

# HUDUMA WIKI HII

Keeping You Informed

ISSUE 74

## Huduma Centre Samburu Embraces Technological Evolution



**H**uduma Centre Samburu conducted its Weekly Staff and Coordination meeting on January 4<sup>th</sup> 2024. During this session, Simon Mathenge, the Centre's ICT Officer, delivered a presentation on the Huduma Kenya Service By Appointment (SBA) journey. Mr. Mathenge highlighted SBA as an innovative platform within Huduma Kenya, acknowledging its transformative impact on technology adoption in public service

delivery, despite encountering a few challenges. Mr. Mathenge recognized the merging of SBA and TMS as a strategic move forward, streamlining services and reducing the complexities associated with managing two separate platforms. He informed the staff about the ongoing migration to Citrix tech upgrades and urged them to exercise patience during this transitional phase. Additionally, he emphasized the importance

of staff keeping themselves informed about onboarding services on the e-Citizen platform to efficiently cater to customer needs. Mr. Mathenge also challenged the staff to embrace technological upgrades and stay abreast of advancements. He encouraged continuous learning and awareness of cybersecurity issues, emphasizing the rising threats in the tech landscape.



## HKS Evaluates Readiness of Huduma Centre Kamwangi as one of the Proposed Centres in the 290-Constituency Expansion Plan



On Friday 5<sup>th</sup> January 2024, a team from Huduma Kenya Secretariat comprising of Luka Mwangi, Japheth Muthama, Jeferson Nyakamba, Fredrick Gatete

and Henry Kituyi visited a proposed Huduma Centre Kamwangi in Kamwangi town in Gatundu North Sub County. They were joined by the area Member of Parliament Hon. Njoroge Kururia, NG-CDF team and a representative from the Cabinet Secretary's office. The team assessed the readiness of the Centre as it has been earmarked as one of the 290-constituency-based Huduma Centres aimed at taking government services at the grassroots level. Further, the team paid a courtesy call to Huduma Centre Kiambu at Thika town.

# ONE-STOP-SHOP

*For All Government Services*



*Visit any Huduma Centre near you!*

## KEPHIS Board's Strategic Engagements in Eldoret



The KEPHIS Board concluded its tour in Uasin Gishu county, focusing on Eldoret after visiting Centres with the service. Beginning with a meeting with the County Executive Committee Member for Agriculture and Livestock Development, Mr.

Elphas Kesio, the Board discussed collaborations to advance KEPHIS and county mandates. Emphasizing KEPHIS's role as a regulator, the Board recognized the importance of fostering partnerships and stakeholder engagements. Subsequently, the Board

paid a courtesy call to the County Commissioner, Dr. Eddyson Nyale. With KEPHIS having a desk at the Huduma Centre, the Board took the opportunity to interact with the staff, addressing any challenges they may be facing. This aligns with the objective of bringing essential services, such as KEPHIS's phytosanitary certificates and advisory services for plants, closer to the people. The Board extended their visit to the KEPHIS Eldoret Airport Office, focusing on enhancing support for the growing hub of horticultural produce in the North Rift. The tour concluded with a closed-door session with staff, addressing achievements, challenges, and potential avenues for growth.



## Huduma Centre Mombasa Kicks Off 2024 with Recognition and Strategic Planning

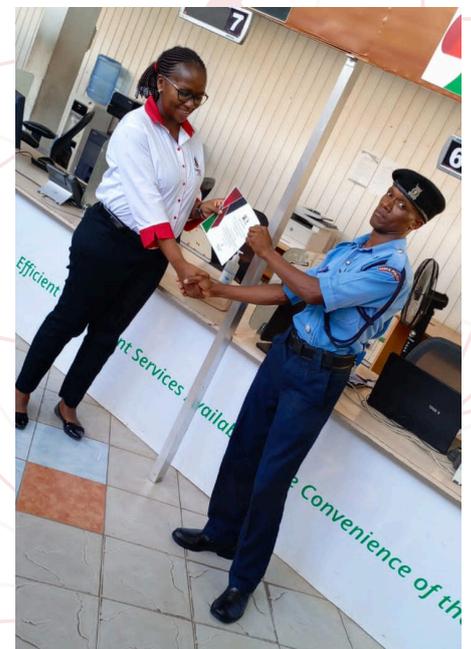
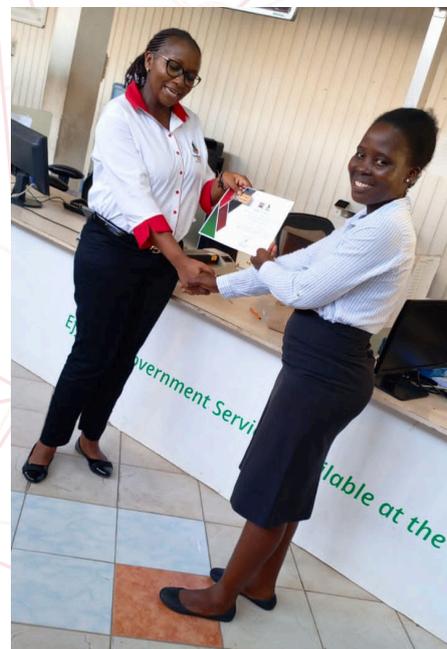


**H**uduma Centre Mombasa marked its first staff meeting in 2024, with the Centre Manager, Ms. Jackline Otieno, extending a warm welcome to the staff after the festive season. She expressed gratitude to the staff for their ongoing commitment to delivering excellent service. During the meeting, the Deputy Centre Manager, Mr. Harison

Yogo, received an excellence award in recognition of his significant contributions to the Centre's objectives. Notably, outstanding service delivery by Anthony Githinji of NPS and Jacinta Anyango, an Ex-NYS staff, was also acknowledged and rewarded.

Joseph Katana, the ICT officer, briefed the staff on the integration of SBA and

TMS, as well as the migration to Citrix. This initiative aims to ensure that the staff is well-prepared for the changes and aligns with the bi-monthly theme of "Shaping the Huduma of the Future." To further drive this theme, a committee was established during the meeting to champion the Centre's efforts in regards to the bi-monthly theme.



## Huduma Kenya's Impact on Samburu's Service Excellence



On 9<sup>th</sup> January 2024, Huduma Centre Samburu held a panel discussion, led by the Centre Performance Management Committee, exploring SWOT (Strengths, Weaknesses, Opportunities, Threats) and PESTEL (Political, Economic, Social, Technological,

Environmental, Legal) analyses. Moderated by the Centre Manager Mr. Henry Bidii the session delved into technological advancements and the evolving landscape of Public Service Delivery. The staff, acknowledging the transformative role of the Huduma Kenya Service

Delivery Programme, highlighted the program's standards, DNA and progressive initiatives like SBA and Huduma Mashinani. They emphasized the significance of ongoing training, awareness programs and capacity-building sessions, praising the effective management and leadership of Huduma Centres. The panel recognized the Digitalization strategy's importance positioning Huduma Kenya Secretariat at the forefront of technology to navigate challenges posed by social, economic, technological, political and legal advancements while ensuring swift public Service Delivery.

### Bi-Monthly Theme Corner



In line with the bi-monthly theme of shaping the Huduma of the future, Kwale Huduma Centre staff on 8<sup>th</sup> January 2024, in collaboration with Chief Mwamleo Chingoma of Golini location, supported

clients in understanding and navigating essential Government services such as application of Birth Certificates and replacement of ID cards.





REPUBLIC OF KENYA



huduma  
KENYA  
service excellence

## SERVICE EXCELLENCE CALENDAR

# SHAPING THE HUDUMA OF THE FUTURE

- **Sustaining The Gains-What Next?**
- **Key Lessons For The Future Of Public Service Delivery.**
- **New Face of Huduma-The Digitilization Agenda.**
- **Operationalize New Service Delivery Channels.**



JANUARY-FEBRUARY 2024



On 4<sup>th</sup> January 2024, Nyamira Huduma Centre Health Desk Staff Sister Billiah Mose was observed signing for a deaf client.



Mr. Alex Lemako, a former NYS Civilian Security officer at Huduma Centre Samburu, provides support to Mr. Sambodi Lekimain, an elderly PWD Customer, to access pension services.



Eldoret Huduma Centre took steps to ease the SBA booking process by expanding its information desk to accommodate more staff, thereby minimizing long queues.



On 11<sup>th</sup> January 2024, City Square Huduma Centre held a staff meeting to address several agendas. Among the topics discussed were the adherence to Huduma standards, emphasizing the importance of strict compliance with the established guidelines. The

team was provided with the standards manual for reference. Additionally, discussions centered around staff welfare, the ongoing migration to Citrix, and insights related to the bi-monthly theme, "Shaping the Huduma of the Future".





Huduma Centre Kwale Renovation



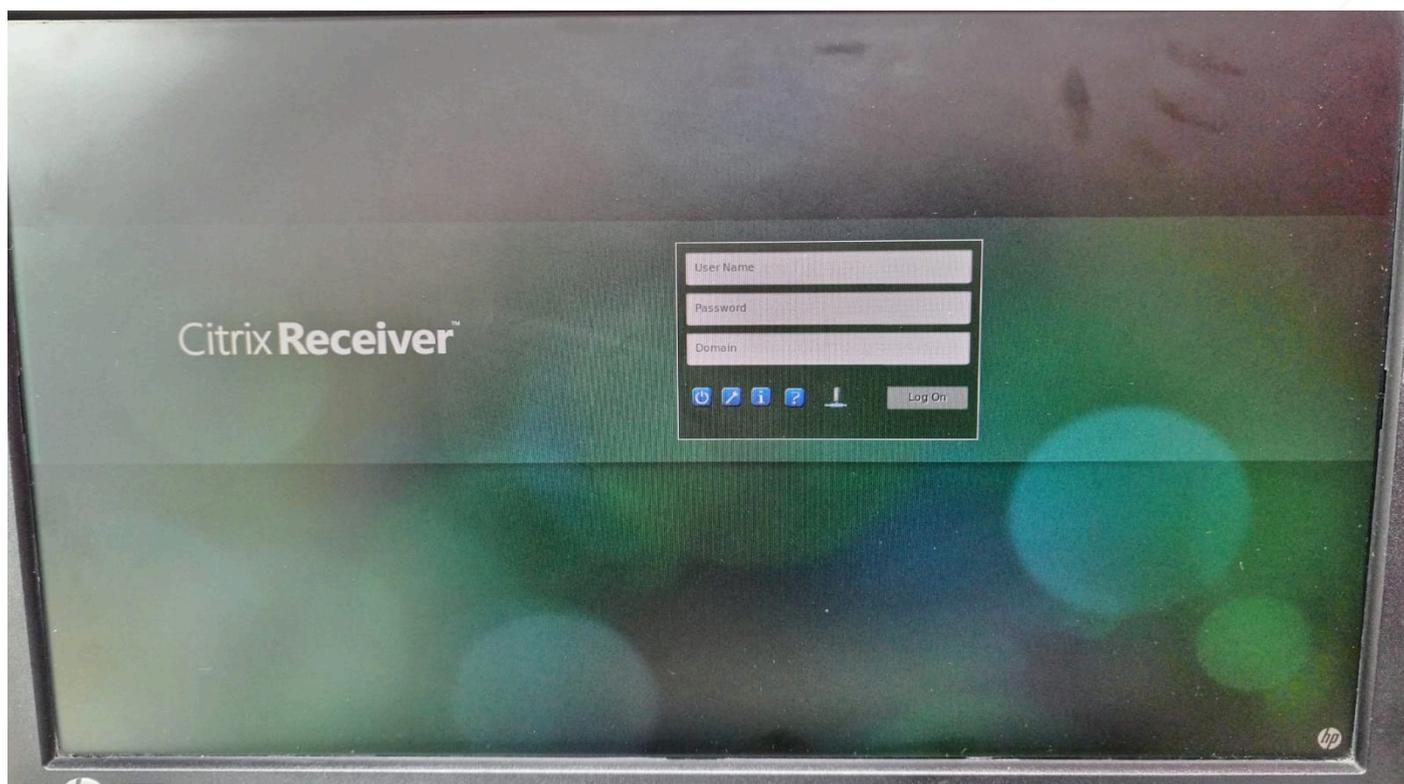
Huduma Centre Eldoret Renovation



Huduma Centre Manderla Renovation



## Huduma Kenya's Digital Leap



Since its establishment, Huduma Kenya Service Delivery Programme (HKSDP) has relied on VMware virtualization technology to deploy Virtual Desktop Infrastructure (VDI) Machines across all its Centres. However, due to end of support of the VMware that Huduma Kenya was running on, Huduma Kenya undertook a significant software upgrade from VMware VDI to Citrix VDI. This transition commenced in the current financial year aligning with the Digitalization Plan's citizen-centric approach to deliver service excellence and enhance customer experience in every interaction with Huduma Kenya.

To support this upgrade,

the Huduma Kenya ICT infrastructure received a boost, with the deployment of Citrix software on the latest Hyper Converged infrastructure solution, procured during the FY 2022-2023 at the Nakuru data center. To improve network connectivity, the HKSDP through ICT Division up-scaled the internet bandwidth across all the Huduma Centers.

Citrix solution offers several advantages, including its compatibility with existing infrastructure and it runs on the software version with enhanced security and updates. Presently, Approximately 534 users across all the HKSDP out of a target of 800, have successfully transitioned to

the Citrix Solution. Over 15 Ministries, Departments, Agencies, and County Governments (MDACs) offering government services at the Huduma centers have migrated to the new Citrix VDI.

Initial feedback from staff indicates a positive trajectory in user experience. The Citrix solution has been lauded for its user-friendly interface, improved performance, increased efficiency in problem resolution and contributing to an enhanced customer service experience. Overall, the upgrade is expected to lead to improved user satisfaction, aligning with Huduma Kenya's target of achieving a 95% Customer Satisfaction rate.





## ADOPT A FOREST TOP 5 CENTRES

CENTRE	NO.OF TREES
Eldoret	25,588 Trees
Meru	12,400 Trees
Narok	10,000 Trees
Kisii	8,600 Trees
Vihiga	6,200 Trees



## HUDUMA CENTRES WITH ADOPTED TREE NURSERIES

West Pokot  
Kwale  
Kirinyaga



*Panda Mti Leo*

**#TreesForBetterLives**  
**#Towards15BillionTrees**

# Coming Soon

We are thrilled to announce that we are soon opening of our newest Huduma Centre! Your convenience is our priority and we can't wait to serve you better at Laikipia East. Visit us at Huduma Centre Makutano for top-notch Government services and a seamless experience. Let's embark on this new chapter together.





# HUDUMA KENYA STAFF LIBRARY



## HOW TO BORROW A BOOK FROM THE LIBRARY

- 01 Visit the Huduma records office
- 02 Fill the book request form
- 03 Collect the book after 2 hours

**OVER 800**

Books Available

### CATEGORIES AVAILABLE

Management, Inspirational,  
Mental Health, Human Resource,  
Finance & accounting and  
Technology



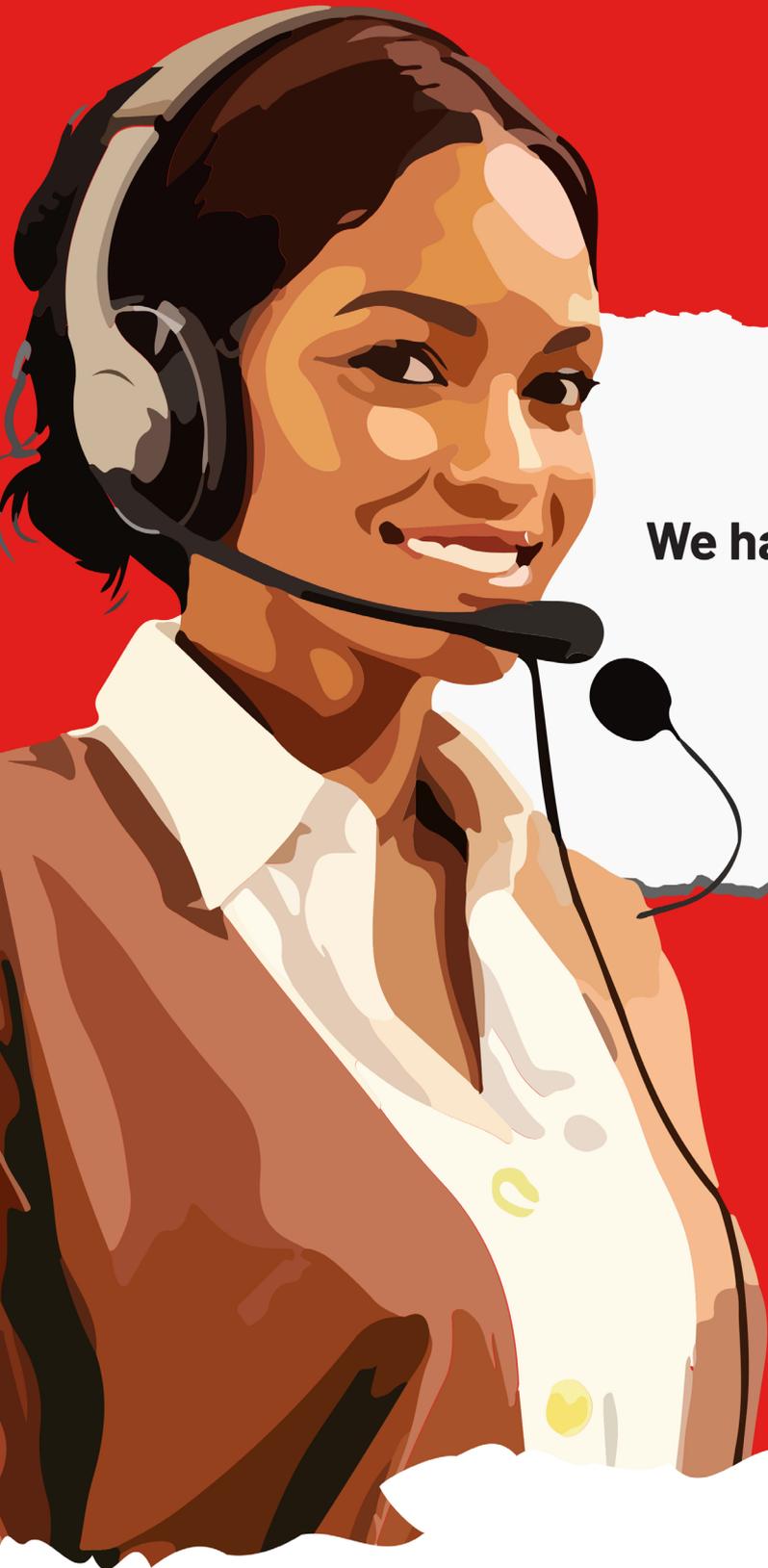
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order to serve you better.**



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