



UNIVERSITY OF NAIROBI ICT CENTRE



CUSTOMER SERVICE DELIVERY CHARTER

2017

Our Vision

A dynamic world-class ICT Centre powering creativity and innovation in the University.

Our Mission

To provide innovative, quality and sustainable ICT solutions and services that meet the aspirations of the University in learning, teaching, research and management.

Our Core Values

The Centre commits itself to fully adhere to the National Values and Principles of Governance as espoused in articles 10 and 232 of the Constitution of Kenya.

In our quest for a timely provision of quality service, we shall be guided by the core values, contained in our Corporate Strategic Plan (2015 – 2018):

- a) **Freedom of Thought and Expression.** We shall promote and defend freedom of thought and expression in all our academic inquiry and activities.
- b) **Excellence:** Our actions and interactions shall be guided by high standards and sustained endurance for excellence.
- c) **Care:** We foster a leadership culture that cares, is people-focused, that connects to and is responsive to the needs internal and external customers, and promotes stewardship over University resources on behalf of beneficiaries.
- d) **Good Governance:** We shall be guided by the national values and principles of governance specified under Articles 10 and 232 of the Constitution. These include integrity; transparency; accountability; inclusiveness; high standards of professional ethics; efficient, effective and economic use of resources; and responsive, prompt, effective, impartial and equitable provision of services.
- e) **Innovativeness and Creativity:** Innovation and creativity shall be our hallmark in delivering value to our customers.
- f) **Partnership and Teamwork:** We foster work culture characterized by teamwork and partnership with both internal and external stakeholders.

FOREWORD



The core function of ICT Centre is to assist the University enhance the innovative use of ICT products and services to support teaching, learning, research and administrative processes. ICT is a prime mover of performance and ICT Centre will continue providing services to the entire University community in order to maximize productivity.

ICT Centre will continue to develop and roll out innovative service delivery solutions in order to support the core functions of the University. ICT is an integral part in the management of the University functions. This is achieved through relevant Management Information Systems.

Through the University Website, ICT Centre endeavours to improve the performance and visibility of the University regionally and internationally to help create and disseminate the University strong brand.

Considering the increasing demand for ICT services, ICT Centre will continue improving its infrastructure for better service delivery.

We shall therefore continue to facilitate the use of ICT in order to improve operational efficiency and effectiveness, and enhance the global status of the University of Nairobi.

Christopher A. Moturi
Director
ICT Centre

Introduction

In realization of how ICT has become a global engine that is driving the socio-economic agenda of every organization, the University of Nairobi has embraced ICT as a driving force for the attainment of our goals and objectives. This charter is our solemn commitment towards serving our customers with utmost care and professionalism in our effort to being an integral part of the University's operation. The ICT Centre is constituted in accordance with Statute XXXIII of the University of Nairobi Act, 2013 and is headed by a Director who is responsible to the Vice-Chancellor.

Our Core Functions

- a) **Enforcing ICT policies and standards**
- b) **Management of Information Systems** from user requirement analysis, development or acquisition, deployment and support to ensure implemented systems meets defined standard and requirements
- c) **User Support and Maintenance** to enable University ICT users to fully and productively exploit ICT resources and services by offering first level support in terms of software & hardware, acting as the interface between users and the various network services and providing preventive and specialized maintenance services
- d) **ICT Project Management**
- e) **Network Infrastructure Services** that include planning, design, implementation, and administration of secure campus, Wi-Fi and wide area networks (WAN).
- f) **Data Centre Services** that include provision of secure systems and database administration, server hosting, and data storage services.
- g) **Management and Provision of Reliable Integrated Communication Systems** that include VoIP, email, internet and video conferencing.
- h) **Research and Development** that includes consultancy services, training, and innovation of ICT products and services

Values and Principles of Service Delivery

In our service delivery we pledge to:

- Maintain high standards of professional ethics
- Use resources efficiently, effectively and economically
- Provide services which are responsive, prompt, effective, impartial and equitable
- Involve stakeholders in the process of policy and decision making
- Be accountable for administrative actions and decisions
- Be transparent in the provision of timely and accurate information to the public
- Ensure fair competition and merit as the basis of appointments and promotions
- Observe representation of Kenya's diverse communities
- Provide adequate and equal opportunities for appointment, training and advancement of men and women, members of all ethnic groups, and persons with disabilities
- Maintain an effective internal conflict resolution mechanism.

Clients

ICT Centre provides services to the following clients:

- Students
- Employees
- Parents/Guardians
- Suppliers
- Alumni
- Community
- The Public

Partners and Stakeholders

ICT Centre's partners and stakeholders comprise:

- Alumni Associations
- Business Partners
- Commission for University Education
- Donors
- Employers
- Government and Government Agencies e.g. Kenya Universities and Colleges Central Placement Service, Higher Education Loans Board
- Industries
- Media
- Neighbours
- Parents and Guardians
- Professional Bodies
- Sponsors
- Other Universities

Client Expectations

Our clients should expect:

- Quality and timely services
- Access to relevant information and feedback
- Courteous and timely responses to requests, complaints and inquiries
- Confidentiality in the treatment of personal information provided to ICT Centre
- Application of modern and adaptive information and communication technology
- Fairness and equity
- Integrity and reliability
- Customer satisfaction.

Client Obligations

The University expects its clients and stakeholders to:

- Treat staff with respect and courtesy
- Provide sufficient and accurate information to enable us to respond to requests appropriately
- Pay applicable fees and levies promptly
- Support university academic programmes and other related activities
- Adhere to principles of ethics and integrity
- Observe university rules and regulations
- Familiarise themselves with relevant university requirements
- Provide details of changes in relevant circumstances as soon as they occur
- Indicate need for special requirements, such as an interpreter or assistance to understand or access our services
- Not offer gifts, money or favours for service
- Report corruption, misconduct and unethical behaviour
- Provide feedback and comments.

Feedback

- Complaints, compliments and suggestions should be forwarded to the Office of the Director ICT Centre
- Feedback may be channelled via telephone, letters and e-mail or suggestion boxes
- Confidentiality and privacy shall be maintained
- All feedback shall be addressed within seven days.

All complaints should be addressed to:

Contacts:

Director, ICT Centre
University of Nairobi
Chiromo Campus
P.O. Box 30197–00100
Nairobi

Tel: +254 20 4914002
Direct line 020 4914001
E-mail: director-ict@uonbi.ac.ke
Website: <http://ict.uonbi.ac.ke>

Or to the Office of the Vice Chancellor

Vice Chancellor
University of Nairobi
Main Campus
University Towers
Harry Thuku Road
P.O. Box 30197 – 00100
Nairobi
Tel: +254 20 3318262, 732 020 207 / 772 262 488
Toll free line: 0800221343
E-mail: vc@uonbi.ac.ke
Website: www.uonbi.ac.ke

Resolution of Complaints

- Complaints shall be acknowledged immediately they are received.
- Complaints shall be addressed on the spot by apologizing, explaining, or taking necessary action to address the complaint within seven days.
- Investigations on serious cases shall commence immediately and a complainant shall be informed of the action being taken within three days. The outcome of investigations and action taken shall be communicated to the complainant within 20 days.

Review of the Customer Service Delivery Charter

To ensure efficiency and effectiveness in service delivery, the Centre in consultation with its stakeholders shall review this service charter after five years or whenever need arises.

Contacts

The following are the e-mail addresses of key offices of the Centre:

Office	E-mail Address	Telephone
Director ICTC	director-ict@uonbi.ac.ke	020-4914001
Deputy Director MIS	depdirector-mis@uonbi.ac.ke	020-4914012
Deputy Director User Support & Maintenance	depdirector-support@uonbi.ac.ke	020-4914013
Deputy Director Data Comm. & Data Centre	depdirector-dc@uonbi.ac.ke	020-4914024
Deputy Network Infrastructure Services	depdirector-nis@uonbi.ac.ke	020-4914005
Administrator	admin-ict@uonbi.ac.ke	020-4914003
Secretary, Director's Office	secretary-ict@uonbi.ac.ke	020-4914002
Secretary, Administrator's Office	admin-ict@uonbi.ac.ke	020-4914030

Contacts:

Director, ICT Centre
University of Nairobi
Chiromo Campus
School of Computing and Informatics Block
P.O. Box 30197-00100
Nairobi

Tel: +254 20 4914002


Direct line 020 4914001


E-mail: director-ict@uonbi.ac.ke


Website: <http://ict.uonbi.ac.ke>


Commitment to Service Delivery:

	Service	Requirement	Cost	Timeline
1.	Response to telephone calls	<ul style="list-style-type: none"> • Call from user 	NIL	Within twenty (20) seconds
2.	Restoration of network or e-mail outage	<ul style="list-style-type: none"> • Written request or call from user • Detection on the network monitoring and trending system 	NIL	Within one (1) working day
3.	Diagnosis and response to ICT security breaches	<ul style="list-style-type: none"> • Detection on the network monitoring and trending system • System logs • Written request or call from user 	NIL	Within two (2) working days
4.	Request for new network or e-mail access accounts	<ul style="list-style-type: none"> • Written request from user 	NIL	Within two (2) Working days
5.	Complaint on user access passwords	<ul style="list-style-type: none"> • Written request • Log on the help desk 	NIL	Within one (1) working day
6.	Creation of a departmental/project website	<ul style="list-style-type: none"> • Website initial content • Design specifications 	NIL	Within one (1) month
7.	MIS User Accounts	<ul style="list-style-type: none"> • Written request from user 	NIL	Within one(1) working day
8.	MIS existing user account password reset	<ul style="list-style-type: none"> • Written request from user 	NIL	Within one (1) working day
9.	Training on MIS Systems	<ul style="list-style-type: none"> • Written request for training • Training need identification 	NIL	Within two (2) weeks
10	MIS User Support Requests	<ul style="list-style-type: none"> • Written request from user • Request through a helpdesk system 	NIL	Within two (2) working days
11	User Support Requests	<ul style="list-style-type: none"> • Receive user request • Diagnose, documents and solve the problem 	NIL	Within one (1) working day
12	User support training	<ul style="list-style-type: none"> • Receive/identify training need • Carry out a TNA • Identify training requirements • Carry out the training 	NIL	Within four (4) weeks
13	ICT equipment service maintenance and repairs	<ul style="list-style-type: none"> • Prepare equipment maintenance schedule • Carry out service maintenance as per schedule 	NIL	As per annual approved /contract maintenance schedule
14	ICT Equipment under warranty	<ul style="list-style-type: none"> • Prepare equipment documentation and capture specifications • Contact vendor or maintenance provider 	NIL	Within two (2) weeks from the time of fault reporting
15	Escalation of ICT equipment faults	<ul style="list-style-type: none"> • 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
16	Projects Implementation	<ul style="list-style-type: none"> • Determine project requirements • Develop project proposal • Implement project as per procurement procedures 	NIL	Projects completed within one year after award

@uonbi 

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ISO 9001:2008 Certified