MASENO UNIVERSITY

DOCUMENT TITLE	PROCEDURE FOR PROVISION OF INFORMATION AND COMMUNICATION TECHNOLOGY SERVICES		
DOC. NO:	MSU/VC/ICT/OP/01	**ISSUE NO:**	3
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SIGNATURE		**SIGNATURE**	

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0.1 DOCUMENT CHANGES

#	Date	Details of Change		Authorization
	(dd-mm-yy)	Page	Clause/sub clause	Title
1	06/03/2023	1	Change of signature of MR to reflect the current that of current Office holder.	VC
2	06/03/2023	2	3.5. Incorporation of "Control of Documented Information.	VC
3	06/03/2023	3	4.8. Incorporation of MIS-Management Information System.	VC
4	06/03/2023	3	6.1.2, 6.1.4. The word "IMS" changed to "MIS".	VC
5				
6				

0.2 DOCUMENT DISTRIBUTION

Documents shall be available on the Maseno University website for authorized users.

1.   PURPOSE:

To ensure efficient and effective provision of information and communication service to the University community.

2.   SCOPE:

The procedure cover provision of the required information and communication technology services to the students and staff of the university.

3.   REFERENCES:

3.1   ISO 9001:2015 – Quality Management System - requirements

3.2   Maseno University Quality Manual

3.3   Maseno University ICT Policy

3.4   ICT Regulations

3.5   MSU/VC/MR/OP/01-Control of Documented Information

4.   **TERMS AND DEFINITIONS/ABBREVIATIONS:**

4.1   ICT- Information Communication Technology

4.2   T/IC- Technician In-Charge

4.3   HOD - Head of Department

4.4   GRN - Goods Received Note

4.5   PRN - Purchase Request Note

4.6   IP- Internet Protocol

4.7   UTP- Unshielded Twisted Pair

4.8   MIS-Management Information System

5.   **RESPONSIBILITIES**:

The Director, ICT shall be responsible for effective implementation of this procedure.

6. 0   **METHOD**

6.1   **ICT Services to Offices**

6.1.1   The ICT Director shall ensure the availability of the necessary ICT hardware, software and Information Management System (MIS) required by the university.

6.1.2   The ICT Director shall receive request for ICT hardware, software and MIS from various departments and offices for consideration and approval.

6.1.3   The ICT Director shall ensure the approved request are processed and provided accordingly.

6.1.4   The ICT Director shall ensure that the ICT equipment, software and MIS are installed and operational in various departments as appropriate.

6.2   **ICT Repair Services**

6.2.1   Departments shall fill in service request forms and forward to ICT directorate.

6.2.2   The ICT Director shall delegate duty to appropriate staff.

6.2.3   The technician assigned the duty shall carry out the repair and both the user and the technical staff shall confirm completion of the repair on the service request form.

6.2.4 The technician shall submit the service request form dully signed to the Director.

6.2.5 In case of incomplete repairs the Director shall ensure necessary steps are taken to solve the problem.

6.2.6 Where online service requests are used, an appropriate report shall be logged.

6.2.7 The mode of logging such reports is by sending an e-mail to helpdesk@maseno.ac.ke.

6.3   New Installation of Internet Services

6.3.1 Departments shall fill in Network Installation request forms and forward to ICT Directorate.

6.3.2 The Director shall consider, approve and forward the request to Technician in charge of Networking Infrastructure.

6.3.3 Where dynamic addressing is not used, the T/IC shall give IP Address number to the user and assign a technician to carry out the installation.

6.3.4 The technician assigned the duty shall carry out the repair and both the user and technical shall fill in the service request form after certifying the repair.

6.3.5 Such reports may be filled online by sending an e-mail to helpdesk@maseno.ac.ke

6.4   Internet Maintenance Service

6.4.1 The user department shall inform the Network Infrastructure Administrator whenever there is failure with the Internet.

6.4.2 The T/IC shall be informed and shall attend to the problem immediately.

6.4.3 The T/IC shall also perform routine check up on all connections at planned intervals.

6.4.4 In cases of a major failure e.g. Mail or Web Server fails or there is communication failure due to internal or external factors, the T/IC shall inform the Director ICT.

6.4.5 The Director ICT shall inform the University in writing while the problem is being attended to.

6.5   Web Content Update

6.5.1 The web Administrator shall coordinate verification and updating of information on the web through a formal process on an agreed time interval and oversee the management of the web.

6.5.2   Each web or area shall have a site owner and contact person

6.5.3   The web resource director shall provide a checklist on the sign-off form to assist with the update process.

6.5.4   All level 1 pages on the MSU website shall go through a formal review process yearly as outlined below:

6.5.4.1 All web pages on the MSU website must have an expiration date. This expiration date shall be set by the site owner if shorter than 1 year and may be renewed if the content is reviewed and up-to-date.

6.5.4.2 The page's owner shall receive notification upon expiration and shall be responsible for updating, renewing, or removing the page within a reasonable period of time based on the type of content.

6.5.4.3 All web pages on other MSU sub-domains shall have an expiration date as determined by the site owner within the guidelines established for those websites.

6.5.4.4 Each site owner, contact person, and web Administrator shall attend training specific for their respective roles.

6.5.4.5 The site owners shall be responsible for the review process and shall sign off at the time of conclusion of the review that:

    a) They are the site owner,

    b) The contact person and web administrator listed are correct, and

    c) The site has been reviewed appropriately and that the content is accurate and current