



UNIVERSITY OF NAIROBI
INFORMATION AND COMMUNICATION TECHNOLOGY CENTRE
COMMITMENT TO SERVICE CHARTER

COMMITMENT TO SERVICE DELIVERY

We commit ourselves to the following: -

- ✓ University email services shall be provided to all staff and students at all times.
- ✓ Intranet services shall be available to all staff and students provided that proper usage is safeguarded.
- ✓ Security of the university computer infrastructure shall be safeguarded at all times.
- ✓ Information privacy and confidentiality including but not limited to protection against network spoofing, eavesdropping and mail spamming shall be safeguarded.
- ✓ Upon receipt of a complaint on network availability, assessment will be made to identify the nature of the problem and if not resolved within a day it will be escalated to the higher level. Depending on the severity of the problem it should be resolved within two working days.
- ✓ ICT security breaches will be responded to immediately after being reported with an emergency stop gap measure in place within half a day.
- ✓ The University website shall be reliable and available to both internal and external users.
- ✓ All Management Information Systems shall be operated and maintained to offer acceptable service to all users.
- ✓ Backups of all MIS systems shall be maintained at all times.
- ✓ Training on MIS systems and e-content development shall be carried out regularly and in response to user demands.

- ✓ Appropriate backup and recovery procedures for all databases shall be provided to ensure data security.
- ✓ Instructor and student account creation requests on the e-Learning platform shall be attended to within one working day of receipt of the request.
- ✓ User support requests shall be attended to within one working day from the time of receipt of the request.
- ✓ User training shall be conducted within 4 weeks of receipt of request or of identification of need for such training
- ✓ For equipment under warranty, requests for servicing and repair will be lodged with the vendor or maintenance provider within two working days of the fault being reported.
- ✓ Escalated computer equipment faults shall, depending on the nature of the fault, availability of spare parts and payments to vendor, be serviced and delivered back to the client within 6 weeks of arrival of the equipment in the ICT maintenance workshop
- ✓ New networks shall be implemented within 12 months from the time of commencement of the project.

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