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Kabul City Initiative Delivers Modern Information Technology Services to Kabul Municipality

USAID's Kabul City Initiative (KCI) helps Kabul Municipality improve its information technology services.



KM IT staff working on his colleague's computer

With assistance from KCI, Kabul Municipality has an operational IT Help Desk and a Financial Management Information System. These technological advances have greatly improved KM's ability to manage information.

Kabul Municipality employees are working more efficiently and effectively thanks to new management information systems implemented with the help of the Kabul City Initiative. KCI and KM established an IT Help Desk, and a Financial Management Information System which interfaces with the Ministry of Finance's accounting system. With a long-term, sustained joint effort between KCI and KM these online databases will lead to profound changes in the way KM manages information.

KM employees with computer problems can now call the IT Help Desk and a member of KM's IT Department will service their computer. Once the repair is complete, the customer has an opportunity to fill out an evaluation of the IT Department's performance. An online database tracks all requests and evaluations across the municipality. "With the new work order system, I will be able to track IT's tasks and control my staff's performance by knowing that how much time they spend to solve IT problems and who does what in my department," says Mansour Aziz, KM's IT manager. He adds, "This will save time and increase the quality of staff performance which will increase our KM colleagues' satisfaction with the IT department." Soon, staff will be able to make IT requests and submit evaluations online, further increasing efficiency.

KCI has also installed a Financial Management Information System (FMIS) at the municipality providing KM with a reliable and transparent financial management system that replaces the previous paper-based, inaccessible, and fragmented accounting and reporting systems. The system operates in English, Dari and Pashto and is compatible with the FMIS at the Ministry of Finance. KCI provides ongoing training to KM staff in operating and managing the FMIS database.

Telling Our Story

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