JARAMOGI OGINGA ODINGA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

DOCUMENT: **PROCEDURE FOR PROVISION OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) SERVICES**

DOC. NO: **JOOUST/VC/ICT/OP 16**

AUTHORIZED BY: DEPUTY VICE-CHANCELLOR   **SIGNATURE:** _____
(PLANNING, ADMINISTRATION & FINANCE)

ISSUED BY: **DIRECTOR (ICT)**   **SIGNATURE:**

0.1 DOCUMENT DISTRIBUTION

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0.2 DOCUMENT CHANGES

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1.0   Purpose: To ensure efficient and effective provision of Information
                          Communication Technology Services.

2.0   Scope: This procedure covers the provision of Information and Communication
                          Technology services in the University.

3.0   References:

i.   ISO 9001:2015 Standard

ii.   JOOUST Quality Manual

iii.   JOOUST ICT Policy

iv.   JOOUST Statutes

v.   JOOUST Service Charter

4.0   Abbreviations, Acronyms and Definitions

i.   **ICT:**   Information and Communication Technology

ii.   **HRF:**   Help-Desk Request Form

iii.   **LAN:**   Local Area Network

iv.   **WAN:**   Wide Area Network

v.   **MIS:**   Management Information Systems

vi.   **CNS:**   Communication & Network Services

vii.   **ELS**:   End User & Learning Support

viii.   **SWM**:   Senior Web Master

ix.   **VC:**   Vice-Chancellor

x.   **DVC(PAF):**   Deputy Vice-Chancellor, Planning, Administration and Finance

5.0   Responsibility:

The Director, ICT shall be responsible for the implementation and effective supervision

of this procedure.

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6. 0   Method

6.1 Integrated Management Information Systems

6.1.1   The Director shall ensure the availability of the necessary ICT hardware, software, LAN and WAN/internet connectivity required by the University.

6.1.2   The Director shall receive request for ICT hardware, software and connectivity from various departments and offices for rationalization and approval on a quarterly basis.

6.1.3   The Director/Manager MIS shall request the user departments to provide the required specifications for special purpose software.

6.1.4   The Director shall forward the approved request to procurement unit for processing.

6.1.5   The Director shall ensure that installation of ICT equipment and software is undertaken within 2 weeks of service requisition.

6.2 Web Content Management

6.2.1   The Director /SWM shall oversee the development and management of the University's Web and E-mail domains.

6.2.2   The Director/SWM shall coordinate verification and updating of information on the web through a formal process on an agreed time interval.

6.2.3   The Director/ SWM shall ensure that each web area has an assigned owner and contact person.

6.2.4   The Director/SWM shall ensure that contact persons attend trainings specific to their respective roles.

6.3 ICT Services

6.3.1   The Director shall ensure the availability of the necessary ICT hardware, software, LAN and WAN/internet connectivity required by the University.

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6.3.2   The Director shall receive request for ICT hardware, software and

Connectivity   from   various   departments   and   offices   for rationalization and approval on a quarterly basis.

6.3.3   The   Director/Manager   MIS/Manager   CNS/Manager   ELS   shall request the user departments to provide the required specifications for special purpose software.

6.3.4   The Director shall forward the approved request to procurement unit within one week for processing.

6.3.5   The   Director   shall   ensure   that   installation   of   ICT   equipment   and software is undertaken within 2 weeks of service requisition.

6.4 End User Support

6.4.1   The   Manager,   ELS   shall   receive   Help-Desk   Request   Forms   (HRF) from the user.

6.4.2   The Manager, ELS shall receive online service requests via

the online resource Management & Job Ticketing system or through e-mail (helpdesk@jooust.ac.ke) and ensure it is acted upon within two working days.

6.4.3   The   assigned   technician   shall   carry   out   the   duty   and   document   the diagnostics and corrective action

6.4.5   The   assigned   technician   and   the   user   shall   certify   completion   of   work by duly signing the service request form.

6.4.6   The   Director/Manager,   ELS   shall   ensure   necessary   follow   up   is undertaken incase of incomplete repairs.

6.5   Use and Maintenance of ICT Laboratory Facilities

6.5.1   The   Director   shall   ensure   the   students' computer   labs   are   equipped accordingly.

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6.5.2   The Manager, ELS shall ensure that:

i) All routine and on-demand repairs and maintenance on the ICT laboratory equipment are carried out promptly.

ii) The ICT Laboratory is accessible to users as is timetabled.

iii) The ICT Laboratory equipment is kept safe and secure at all times.

iv) Necessary software is installed in all the ICT laboratory computers.

v) ICT laboratory equipment is used appropriately or used by unauthorized persons.

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