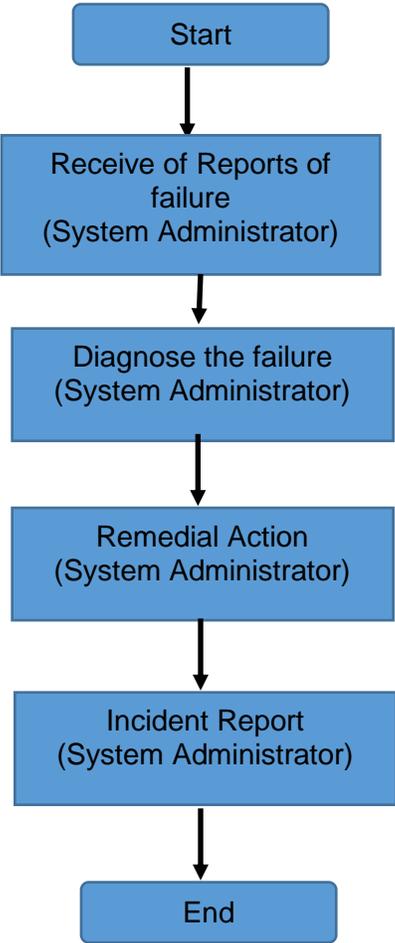


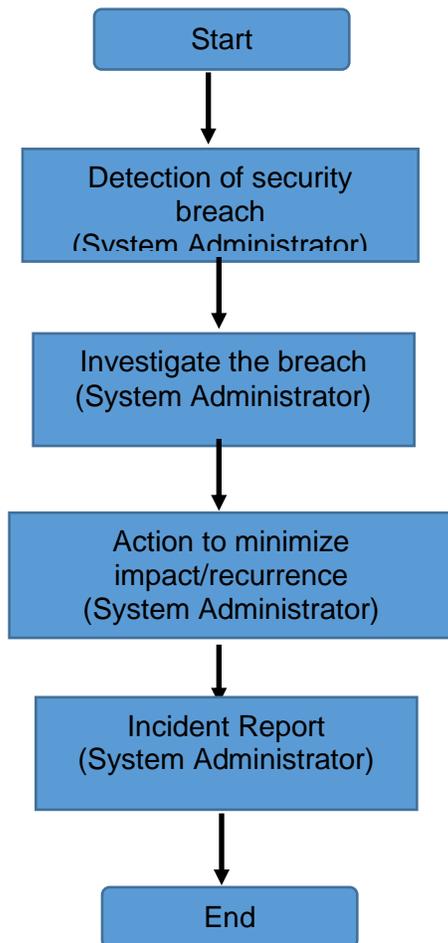
**UNIVERSITY OF NAIROBI**  
**DIRECTORATE OF ICT**  
**CITIZEN'S SERVICE DELIVERY CHARTER**

**DRAFT ICT CITIZEN SERVICE CHARTER WORKFLOWS**

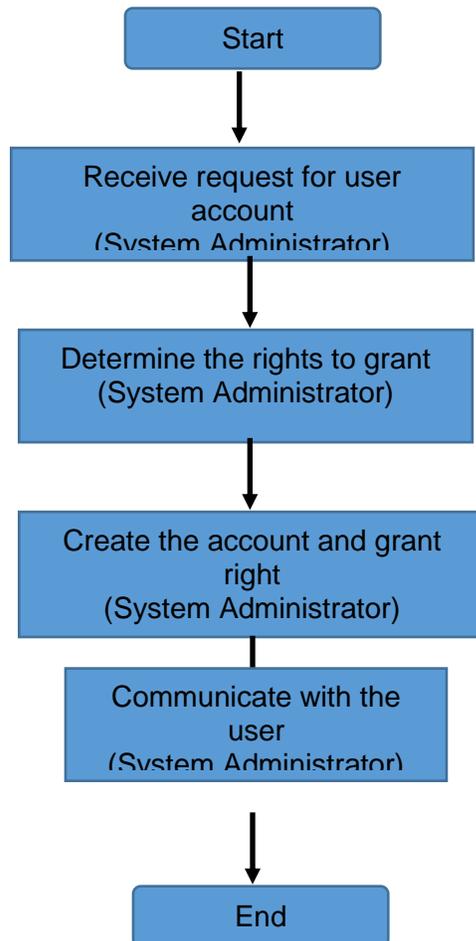
**1 Restoration of network or e-mail outage**



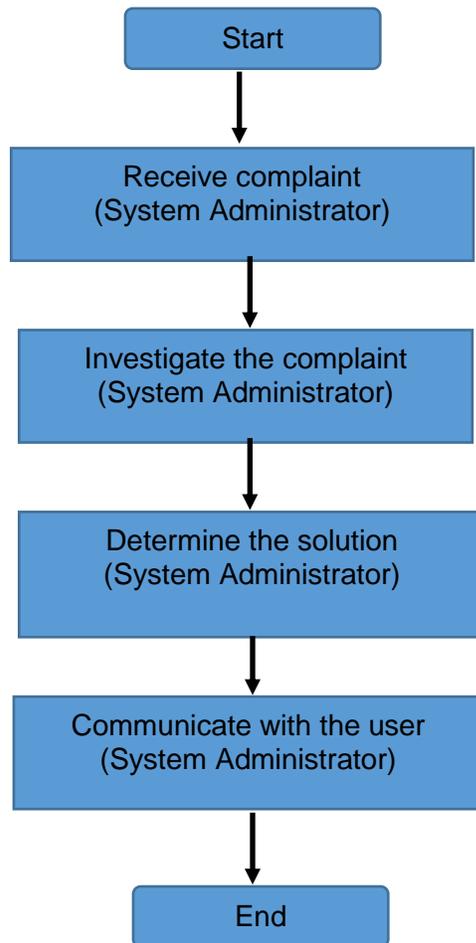
## 2 Diagnosis and response to ICT security breaches



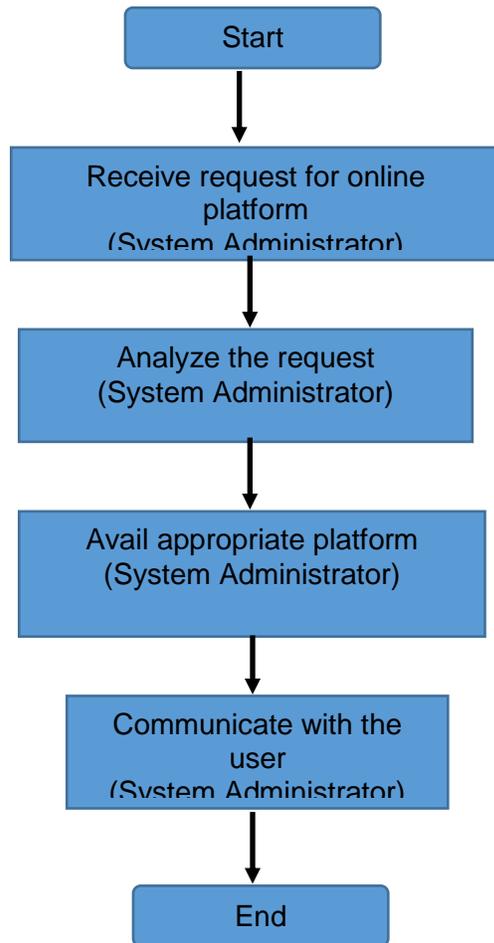
### 3 Creation for new network or email access accounts



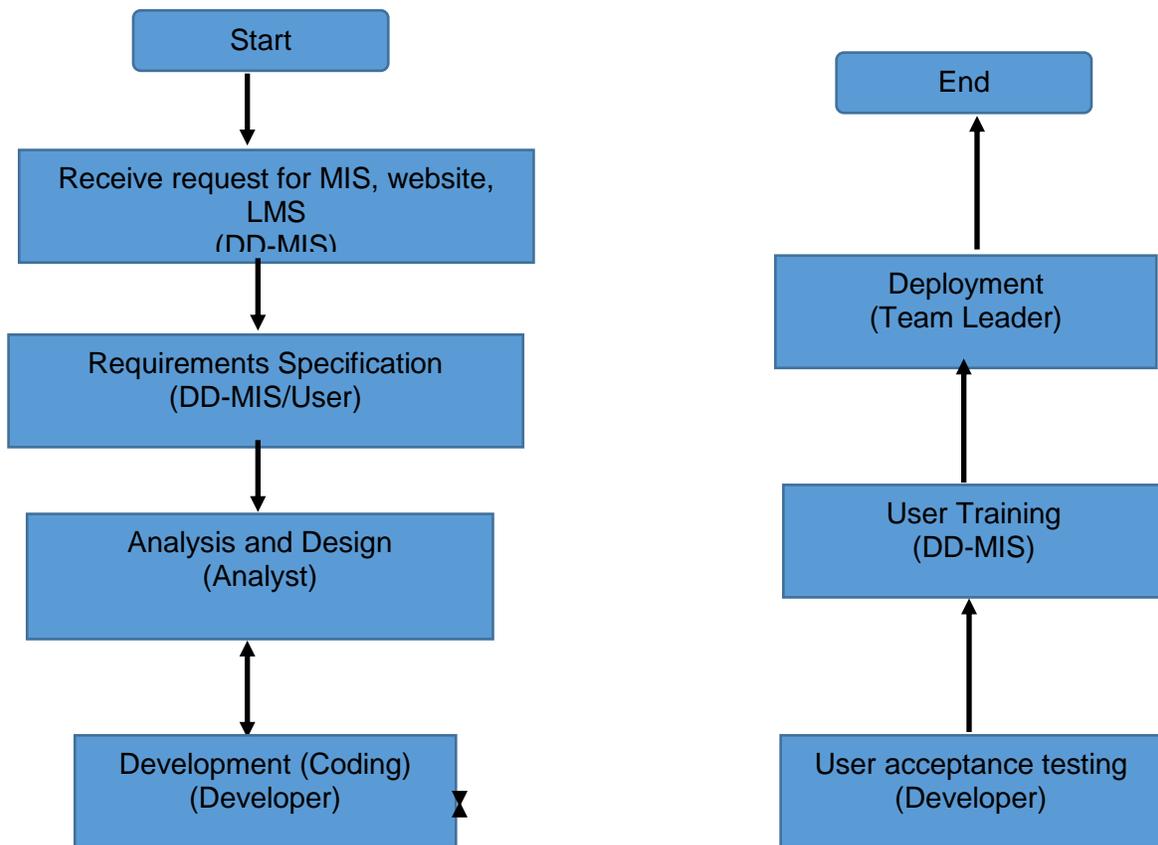
#### 4 Handling of Complaint on user access passwords



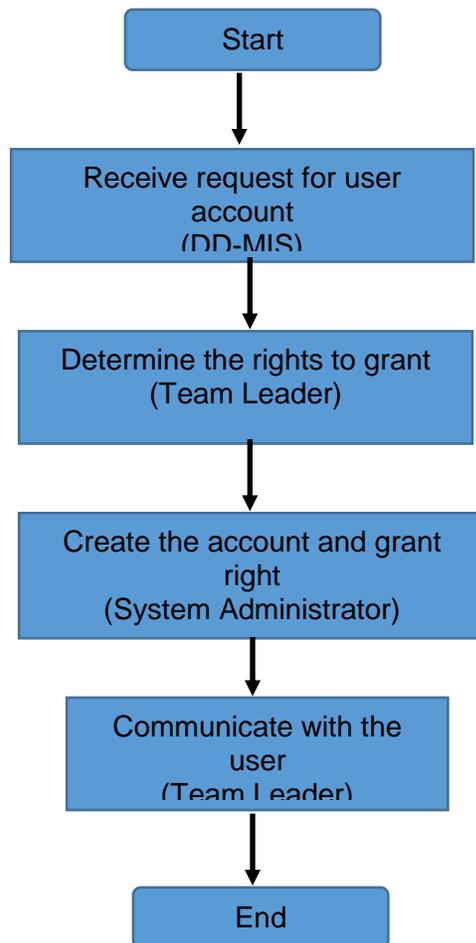
## 5 Provision of online platforms



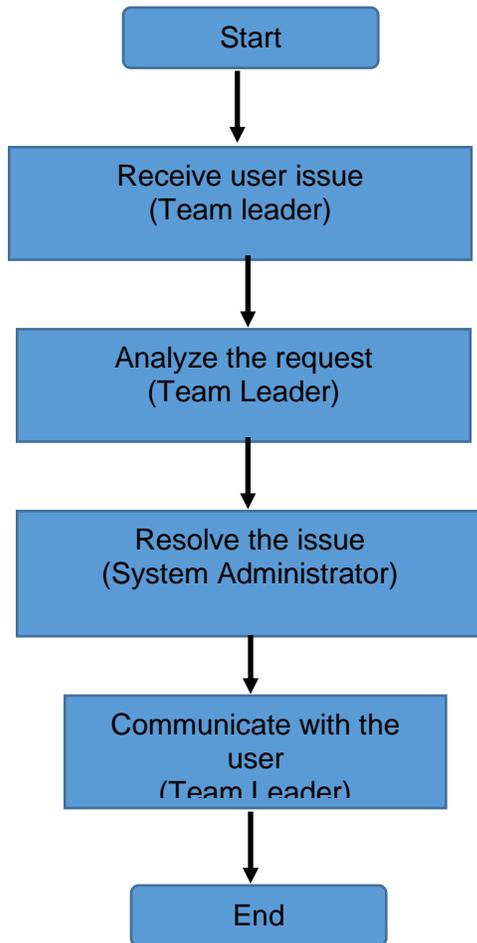
## 6 Development of MIS Systems, Websites and LMS



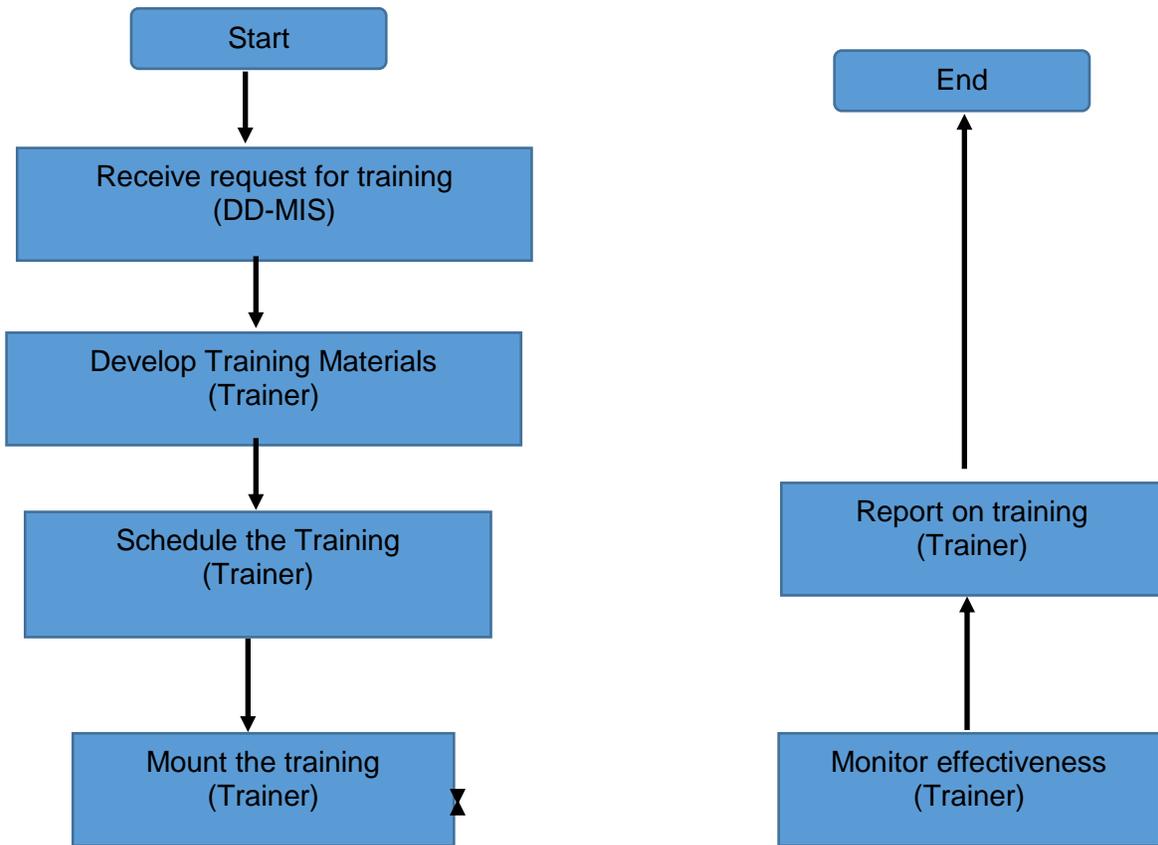
## 7 Creation for new MIS user accounts



**8 Resolve user MIS issues (passwords, rights)**



9 Training on MIS Systems



## 10 Handling of User Support Requests

