



KUC/13/ADMIN/ICT/1

PROCEDURE FOR SECURITY OF COLLEGE
NETWORK AND ACCESS RIGHTS


AUTHORIZATION:	
This Procedure is issued under the authority of	
TITLE/POSITION:	MANAGEMENT REPRESENTATIVE
SIGNATURE	
DATE:	FEBRUARY 2011

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1.1 RECORD OF CHANGES

No.	1.1.1 Date	Details Of Change		Authorization
	<i>dd-mm-yy</i>	1.1.1.1.1 page	1.1.1.1.2 Clause/sub-clause and comment	1.1.1.1.3 Name and signature
	5/08/2011	4	7.1,7.2 changed responsibilities and players	
	28/05/2014		7.2.2 delete The Systems Administrator shall act on	
	10/12/15		Disposal procedure	

1.2 DISTRIBUTION LIST

Distribution of controlled copies of this procedure will be issued through the intranet.

2.0 PURPOSE

The purpose of this procedure is to ensure secure use of College

ICT Network resources.

3.0 SCOPE

The procedures provided in this document are intended to cover access rights and network usage.

4.0 TERMS AND DEFINITIONS

ICT – information Communication Technology

ID - Identification

Access ID – Valid user name and password

Password – a secret code that a user defines in accordance to password rules and regulations provided in the Access ID policy to enable him access network resources

User - in this document the term will refer to staff and students authorized to use network resource

Default Password – In this document, this term will be used to refer to the initial password that a user is assigned by the Network Administrator at the time of user profile creation.

LAN – local area network

Network – a group of computers

5.0 REFERENCES

KUC quality Manual
Service Charter

6.0 PRINCIPAL RESPONSIBILITIES

The HOD ICT has the overall responsibility for ensuring that this procedure is implemented, monitored and evaluated.

7.0 PROCEDURE DETAILS

The HOD ICT shall ensure the following:

7.1 Network and Access Control Procedure

- 7.1.1 HOD ICT shall receive requests through Internal Memorandum or electronic mail for Access rights from the Head of the user Department. The HOD ICT shall forward the requests to the Systems Administrator for action
- 7.1.2 The Systems Administrator shall assign each user Access rights. For new users, Access ID and a default password shall be assigned. The users shall be required to change the password to one of their choice on in.
- 7.1.3 User having challenges on logon or changing passwords shall contact the ICT helpdesk for assistance

7.2 User Access Rights Change

- 7.2.1 The systems administrator receives request for access rights change in writing.
- 7.2.2 For Transfers and exit of staff, HR provide a letter for appropriate action to be taken

7.3 Server Room Control

- 7.3.1 The server rooms shall be accessed by authorized persons only.
- 7.3.2 The entry and Exit of server room shall be recorded in the server room key control book KUC/ADMIN/R/OO4 .
- 7.3.3 At the end of business server room key shall be kept by the technicians assigned.

ICT ACCOUNT CHANGE REQUEST FORM

PLEASE CHANGE/ TERMINATE (Tick appropriate) ACCOUNTS FOR

NAME: _____

STAFF NO: _____

REASON:

CHANGE OF DUTIES PROMOTION TERMINATION
SUSPENSION LEAVE RESIGNATION

OTHER: SPECIFY

REQUESTED BY: _____

NAME: _____ DESIGNATION: _____

SIGNATURE: _____ DATE: _____

STAMP: _____

Official use by ICT

RECEIVED BY: _____ DATE: _____

ACCOUNT CHANGED BY: _____ DATE: _____



KUC/13/ADMIN/ICT/2

PROCEDURE FOR MAINTENANCE AND DATA MANAGEMENT

AUTHORIZATION	
This procedure is issued under the authority of	
TITLE / POSITION:	MANAGEMENT REPRESENTATIVE
SIGNATURE:	
DATE:	FEBRUARY 2011

VERSION 2 : REVISION 1 02/2011

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1.1 RECORD OF CHANGES

No.	Date	Details of change		Authorization
	dd-mm-yy	Page	Clause/sub-clause and comment	Name and signature
	5/08/2011	12	7.2 changed responsibilities and players	

1.2 DISTRIBUTION LIST

Distribution of memos for undertaking this procedure will be issued to all the offices in the college

2.0 PURPOSE

This procedure to ensure safety, consistency and accuracy of information stored in the Kenya Utalii College databases and to protect the ICT network from hacks and attacks.

3.0 SCOPE

This is applicable to all official data stored on the college ICT network. It does not apply to data stored on user local desktop.

4.0 TERMS AND DEFINITIONS

ICT - Information Communication Technology

PC- Personal Computer

5.0 REFERENCES

6.0 PRINCIPAL RESPONSIBILITIES

HOD ICT has the overall responsibility of ensuring that this procedure is implemented, monitored and evaluated.

7.0 PROCEDURE DETAILS

The HOD Shall ensure the following:

7.1 Preventive Maintenance

7.1.2 The Systems Administrator shall prepare a preventive maintenance schedule KUC/ADMIN/R/150 for the computers and hand it to the Head of ICT for approval and distribution to all user Departments.

7.1.3. The Head of ICT shall prepare the specification for the preventive maintenance and make purchase requisition to the Procurement Department with the specifications attached.

7.1.4 The HOD ICT shall assign Technicians to user Departments and send notifications to the Department at least 24 hours before scheduled maintenance work at the area assigned.

The notification shall indicate the day and time the preventive maintenance exercise will be carried out and estimated time to be taken.

7.1.5 The technician conducting preventive maintenance exercise shall ensure everything is left in order and properly arranged.

7.1.6. The technicians shall record all maintained machines against which the user department shall sign. The signed maintenance records shall be forwarded to the HOD ICT

7.2 Backup and Recovery Procedure

Data Back up

7.2.1 The HOD ICT shall ensure daily backup of ERP system and Mail Server is carried out.

7.2.2 The Systems Administrator shall ensure the safe custody of all backup.

Data Restoration

7.2.5 Systems administrator shall locate back-up media for the most current required backup data restoration is required.

7.2.6 Systems administrator shall check and ensure that the restored system functions correctly and load the server.



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PROCEDURE FOR HARDWARE AND SOFTWARE ACQUISITION, INSTALLATION, SUPPORT AND DISPOSAL SERVICES

AUTHORIZATION:	
This Procedure is issued under the authority of	
TITLE/POSITION: MANAGEMENT REPRESENTATIVE	
DATE:	May 2014

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1.1 RECORD OF CHANGES

No.	Date	Details Of Change		Authorization
	<i>dd-mm-yy</i>	Page	Clause/sub-clause and comment	Name and signature
	5/08/2011	23	7.1 Responsibilities and roles	
	28/05/2014	23	7.3 Include of receipt.	
	10/12/1015	23	7.4 Disposal	

1.2. DISTRIBUTION LIST

Distribution of controlled copies of this procedure shall be issued to persons through intranet.

2.0 PURPOSE

To ensure that current technology is made available to enhance efficiency and effectiveness in productivity at KUC.

3. SCOPE

The scope of this procedure includes hardware and software acquisition, installation and support services.

4.0 TERMS AND DEFINITIONS

User – in this document this term shall refer to all staff and students who use computer systems

ICT – information Communication Technology

ESP – External Service provided contracted by the College to offer technical services

HOD – Head of department

5. REFERENCES

KUC Quality Manual

Service Charter

Warranty guidelines

KUC ICT policy

Manufacturer Installation/User manual

6. PRINCIPAL RESPONSIBILITIES

The Head of ICT has the overall responsibility for ensuring that this procedure is implemented, monitored and evaluated.

7. PROCEDURE DETAILS

7.1 The HOD ICT and user Departments shall identify the needs and generate corresponding specifications.

7.2 The HOD ICT shall ensure acquisition of the hardware and software as per the specifications by performing inspection.

7.3 The HOD ICT shall ensure installation and configuration of hardware and software to the user departments' satisfaction within five (5) working days of receipt after inspection, evaluation and acceptance.

7.4 DISPOSAL PROCEDURE

7.4.1 The owner department with the assistance of ICT shall identify the computer which is inadequate to serve the purpose required or completely repairable.

7.4.2 If the computer is in working order but inadequate for the designated purpose, it is expected that as far as is practicable the first consideration will be for internal re-assignment. Thus it will be assigned to other departmental functions for which the capacity is appropriate.

7.4.3 If the computer cannot be used, it should be disposed of in accordance with the College's policy and procedures for disposal.

7.4.4 Purging the data. In both cases "disposal or moving of equipment from one owner to the next one" the systems administrator shall ensure that any College data on the machine and/or any software licensed to the College is removed.

7.4.5 This responsibility must never be delegated to any person outside the College. Alternatively, one may use software to properly scratch the files.

User support

7.4 The HOD ICT shall ensure the following:-

7.4.1 Users shall fill in work order KUC/ADMIN/R/005.

7.4.2 ICT Technician shall summarize in help desk log KUC/ADMIN/R/003.

7.4.3 A help desk technician shall be assigned to act on the request.

7.4.4 The helpdesk technician shall solve the problem. If it is beyond his/her control s/he then shall escalate the problem to a higher level.

7.4.5 The System Administrator shall review the requests and assess each problem to determine the technical support needs and have them addressed.

7.4.6 If technical support assistance from External Service Provider is necessary, the Systems Administrator shall advice the HOD ICT who shall contact an ERP representative.

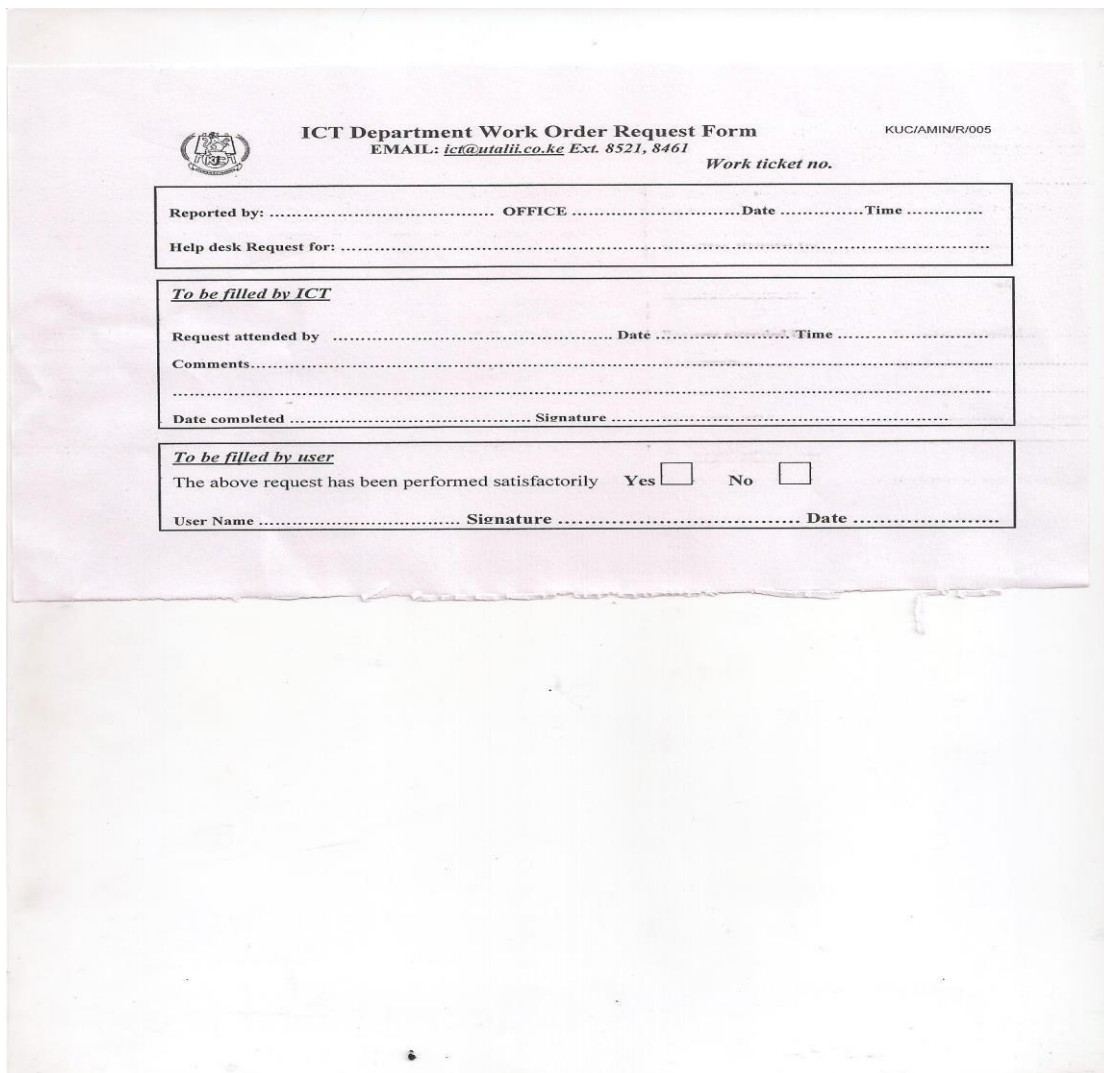
7.4.7 The ESP Technician shall rectify the problem as per the user expectation. Use shall sign off the work order.

7.4.8 Work orders shall be filed in file KUC/ADMIN/R/149.

9.0 APPENDICES.

Appendix A:

ICT WORK ORDER



The image shows a document titled "ICT Department Work Order Request Form" with a logo on the left and contact information in the center. The form is divided into three main sections: "To be filled by ICT" and "To be filled by user". The "To be filled by ICT" section includes fields for "Reported by", "Help desk Request for", "Request attended by", "Comments", and "Date completed". The "To be filled by user" section includes a satisfaction question with "Yes" and "No" checkboxes, and fields for "User Name", "Signature", and "Date".

ICT Department Work Order Request Form KUC/ADMIN/R/005
EMAIL: ict@utalii.co.ke Ext. 8521, 8461 Work ticket no.

Reported by: OFFICE Date Time

Help desk Request for:

To be filled by ICT

Request attended by Date Time

Comments.....

Date completed Signature

To be filled by user

The above request has been performed satisfactorily Yes No

User Name Signature Date

Appendix B:

HELP DESK LOG

KUC/ADMIN/R/003

DATE	TIME	PROBLEM DESCRIPTION	REPORTED BY	DEPARTMENT	ASSIGNED TO	RESOLUTION	TIME AND DATE RESOLVED

RECORD OF CHANGES

No.	1.1.1 Date	Details Of Change		Authorization
	<i>dd-mm-yy</i>	1.1. page	1.2 Clause/sub- clause and comment	.1.3 Name and signature
	5/08/2011	4	7.1,7.2 changed responsibilities and players.	
	28/05/2014	25	7.6 Users requests are logged at the ICT helpdesk when a computer- related problem arises, detailing the problem.	
		25	7.6 Insert : ICT Technician shall summarize in help desk log KUC/ADMIN/R/003.	
		25	7.12 Include : Use shall sign off the work order	
		26	Include appendices: ICT work Order and Help desk Log.	