STRATEGIC PLAN ACTIVITIES

Table 4.1: Strategic Objective 1: Management of examinations and awards for Nurses and Midwives in a timely manner

Strategic Issue	Strategy	Strategic Action	Expected Output
1). Limited pool of competent examiners	1.Recruitment of 1550 additional examiners in 5 years	 Attract more qualified Tutors currently employed by MOH to MOES. Present to BTVET proposals that limit number of newly licensed Nursing and Midwifery training institutions to match student numbers with Tutor availability. Ensure that institutions remunerate their Examiners well to avoid the high turnover. Collaborate with other institutions to acquire data on trained tutors Lobby government to setup new tutor training institution Verifying examiner data submitted online 	More 312 examiners recruited per year
	2.Training of the recruited examiners in setting, and marking of examinations	 Review, print and patent UNMEB Examiner training Manual for proper alignment with expected examiner skills. Conduct Nursing and Midwifery institutions' mapping to divide them into training blocks/regions Conduct training of examiners to equip them with skills in managing UNMEB examination activities. Retool the 1553 existing examiners in new and updated skills Complete development and operationalize the "examiners database" Partner with Nursing Council to ensure tutor compliance to Continuous Professional Development (CPD) regulations Develop UNMEB multimedia training and demonstration materials for repetitive training areas distribute them in schools. Conduct online training and video conferencing to reduce training costs Appoint and train a pool of UNMEB trainers of trainers and support them to work with schools regionally and conduct training. Establish cost-sharing mechanisms with regional training blocks. Conduct training in succession planning and ensure succession to retired and tired examiners. Establish and formalise school-based mentorship program where trained examiners train newly recruited and hospital-based examiners. Ensure school-based examiner attachment and mentorship program during continuous assessment 	 Quality examinations set Quality marking of examinations
2). Set and align	1. Annually Mobilise and	Organise workshops for orienting tutors in setting quality test items especially with regard to the revised curricula;	Examinations aligned to the

quality	compile	Orient Examiners in how to set test items following the new curricula.	curriculum
examinations	quality test	Retool examiners in test item development using UNMEB training manual;	carricarani
to the	items for	Develop mechanism of not paying for poorly set test items;	
curriculum	examinable	Create database for rejected and out-dated test items and engage specialised persons to	
	subjects from	moderate them for better use;	
	a pool of	Acquire and add test Items developed at school level during continuous; assessment to	
	accredited	UNMEB item bank as drafts to increase items available for moderation;	
	examiners	Increase budget allocated to setting and moderation activities;	
		 Initiate collaboration and mentorship program at school between UNMEB and UNEB. 	
	2.Moderate		Moderated test
	test items for	 Conduct training workshops and debriefs for moderation using UNMEB training manual; 	• Moderated test items
	each exam set	Increase budget allocation to moderation of test items;	
		Make the guidelines and sanctions known to moderators;	
		Create mechanism that ensures compliance to moderation standards and guidelines.	
		Change setting methodology to increasing critical thinking questions	
		Benchmark with UNEB regarding cost cutting during moderation	
		Tutors to set on individual basis and forward test items to UNMEB in order to reduce	
		costs and UNMEB team to act as pre-moderators	
		Develop risk management strategy for test items to add UNMEB risk management plan.	
	3.Pre-test	Commence pretesting in 2022 starting with moderated test items for exit semesters	• Pre-tested
	examination	• Add school submitted test items used in continuous assessment to the pool of items for	examination
	questions	pre-moderation and pre-testing;	questions
		Store pretested test items for over eighteen months (one and half years) before	
		insertion in examination paper;	
		Write/document and present the pre-testing report to include number of pre-tested,	
		rejected, and successfully moderated test items;	
		Create categories of the above in the item bank (pre-tested, rejected, and successfully)	
		moderated) as evidence of pre-testing.	
	4. Type and	• Establish independent manuscript office to house TD and manuscript team for routine	Typed and Proof-
	proof-read	work;	read test items
	test items	Procure five computers for the TD Unit;	
		Procure Network printer for the TD / unit;	
		Install surveillance system for the TD/Manuscript office.	
	5.Print and	Procure an in-house printing facility;	 Printed and
	pack of	Pilot in-house printing services;	Packed
	examination	Procure secure packing materials (bags containers, metallic boxes and envelopes);	examinations
		Develop Electronic Item Bank.	
	6.Secure	Procure secure storage facilities for TD materials (hard drives, Safe, metallic box)	Safe custody of

	items 7.Compile and Publish Past	 Review, regularly update and operationalize the electronic item bank; Enhance the security of the test items while in store. Benchmark with UNEB to learn how to mobilise test items Secretariat to compile and publish test items of 2018 to 2024 by 2025. 	•	Published past examination
	Papers	 Cluster examination past papers into relevant themes Design the layout of the publication document Print and sell 		papers
3.Timely registration of all candidates at each examination schedule	candidates in the accredited centres	 Set and publicise registration deadlines. Prepare and distribute briefing notes on registration requirements and sanctions for wrong registration Send regular reminders before the deadline of registration Liase with schools to register candidates before the stipulated deadlines Enforce sur-charges to late registrants. Prepare report of registration compliance and establish the repetitively non-compliant schools for submission to the Board for recommendation. 	•	Publication of all registered examination centres Publication of registration deadlines Publication of registered candidates
4. Conduct and mark examinations	distribute examinations to accredited	 Strengthen working relation with Uganda Police and continue liaising with Uganda Police and UPDF during transportation of examinations. Procure two 4x4 vehicles each financial year to securely deliver examinations Collaborate with UPDF for exam airlifting in hard to rich or disaster preparedness Develop risk management plan in the event of transportation challenges weather, political unrest, disease outbreak) 	•	Safe delivery of examinations to marking centres Marked examinations
	2.Invigilate examinations in the accredited centres using accredited examiners	 Enrol all accredited Tutors and Mentors to UNMEB database; Introduce cost sharing mechanism with schools that have high numbers. 	•	Well conducted examinations with minimal disturbances
	3.Accurately collect and grade Continuous assessment results	 Reconfigure OSRS and EMIS to reflect Continuous Assessment (CA) capturing interfaces. Sensitise stakeholders on implication of CA results to the final marks Sensitisation of stakeholders on implication of new grading system Support supervision during CA 	•	Accurately graded CA results
		Recruit Examination OfficersTraining of examiners	•	Marking based on approved guide

	as per marking guides 5.Accurately Compile examination	 Procure 20 marking centres services (schools) Develop guidelines for marking centres Appoint and train (150)/retool 300 compilers Develop guidelines for compilers 	Compiled examination results
	results 6.Release results	Secretariat to continue releasing results as per Board planned schedule.	Timely release of results
5.Provide feedback on Examination Performance	7. Prepare examination performance reports and give feedback to training institutions	 Conduct feedback workshop every after each examination series on a cost sharing basis, where schools will generate joint action plans and sanctions for performance improvement. Benchmark with other countries or internal institutions. Conduct consultations on appropriate feedback mechanisms 	Examination process and results communicated to stakeholders
6.Award of certificates and pass-lips to candidates	Issue certificates to Health Training Institutions	 Make public call for information of identified students. Strengthen safety and security of the academic documents Risk management strategy Document target students (2008 to 2012) missing certificates and result slips. 	 Certificates awarded to successful candidates 30 days after release of examination results Transcripts to be issued on the release date 10% increase in number of candidates awarded certificates per year

Table 4.2: Strategic Objective 2: Implementing high quality standards in all systems

Strategic issue	Strategy	Strategic Action	Expected Output
1.Develop quality	1.Define quality	Review of research guidelines for candidates	Guidelines,
assurance tools and		 Re-align logbooks to CA assessment requirements. 	procedures and
instruments for the	assessed	Re-align curriculum content to semester system of examination	regulations for
exams		Widen the assessment scope to curriculum coverage by increasing number of	setting
		papers	examinations
		 Determine number of OSPE stations for coverage and assessment of critical 	developed and
		skills.	disseminated
		 Develop CA guidelines to ensure curriculum completion and assessment 	
		 Harmonised assessment tools of programs not yet handled 	
	_	• Continue to regularly sensitise examination stakeholders about observance of	
	examination	Rules for the conduct of UNMEB examinations at every opportunity.	
		 Conduct stakeholder sensitisation workshop for revised UNMEB regulations 	
	regulations to	after endorsement.	
		 Develop popular version (extracts for students) of UNMEB regulations and 	
	examination	disseminate it to students in a more accessible, interpretable and readable	
	centres	format.	
		Enforce implementation of the examination rules,	
		 Sensitise stakeholders on revised regulations, 	
		 Regularly update the examination regulations according to change in policies, 	
		 Seek approval of the examination policies and guidelines 	
		Publish and disseminate examination policies and guidelines	
	_	Combine all standard operating procedures from each unit and department into	Tools for assessing
	assess the	one quality assurance manual	standard developed
		Recruit quality assurance officer	
		Develop risk management strategy for UNMEB activities	
		• Engage technical support to advise on matters of safety and security of the	
		entire UNMEB (premises, information and materials, and human resource) take	
		to quality	
		Conduct internal UNMEB system audit and backup mechanisms	
		Develop standard operating procedures in line with information safety and	
		security	
		Conduct sensitisation workshops on revised rules, regulations, guidelines and	
		tools.	
		Benchmark with relevant stakeholders like examination bodies and universities	

Strategic issue	Strategy	Strategic Action	Expected Output
		to draw and implement lessons learnt	
	4.Constitute	Allocate more funds to quality assurance activities.	Quality Assurance
	quality assurance	Recruit the Quality Assurance Officer	teams constituted
	teams	 Rectult the Quality Assurance Officer Constitute a Quality Assurance Committee to coordinate the Quality Assurance activities. The Committee shall comprise five Officers plus Quality Assurance Officer as Chairperson. (Quality Assurance Officer, Principal Administrative Officer, Procurement Officer, Senior Public Relations Officer, Principal Examinations Officer and Principal Accountant) Sensitise and brief the quality assurance teams before conduct of any activity. Strengthen Spot checking e.g. Continuous assessment Weekend programs implementation for Diploma students. Clinical placement confirmation Issue proper guidelines to all stakeholders before their engagement. Review and develop SOPs for each quality Assurance team Apply disciplinary measures according to regulations of the Board to stakeholders that don't perform to expected standards 	teams constituted
		• Purchase two 4x4 vehicles every year to support the transportation function	
2.Ensure discipline and ethical conduct of Tutors, Examiners and Candidates during examinations	1.Develop code of conduct for the various groups involved in examinations.	 Print and circulate the code of conduct Sensitise stakeholders on their roles Enforcement of adherence to the code of conduct according to UNMEB regulations Add content of code of conduct to the quality assurance manual. Re-organise and cluster Code of Conduct information into stakeholder specific user manuals 	Adherence to examination ethical code of conduct
	2.Sensitise key actors on the code of conduct/ethics	 Publish and disseminate copies of code of conduct Conduct sensitisation activities like workshops and briefings Publish electronic copies on UNMEB website Periodically review UNMEB rules and regulations to add elements of the code of conduct, Continue to enforce adherence to the code of ethics Sensitise stakeholders on code of conduct 	Awareness of UNMEB's code of ethical conduct
	3.Monitor and follow up the implementation of code of conduct	 The Board should continue upholding and observance of the code of conduct as it is a key quality assurance measure for UNMEB operations 	Observance of UNMEB's code of ethical conduct

Strategic issue	Strategy	Strategic Action	Expected Output
	4.Provide feedback on implementation of the code of conduct	performance feedback. • Develop two parts of the Quality Assurance Manual with main manual and	Prepare and disseminate feedback report on implementation of the code of conduct
	5.Work with the Principal's Association to enforce Examination standards	 appendices. Organise a forum for Principals of Nurses and Midwifery training institutions Have a communiqué signed by UNMEB and the Principals at each Nurses and Midwives principals Forum to ensure compliance to agreed Board recommendations. Invite the Executive Secretary to Private Institutions Associations to communicate matters of the Board The Board representatives of private for-profit Private schools' associations to brief them about UNMEB examination standards 	Observance of UNMEB's code of ethical conduct in health training institutions and examination centres
	6. Collaborate with other Government Agencies in enforcing quality assessment.	 Establish more collaborations and stakeholder engagements. Ensure that these collaborations are documented by letters of undertaking, MOUs, communique and established Terms Of Reference Develop feedback strategy for each stakeholder. Conduct interaction sessions of field experience sharing for proper address of challenges met by state agencies participating in UNMEB activities, Periodic review of the TORs for participating stakeholders Develop user guide for participating state agencies 	 Signed MOU with collaborating Government Agencies Knowledge sharing sessions
3.Review and establish new standards for accreditation of Examination Centres	1.Assess the feasibility and effectiveness of existing standard requirements for accrediting examination centres	 Continue to conduct accreditation exercises Periodically update the examination centre accreditation guidelines Disseminate the accreditation tools 	List of accredited examination centres for nurses and midwives published
	2.Periodically Update and publish accreditation tool for examination centres	 Enforcing adherence to the set accreditation standards Periodically disseminate updated accreditation tool. 	Up-to-date accreditation tool published

Strategic issue	Strategy	Strategic Action	Expected Output
	accreditation		
	3. Inspect and validate all examination centres to ensure adherence to the established standards of an accredited centre	 Undertakes periodic and emergency validation visits and thereafter, takes appropriate action. Issue appropriate timelines/deadlines to training institutions to put in place the recommendations of the Board In accordance with regulations, apply sanctions and disciplinary action to non-compliant institutions. 	- Inspection visits conducted before administering examinations
	4.Inspect and accredit new examination centres	 Carry out inspection visits in new examination centres Validate new examination centres based on updated accreditation guidelines 	-Prepare and disseminate inspection report -Accredit new examination centres that meet UNMEB standards
4. Monitor and evaluate the adaption of UNMEB research recommendations	1. Biannually develop a phased framework to guide adaption of research commendations per study.	Include feedback mechanisms in all M&E tools	 Institutionalised M&E tools with new recommendations Customised IT systems with M&E filters
	2. Document best practices and lessons learnt arising from research activities	 Track outcomes of UNMEB research recommendations Compile best practices for further dissemination by relevant department 	 List of adopted recommendation List of best practices

 Table 4.3: Strategic Objective 3: Conduct relevant research for the Board

Key Issue	Strategy	Intervention	Expected Output
1. Strengthen management	1. Revitalise the Board Committee in charge	 Notify all Members appointed to serve on the Committee Develop and operationalise Schedule for sitting of the Research Committee 	Minimum of two sittings of the
Capacity for research	of research;	Develop and operationalise schedule for sixting of the Research Committee	Committee in each financial year
	2. Establish Research Unit at the Secretariat	 Fast-track the recruitment process of a multitasked Principal Research Officer Allocate space and furnish the research Unit Procure soft and hardware for the Unit (equipment for research, data analysis and anti-plagiarism packages 	Presence of an office with a staff charged with research duties.
	3. Develop guiding framework for implementation of research activities	 Develop and implement a Research Agenda Develop and enforce the Research policy Develop research budget for consideration in planning activities. 	 Approved research agenda, research policy and advocacy / dissemination plan. Addition of research Vote in UNMEB budget
	4. Solicit/formulate research proposals based on Agenda	 Identify broad priority research areas Develop a list of topics for consideration and approval by the Research Committee Develop research proposals 	Approved list of topics A minimum of two research proposals developed in a financial year.
	5. Identify & Mobilise research resources in accordance with the research Agenda	 Identify partners to support conduct of research Develop mailing list & Develop possible donor list and their target areas to facilitate soliciting of research grants information Develop collaborative proposals & MOUs for research. Submit proposals to management for guidance and approval 	 Existence of donor mailing list, A minimum of one approved funding proposal for each financial year
	6. Conduct research related activities for the Board	 Develop research tools (questionnaires and checklists) Pre-test/pilot test research tools with possible respondents* Apply recommended methodologies while carrying out research Ensure wide stakeholder participation for ownership of results 	 Final questionnaires and checklist Comprehensive sample of participating stakeholders
	Publish Research findings	 Package research report both electronically and hard copies Make popular versions of findings and recommendations Publish research reports in journals, articles, reports and papers 	Packaged research reportsAccreditation by IRB

Key Issue	Strategy	Intervention	Expected Output
			by the end of 5 years
	8. Accredit and Certify UNMEB Research	Secure UNMEB research accreditation and certification	 License/accreditation for research
	9. Disseminate research findings	 Conduct dissemination workshops attended by relevant stakeholders Conduct advocacy meetings with partners Electronically share recommendations with partners Support departments and Units in adoption of recommendations and change management Ensure uptake and institutionalisation of recommendations using the dissemination plan Present report in national, regional and international conferences Seek to be a benchmark to other organisations Add findings and recommendations on UNMEB website 	 Minimum of two dissemination workshops annually Minimum of 50% recommendation adopted within two years Two Conference papers published Updates on UNMEB website
2. Strengthen Monitoring and Evaluation function of adopted recommend ations	3. Develop guiding framework for implementation of Monitoring and evaluation in UNMEB of research recommendations	 Develop SOP for newly recommended practices, procedures and processes Review UNMEB reporting tools to include M&E Include feedback mechanisms in all M&E tools Design standard reporting forms for adopted recommendations. 	 Institutionalised M&E tools with new recommendations Customised IT systems with M&E filters
	4. Conduct monitoring and evaluation surveys	 Routinely conduct Units based performance evaluations based on targets Review stakeholder reports to determine change in activity performance Conduct monkey surveys on UNMEB activities Conduct impact related studies of new methodologies or activities Follow up studies on changes instituted by UNMEB Present M&E reports to the Board with recommendations 	Minimum of two M&E reports presented to the Board
	5. Support the implementation of the UNMEB monitoring and evaluation plan activities	 Commit funds for to implementing of new M&E activities. Institutionalise M&E activities by including them in all department Standard operating Procedures. Training staff in implementation of Unit based M&E activities. 	M&E budget approved Packaged Tools in manual
	6. Document best practices and lessons	 Document best practices on UNMEB website and newsletter. Provide opportunity for exposure to the best practices. 	 Website and newsletter updated

Key Issue	Strategy	Intervention	Expected Output
	learnt in the management and administration of examinations for nurses and midwives	 Develop a reward system for the best practice. Make presentations in conferences on best practices. Recommend best practices to relevant stakeholders. 	with best practices Best practices rewarded once a year Two presentations made in conference
Strengthen management capacity of Academic research	1. Develop guiding framework for implementation of research activities	 Review and improve UNMEB research guidelines Develop additional guidelines for a conduct of Academic projects, group research and case studies Increase compliance to the set research guidelines by principals, supervisors and examiners 	 New research guidelines approved Approved project/case study/group research guidelines
	3. Build capacity for teaching, supervising and marking of academic research	 Develop a database of research supervisors Identify best practices Conduct research Tutors exchange program Identify training needs for research Tutors, supervisors and examiners Develop training manual for research/project/case study supervisors and examiners Conduct training for research Tutors, supervisors and examiners 	 Database of supervisors available Approved Training manual in use Minimum of one training session per year
	4. Improve students attitude towards research	 develop a list of broad applied research areas for possible topic selection, Conduct student orientation programs on management of research, Provide opportunity for candidate presentation of research paper Support best students to publish their research link best students to key organisations where their recommendations may add value 	 List of applied research topics identifies Minimum of two best practices identified and supported each year Attitudinal changes
	5. Increase usefulness of research findings and recommendations to UNMEB and the	 Identify six good research reports. Provide research specific feedback reports to institutions Organize feedback meetings with institutions where research was conducted Share reports with institutions that have the same characteristics Package summaries of recommendations for dissemination to relevant 	regarding research • Adoption of recommendations by stakeholders,

Key Issue	Strategy	Intervention	Expected Output
	Nursing care	authorities like MoH, MoES, Nursing Council, Training Hospitals, Health Centres	
	profession	and other relevant communities	

Table 4.3: Strategic Objective 4: Good governance, Leadership and Management of the Board

Strategic Issue	Strategy	Strategic Action	Expected Output
1.Strengthen Leadership	1. Conduct induction of	Benchmark with other relevant institutions	Fully constituted and
& Governance capacity	UNMEB Board	 Conduct Cooperate Governance training for Board Members 	functioning Board
of UNMEB members	members and		
	Committees in their		
	roles,		
	responsibilities and		
	deliverables		
	2. Support the Board	 Support to the Board and its committees will further be prioritised 	Board and Committees
	and its Committees	and maintained.	supported to undertake
	to execute its		their mandatory duties
	responsibilities and		
	mandates		
	3. Hold regular Board	 Ensure constant reminders before all activities of the Board. 	Board and Stakeholder
	and stakeholders'	 Strengthen the stakeholder meetings and engagements. 	meetings regularly held
	meetings		
2.Strengthen Human		 Identify core competencies missing at the Secretariat but necessary 	UNMEB Human
Resource Capacity the	resource manual for	 Develop Job descriptions and specifications for the missing staff 	Resource Manual
Secretariat	UNMEB as	 Propose amendment to the HR manual 	reviewed and
	necessary	 Hold HR manual review retreats and activities 	operationalised

		Submit revised copy to the Minister for approval	
	2. Recruit required number of staff according to the established positions	Fill vacant positions in the approved HRM and delegate duties to unfilled position to present staff in Acting capacity until a substantive Officer is recruited.	Revised UNMEB HR Manual implemented
	3. Conduct training needs assessment	 Annually update and implement the training plan according to identified training needs in relation to the Board objectives. 	Staff Training Needs Assessment undertaken
	 Develop and implement training plan for UNMEB Secretariat staff 	 Development of training policy and plan Benchmark on best practices 	Staff training Plan Developed and implemented
	5. Undertake performance Management for staff	 Develop Annual staff Performance Plans Develop Performance agreements Undertake quarterly performance reviews and annual performance appraisals Undertake staff training and development refresher courses, workshops and seminars and out of station training in higher Institutions of learning 	Staff trained and Developed
3.Increase Government Budget Allocation	 Lobby Government for Budget Increment 	Prepare, submit and defend budget estimates to Government Timely budget reporting/financial accountability Maintain timely reporting and financial accounting.	UNMEB financial sustainability ensured
	2. Engage and sensitise finance and budgeting stakeholders about the nature of UNMEB activities so as to appreciate the need for money. (MOFPED, MOES, MOH)	Continually lobby for increase of the Government's subvention. To continuously engage with relevant stakeholders	Relevant stakeholders engaged to increase UNMEB resource envelope
4.Increase Non-Tax Revenue contributions	Review of student examination fees	• Ensure 100% collection	Student examination fees periodically reviewed and 100 collections ensured.
	2. Introduce new NTR sources to increase	, , , , , , , , , , , , , , , , , , , ,	New sources of NTR identified and

	3. Consultation with stakeholders on how to reduce	 Produce and cost pamphlet of past papers Amendment fees per error if it is a school mistake (UGX.50,000 per error) Commission the selling of past papers Continue to sell logbooks, Conduct survey to establish cost reduction methodologies Review some allowances paid to stakeholders Establish working partnerships that contribute to the budget 	Operational costs reduced
	operational costs 4. Increase Development Partners' support	 Write, submit and follow up donor support proposals. Lobby for technical and financial support from development partners Undertake a donor mapping and strategic partnership survey 	Additional support secured from UNMEB Stakeholders
	 Identify viable projects that can financially support UNMEB activities 	 Maintain UNMEB Staff Saving Scheme (USSS) Develop policies that govern the USSS Encourage staff investment in income generating activities Support staff to acquire investment capital from USSS 	Submit at least 2 fundable project proposals per year
5.Infrastructure, equipment, supplies and logistics improved	Maintain and improve the working environment for UNMEB	 Maintain existing and hire additional office space for UNMEB Secretariat for at least five years Maintain and procure office equipment and furniture for staff Maintain existing and procure at least two vehicles to coordinate implementation of UNMEB activities Acquire land for construction of additional offices for the Board Secretariat Design structural plans and bills of quantities for the new Secretariat offices 	UNMEB Secretariat working environment effectively maintained UNMEB Secretariat offices expanded to address additional office space requirements
6. General management of the Board Secretariat	Support routine operations for the Board Secretariat	 Effect payment of salaries, retainer fees, mandatory tax deductions, costs for cleaning, electricity, fuel, internet, website and other logistics Ensure adequate security for the Secretariat office premises, examination confinement premises and examination papers while in transit and at Police custody. 	Routine operations for the Board Secretariat effectively undertaken.

4.6.5: Strategic Objective 5: Automate and integrate UNMEB activities

Key Issue	Strategy	Strategic Action	Expected Outcome
Strengthen the capacity to manage and use IT	Develop guiding framework for IT usage	 Develop and implement IT management strategy Develop and implement IT standards and guidelines Develop and implement Risk management strategy Create and operationise internal IT Technical Committee Establish software version usage and control standards 	 Systematic IT management IT strategy IT standards Risk Management strategy, management committee
2. Align UNMEB IT environment with International and National standards	Ensure structured cabling installations	 Request, procure and install cables, fasteners, cable trays, rack, raceways, identification tags. Assemble cables in containment Engrave racks and other network units Ensure labelling of all RJ45 outlets 	 Organized and neat cable flows Cables assembled within good containment Systematically labeled racks Database for IT equipment and
	Adhere to Patch cord standards	Install patch cords in compliance with standards	Well installed patch cords and color cords
	Standardize circuit numbering	Write cabinet/centre IDs, patch panel IDs, and circuits	 Ease during server maintenance Ease when troubleshooting network issues
	Certify all IT service providers with NITA- U	 Develop baseline specifications to track performance Liaise with NITA-U on certification of vendors Capture and develop software inventory using COBIT and ITIL standards 	 Certified IT service providers Performance reports of IT venders for compliance

	Comply to International and national software acquisition standards Comply to ICT approvals and N7 requirements	 Issue user licenses to each software user within UNMEB Develop records of issued software licenses Adopt the ICT approval form during procurement of IT services/products 	 Complied software acquisition guidelines IT Procurement guidelines
3. Align the existing IT systems with UNMEB policies	Customise UNMEB IT systems.	 Customise the EMIS and OSRS to capture the CA module Develop a user module. Create a module for stakeholder to verify students results Create a module for certification of students results for easy accountability Develop a module to capture students biometric data Integrate UNMEB systems to the MOES system and other stakeholder. Develop system audit check lists Operationalize the examiners electronic bank management information system. Monitoring and evaluation. Support, and enhance current business processes, tools, and administrative systems 	 Generation of CA reports Functional Database System users login reports. Improved functioning of the EMIS and OSRS
	Ensure a fully Networked environment	 Procure and network efficient and effective network printers Routine trouble shooting for errors 	Network printersNetwork photocopying machine
	Ensure availability of fast internet accessible within UNMEB environment.	 Increase LAN and Wifi coverage Network analysis and maintenance and replace the aging LAN physical infrastructure 	 Internet access within Unmeb environment

4. Management results and awards	Ensure quality management of examinations results and awards	 Continuously manage examination results Generate examination material (parking lists, examination cards, albums) Generate results books after every examination period. Regularly backup the examination result database Generate statistical reports Print Transcripts and Certificates 	 Examination results Examination cards, Albums and Packing lists Transcripts Certificates
5. Build Capacity of use and management of IT systems and infrastructure	Train internal staff	 Train and retool unmeb staff in using the upgraded systems. Train IT staff in key skills areas (systems development and management/server installation) Train IT staff in national policy requirements, information security and security protocols Tran IT staff using COBIT and ITIL Train front end users in generation of personalised reports Bench marking on IT innovations, technologies and Intelligent Applications. 	 3 fully trained staff annually. Bench mark reports
	Train external stakeholders	 Train UNMEB stake holders in use of IT solutions. Train and retool external IT support team. Develop multimedia training and demonstrations for system users 	 50 fully trained stake holder annually. Online tutorial and CDs

6. Creation of new systems to support automation	To provide new IT solution to facilitate activities of all other units and departments	 Develop and implement Records Management System Develop and implement Online certification and verification system Develop and implement Electronic question item bank Develop and implement Information security systems Credit Management System Finance Management system Store Management system. Develop a system to aid in accreditation of training institutions Acquire and installation of a surveillance system for the board Develop a human resource management system and install electronic dork locks 	 Records Management System Online certification and verification system Electronic question item bank Information security systems Credit Management System Finance Management system Store Management system. Accreditation of training institutions Installed surveillance system
	Create a resource data center	 Acquire equipment Installation of software and hardware Pretest 	 Centrally managed UNMEB data Fully installed and server and data nodes
7. Information Communication Technology funding	Mobilise resource for IT funding	 UNMEB budget allocation Support from developing partners Grants from other funding agencies 	IT budget

8. Ensure a functional	Support the	Upgrade hardware and software	 Reduced machine
IT environment	functionality of all IT	Install and configure new equipment	breakdown
	infrastructure	Replace hardware and software	 Maintenance tools
		Maintain hardware and software	All IT software and
		Service hardware and software	hardware aligned
		Routine trouble shooting for errors	with life span
		 Acquire cooling systems for all the servers 	standards
		 Design tools and checklists for routine maintenance 	
		 Procure and install more memory (RAM) for efficient functioning of the 	
		server	
		 Replace IT hardware that has been in use for more than 4 years 	

Table 4.6: Strategic Objective 6: Strengthening Communication and Collaboration at National, Regional and International level

Strategic Issue	Strategy	Strategic Action	Expected Outcome
Streamline management of communication and collaboration	Establish data base of UNMEB stakeholders	 Conduct a stakeholder mapping exercise Develop UNMEB Stakeholder Profile Develop a routinely update UNMEB stakeholder diary 	Stakeholder profile printed and implemented
	Develop guiding framework for implementation of stakeholder collaboration activities	Develop the Clients Charter for UNMEB	 Approved communication strategy Approved clients charter
	3. Hold sensitization and collaboration meetings with stakeholders	Organise meetings with the following stakeholders	 Minutes Agreed areas of collaboration MOUs
	 Participate in National, Regional and International conferences 		Subscription receiptsAttendance certificates
2. Publicise and disseminate UNMEB information	Strengthen media participation and interest in UNMEB activities	 Establish database of UNMEB quick response media team Routinely train media personnel in UNMEB mandate, strategy and activities Hold two media tours and one media dinner annually Provide media with relevant information Engage in media monitoring activities Increase UNMEB presence in Media and outreach 	 Media team well equipped and reporting correct UNMEB info

		Hold two press conferences prior to examination conduct	
	3. Adapt digital media communication platforms for UNMEB	 Establish zoom account/licence Revamp UNMEB Facebook, Twitter, Instagram and linkedin accounts Routinely conduct discussions on the social Media platforms Upload UNMEB activities on social media platforms Redesign UNMEB website Develop didgital bampers for UNMEB 	Active social media platforms
	4. Disseminate UNMEB programs to the public	 Make at least six newspaper inserts annually Insert performance articles in national magazines Participate in trade fairs and shows Conduct at least one cooperate Social responsibility activity in the year Develop popular version of UNMEB strategy for distribution to key stakeholders 	 Newspaper inserts and articles published CSR conducted
	5. Establish joint stakeholder communication activities	 Joint publications Disseminate UNMEB information together with other stakeholders Book joint Mass media (TV/RADIO/online appearances with other stakeholders 	 Joint publicity activities conducted
	6. Promote UNMEB brand and identity	 Redesign and update UNMEB website Develop standard banners 20 of different categories (Pullup, tear drop, stage, back, walking, etc) Put up UNMEB brand on strategic location Annually design, print and disseminate print calendars Biannually design, print and disseminate newsletter Collect UNMEB content in all activities and events Develop and air one video documentary per year that promotes UNMEB agenda Engage the immediate neighbouring community in one unifying activity Organise events and ensure stakeholder full participation Acquire and brand atleast two staff Uniforms annually Acquire and brand assorted promotional materials (diaries, Umbrellas, cups, pens, bandanas, sports wears, T-Shirts, Jackets, file folders, etc) 	Branded IEC materials Video documentaries produced and used Two new staff uniforms annually Repository of UNMEB content
3. Strengthen UNMEB communication	Establish and maintain quick communication methods to stakeholder	 Develop staff Emailing system Develop database of stakeholder contacts (Email and Telephones) 	 Profiled electronic and manual stakeholder

with stakeholders	categories	 Frequently update UNMEB website with key information Revitalise and expand UNMEB telephone network (landline and intercoms) 	databasesOperational and full covereage of landline and intercoms
	Adopt innovations in communication	 Set up video conferencing facilities Set up office Zoom, Microsoft teams, and Google meeting platforms Acquire equipment for online broadcasting 	 Active use of virtual services
	3. Establish a feedback collection and sharing mechanism		 Use of feedback Adoption of UNMEB feedback by stakeholders
4. Mobilise resources for communication and collaboration	Budget to communication and collaboration		All communication and collaboration activities funded