



UNIVERSITY OF NAIROBI

ICT CENTER SERVICE CHARTER

March 19, 2012

FOREWORD

The Information and Communication Technology Centre (ICTC) develops implements and supports Information Systems and Applications that facilitate the academic and administrative needs of the University. Our goal is to ensure that staff and students of the University have guaranteed access to ICT resources for learning, teaching and research.

This service charter is a commitment by the ICT Centre to deliver quality services to the University community in terms of Management Information System (MIS), Network and Communication Services, User Support and Maintenance services.

We encourage feedback for continuous improvement of the quality of services that we deliver.

*Professor Peter M.F. Mbithi
Deputy Vice-Chancellor
(Administration & Finance)*

Preface

In a world that has been transformed by the information revolution, ICT has become the global engine that is driving the socio-economic agenda for virtually all organizations. It is a necessary investment that guarantees efficiency in handling organisational functions at all levels.

In realisation of these global developments and related initiatives in this key area of technology, the University of Nairobi has embraced ICT as a driving force for the attainment of our goals and objectives. We take pride in our enviable achievements in expanding the ICT infrastructure and providing more access. In addition, the technology has enabled us to effectively participate in the global higher education arena.

However, this transformation brings about challenges which we have to resolve, while paying keen attention to the humbling experiences that come along. We have to continually adjust our strategic sails in order to maximize student and staff productivity, enhance teaching and learning, and improve quality of research and its management.

This charter is our solemn commitment towards serving our customers with utmost care and professionalism in our effort to realise our vision.

Dr. Elijah I. Omwenga
Director, ICT Centre

Abbreviations

ICT	-	Information and Communication Technology
ICTC	-	Information and Communication Technology Centre
MIS	-	Management Information Systems
JAB	-	Joint Admissions Board
KENET	-	Kenya Education Network
UoN	-	University of Nairobi
USS	-	User Support Services

VISION

“To become a state-of-the art ICT function powering the university into world-class scholarly excellence”.

MISSION

“To develop, deploy and support innovative, quality and sustainable ICT solutions and services that meet the changing learning, teaching, research, and management needs of the University”.

CORE VALUES

In our devotion to give quality service to our customers, we shall be guided by the following core values.

- ✓ In all our actions and interactions, we shall maintain ethical behaviour, professional etiquette, integrity and honesty.
- ✓ We shall embrace team spirit and team work.
- ✓ We shall endeavor to ensure that all our processes are carried out with excellence, efficiency and effectiveness
- ✓ We shall nurture responsible corporate citizenship and strong social responsibility.
- ✓ We shall strive to conserve and respect the environment through the use of ICT and from e-waste pollution
- ✓ We shall provide quality services to all our customers

CORE FUNCTIONS

- ✓ MIS
- ✓ E-Learning
- ✓ Network Management and Communication Services
- ✓ User Support
- ✓ Hardware Maintenance
- ✓ ICT Security
- ✓ E-mail and Internet access
- ✓ Training
- ✓ ICT Consultancy

- ✓ Telephony Services

ORGANIZATIONAL STRUCTURE

Statute XXXIII of the University of Nairobi statutes, 1991 stipulates the existence of an ICT service department headed by a Director.

PRINCIPLES OF SERVICE DELIVERY

- ✓ Serve customers with dignity, courtesy and respect;
- ✓ Uphold high standards of ICT service;
- ✓ Provide services with diligence and integrity at all times;
- ✓ Utilize resources prudently to attain best value for customers, partners and other stakeholders;
- ✓ Embrace dynamism and innovative practices through continuous improvement of systems and processes;
- ✓ Uphold equity, transparency and accountability at all times;
- ✓ Discharge duties with enthusiasm and total commitment;
- ✓ Perform duties professionally and ethically;
- ✓ Be effective and efficient.
- ✓ Adopt a spirit of sharing duties, responsibilities and resources at our disposal.
- ✓ Promote a positive attitude towards others and towards work.
Strive to acknowledge our diversity as a team, appreciate the importance of each member, be tolerant to everyone's idea(s) and make and accommodate constructive criticism.
- ✓ Maintain appropriate confidentiality.
- ✓ Appreciate the significance of leadership in our team.

ICT CUSTOMERS

- ✓ Students
- ✓ Staff (both internal and external)
- ✓ Linkage partners
- ✓ ICT Industry partners
- ✓ The general public

We are guided by the following Ideals whenever we are dealing with our customers: -

- ✓ Educate the customer
- ✓ Aim at amazing and partnering with the customer
- ✓ Encourage, accept and utilize feedback
- ✓ Be ruthless with time but gracious with people

- ✓ Be a good ambassador for the ICT Center and the University

ICT STAKEHOLDERS

- ✓ The University of Nairobi and all its subsidiaries
- ✓ UNES
- ✓ Chuna
- ✓ Pension Scheme
- ✓ The Joint Admissions Board (JAB)
- ✓ KENET
- ✓ The ICT Industry
- ✓ Partners

- ✓ UoN Alumni

EXPECTATIONS OF CUSTOMERS

- ✓ Reliable and available University ICT network connection
- ✓ University systems of websites that are reliable, available, communicative and up-to-date
- ✓ Stable and reliable software systems
- ✓ The ability to use the various MIS systems effectively through continuous user- support training
- ✓ Exploitation of the available ICT resources through training in basic ICT Skills
- ✓ Security of personal or corporate information
- ✓ Prompt restoration of faulty ICT resources.
- ✓ Reliable email and internet services
- ✓ Courteous and prompt response to requests for ICT support and enquiries
- ✓ A reliable e-learning management system to manage courseware and facilitate online learning and tutoring.
- ✓ Reliable and effective University Telephony Services

CUSTOMER OBLIGATIONS

- ✓ Treat ICTC staff with respect and courtesy
- ✓ Provide sufficient and accurate information to enable us respond to requests promptly.
- ✓ Recognize our wide range of customers against a background of limited resources
- ✓ Observe the University rules and regulations regarding ICTC
- ✓ Provide feedback and comments on the services provided
- ✓ Be proactive in regard to ICT use

COMMITMENT TO SERVICE DELIVERY

We commit ourselves to the following: -

- ✓ University email services shall be provided to all staff and students at all times.
- ✓ Intranet services shall be available to all staff and students provided that proper usage is safeguarded.
- ✓ Security of the university computer infrastructure shall be safeguarded at all times.
- ✓ Information privacy and confidentiality including but not limited to protection against network spoofing, eavesdropping and mail spamming shall be safeguarded.
- ✓ Upon receipt of a complaint on network availability, assessment will be made to identify the nature of the problem and if not resolved within a day it will be escalated to the higher level. Depending on the severity of the problem it should be resolved within two working days.
- ✓ ICT security breaches will be responded to immediately after being reported with an emergency stop gap measure in place within half a day.
- ✓ The University website shall be reliable and available to both internal and external users.
- ✓ All Management Information Systems shall be operated and maintained to offer acceptable service to all users.
- ✓ Backups of all MIS systems shall be maintained at all times.
- ✓ Training on MIS systems and e-content development shall be carried out regularly and in response to user demands.
- ✓ Appropriate backup and recovery procedures for all databases shall be provided to ensure data security.
- ✓ Instructor and student account creation requests on the e-Learning platform shall be attended to within one working day of receipt of the request.
- ✓ User support requests shall be attended to within one working day from the time of receipt of the request.

- ✓ User training shall be conducted within 4 weeks of receipt of request or of identification of need for such training
- ✓ For equipment under warranty, requests for servicing and repair will be lodged with the vendor or maintenance provider within two working days of the fault being reported.
- ✓ Escalated computer equipment faults shall, depending on the nature of the fault, availability of spare parts and payments to vendor, be serviced and delivered back to the client within 6 weeks of arrival of the equipment in the ICT maintenance workshop
- ✓ New networks shall be implemented within 12 months from the time of commencement of the project.
- ✓ Percentage of lines that are serviceable at any time for corporate voice and fax infrastructure, including direct lines, campus extensions and VOIP services, shall be maximized by ensuring more than 95% availability through regular monthly tests and timely bill settlements where applicable.

ICT Centre
University of Nairobi
P O Box 30197 00100 GPO
Nairobi, KENYA
Tel: +254 020 4444919
Fax:+254 020 245566
E-mail: director-ict@uonbi.ac.ke
Website: <http://ict.uonbi.ac.ke>

