



Department of Planning and Policy

MINISTRY OF INFORMATION
& COMMUNICATION TECHNOLOGY

ANNUAL WORK-PLAN 2022

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1.0. Minister Message

The Ministry's mission and priorities strongly support the National development plan II, which describes maintaining the human rights of every citizen through good governance, equal access to social services and economic inclusion. In concert with Somaliland National development plan II, the strategic vision for transforming the government institutions and agencies through ICT Plans that is unifying core applications through a secure environment and simplify access to government institution's services.

Key elements of MICT's ICT Plans include developing Government agencies and Ministries enterprise architecture, enhancing the public trust, focusing resources, improving information technology security, investment control process, and addressing the requirements of the public in equal access to all government institutions services and support, and managing change. MICT has designed a unique ICT Plans and initiatives that will facilitate the process of institutions and government agencies' business transformation to better serve to the Stakeholders.

Planning is the key to the success of every project and activity, it is tremendous activity completed by the planning section and the MICT Departments it is great job for this nation and the sector of infrastructure in general.

I am here to congratulate the Management team in lead of the General Director and the consulting team for their hard efforts for completion of this work.

THANKS



2.0. Director General Message

“The Ministry of Information and Communications Technology consists of eight departments:

1. Telecom department
2. ICT department
3. Digitization department
4. Technology Innovation department
5. Post Department
6. Planning and Policy Department
7. Administration & Finance department
8. Human Resource Department

All of the above departments have prepared the Ministry's five year strategic plan (2021 - 2026) which focuses on the development of technology and telecommunications services in the country.

In line with the five-year strategic plan, the departmental directors have prepared an annual work plan for 2022, including various projects; you can better enjoy the plan in this book.

The Ministry is constantly working to improve Somaliland's technology and telecommunications services, making it easier for the wider community to access these services and to provide telecommunication infrastructure to the entire community”

THANKS

Yusuf Warsame Hassan.

Director General of Ministry of Information and
Communication Technology

3.0 Executive summary

The President of Somaliland’s reform Agenda has served as a catalyst for change throughout the Somaliland Republic. The President believes that “government needs to reform its operations – how it goes about its business and how it treats the people it serves.” To date, many Somaliland government institutions and agencies have more often used information technology (IT) to automate pre-existing processes rather than to create new, more efficient solutions. They and their vendors have evaluated ICT systems according to how well they serve the agency’s needs

The Ministry’s mission support the National development plans, which describes maintaining the human Development and right of citizen through good governance, equal access to social services and economic inclusion. In concert with Somaliland National development plans and Somaliland vision 2030.

The vision for transforming the government institutions and agencies through ICT Yearly plans is to unify core needs through a secure environment and simplify access to government institution’s services.

Key elements of MICT’s ICT Plan include developing Government agencies and Ministries enterprise architecture, enhancing the public trust, focusing resources, improving information technology security, investment control process,

and addressing the requirements of the public in equal access to all government institutions services and support, and managing change. MICT has designed a unique ICT Plans and initiatives that will facilitate the process of institutions and government agencies' business transformation to better serve to the Stakeholders.

- This initiative will reduce redundancies of effort, provide cost savings through streamlining activities, and guide government organizational realignments to maximize efficiencies.
- MICT Yearly Plan is designed to use digital technologies to transform the way that State works to improve services to its Stakeholders citizens, businesses, other government agencies, and its internal components

The Ministry of Information and Communication Technology (MICT) is committed to bringing upfront a concrete plan of action for implementing and expanding ICT Yearly plan initiatives to ensure and secure more excellent services at lower costs and to meet the public demand for e-government. Following continues assessments and studies by the MICT on government institution's use of ICT infrastructure and implementation of different ICT projects by government institutions, MICT recognized an opportunity for ICT Yearly plan transformation

4.0. Background

Information and communication technologies (ICT) advances since the end of 20 Century have led to multiple convergences of contents, computing, telecommunication and broadcasting. They have brought about changes in other areas, particularly in knowledge management and human resources development. Increasing capital of ICT has further been empowered by the growth of a global network of computer networks known as the internet. It has impacted the way business is conducted, facilitated, leading and knowledge sharing, generated global information flows, empowered citizens and communities in ways that have redefined governance and have created significant wealth and economic growth resulting in global information society.

The gap between those able and those unable to participate in the knowledge economy is currently termed as the “digital divide”. The digital divide is evident with nations, and between the developing and the developed world. The current Somaliland ICT situation requires urgent steps to enable Somaliland to participate meaningfully in the knowledge economy recognizing that Somaliland has low levels of human capital development, local content creation; ICT infrastructure and access, which together lead to high costs of participation.

The dangers posed by the divide, and the risk of being excluded further from the knowledge economy and social development has propelled the government to put in place a plan framework through which coordinating mechanisms and harmonized strategies might be nurtured. This planned framework makes it possible for “enabling sector” (such as telecommunication, information, or broadcasting) to work to gather where by “enabled sector” (such as education health, governance, or agriculture) can become furthered empowered through the appropriate development and application of

ICT is both cross-sectional and a sector in its own right. An ICT plan has to relate to other relevant sectoral policies, whether they are infrastructural (such as telecommunications or e-commerce), or vertical (such as information, or

governance). Consequently, in addition to developing and implementation and ICT plan, other relevant sectorial policies and their related institutions and regulations must accommodate ICT and its multiple convergences. It is also necessary to review existing legislation, there by enacting requisite changes while introducing new legislation to create the appropriate legal framework within which this Plan will be implemented.

Somaliland achieved notable progress in deploying ICT. The achievements were a result of various adjustments since the early nineties. In plan regulatory and commercial facts, both macroeconomic and within ICTs converging sectors. The private sector has actively contributed to these achievements by investing in among other, support facilities and sales outlets. These efforts have enabled government departments; institutions of learning, non-governmental organizations (NGOs), as well as other entrepreneurs acquire ICT solutions that address their individual problems most appropriately.

The lack of an overall harmonization of initiatives have led to random adoption of different systems and standards unnecessary duplication of effort, and waste of scarce resources, especially through the loss of potential synergies. Therefore, this plan deploys a broad-based national strategy to address Somaliland's developmental agenda.

Appropriate institutional arrangements are created to ensure that all can rise to the implement this plans.

5.0. VISION

Digital based economy where ICT is central to all aspects of society life.

6.0. MISSION

To promote universal access to ICT infrastructure and services throughout the country

7.0. CORE VALUES

The Ministry will adhere to the following core values and principals in order to achieve the planned objectives.

- Accountability and transparency
- Equity and equality
- Professionalism and ethical practices
- Teamwork and passion for results
- Honesty and integrity
- Innovativeness and creativity
- Efficiency and effectiveness
- Patriotism

8.0. THE MANDATE AND FUNCTION OF THE MINISTRY

The mandate of the Ministry is as derived from the Executive Order No. 01 / 2018. 01/2018 The Somaliland Ministry of ICT mandated to carry out responsibility for implementing a system to effectively monitor the country's communications, with transparency and accountability. In order to carry out the general responsibility set out in this official Gazette Legislation No.,01 / 2018. 01/2018 Article 18: Ministry of Communication and Technology is set to have the following capabilities and functions:

- To Establish and formulate policies, policies and strategies that govern the communication and technology of the country and safeguard the rights and freedoms of citizens.
- To prepare for the administration's operation and oversight of the communication plan of the country.
- To Participate in and promote policies related to technological advancement and communication.
- To Establishing the costs of the various fees charged by telecommunications companies operating in the country, and ensuring that these services are collected in collaboration with the relevant government agencies.
- To supervise the country's telecommunications companies and regulate the prices of telecommunications services.
- To increase the revenue and dividends imposed on companies.

- To develop knowledge of communication and technology in the country in collaboration with the Ministry of Education and Science.
- Manage the country's waves and generate a country code.
- To issue licenses for telecommunications companies operating in the country and renew licenses.
- Administer the communication between government and private communication.
- Establish a public communication site and register their addresses to promote communication and transparency with government agencies
- To work towards the interconnection of Private telecommunication
- Train various government agencies on the use and use of modern communication and technology systems.
- Conduct research on telecommunications and technology to enable the country to align with the world.
- To monitor the implementation of telecommunication laws, policies and communication plans in the country.
- To mediate and limit the abuse of the waves
- To represent the Government in all matters relating to communication and technology.
- To Perform all other duties and responsibilities assigned by the laws of the country

9.0. Priority Pillars in MICT:

1. Legal Framework
2. Researches and publications
3. Projects
4. Social Engagement
5. Capacity Building
6. Relations and Funds

Department of Telecommunication

Pillars/Activities	Output	KPI's	Timeframe: Jan – Dec 2022												Responsible Department	Source of Fund	
			Q1			Q2			Q3			Q4					
			Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec			
Pillar 1: Legal Framework																	
Activity 1.1. Numbering Regulation	Implementation numbering regulation	# of regulations	X													Government	
Activity 1.2. Type Approval Regulation	Implementation Type Approval Regulation		X													Government	
Activity 1.3. NFP License Agreement	Implementation NFP License	# of agreements	X													Government	
Activity 1.4. Spectrum Management policy	Prepared Spectrum Policy	# of policies			X											Government	
Activity 1.5. Telecom act Review and Amendment	Amended Telecom Act	# of amendm ents										X				Government	

Activity 1.6. Tariff regulation amendment	Amended tariff regulation	# of regulations								X							Gove rnme nt	
Activity 1.7. National Frequency plan	Developed national frequency allocation policy	# of plans					X										Gove rnme nt	
Activity 1.8. National Emergency Telecommunication regulation	Prepared national emergency Telecommunica tion Regulation	# of regulations				X											Gove rnme nt	
Activity 1.9. Terrestrial cable plan	Prepared Terrestrial Cable plan	# of plans						X									Gove rnme nt	
Activity 1.10. Submarine cable licensing regulation	Prepared Submarine cable licensing regulation	# of regulations									X						Gove rnme nt	
Activity 1.11. Consumer Right Protection Regulation	Prepared Consumer Right Protection Regulation	# of regulations		X													Gove rnme nt	
Activity 1.12. Telecom Collocation Guidelines	Prepared Telecom Collocation	# of guideline							X								Gove rnme	

	Guideline	s															nt	
Pillar 2: Researches and Publications																		
Activity 2.1. EMF Exposure level for S/land Telecom Sites (Towers VS population density research, Towers VS distance)	Conducted first research on EMF impact	# of researches	X	X	X	X	X										Gove rnme nt	
Activity 2.2. Internet and Telephone penetration Somaliland	Accessibility Internet and Telephone usage in S/land							X	X	X	X						Gove rnme nt	
Pillar 3: Projects																		
Activity 3.1. Spectrum Monitoring Survey continuation (Awdal, Sool and Sanaag Regions)	Checked material of telecom sites.	# of surveys															Gove rnme nt	
	Checked signal strength.																	
	Checked lot size of telecom sites.																	

	Produced Comprehensive report for surveying Telecom Sites																
Activity 3.2. Telecom sites for data entry system	Updated telecom sites data			X												Gove rnme nt	
Activity 3.3. Spectrum re-assignment	Properly assigned spectrum allocation for telecommunication	# of agreements				X										Gove rnme nt	
Activity 3.4. Telecommunication Lab Centre	Basic lab of electronics & Communication	# of labs								X	X					Gove rnme nt	
Activity 3.5. Purchase of Portable EMF Detection Measurement Tool & Spectrum Analyzer accessories	<p>**Produced accurate report of EMF Exposure of Telecom Sites</p> <p>*Well Managed Spectrum</p>	# of projects			X			X								Gove rnme nt	

	Management																
Activity 3.6. Implementation of SIM Card Registration	Registered subscribers	# of regulations								X	X	X				Gove rnme nt	
Pillar 4: Social Engagement																	
Activity 4.1. Telecom towers Awareness Programs	upgraded towers concepts	# of awareness	X					X	X	X	X	X	X			Gove rnme nt	
Activity 4.2. SIM Card Awareness Campaign	Understood SIM registration benefit	# of awareness										X	X			Gove rnme nt	
Activity 4.3. Consumer rights Awareness	Understood Consumer rights	# of awareness								X	X					Gove rnme nt	
Activity 4.4. Implementing telemarketing ban	Customer satisfaction	# of impleme ntations	X													Gove rnme nt	
Pillar 5: Capacity Building																	
Activity 5.1. Spectrum Monitoring	Well trained staff	# of trainings			X											Gove rnme nt	

Activity 5.2. RF Interference management techniques	Well trained staff	# of trainings							X								Gove rnme nt	
Activity 5.3. Type Approval Training	Well trained staff	# of trainings				X											Gove rnme nt	
Activity 5.4. Upgrading Report Writing Skills	Well trained staff	# of trainings			X												Gove rnme nt	
Activity 5.5. Soft skills Training	Well trained staff	# of trainings					X										Gove rnme nt	
Activity 5.6. Experience grasping	Well trained staff	# of trainings	X														Gove rnme nt	

Department of ICT

Objectives/Activities	Output	KPI's	Timeframe: Jan – Dec 2022												Respo nsible Depart ment	Sourc e of Fund	
			Q1			Q2			Q3			Q4					
			Ja n	Fe b	M ar	A pr	M ay	Ju ne	Jul y	A u g	Sep t	O ct	N ov	De c			

Pillar 1: Legal Framework

Activity 1.1 Developing National ICT Policy	Developed National ICT Policy	Number of Policies (1)			X	X	X	X	X	X	X	X	X	ICT	Gov.	
Activity 1.2 Developing Government ICT Infrastructure Standards	Developed Government ICT Infrastructure Standards	Number of Standards (3)		X										ICT	Gov.	
Activity 1.3 Developing Government Information Security Policy	Developed Government Information Security Policy	Number of Policies (1)					X	X						ICT	Gov.	
Activity 1.4 Developing Source Code Management Guideline	Developed Source Code Management Guideline	Number of Guidelines (1)							X					ICT	Gov.	
Activity 1.5 Developing Software Development Policy	Developed Software Development Policy	Number of Policies (1)								X	X			ICT	Gov.	

Activity 1.6 Developing Government Social Media Management Guideline	Developed Government Social Media Management Guideline	Number of Guidelines (1)				X	X									ICT	Gov.	
Pillar 2: Researches & Publications																		
Activity 2.1 Studying ICT skill gap among gender in Higher education	Studied ICT skill gap among gender in Higher education	Number of Researches (1)						X	X	X						ICT	Gov.	
Activity 2.2 Determinant factors affecting Government Official email usage	Studied factors affecting official emails usage	Number of Surveys (1)					X									ICT	Gov.	
Activity 2.3 Assessing Technologies/Platforms used for developing Government systems.	Assessed Technologies/Platforms used for developing Government systems.	Number of Surveys (1)				X	X									ICT	Gov.	
Pillar 3: Projects																		
Activity 3.1 Establishing Government ICT	Established Government ICT	Number of Centers	X	X	X											ICT	Gov.	

Maintenance Centre	Maintenance Centre	(1)															
Activity 3.2 Developing MICT Human Resource Management System	Developed Human Resource Management System	Number of Systems (1)		X	X										ICT	Gov.	
Activity 3.3 Automating MICT Licensing services	Licensing service automation	Number of Systems (1)								X	X	X			ICT	Gov.	
Activity 3.4 Developing Government E-Archive System	Developed Government E-Archive System	Number of Systems (1)				X	X	X	X						ICT	Gov.	
Pillar 4: Social Engagement																	
Activity 4.1 Encouraging e-learning Systems	Encouraged e-learning Systems	Number of Panels (3)				X				X			X		ICT	Gov.	
Activity 3.2 ICT Graduation projects based on real issues.	ICT Graduated projects based on real issues.	Number of grants (1)				X	X	X	X	X	X				ICT	Gov.	
Activity 3.3 Panel discussion on Impact of	Understood the impacts of	Number of panels						X					X		ICT	Gov.	

social media	social media	(5)																
Activity 3.4 Establishing Bare Tech Program (Radio & TV)	Established Bare Tech Program	Number of Programs (3)		X	X	X										ICT	Gov.	
Pillar 5: Capacity Building																		
Activity 5.1 Launching Women in Tech Conference	Launched Women in Tech Conference	Number of Conferences (1)				X										ICT	Gov.	
Activity 5.2 Developing & Implementing Training Content	Developed & Implemented Training Content	Number of Training (3)				X				X				X		ICT	Gov.	
Activity 5.3 Training on Government social media monitoring tools and Techniques.	Trained on Government social media	Number of Training (1)					X									ICT	Gov.	
Activity 5.4 Training on Web Developing Tools for ICT Departments	Trained on Web Developing Tools	Number of Training (1)			X											ICT	Gov.	
Activity 5.5 Training on Database Administration	Trained on Database Administration	Number of Training							X							ICT	Gov.	

	n	(1)															
Pillar 6: Relations & Funds:																	
Activity 6.1 Participating in: - 15th International Conference & Exhibition on ICT for Education, Training & Skills Development - International IT Service Management Conference & Exhibitions	Participated in conferences	Number of conferences (2)		X					X							ICT	Gov.
Activity 6.2 Taiwan best practices	Best practices learned	Number of visits										X					Gov.

Department of Technology & Innovation																	
Pillars/ Activities	Output	KPI's	Jan – Dec 202												Responsible Department	Source of Fund	
			Q1			Q2			Q3			Q4					
			Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec			

Pillar 1: Legal Framework

Activity 1.1 Intellectual Property Directive	Published Directive	# Of directives	X	X													Govt	
Activity 1.2 National Innovation Policy	Published Policy	# of policies	X	X													Govt	
Activity 1.3 ICT entrepreneur & Startup Policy Data	Published Policy	# of policies				X	X	X									Govt	

Pillar 2: Researches & Publications

Activity 2.1 Addressing ICT Skill Gap Survey	Published Survey	# Of publications # of Publications					X	X	X								Govt	
Activity 2.2 Presenting research findings Phase 1: MICT – MoE – Higher Education – Universities Phase 2: International NGOs.	Research presented			X	X													
Activity 2.3 Status of ICT Startup Funds in Somaliland	Document published									X	X	X					Govt	

Activity 2.4 Annual ICT Magazine	Magazine Published	# of Publications					X	X	X	X							Govt	
Pillar 3: Projects																		
Activity 3.1 Digital Marketing Bootcamp 1 st Cohort	Well trained youth on how to work on digital marketing platforms	# of Bootcamps		X	X	X											-	
Activity 3.2 Web Development Bootcamp 1 st Cohort	Well trained youth on web development techniques and procedures and ready to build.								X	X	X						-	
Activity 3.3 Digital Marketing Competition	Trainers of the tech bootcamps will have competition to design digital marketing platforms	# of competitions					X	X									-	

Activity 3.4 Web Development Competition	Trainers of tech bootcamps will have competition on web development techniques												X	X			-	
Activity 3.4 Annual Innovation Competition	Technology startups competitors will get into competition and win prizes			X	X	X											PPP	
Activity 3.5 Digital Marketing Startups Incubation	Startups built from scratch	# of Startups								X							-	
3.2 Web Development Startups Incubation														X				
Activity 3.6 Innovation Incubation & Accelerator	Granting trainings and business support to the winners of the competition						X	X									PPP	
Activity 3.7 Integration	ICT	# of		X	X	X	X	X	X	X	X	X	X				Govt	

of ICT in Somaliland Curriculum: - Proposal Writing. - Meeting with Stakeholders. - Budget Planning. - Project Initiation.	Curriculum integrated	Curriculums														/ NGOs	
Pillar 4: Social Engagement																	
Activity 4.1 technology videos and documentaries explaining the advantages to use technology in daily life	videos ready to watch	# of videos				X	X	X									Govt
Activity 4.2 Annual ICT Conference	Appointed preparatory committee	# of committee		X	X	X	X	X	X	X							PPP
Activity 4.3 Children Online Protection Panel Discussion	Panels held	# of panels		X													Govt
Activity 4.4 Entrepreneurship: Ask an entrepreneur						X		X			X						Govt
Activity 4.5									X								Govt

Opportunities & Challenges of Tech Startups in Somaliland																		
Activity 4.6 Digital Transformation: Your Role as a Leader													X				Govt	
Activity 4.7 ITU ICT Day	Event held						X										Govt	
Activity 4.8 Africa ICT Day														X			Govt	
Pillar 5: Capacity Building																		
Activity 5.1 Basic ICT Skills for IDPs Training	Training held	# of trainings	X	X	X												ICDF	
Activity 5.2 Hour of Code Program	Program held	# of trainings				X	X	X									ICDF	
Activity 5.3 Software Development Training	Training held	# of trainings							X	X	X						ICDF	
Activity 5.4 Data Visualization Training	Training held	# of trainings										X	X	X			ICDF	
Pillar 6: Relations & Funds:																		
Activity 6.1 Meeting with ICT Operators and Companies to discuss	Meetings held	# of meetings	X	X	X	X											Govt	

innovation fund.																	
Activity 6.2 Meeting with Ministry of Planning officials to discuss MICT contact with ICT Donors.	Meeting held	# of Meetings	X	X												Govt	
Activity 6.3 Meeting with International NGOs to discuss ICT Projects funds in Somaliland.	Meeting held	# of Meetings	X	X												Govt	
Activity 6.4 Meeting with ICDF to plan for 2022 projects and trainings	Meeting held	# of Meetings	X													Govt	
Activity 6.5 Meeting with Innovation centers and tech hubs in Somaliland to discuss how to collaborate	Meeting held	# of Meetings			X	X										Govt	
Activity 6.6 Meeting with consultancy companies to discuss proposal writing	Meeting held	# of Meetings	X													Govt	

procedures and contact with NGOs.																	
Activity 6.7 Visit to Innovation Hubs in Nairobi – Kenya	1. Africa Tech Summit 2. Visits to Innovation Hubs	# of Travels		X												Govt	
Activity 6.8 Visit to Innovation hubs in Addis Ababa – Ethiopia	1. Innovation Africa Digital Summit. 2. Visits to Innovation Hubs										X					Govt	

Department of Planning and policy																	
Pillars/Activities	Output	KPI's	Timeframe: Jan – Dec 2022												Responsible Department	Source of Fund	
			Q1			Q2			Q3			Q4					
			Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec			

Pillar 1: Legal Framework																	
Activity 1.1. Developing procedure for Planning	developed Procedure for planning	# of procedures	X													Planning Dep't	Government
Activity 1.2. Preparing Strategic plan baseline	Defined the goal's starting point			X												Planning Dep't	Government
Activity 1.3. Implementing research guidelines	Technology and innovation guideline discovered.	# of guidelines	X													Planning Dep't	Government
Activity 1.4. Preparing procedure for Monitoring and evaluation	Defined M&E procedure	# of projects		X	X											Planning Dep't	Government
Activity 1.5. Preparing procedure for reporting	Defined report writing procedure	# of procedures		X												Planning Dep't	Government
Pillar 2: Researches and Publications																	
Activity 2.1. Conducting research on Customer satisfaction on Telecom Services	Customer satisfaction was discovered	# of researches	X	X												Planning Dep't	Government

					X													
Activity 2.2. Public opinion poll on MICT	Community perspective about MICT has been discovered						X	X	X							Planning Dep't	Gove rnme nt	
Activity 2.3. Preparing a statistical report about MICT projects.	A statistical report on the ministry's projects done.							X						X		Planning Dep't	Gove rnme nt	
Pillar 3: Projects																		
Activity 3.1. Implementing E-work-plan	Simplified the work-plan procedure	# of activities	X	X	X	X	X	X	X	X	X	X	X	X		Planning Dep't	Gove rnme nt	
Activity 3.2. Annual Regional Coordination	The regionals staff's needs were assessed	# of requirem ents		X	X	X										Planning Dep't	Gove rnme nt	
Activity 3.3. Collecting the Ministry's Projects over the last four years	Ministry's four-year performance was prepared.	# of projects							X	X	X					Planning Dep't	Gove rnme nt	
Activity 3.4. Monitoring and	Ministry's annual	# of projects			X	X	X	X				X	X			Planning	Gove rnme	

Evaluation of MICT Projects	projects were evaluated and monitored		X	X										X	Dep't	nt	
Pillar 4: Capacity Building																	
Activity 4.1. Research Methodology Training	Well-trained staff	# of trainings		X											Planning Dep't	Gove rnme nt	
Activity 4.2. Project Proposal Writing Training	Well-trained staff	# of trainings		X											Planning Dep't	Gove rnme nt	
Activity 4.3. Report Writing Training	Well-trained staff	# of trainings			X										Planning Dep't	Gove rnme nt	
Activity 4.4. M&E Techniques Training	Well-trained staff	# of trainings			X										Planning Dep't	Gove rnme nt	
Pillar 5: Relations and Funds																	
Activity 5.1. Preparing Proposals in collaboration with the core departments	Department's proposals collaborated	# of proposals													Planning Dep't	Gove rnme nt	

Department of Human Resource																	
Pillar/Activities	Output	KPI's	Timeframe: Jan – Dec 2021												Respons ible Departm ent	Sour ce of Fund	
			Q1			Q2			Q3			Q4					
			J a n	Fe b	M a r	Ap r	M a y	Ju n e	Ju l y	Au g	Se p t	O c t	No v	De c			
Pillar 1: Legal Framework																	
Activity 1.1 Code of Conduct for Ministry Employees.	Well-disciplined staff		x	x	x										HR Dep	G-B	
Activity 1.2 The procedure of bonuses and incentives.	Employee satisfactions					x	x	x							HR Dep	G-B	
Activity 1.3 Training of training procedures	Harmonized procedure								x	x	x				HR Dep	G-B	
Activity 1.4 Staff evaluation process	Clear and consistent											x	x	x	HR Dep	G-B	

guideline	format																
Pillar 2: Researches & Publications																	
Activity 2.1 MICT staff professional development skills need assessment	To find level of skills		x	x	x											HR Dep	G-B
Activity 2.2 Evaluation of cooperation between management and staff	To eliminate gaps					x	x	x								HR Dep	G-B
Pillar 3: Projects																	
Activity 3.1 staff outreach meeting once a quarter	Well informed staff				x			x			x			x		HR Dep	G-B
Activity 3.2 Replacing current employee between department (job rotation)	Placing right employee to right positions		x	x	x											HR Dep	G-B
Activity 3.3 Digital filing system (MICT Staff DB)	Easily access information		x	x	x											HR Dep	G-B

Pillar 4: Capacity Building

Activity 4.1 First aid training	To save life's				x	x										HR Dep	G-B	
Activity 4.2 Soft skills training	Well capacity staff		x	x	x											HR Dep	G-B	
Activity 4.3 Regional staff training All pillars	Upgrading level of regional staff					x	x	x								HR Dep	G-B	
Activity 4.4 Seeking Scholarships and Vocational Training.	Upgrading level Academic and skill of the ministry								x	x	x					HR Dep	G-B	
Activity 4.5 Reception and security training	To prepare well hospitality environment			x	x											HR Dep	G-B	

Department of Admin and Finance

Pillars/Activities	Output	KPI's	Timeframe: Jan - Dec 2022												Responsible Department	Source of Fund	
			Q1			Q2			Q3			Q4					
			Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec			
Pillar 1: Legal Framework																	
Activity 1.2. Establishing a Transportation Application Procedure				X											Amin and Finance	Government	
Activity 1.3. Establishing a General Expenditure Procedure		# of guidelines		X											Admin	Government	
Activity 1.4. Preparing the Logistics Procedure		# of Projects			X										Amin and Finance	Government	
Activity 1.5. Establishing a Procurement Procedure		# of Procedures			X										Dep't	Government	
Activity 1.6. Establishing procedures for the protection of departmental assets				X											Amin and Finance Dep't		
Activity 1.7. Establishing Procedure for Sharing Office Equipment		# of procedures				X									Amin and Finance		

																Dep't		
Pillar 2: Researches and Publications																		
Activity 2.1. Publication of Ministry's Assets		# of reports	X	X	X											Amin and Finance	Gove rnme nt	
Activity 2.2. reports of Fuel, spare parts, and regular expenses							X	X	X							Dep't	Gove rnme nt	
Activity 2.3. Reports about Ministry Assets				X										X		Amin and Finance	Gove rnme nt	
Activity 2.4. Reports on expenses for social media training		# of reports														Dep't		
Pillar 3: Projects																		
Activity 3.1. Constructing Upstairs Offices		# of offices						X	X							Amin and Finance	Gove rnme nt	
Activity 3.2. Establishing security office				X												Dep't	Gove rnme nt	
Activity 3.3. Decorating & Land Scalping the Courtyard and Garden of the Ministry		# of projects			X	X										Amin and Finance	Gove rnme nt	
Activity 3.4. Installing of fire distinguish		# of projects			X	X	X	X	X	X	X	X	X	X		Amin and	Gove rnme	

equipment in all our building														X	Finance	nt	
Activity 3.5. Preparing the Media Cost					X			X						X	Admin		
Activity 3.6. Preparing the budget for 2023											X				Amin and Finance		
Pillar 4: Capacity Building																	
Activity 4.1. Logistics and transportation personnel training	Well-trained staff	# of trainings		X											Amin and Finance	Gove rnme nt	
Activity 4.2. Reception office staff training	Well-trained staff	# of trainings		X											Dep't	Gove rnme nt	
Activity 4.3. Media staff training	Well-trained staff	# of trainings			X										Amin and Finance	Gove rnme nt	

Department of Digitalization																	
Pillars/Activities	Output	KPI's	Timeframe: Jan – Dec 2022												Resposi ble Departm ent	Sour ce of Fund	
			Q1			Q2			Q3			Q4					
			Ja	Fe	M	A	M	Ju	Jul	A	Se	O	N	De			

			n	b	a	r	p	r	a	y	n	e	y	u	g	p	t	c	t	o	v	c			
Pillar 1: Legal Framework																									
Activity 1.1. Computer Miss-Use and Cybercrime Policy	Computer Miss-Use and Cybercrime Policy	Number of procedures	X	X																			Digitalization Dep't	Government	
Activity 1.2. Government System Integration Policy	Government System Integration Policy	Number of procedures			X	X																	Digitalization Dep't	Government	
Activity 1.3. Developing and Implementing Information Security Policy	Established Information Security Policy	# of Policy					X	X															Digitalization Dep't	Government	
Activity 1.4. Implementation Of inter-connectivity Regulation.	Inter-connectivity Regulation	# of Regulation											X	X									Digitalization Dep't	Government	
Activity 1.5. Digitalizing government services Policy	Developed Government Services Policy	# of Policy																X	X				Digitalization Dep't	Government	
Pillar 2: Research & Publications																									
Activity 2.1. E-Government	Research On Government E-Readiness	# of researches	X	X	X																		Digitalization Dep't	Government	

Readiness Research																	
Activity 2.2. Updating E-government Plan	Updated E-government Plan	# of updated Plan	X												Digitalization Dep't	Government	
Pillar 3: Projects																	
Activity 3.1. Establishing A Secure Data Exchange System (S-Road)	Established Data Exchange System	# of activities	X	X	X	X	X	X	X	X	X	X	X	X	Digitalization Dep't	Government	
Activity 3.2. Establishing A Leased Line Private Network, Centralizing Internet Usage	Establishing a Centralized Private Network	# of Private Network	X	X	X										Digitalization Dep't	Government	
Activity 3.3. Develop E-Work Plan for Government Institutions	Developed E-work Plan System	# of Systems				X	X	X							Digitalization Dep't	Government	
Activity 3.4. E-Visitor	Developed E-Visitor	# of System							X	X	X				Digitalization Dep't	Government	
Activity 3.5. Establishment Of Feedback Mechanism And E-Polls Through All E-Government	Enhanced Feedback mechanism	# of developed feedback mechanism										X	X	X	Digitalization Dep't		

Services																	
Activity 3.6. E-parliament	Developed E-parliament Platform	# of developed systems	X	X	X	X	X	X							Digitalization Dep't		
Pillar 4: Social Engagement																	
Activity 4.1. E-Government Dialogue Fora Between Public and Private Actors	Organized Dialogue	# of Dialogue				X	X	X							Digitalization Dep't	Government	
Activity 4.2. Create Awareness at All Levels of Government On E-Government	Established Awareness on E-government	# of awareness			X										Digitalization Dep't	Government	
Pillar 5: Capacity Building																	
Activity 5.1. E-Government Seminars and Conferences	Organized Seminars & Conferences	# of Seminars & Conferences	X	X	X	X	X	X	X	X	X	X	X	X	Digitalization Dep't	Government	
Activity 5.1. Digital Content Management Training for Department ICT Staff	Trained Staff	# of Trained Staff				X	X	X							Digitalization Dep't	Government	
Activity 5.1. Advanced Network Training for Department ICT Staff	Trained Staff	# of Trained Staff										X	X	X	Digitalization Dep't	Government	

Activity 5.1. Cloud Computing Training for Department ICT Staff	Trained Staff	# of Trained Staff											X	X	X	Digitalization Dep't	Government	

Department of Postal Service																	
Pillars/Activities	Output	KPI's	Timeframe: Jan – Dec 2022												Responsible Department	Source of Fund	
			Q1			Q2			Q3			Q4					
			Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec			
Pillar 1: Legal Framework																	
Activity : 1.1 Implementing Postal Regulation	Postal regulation Implemented	# of regulations	X	X	X										Postal Dep't	Government	
Activity : 1.2 Mail Postal Procedure	Mail postal procedure prepared			X	X										Postal Dep't	Government	

Activity : 1.3 Implementing postal Addressing procedure	Postal Addressing procured implementing	# of guidelines			X	X										Postal Dep't	Gove rnme nt	
Activity : 1.4 Preparing Postal Stamps procedure	Postal stamps procedure prepared	# of procedures				X	X									Postal Dep't	Gove rnme nt	
Activity: 1.5 Providing Postal Management procedure	Postal management procedure Provided	# of procedures				X	X	X								Postal Dep't	Gove rnme nt	
Pillar 2: Researches and Publications																		
Activity : 2.1 implementing Postal Survey on the local postal Carrier	Local postal Carrier Survey implemented	# of researches			X	X	X									Postal Dep't	Gove rnme nt	
Activity : 2.2 implementing a research on challenges	Challenges and Opportunities						X		X	X						Postal Dep't	Gove rnme	

on postal serves in Somaliland	in Private postal services in Somaliland																nt	
Activity : 2.3 Undertaking Assessments on postal addressing services in Somaliland	Postal Addressing Assessment implemented											X	X	X	Postal Dep't	Gove rnme nt		
Pillar 3: Projects																		
Activity : 3.1 Distributing local postal courier license (featured license)	New license given to 30 new companies	30 license			X	X	X								Postal Dep't	Gove rnme nt		
Activity : 3.2 Installing New mail boxes in the Center	New Mail boxes launched in the MICT Center	200 Mail boxes								X	X	X			Postal Dep't	Gove rnme nt		
Activity : 3.3 Issuing	Postal Stamps	10,000.			X	X									Postal	Gove		

of Postal Stamps	Issued	Stamps	X	X												Dep't	rnme nt	
Activity : 3.4 improving Infrastructure of Postal services tools	New 4 motto cycles for postal Services purchased	# of mottos	X	X	X	X										Postal Dep't	Gove rnme nt	
Pillar 4: Social Engagement																		
Activity : 4.1 Preparing awareness on postal Address	Postal Address awareness program undertaken	# of Awarene ss's	X	X	X											Postal Dep't	Gove rnme nt	
Activity : 4.2 Preparing two postal Services Awareness Program	Two postal services awareness program prepared	# of Awarene ss	X	X	X	X										Postal Dep't	Gove rnme nt	
Activity : 4.3 Preparing Mail boxes Awareness	Mail boxes awareness prepared	# of awarenes s			X		X	X	X	X						Postal Dep't	Gove rnme nt	

Activity : 4.4 Mail postal warehouse prepared	Mail Post warehouse Constructed	# of warehouses	X	X	X											Postal Dep't	Gove rnme nt	
Activity : 4.5 Postal Address Distributed	Postal Address Provided	# Of Districts. In Hargeisa	X	X	X	X	X	X	X	X	X	X				Postal Dep't	Gove rnme nt	
Activity : 4.6 Improving International Postal Parcel Delivery	International Postal Parcel Connected	# of Countries	X	X	X	X	X	X	X	X	X	X				Postal Dep't	Gove rnme nt	
Pillar 5: Capacity Building																		
Activity : 5.1 Conducting Postal system Training	Postal systems Training conducted	# of trainings		X	X						X					Postal Dep't	Gove rnme nt	
Activity : 5.2 Conducting Staff on Job Training on Systems	on job training on systems Conducted	# of trainings					X	X	X	X						Postal Dep't	Gove rnme nt	
Activity : 5.3 Postal Services Training	Postal services Training Conducted	# of trainings			X	X										Postal Dep't	Gove rnme nt	
Pillar 6: Relations and Funds																		
Activity 6.1 Linking in UPU System	Taking trips to UPU	# of organizati	X	X	X	X	X	X	X	X	X	X				Postal	Gove rnme	

		ons														Dep't	nt	
Activity 6.2 Strengthen the Djibouti relation	Djibouti relation strengthen	# of trips	X	X	X	X	X	X	X	X	X	X				Postal Dep't	Gove rnme nt	
Activity 6.3 Singing the Kenya MOU drafted	MOU With Kenya Finalized	# of MOU	X	X	X	X	X	X	X	X	X	X				Postal Dep't	Gove rnme nt	
Activity 6.4 Starting new relationship with Taiwan	New relationship with Taiwan started	# of countries						X	X	X	X	X				Postal Dep't	Gove rnme nt	

