consultants			
Total ICT staff			
Total Interns – graduate or students			
Others working at institution – security staff, gardeners, cleaners			

9. a) What is the title of the Head of ICT services in your institution? (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			

Capacity Development for ICT Staff

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

None <input type="checkbox"/>	Local ICT colleges <input type="checkbox"/>	In-house programs <input type="checkbox"/>	External consultants <input type="checkbox"/>	Local vendor training <input type="checkbox"/>
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11. What training opportunities are available to your senior ICT professionals?

None <input type="checkbox"/>	Local colleges /universities <input type="checkbox"/>	Training abroad <input type="checkbox"/>	External consultants <input type="checkbox"/>
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12. 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 <input type="checkbox"/> 1	No <input type="checkbox"/> 2
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c) If yes, what is the budget? Ksh. _____

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

Never <input type="checkbox"/>	Every Year <input type="checkbox"/>	Every 2 years <input type="checkbox"/>	Every 3 years <input type="checkbox"/>	Every 4-5 years <input type="checkbox"/>	>5 years <input type="checkbox"/>
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14. a) Do you offer internal ICT trainings and development programs?

Yes <input type="checkbox"/> 1	No <input type="checkbox"/> 2
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b). If yes, which areas of training for ICT department are the most critical?

Area of Training	Please tick <input type="checkbox"/>
Systems Administration	1 <input type="checkbox"/>
Network Administration	2 <input type="checkbox"/>
Application development	3 <input type="checkbox"/>
Big Data	4 <input type="checkbox"/>
Cyber security	5 <input type="checkbox"/>
Wireless networks	6 <input type="checkbox"/>
Cloud Computing	7 <input type="checkbox"/>
Others, please specify	

15. 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

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

Training	Please tick <input type="checkbox"/>
Cyber Security	1 <input type="checkbox"/>
Systems Administration (Unix/Linux)	2 <input type="checkbox"/>
Network monitoring and management	3 <input type="checkbox"/>
Scalable Campus network design	4 <input type="checkbox"/>
Wireless networks	5 <input type="checkbox"/>
Others, please specify	

Capacity Development for Staff

17. a) Does the institution use online Webinars for workshops and staff capacity building?

Yes No

b) If yes, what Webinar platform does the institution use (e.g., Big BlueButton or Zoom)?

c) Is there free WiFi in your institution?

Yes No

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

Yes No

e) If yes, how many of your staff have taken the courses in the past one month?

18. What ICT capacity development courses were offered to staff in the **FY 2021/2022**?

19. What learning management system (LMS) does your institution use for continuous staff development (Please tick)?

1 Moodle 2 Blackboard 3 None 4 Other

Please specify _____

20. Is access to Facebook / YouTube allowed during working hours?

Yes No

21. What is the percentage of staff who need Internet access for their daily work or research?

75%-100% <input type="checkbox"/>	50%-75% <input type="checkbox"/>	25%-50% <input type="checkbox"/>	5%-25% <input type="checkbox"/>	<5% <input type="checkbox"/>
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22. How can KENET help in making capacity building more effective in your institution?

i) _____ ii) _____

23. Would you be interested in collaboration on a national or regional level? If so, what kind?

24. What would be your top 2 overall needs in relation to training and capacity building?

i) _____ ii) _____

Institutional Expenditure

25. 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		

26. What are the main sources of funding for your institution?

- 1 Government
- 2 Consulting services
- 3 National Research Fund (NRF)
- 4 Grants

Others, please specify _____

27. Budget for Digital Infrastructure and Skills Investments

	FY 2021/2022	FY 2022/2023	Projection FY 2023/2024
a). Institutional ICT Infrastructure			
b). Digital Skills Development for staff members (e.g., Search Engine Optimization, Digital Advertising, Analytics, strategy planning, digital project management, slack, prezzi, Trello)			

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

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

Institutional ICT Infrastructure

29. Do you have a backup generator for all ICT equipment at your institution?

Yes 1 No 2

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

31. Do you have solar power (or other renewable energy) at your campus?

Yes 1 No 2

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

33. Do you have UPS equipment (distributed or centralized) for all your networked ICT equipment including offices computers?

Yes 1 No 2

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

35. What was the size of your institutional wireless LAN in terms of total number of wireless network access points in October 2022? _____

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

Yes 1 No 2

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

Yes 1 No 2

38. Does your institution have a firewall installed at all campuses?

Yes 1 No 2

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

Yes 1 No 2

40. 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 and Learning Management Systems (LMS))

41. Has your institution implemented an ERP/ Integrated business system or individual business applications?

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

Others, please specify _____

42. If your institution 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?

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

Yes No

Other, specify _____

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

81%-100% <input type="checkbox"/>	61%-80% <input type="checkbox"/>	41%-60% <input type="checkbox"/>	>40% <input type="checkbox"/>
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45. 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 _____

46. To what extent does your ERP/Information system meet institutional business requirements or delivers value for money?

81%-100% <input type="checkbox"/>	61%-80% <input type="checkbox"/>	41%-60% <input type="checkbox"/>	>40% <input type="checkbox"/>
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47. 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 _____

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

81%-100% <input type="checkbox"/>	61%-80% <input type="checkbox"/>	41%-60% <input type="checkbox"/>	>40% <input type="checkbox"/>
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49. Was your staff trained to develop and maintain the integrated administrative information systems/ERP?

Yes No

50. Is the institution data available from the computer-based information system/ERP of the Institution (Please tick)?

Yes No

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

52. Which other systems, apart from ERP/MIS are in use in your institution _____

53. 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 _____

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

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

55. 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

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

Yes No

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

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 _____

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

Cloud Service	Please tick <input type="checkbox"/>
Disaster recovery	1 <input type="checkbox"/>
Colocation	2 <input type="checkbox"/>
Virtual Private Server (VPS)	3 <input type="checkbox"/>
Domain hosting	4 <input type="checkbox"/>
Web Hosting	5 <input type="checkbox"/>
Research cloud	6 <input type="checkbox"/>

Data Protection

59. 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

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

Yes No

61. Is your institutions complaint with the Data Protection Act 2019?

Yes No

62. Has your institution registered as a Data Controller with the Office of the Data Protection Commissioner?

Yes No

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

Yes No

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

Yes No

65. 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

66. What are the sources of the personal data your institution collects?

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

67. Are you aware of the data subject rights?

Yes No

68. Do you have the following policies in place

Policy	Yes	No
Data Protection Policy (A policy that governs how your institution processes personal information in accordance to the Data Protection Act 2019)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
Privacy Policy (A policy that informs persons whom you collect their personal data, how the data will be processed and stored.)	1 <input type="checkbox"/>	2 <input type="checkbox"/>

69. Does your institution? (Please tick)

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

70. What threats if any has your institution 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 _____

71. 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

72. 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.