SICC AI
SECURISEE INTERNATIONAL CENTRE FOR AI TECHNOLOGIES LTD

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Our Ref: TECHNICAL TRAINING/2026/0202 **Date: 20th February 2026**

TO WHOM IT MAY CONCERN.
TVET INSTITUTIONS IN KENYA

Dear Sir / Madam,

RE: PROFESSIONAL TECHNICAL TRAINING FOR ICT OFFICERS

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Securisee International Center for Cyber Security and AI Technologies Ltd (SICC AI LTD) invites the ICT staff in your organization to attend 5 days practical ICT Training at **Water Buck Hotel in Nakuru** as from **9th to 13th March, 2026.** Travelling date should be on 08th March 2026.

Information and Communication Technology (ICT) plays a central role in supporting organizational operations, communication, service delivery, and data management. For ICT systems to function optimally, there must be competent personnel with the ability to install, configure, maintain, and troubleshoot both hardware and software efficiently. Organizations face frequent challenges including equipment failure, software incompatibility, malware attacks, poor system performance, and data loss. These challenges often arise from limited technical capacity and lack of structured preventive maintenance programs.

Therefore, as part of the technical continuous capacity building for ICT officers in the country, SICC AI has organized an operational training to discuss modern ICT configurations and troubleshooting techiques that aligh with the ever-changing technological advancements that protect cybercrimes and artificial intelligence driven attacks that face public and private institutions.

The training cost will be **Ksh. 50,500/=** per head **(Fifty thousand, Five Hundred shillings Only)** inclusive VAT, training cost and the conference facilities.

Reserve a slot by contacting the coordinator Ms. Maureen on +254 107025582 or training@siccai.org on or before 6th March 2026. We are looking forward to hosting your team for this great training opportunity.

Yours *Sincerely*,

Mr. Hamilton Orata
Director - Training

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TRAINING PLAN FOR ICT OFFICERS ON 09TH – 13TH MARCH, 2026 IN NAKURU COUNTY.

Introduction

Information and Communication Technology (ICT) plays a central role in supporting organizational operations, communication, service delivery, and data management. For ICT systems to function optimally, there must be competent personnel with the ability to install, configure, maintain, and troubleshoot both hardware and software efficiently.

As technology continues to evolve, organizations face frequent challenges including equipment failure, software incompatibility, malware attacks, poor system performance, and data loss. These challenges often arise from limited technical capacity and lack of structured preventive maintenance programs.

This training aims to provide ICT officers with hands-on technical skills and practical knowledge to effectively manage computer hardware and software including networking resources in a modern working environment.

The training is intended to:

1. Enhance technical support efficiency
2. Minimize ICT system downtime
3. Improve end-user support services
4. Strengthen ICT asset management
5. Promote secure and standardized system configurations
6. Extend the lifespan of ICT equipment

Training Goal

To equip ICT officers with practical competencies in hardware management, software deployment, systems troubleshooting, networking and user support.

Specific Objectives

At the end of the training, participants will be able to:

- Install and upgrade computer hardware components
- Configure and manage operating systems
- Install and maintain application software
- Diagnose and resolve common hardware and software problems

- Implement preventive maintenance schedules
- Perform system backup and recovery
- Apply basic security controls on end-user devices
- Configure basic network and security controls
- Maintain proper ICT inventory and documentation

Training Approach

- Real-life scenarios
- Guided labs
- Team-based technical tasks
- Daily performance assessment

Training Program

DATE	SESSION	CONTENT
DAY 1	**Workstation Deployment & Standardization**	Session 1: Institutional ICT Environment Setup **Focus:** How a complete ICT workstation is prepared for a user **Content** • Standard workstation requirements • OS deployment methods • Driver and software packaging • Naming conventions & domain joining **Practical** • Install and configure Windows & Linux • Create a standard deployment checklist • Join a machine to a network/domain **Session 2: Software Environment Configuration** **Content** • Silent installation techniques • Software compatibility handling • Licensing compliance Session 3: Preventive Maintenance Workflow **Practical** • Develop a routine maintenance schedule • Perform full PC servicing
DAY 2	**Network Setup for a Functional ICT Lab**	Session 1: Physical Network Design **Content** • Structured cabling basics • Switch setup • Patch panel management **Practical** • Terminate Ethernet cables • Configure a network switch Session 2: Logical Network Configuration

		Content • IP planning for labs • DHCP vs static assignment • DNS for local environments **Practical** • Build a working LAN from scratch Session 3: Wireless & Internet Connectivity **Practical** • Configure secure Wi-Fi • Implement bandwidth control for lab users
DAY 3	**Technical Support & Troubleshooting Systems**	**Session 1: Helpdesk Operations** **Content** ✓ ICT support workflow ✓ Ticket lifecycle ✓ User communication techniques **Practical** • Resolve simulated user complaints **Session 2: Troubleshooting Methodology** **Tools Used** • ping, tracert • Wireshark • Task Manager / top / system logs **Scenario-Based Labs** ✓ Computer not booting ✓ No network access ✓ Application failure **Session 3: Remote Support & User Training** **Practical** • Provide remote assistance • Conduct a 15-minute end-user training session
DAY 4	**Security, Data Protection & Asset Control**	Session 1: Endpoint & Lab Security **Content** ✓ Antivirus deployment strategy ✓ Firewall configuration ✓ User access restrictions **Practical**

		• Lock down a public access computer Session 2: Backup & Recovery Operations **Content** ✓ Institutional backup policies ✓ Storage planning ✓ Recovery testing **Practical** • Configure automated backup • Perform full system restore Session 3: ICT Asset & License Management **Content** ✓ Asset lifecycle ✓ Inventory tools ✓ Software audit procedures **Practical** • Create a digital asset register
DAY 5	**Incident Handling, Policy Implementation & Integration**	Session 1: ICT Incident Response Simulation **Scenarios** • Virus outbreak in a lab • Network outage • Data loss **Team Activity** • Diagnose • Contain • Recover • Report Session 2: Working with Institutional IT Structures **Content** ✓ Escalation matrix ✓ Change request procedures ✓ Procurement technical specifications Session 3: Final Integrated Capstone Project **Group Task:**

		Set up a **fully operational mini ICT lab** that includes: ✓ Workstations ready for users ✓ Functional LAN & Wi-Fi ✓ Installed and licensed software ✓ Endpoint security ✓ Backup solution ✓ Asset register