User Support Services

User Support Services

PC and User Peripheral Service

- Assisting users with hardware & software specifications and acquisition guidance
- Installation, configuration and support of personal computers,
- software and user peripherals (hardware, Operating System, drivers, and standard applications)
- Configuration for access of network services (anti-virus, Operating System updates)
- Internet, email, MIS
- Diagnostics and troubleshooting

Network Support Service

It is the mandate of ICT Center to ensure that the necessary ICT infrastructure is developed and extended to all campuses where the university has a presence. To accomplish this mandate, the center through the user support section receives the requests, conducts site surveys, prepares necessary technical specifications, and determines the scope of such projects and implements as required.

In line with this mandate, the section largely deals with:

- Conducting site surveys and preparation of campus sites for network extensions
- Preparing technical specifications
- Assisting users in requirements; specifications; and material acquisition
- Implementation, monitoring, and integrating to the larger network infrastructure.

ICT User Training Service

Most functional processes of the university are computerized. In order to ensure proper utilization and exploitation of the available information systems, training is necessary to ensure maximum and efficient exploitation of such resources. Well-trained users reduce the necessity of frequent support as they make better and proper use of available ICT resources. It is mandatory for all University staff and students to acquire basic ICT skills. To this end, the user support section deals with:

- Carrying out skills assessment surveys to determine user skills requirements and areas of inadequacies
- Providing continuous surveys to identify ICT user skills requirements and inadequacies (numbers and areas)
- Developing training curriculum and course materials
- Carry out training; examine & test trainees; and award standardized certification where necessary.
ICT Preventive & Maintenance Services
In liaison with ICT Hardware Maintenance unit, User support section ensures that all ICT related equipment are working reliably as expected. This is done to ensure that ICT equipment is well maintained and repaired in good time. User support section provides, first level support to resolve any problem or escalates to base station if the problem is not resolved. Issues related to warranty or those that require more specialized skills are escalated to the ICT maintenance unit. The supportable categories of equipment include desktop computers, laptops, printers, scanners, LCD projectors and network equipment.
More specifically, the following services are provided:

a) General Preventive & maintenance service

- Preparing schedule and carrying out annual preventive maintenance service for all ICT related equipment
- Enforcing related University ICT policies and standards
- Providing technical advice to users on ICT hardware related matters
- Acquisition of tools for maintenance and user support services

b) Students Information

- Availability of Computer Labs
- Student Internship programmes
- Community information
- Training on basic computer skills
- IT related Consultancy services

ICT Maintenance Services

1. General Maintenance

- Development, implementation, enforcement and review of the Hardware Maintenance Policy
- Enforce related University ICT policies and standards
- Provide users with consultancy in any ICT matter; must provide technical representation in all ICT related meetings and committees
- Manage and supervise Maintenance related University ICT projects, resources and services
- Acquisition of tools for maintenance an user support services
- Communicate relevant Hardware Maintenance information to users

2. PC and User Peripheral Service

- Assist user support section with escalated hardware & software issues
- Installation, configuration, repair and maintenance of personal computers, printers, switches, software and user peripherals (hardware; OS; drivers; and standard applications)

3. Hardware Maintenance Service

- Assist users with operation of Warranty and Guarantee
- Creation and equipping (tools) of ICT hardware maintenance workshops
- Acquisition of spares and parts
- ICT hardware repairs and upgrades (internally and/or escalated)
- Provide preventive maintenance to Air Conditioners, UPS, Line printers and Generators
- Diagnostics, troubleshooting, repair and maintenance of ICT infrastructure
4. Network Support Service

- Repair of switches, and maintenance of network cabinets
- Assist users in requirements; specifications; and material acquisition
- Installation, configuration, testing and maintenance of networking equipments

5. ICT Staff Professional Training Service

- Continuously survey to identify hardware maintenance professional skills requirements and inadequacies within ICT Centre personnel
- Source for training and funding opportunities

7. Operationalization of ICT Projects

- Assist the User support Section and users with technical and logistical support in implementation and operation of ICT projects
- Assist the MIS Section and users with technical and logistical support in implementation and operation of MIS services
- Assist the E-learning Section and users with technical and logistical support in implementation and operation of E-learning services
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