

TABLE OF CONTENTS

..... 4

**1.0. Minister Message** ..... 4

**2.0. Director General Message**..... 5

**3.0 Executive summary** ..... 6

**4.0. Background** ..... 7

**5.0. VISION** ..... 8

**6.0. MISSION** ..... 9

**7.0. CORE VALUES** ..... 9

**8.0. THE MANDATE AND FUNCTION OF THE MINISTRY** ..... 9

**9.0. Priority Pillars in MICT:** ..... 10

**Department of ICT** ..... 12

    Pillar 1: Legal Framework..... 12

    Pillar 2: Researches and Publications..... 12

    Pillar 3: Social Engagements ..... 13

    Pillar 4: Projects ..... 13

    Pillar 5: Capacity Building..... 14

    Pillar 6: Relations & Funds: ..... 14

**Department of Telecommunication** ..... 15

    Pillar 1: Legal Framework..... 15

    Pillar 2: Researches and Publications..... 15

    Pillar 3: Social Engagements ..... 16

    Pillar 4: Projects ..... 17

- Pillar 5: Capacity Building..... 18
- Department of Postal Service .....18**
- Pillar 1: Legal Framework..... 18
- Pillar 2: Researches and Publications ..... 19
- Pillar 3: Projects ..... 20
- Pillar 4: Social Engagement..... 21
- Pillar 5: Capacity Building ..... 22
- Pillar 6: Relations and Funds..... 22
- Department of Digitalization & Innovation .....22**
- Pillar 1: Legal Framework..... 23
- Pillar 2: Researches and Publications..... 23
- Pillar 3: Social Engagements ..... 24
- Pillar 4: Projects ..... 24
- Pillar 5: Capacity Building..... 24
- Pillar 6: Relations & Funds ..... 25
- Department of Government Technology.....25**
- Pillar 1: Legal Framework..... 26
- Pillar 2: Researches and Publications ..... 27
- Pillar 3: Social Engagements..... 27
- Pillar 4: Capacity Building ..... 28
- Somaliland Innovation Zone .....29**
- Pillar 1: Innovation and Entrepreneurship ..... 29
- Pillar 2: Researches and Publications ..... 29
- Pillar 3: Social Engagements..... 30

Pillar 4: Projects ..... 30

Pillar 5: Capacity Building ..... 31

Pillar 6: Relation and Funds..... 32

Pillar 7: Promoting SIZ Services..... 32

**Department of Planning and Policy.....34**

Pillar 1: Legal Framework..... 34

Pillar 2: Researches and Publications..... 34

Pillar 3: Social Engagements ..... 35

Pillar 4: Projects ..... 35

Pillar 5: Capacity Building..... 36

**Department of Admin and Finance .....37**

Pillar 1: Legal Framework..... 37

Pillar 2: Researches and Publications..... 37

Pillar 3: Projects ..... 38

Pillar 4: Capacity Building..... 39

**Department of Human Resource .....39**

Pillar 1: Legal Framework..... 40

Pillar 2: Researches and Publications..... 40

Pillar 3: Projects ..... 41

Pillar 4: Capacity Building..... 41



## 1.0. Minister Message

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

Key elements of MICT's ICT plans include developing government agencies' and ministries' enterprise architectures, enhancing public trust, focusing resources, improving information technology security, controlling investment, addressing the requirements of the public in providing equal access to all government institutions' services and support, and managing change. MICT has designed unique ICT plans and initiatives that will facilitate the process of institutions' and government agencies' business transformation and better serve their 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, led by the general director, and the consulting team for their hard work in completing this work.

THANKS

Dr. Abdiwali Abdillahi sufi  
Minister of the Ministry of Information  
And Communication Technology



## 2.0. Director General Message

“The Ministry of Information and Communications Technology consists of eight departments and the Somaliland Innovation Zone.”

1. Telecom Department
2. ICT Department
3. Digitization Department
4. Government Technology Department
5. Postal Services Department
6. Planning and Policy Department
7. Administration and 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 2023, 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 providing 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 continuous assessments and studies by the MICT on government institutions' 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-sect oral and a sector in its own right. An ICT plan has to relate to other relevant sect oral 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 leaning, 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 west 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

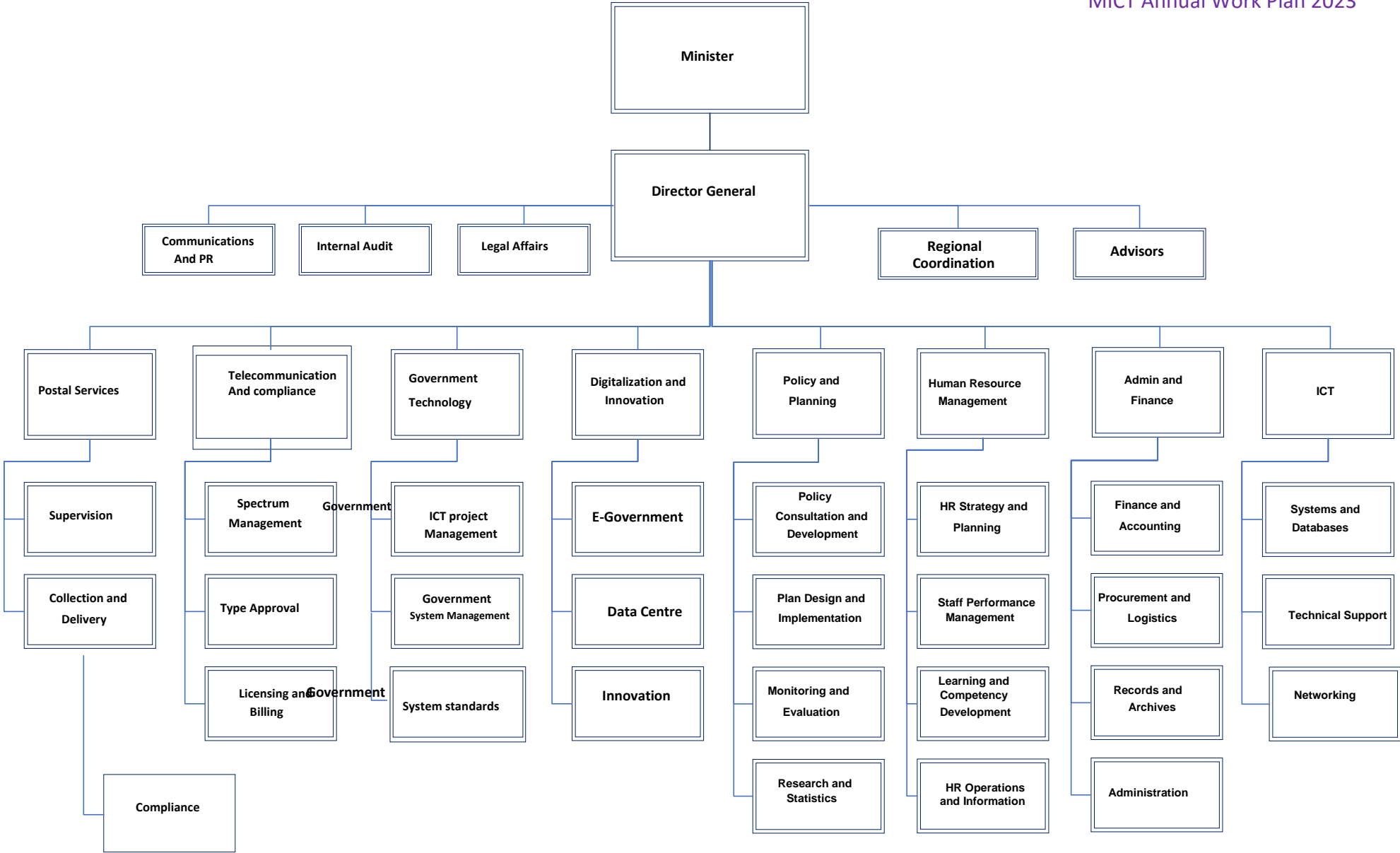
The mandate of the Ministry is as derived from the Executive Order No. 01 / 2018. 01/2018 The Somaliland Ministry of ICT mandated to carry out responsibility for implementing a system to effectively monitor the country's communications, with transparency and accountability. In order to carry out the 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. Social Engagement
4. Projects
5. Capacity Building
6. Relations and Funds



Department of ICT																	
Pillars/Activities	Output	KPI's	Timeframe: Jan - Dec 2023												Responsible Department	Source of Fund	
			Q1			Q2			Q3			Q4					
			J	F	M	A	M	J	J	A	S	O	N	D			
<b>Pillar 1: Legal Framework</b>																	
<b>Activity 1.1.</b> Developing National ICT Policy	Developed National ICT Policy	# of Policies (1)				X	X	X	X	X	X				ICT	Gov.	
<b>Activity 1.2.</b> Digital and web content act	Published the Act	# of Acts (1)			X	X	X										
<b>Pillar 2: Researches and Publications</b>																	
<b>Activity 2.1.</b> Examining the gap between graduate ICT projects and the market demand	Research paper	# of Researches (1)						X	X						ICT	Gov.	
<b>Activity 2.2.</b> factors Effecting Government Official email and website proper usage	Determined factors Government Official email usage	# of Surveys (1)		X										ICT	Gov.		





Department of Telecommunication																
Pillars/Activities	Output	KPI's	Timeframe: Jan - Dec 2023												Responsible Department	Source of Fund
			Q1			Q2			Q3			Q4				
			J	F	M	A	M	J	J	A	S	O	N	D		
<b>Pillar 1: Legal Framework</b>																
Activity 1.1. Telecom Act Amendment	Amended Telecom Act	# of amendments	X													
Activity 1.2. Drafting telecom Consumer protection regulations	Consumer protection regulation	# of regulations		X											Telecom	Gov.
Activity 1.3. Drafting telecommunication Base Stations (BTs) Infrastructure Sharing Guideline.	Developed Base Station Infrastructure Sharing Guidelines	# of regulations				X	X								Telecom	Gov.
Activity 1.4. Drafting quality of service regulation	Drafted quality of Service Regulation	# of regulations						X	X						Telecom	Gov.
<b>Pillar 2: Researches and Publications</b>																
Activity 2.1.	Percentage	# of				X	X	X	X	X					Telecom	Gov.

Mobile Money subscription, penetration and coverage in Somaliland	number of Mobile money subscriptions and users to the country's total population	researches															
<b>Activity 2.1.</b> Public Perception of the health impact of telecom base station	Published the Papers	# of Papers (2)					X	X	X	X	X						

**Pillar 3: Social Engagements**

<b>Activity 3.1.</b> Interconnection Awareness	Community awareness of Interconnection connectivity benefits	# of awareness		X											Telecom	Gov	
<b>Activity 3.2.</b> The Effects of mobile phones on children's Health.	To raise community awareness for preventing the threat of mobile phones	# Of awareness										X			Telecom	Gov	
<b>Activity 3.3.</b> Mentoring & training guide For Telecom tower	Introduced telecom rules and regulations for the MNO and roger	# of awareness							X	X	X				Telecom	Gov	

department and rogers technician	technicians																	
<b>Activity 3.4.</b> 5G launch event in Somaliland	Event hosted by the ministry	# Of Events	X															
<b>Pillar 4: Projects</b>																		
<b>Activity 4.1.</b> Implementation of GST Telecom Services	Implemented GST on Telecom Services	# of GST	X	X	X												Telecom	Gov
<b>Activity 4.2.</b> Implementation of Government Fiber Optic Network	Implemented Government Fiber Optic Network	# of data collections	X	X	X	X	X	X									Telecom	Gov
<b>Activity 4.3.</b> Spectrum monitoring survey	Produced Comprehensive report for surveying Somaliland Base stations	# Of Survey						X	X	X	X						Telecom	Gov
<b>Activity 4.4.</b> Data Entry system for Telecom Tower Sites	Database for Towers' data collection.	# Of Databases									X	X						
<b>Activity 4.5.</b> Annual Report for	Conducted report on	# Of Reports										X	X	X				



Regulation	Implemented	ns																
<b>Activity : 1.2</b> Preparing National postal addressing regulation	National postal addressing regulation prepared	# of regulations	X	X	X												Postal Services	Gov.
<b>Activity : 1.3</b> Preparing Postal Stamps procedure	Postal stamps procedure prepared	# of procedures				X	X										Postal Services	Gov.
<b>Pillar 2: Researches and Publications</b>																		
<b>Activity : 2.1</b> Role of postal service Carrier's on e-commerce needs to postal services	Local postal Carrier Survey implemented	# of researches			X	X	X										Postal Services	Gov.
<b>Activity : 2.2</b> Implementing a research on challenges on postal serves in Somaliland	Challenges and Opportunities in Private postal services in Somaliland	# of researches (1)					X		X	X							Postal Services	Gov.

<b>Pillar 3: Projects</b>																		
<b>Activity: 3.1.</b> Implementing postal Addressing in Hargeisa Districts.	Postal Addressing in Hargeisa Districts Implemented.	# of districts (8)	X	X	X	X	X	X	X	X	X	X	X	X		Postal Services	Gov.	
<b>Activity: 3.2.</b> Establishing postal offices in the Main Cities.	Postal offices Established	# of offices established.	x								X	X	X		Postal Services	Gov.		
<b>Activity: 3.3.</b> Implementations of Postal stamps and postcards	Issued stamps and postcards	# of Stamps	X	X	X	X									Postal Services	Gov.		

<b>Activity : 3.4</b> Improving Infrastructure of Postal services tools	New 2 motto cycles for postal Services purchased	# of mottos	X	X	X	X											Postal Services	Gov.	
<b>Pillar 4: Social Engagement</b>																			
<b>Activity : 4.1</b> Preparing awareness on postal Addressing	Postal Address awareness program undertaken	# of Awareness's	X	X	X												Postal Services	Gov.	
<b>Activity : 4.2</b> Preparing two postal Services Awareness Program	Two postal services awareness program prepared	# of Awareness	X	X	X	X											Postal Services	Gov.	
<b>Activity : 4.3</b> Preparing Mail boxes Awareness	Mail boxes awareness prepared	# of awareness			X		X	X	X	X							Postal Services	Gov.	
<b>Activity : 4.4</b> Improving International Postal Parcel Delivery	International Postal Parcel Connected	# of Countries	X	X	X	X	X	X	X	X	X	X	X	X			Postal Services	Gov.	

<b>Activity: 4.5.</b> Developing new website for the postal service	Implemented new website	# of websites	X	X	X	X	X	X	X	X	X	X					
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**Pillar 5: Capacity Building**

<b>Activity : 5.1</b> Conducting Postal system and addressing Training	Postal systems and addressing Training conducted	# of trainings		X	X							X				Postal Services	Gov.
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**Pillar 6: Relations and Funds**

<b>Activity 6.1</b> Strengthen the relation of Djibouti, Kenya and other postal countries	Djibouti, Kenya, and other postal countries relation strengthen	# of trips	X	X	X	X	X	X	X	X	X	X				Postal Services	Gov.
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**Department of Digitalization & Innovation**

Pillars/Activities	Output	KPI's	Timeframe: Jan - Dec 2023												Responsible Department	Source of Fund	
			Q1			Q2			Q3			Q4					
			J	F	M	A	M	J	J	A	S	C	N	D			

**Pillar 1: Legal Framework**

<b>Activity 1.1.</b> Data protection Act	Data protection Act Passed	# of Acts passed	X	X	X	X	X	X							Digitalization	Gov.	
<b>Activity 1.2.</b> Cybercrime Act	Cybercrime Act passed		X	X	X	X	X	X							Digitalization	Gov.	
<b>Activity 1.3.</b> Government secure network Policy	Policy developed	# of policies developed				X	X	X							Digitalization	Gov.	
<b>Activity 1.4.</b> Innovation fund guideline	Innovation Guideline developed										X	X	X	Digitalization	Gov.		
<b>Activity 1.5.</b> National Tech startup Policy	Policy developed								X	X	X			Digitalization	Gov.		

**Pillar 2: Researches and Publications**

<b>Activity 2.1.</b> E-government readiness survey	Survey conducted and published	# of research and plans				X	X	X							Digitalization	Gov.	
<b>Activity 2.2.</b> Updating E-government Strategic	Strategic Plan		X	X	X	X	X	X							Digitalization	Gov.	











Somaliland Innovation Zone																	
Pillars/Activities	Output	KPI's	Timeframe: Jan - Dec 2023											Responsible Department	Source of Fund		
			Q1			Q2			Q3			Q4					
			J	F	M	A	M	J	J	A	S	O	N				D
<b>Pillar 1: Innovation and Entrepreneurship</b>																	
<b>Activity 1.1.</b> SIZ Innovation and Accelerator Investment Program	Developed 24 digital innovations	24	X			X			X			X			SIZ	Gov.	
<b>Activity 1.2.</b> Expanding SIZ Catching and Mentoring Program	Enhanced youth performance skills	500	X	X	X	X	X	X	X	X	X	X	X	X	SIZ	Gov.	
<b>Pillar 2: Researches and Publications</b>																	
<b>Activity 2.1.</b> Barriers to the implementation of Technology innovations ( case study: ICT faculties)	Found out the problem and implemented the solution	1		X	X	X									SIZ	Gov.	
<b>Activity 2.2.</b> Evaluating level of Developer	Found out exactly number of	1						X	X	X					SIZ	Gov.	

skills in Somaliland	software developers in Somaliland																
<b>Activity 2.3.</b> Challenge facing on digital startups in Somaliland	Discovered challenges facing digital startups and implemented solutions	1										X	X	X	SIZ	Gov.	
<b>Pillar 3: Social Engagements</b>																	
<b>Activity 3.1.</b> Fagaaraha Hal-abuurka Program	Promoting knowledge of the youth	6		X		X		X		X		X		X	SIZ	Gov.	
<b>Activity 3.2.</b> Awareness and competition Events	Got tech innovators	6			X		X		X		X		X		SIZ	Gov.	
<b>Pillar 4: Projects</b>																	
<b>Activity 4.1.</b> Launching SIZ Borama branch	Developed SIZ tech ecosystem	1	X	X	X										SIZ	Gov.	
<b>Activity 4.2.</b> Launching SIZ Burao branch	Developed SIZ tech ecosystem	1						X	X	X					SIZ	Gov.	
<b>Activity 4.3.</b> Launching SIZ Gabiley branch	Developed SIZ tech ecosystem	1										X	X	X			

**Pillar 5: Capacity Building**

<b>Activity 5.1.</b> National Service youth	Obtained IT experts	120	X			X			X				X		SIZ	Gov.	
<b>Activity 5.2.</b> ICT and Engineering Graduates	Obtained IT experts	550	X	X	X	X	X	X		X	X	X	X	X	SIZ	Gov.	
<b>Activity 5.3.</b> Army Units	Digitalized Army	150		X	X		X	X		X	X		X	X	SIZ	Gov.	
<b>Activity 5.4.</b> Special Needs	Enhanced digital skills	60	X						X						SIZ	Gov.	
<b>Activity 5.5.</b> Women in Tech	Enhanced digital skills	60							X			X			SIZ	Gov.	
<b>Activity 5.6.</b> IDPs	Enhanced digital skills	60									X	X	X		SIZ	Gov.	
<b>Activity 5.7.</b> Ministry's IT Departments Development Program	Provided effective service for development program	120		X	X		X	X			X	X			SIZ	Gov.	
<b>Activity 5.8.</b> Government Agencies	Provided effective service for development program	90			X		X		X		X		X		SIZ	Gov.	







Pillar 3: Social Engagements																		
<b>Activity 3.1.</b> Localizing Information Technology to Somali Terminology ( Local content)	Learned Somali terminology for technology	# of percentage (25%)	X	X	X	X	X	X	X	X	X	X	X	X	X	Planning	Gov.	
<b>Activity 3.2.</b> Posting public opinion poll	Raise Ministry’s activities towards social media					X	X									Planning	Gov.	

Pillar 4: Projects																		
<b>Activity 4.1.</b> Review of the 5-year strategic plan	-Increase operational efficient. -Create a new sense of direction. -Make MICT to be proactive	# of strategy revised (1)		X	X	X										Planning	Gov.	
<b>Activity 4.2.</b> Software infrastructure investment	-Regions easily communicate. -Advance	# of software developed											X	X	X			









Pillar 1: Legal Framework																	
<b>Activity 1.1.</b> Developing the procedure of bonuses and incentives	Developed the procedure	# of procedures	X	X	X											HR	Gov.
<b>Activity 1.2.</b> Developing Staff evaluation procedure	developed the procedure	(2)		X	X											HR	Gov.
<b>Activity 1.3.</b> Ministerial staff regulation	developed the regulation	# of regulations (1)				X	X	X	X							HR	Gov.
<b>Activity 1.4.</b> Preparing Ministry HR policy	developed the policy							X	X	X	X	X	X	X		HR	Gov.
Pillar 2: Researches and Publications																	
<b>Activity 2.1.</b> Evaluation of management and staff collaboration	Conducted research on management and staff cooperation	# of researches (1)						X	X							HR	Gov.
<b>Activity 2.2.</b> Employee Training Performance Research	conducted research on employee	# of researches	X	X	X	X	X	X	X	X	X	X	X	X			

	training performance	(1)																
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**Pillar 3: Projects**

<b>Activity 3.1.</b> A quarterly staff outreaches meetings.	Information about the department's work were exchanged	# of Meetings (2)					X							X	HR	Gov.	
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<b>Activity 3.2.</b> Job rotation	Discovered which department each employee excels in	# of employees (20%)			X			X			X			X	HR	Gov.	
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<b>Activity 3.3.</b> Digital filing system	The filing system was developed	# of systems (1)							X	X	X	X	X	X	HR	Gov.	
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**Pillar 4: Capacity Building**

<b>Activity 4.1.</b> Regional staff capacity building Training	Regional staff have been trained	# of trainings (1)			X	X									HR	Gov.	
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