

ICT SERVICE DELIVERY CHARTER

NO	SERVICE	REQUIREMENTS	COST	TIMELINE
1	Restoration of network or e- mail outage.	Written request; Call from user; Detection on the network monitoring and trending system	Nil	Within two (2) working days.
2	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 three (3) working days
3	Request for new network or e-mail access accounts;	Written request; Call from user; Log on the help desk;	Nil	Within two (2) working days
4	Complaint on user access passwords	Written request; Call from user;	Nil	Within two (2) working days
5	Creation of a departmental/project website	Website initial content; and design specifications	Nil	Within one (1) month after request
6	MIS & E-learning new User Account	Written request by user	Nil	Within one (1) day from the time of receipt of the request
7	MIS & E – learning existing user account password reset	Written request by user	Nil	Within one (1) day from the time of receipt of the request
8	Training on MIS systems	Written request for training; training need identification	Nil	Within two (2) weeks from the time of receipt of the request
9	MIS User support requests	Written request; Request through a system	Nil	Within two (2) working days from the receipt of the request

10	User Support Requests	<ul style="list-style-type: none"> • Receive user request • Diagnose, documents and solve the problem 	NIL	Within one (1) working day
11	User support training	<ul style="list-style-type: none"> • Written request • Carry out a TNA 	Nil	Within four (4) weeks from time of receipt of request or identification of need to train
12	ICT equipment service and maintenance	<ul style="list-style-type: none"> • Preparation of equipment maintenance schedule 	NIL	As per approved maintenance schedule
13	Repair and maintenance of 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
14	Escalation of ICT equipment faults	<ul style="list-style-type: none"> • Diagnose the equipment fault • Identify spares required • Deliver equipment to vendor where necessary • User collects equipment after service/repair 	NIL	Within six (6) weeks after equipment is delivered to the ICTC workshop
15	Projects Implementation	<ul style="list-style-type: none"> • Determine project requirements • Develop project proposal • Tender Award 	NIL	Within one (1) year after award.
16	Routine correspondence	<ul style="list-style-type: none"> • Receipt of correspondence 	NIL	Within seven(7) working days after receipt