



**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 35

AUTHORIZED BY: VICE-CHANCELLOR

SIGNATURE:

ISSUED BY: DIRECTOR, ICT

SIGNATURE:

0.1 DOCUMENT DISTRIBUTION

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0.2 DOCUMENT CHANGES

DATE CHANGES AUTHORIZED BY

27/04/2012 BUC Service Charter Included in the
References Section

29/04/2013 Procedure reviewed to reflect
change of status from
BUC to JOOUST

30/04/2015 Procedure reviewed for adequacy

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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 9001:2008 Standard
 - ii. JOOUST Quality Manual
 - iii. JOOUST ICT Policy
 - iv. JOOUST Statutes
 - v. JOOUST Service Charter
- 4.0 Acronyms:**
- 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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