

## **ICT**

<b>Partner organisation</b>	SASOL FOUNDATION
<b>Country</b>	KENYA
<b>Fieldwork period/year</b>	2012
<b>Disciplines</b>	I.C.T
<b>Title of the assignment</b>	Improvement of ICC (Information Communication Centre)
<b>Area of work, region, housing, accommodation, transport</b>	Students will be working in the training center situated in Kitui town. Accommodation in Kitui town. In case of transport, it will be by public means (matatus) or taxi organized by SASOL
<b>Organisation(s) (NGO, training education institute, community</b>	SASOL ICT training center, Schools
<b>Context, situation, problem(s) (regarding sector program)</b>	<p>The world is changing and everything revolves on IT. Kitui district is also growing and expanding at a very high rate in the last 3 years. To date, the district lacks an established IT training center. In this respect SASOL started an IT training center which focus on training graphics and web designing skills. The trainee in these skills will be prepared ready for the labour market. Since its still in its initial stage, it requires assistance in preparing adequate &amp; relevant teaching materials &amp; also knowledge from experts.</p> <p>SASOL has given computers to 14 schools, the center will act as a support to the schools ICT programme. Last year a service desk was developed which was to serve the 14 schools. For a start 3 schools signed a service level agreement for necessitating support</p>

from the service desk. The students will work towards making the service desk a success.

Track and trace system development will form part of the assignment. The system will help SASOL to trace all students who did pass through the apprenticeship and the Exchange program.

SASOL will be working with a new fair trade group involved in basketry, wood carving & bead work. They have been selling their products locally. The group needs a website so that they can advertise their products to get a wider market.

**Objectives (project and program level)**

- 1.To improve ICT training processes.
- 2.To improve the service desk processes.
- 3.Working in the ICT center as a practical experience for the ICT students.

**Brief project description including major activities**

SASOL ICT training center refers to a center which currently has 10 computers. It is located within Kitui town. The center focuses on web designing, graphics and basic ICT training to the youth. The youths are selected from community based organizations. The students come from poor backgrounds thus SASOL supports them for the entire training

Service desk involves the provision of IT services (both software & hardware) required to support and sustain the IT facilities at a school through phone calls and email. Problems which cannot be solved online then require students to visit the schools. To ensure the sustainability of the service desk, service level agreement was developed. This is a document which



involves mutual agreement for IT service provision between SASOL & the schools.

Activities under objective 1  
Higher and Secondary Vocational Education

- 1.Helping in teaching lessons
- 2.Preparation of teaching materials like power points,
- 3.Presentations, manuals (mandatory and optional)
- 4.Reporting

Activities under objective 2  
Higher Education (HBO, WO)

- 1.Providing ICT and maintenance services to the schools, SASOL and ICC.
- 2.Improving and updating computer inventory in SASOL, schools and ICC.
- 3.Website and publications development for the umbrella fair trade groups e.g. brochures.
- 4.Developing a track and trace system for students ( Exchange, Apprenticeship and ICT)
- 5.Follow ups
- 6.Reporting

Secondary Vocational Education (MBO)

- 1.Evaluation of the current service level agreement
- 2.Pursuing service level agreement with new schools.
- 3.Improving and updating computer inventory in SASOL, schools and ICC.
- 4.Follow up
- 5.Reporting

Activities under objective 3.

- 1.Guidance, supervision and discussions with technical

**Expected results (project and program level)**

- supervisors
2. Involvement and discussions at all steps and levels by both Dutch and Kenyan students for exchange of knowledge
  3. Participation in multicultural events
  4. Reporting
1. Improved and updated computer inventory in SASOL, schools and ICC.
  2. Website and publications developed for the umbrella fair trade groups.
  3. Maintained SASOL, ICC and regional school in terms of ICT.
  4. Operational service desk
  5. Signed service level agreement with new schools.
  6. Track and trace system for exchange, apprenticeship and ICT students developed.
  7. Students should have the ability to communicate and relate across cultures
  8. Exchange of knowledge between the Kenya and Dutch students and also between all the students and the community.
  9. A draft report.

**Project phasing**

- First week – Orientation  
In between weeks – Project activities  
Last two weeks – Report writing

**Level Dutch and Kenyan students/graduates**

- University, Higher Education,  
Secondary Vocational Education – graduates or undergraduates

**Supervision and guidance (name(s), function)**

- Evaluation and progress meetings done after every two weeks by SASOL staff.