UNIVERSITY OF NAIROBI
ICT CENTRE

ICTC CITIZEN'S SERVICE DELIVERY CHARTER

SERVICE	REQUIREMENTS	COST	TIMELINE
Response to telephone calls	Call from user	Nil	Within twenty (20) seconds
Restoration of network or e-email outage	• Written request or call from user • Detection on the network monitoring and trending system	Nil	Within one (1) working day
Diagnosis and response to ICT security breaches	• Detection on the network monitoring and trending system • System logs • Written request or call from user	Nil	Within two (2) working days
Request for new network or email access accounts	Written request from user	Nil	Within two (2) working days
Complaint on user access passwords	• Written request • Log on the help desk	Nil	Within one (1) working day
Creation of a departmental/project website	• Website initial content • Design specifications	Nil	Within one (1) month
MIS User Accounts	• Written request from user	Nil	Within one (1) working day
MIS existing user account password reset	• Written request from user	Nil	Within one (1) working day
Training on MIS Systems	• Written request for training • Training need identification	Nil	Within two (2) weeks
MIS User Support Requests	• Written request from user • Request through a helpdesk system	Nil	Within two (2) working days
User Support Requests	• Receive user request • Diagnosis, document and solve the	Nil	Within one (1) working day

SERVICE	REQUIREMENTS	COST	TIMELINE
	problem		
User support training	• Receive/identify training need • Carry out a TNA • Identify training requirements • Carry out the training	Nil	Within four (4) working days
ICT equipment service maintenance and repairs	• Prepare equipment maintenance schedule • Carryout service maintenance as per schedule	Nil	As per annual approved contract maintenance schedule
ICT equipment under warranty	• Prepare equipment documentation and capture specifications • Contact vendor or maintenance provider	Nil	Within two (2) weeks from the time of fault reporting
Escalation of ICT equipment faults	• Diagnose the equipment • Identify spares required • Deliver equipment to vendor • Pay vendor where necessary • Collect equipment after servicing/repair • Deliver equipment to user	Nil	Within six (6) weeks after equipment is delivered to ICT workshop
Projects implementation	• Determine project requirements • Develop project proposal • Implement project as per procurement procedures	Nil	Projects completed within one year after award