

# DOCUMENTED INFORMATION FOR ICT DEPARTMENT



KUC/13/ADMIN/ICT/1

<b>AUTHORIZATION:</b> All documented information Quality Objectives, procedures, opportunities and risk register for ICT department are issued under the authority of:	
<b>MANAGEMENT REPRESENTATIVE</b>	
Signature:	 
Date:	2 <sup>nd</sup> MAY. 2018
<b>PROCESS OWNER/HOD/DIVISIONAL HEAD</b>	
Signature:	 
Date:	

## DOCUMENT DETAILS

Version 2: Revision 1, 04/2018

1.	Section A: Quality Objectives	
2.	Section B: Procedures	
		Title
		Purpose
		Scope
		Reference
		Terminology
		Responsibility
		Input
		Methods
		Output
		Records
		Key performance Indicators
		Appendices
		Flow chart-process map
3.	Section C: Opportunities	
4.	Section D: Risks	

## SECTION A: QUALITY OBJECTIVES

<b>OBJECTIVE</b>	<b>ACTIVITIES</b>	<b>RESOURCES</b>	<b>RESPONSIBILITY</b>	<b>TIME FRAME</b>	<b>KEY PERFORMANCE INDICATORS</b>
Provide efficient internal helpdesk support by attending and closing at least 90% of support calls within 48 hours.	Diagnosis, Resolve or Escalate promptly on the basis of first come first served or the severity of the problem  Hardware preventive maintenance  Staff sensitization	Competent personnel  Signed SLAs for issues which require external intervention	HOD ICT  KUC Management  Procurement Depart.	Within 48 hours	Number of closed cases and the time taken to close cases
Maintain not more than 3 hours down time of KUC systems.	<ul style="list-style-type: none"> <li>• Procurement of cluster servers</li> <li>• Preparation/Acquisition of a repair and maintenance contract of hardware and software to facilitate a quick repair when they break down.</li> <li>• Email system: set up a backup email system.</li> </ul>	<ul style="list-style-type: none"> <li>• Competent personnel</li> <li>• Signed Maintenance contracts for hardware and software systems</li> <li>• Backup media</li> <li>• Purchase additional servers</li> </ul>	HOD ICT  KUC Management  Procurement Department	July 2019	Number of down time hours
Automation of HR functions and student's admission process	Purchase of HR system Reengineering of the student's admission module in the ERP	<ul style="list-style-type: none"> <li>• Computers</li> <li>• Network &amp; internet</li> <li>• Signed SLAs for issues which require external intervention</li> <li>• Approved budget</li> </ul>	<ul style="list-style-type: none"> <li>• KUC management</li> <li>• ICT</li> <li>• Admissions Departments</li> <li>• HR</li> <li>• Procurement Department</li> </ul>	Dec 2018	Number of HR automated functions  Online application process

## **1.0 PROCEDURE FOR NETWORK AND ACCESS RIGHTS**

### **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 REFERENCES**

KUC quality Manual  
Service Charter

### **5.0 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

## **6.0 RESPONSIBILITIES**

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

**Systems Administrator** provide support for the request and signs request form

Users initiate the request

## **7.0 INPUT**

- 7.1 Change Request Form
- 7.2 Internal Memorandum
- 7.3 Electronic mail requests
- 7.4 HR Letter of movement
- 7.5 Competent personnel

## **8.0 METHOD**

### **8.1 Network and Access Control Procedure**

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

### **8.2 User Access Rights Change**

- 1.1.7 The systems administrator receives request for access rights change in writing from users and acts within two hours.
- 1.1.8 For Transfers and exit of staff, HR provide a letter for appropriate action to be taken. The systems administrator shall deactivate the user account within one hour.

### **8.3 Server Room Control**

- 1.1.9 The assigned technician shall ensure that the server rooms are accessed by authorized persons only.
- 1.1.10 The entry and Exit of server room shall be recorded in the server room key control book KUC/ADMIN/R/OO4.
- 1.1.11 At the end of business, server room key shall be kept by the technicians assigned.

### **9.0 OUTPUTS**

- 9.1 Controlled access to the KUC network
- 9.2 Approved and implemented user access rights
- 9.3 Controlled server rooms

### **10.0 KEY PERFORMANCE INDICATORS**

- 10.1 User feedback
- 10.2 Network logs

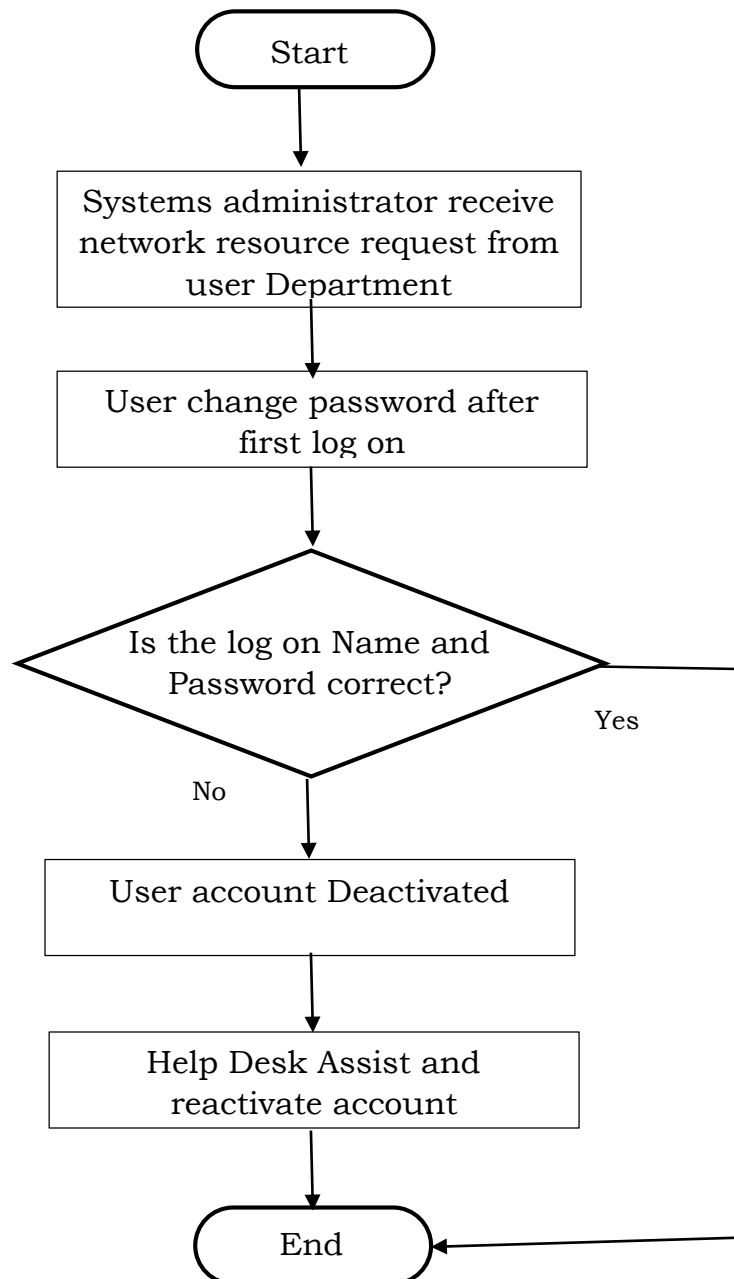
### **11.0 RECORDS**

- 11.1 Filed request forms
- 11.2 Server room control book
- 11.3 Email requests
- 11.4 Signed Support request form

## 12.0 APPENDICES.

### 12.1 Flow Chart

#### Network Access and Control Procedure



**12.2 RECORD OF CHANGES**

No.	Date	Details Of Change		Authorization
	<i>dd-mm-yy</i>			



### 12.3 SERVER ROOM KEY CONTROL KUC/ADMIN/R/004

DATE	STAFF NAME	TIME IN	TIME OUT	SIGN

### 12.4 ICT ACCOUNT CHANGE REQUEST FORM KUC/ADMIN/R/002

PLEASE CHANGE/ TERMINATE (Tick appropriate) ACCOUNTS FOR

NAME: \_\_\_\_\_

STAFF NO: \_\_\_\_\_

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**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 2018

## **1.0 TITLE**

### **PROCEDURE FOR MAINTENANCE AND DATA MANAGEMENT**

## **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 REFERENCES**

Quality Manual  
Product manuals

## **5.0 TERMS AND DEFINITIONS**

**ICT** - Information Communications Technology

**PC**- Personal Computer

**HOD** – Head of Department

## **6.0 RESPONSIBILITIES**

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

**Systems Administrator** prepares maintenance schedule

## **7.0 INPUT**

- 7.1 Competent personnel
- 7.2 Maintenance contract
- 7.3 Preventive maintenance schedule
- 7.4 Notifications to User departments
- 7.5 Backup Media
- 7.6 Data base servers

## 7.7 Computers

### **8.0 METHOD**

#### **8.1 Preventive Maintenance**

- 8.1.1 The Systems Administrator shall prepare a preventive maintenance schedule KUC/ADMIN/R/150 for the computers and hand it to the HOD ICT for approval and distribution to all user Departments twice a year.
- 8.1.2 If approved, HOD ICT shall ensure the specification for the preventive maintenance is done and make purchase requisition to the Procurement Department with the specifications attached.
- 8.1.3 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.
- 8.1.4 The notification shall indicate the day and time the preventive maintenance exercise will be carried out and estimated time to be taken.
- 8.1.5 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.

#### **8.2 Backup and Restore Procedure**

- 8.2.1 The Systems Administrator shall prepare a backup plan annually.
- 8.2.2 Systems Administrator assigns a Technician the daily backup job.
- 8.2.3 The HOD ICT shall ensure daily backup of ERP system and Mail Server is carried out.
- 8.2.4 The Systems Administrator shall carry out periodic complete backup and ensure the safe custody of all backups.
- 8.2.5 When there is data loss or corruption in the system, the Systems administrator shall locate back-up media for the most current required backup data for restoration.
- 8.2.6 Systems administrator shall log out all the users from the system before restoring data.

8.2.7 Systems administrator shall restore, check and ensure that the restored system functions correctly and load the server.

## **9.0 OUTPUT**

- 9.1 Reduced Hardware failures
- 9.2 Reduced down time incidences

## **10.0 KEY PROCEDURE INDICATORS**

- 10.1 Backup copies
- 10.2 User Department maintenance sign off sheet

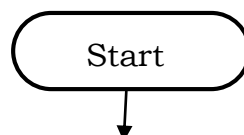
## **11.0 RECORDS**

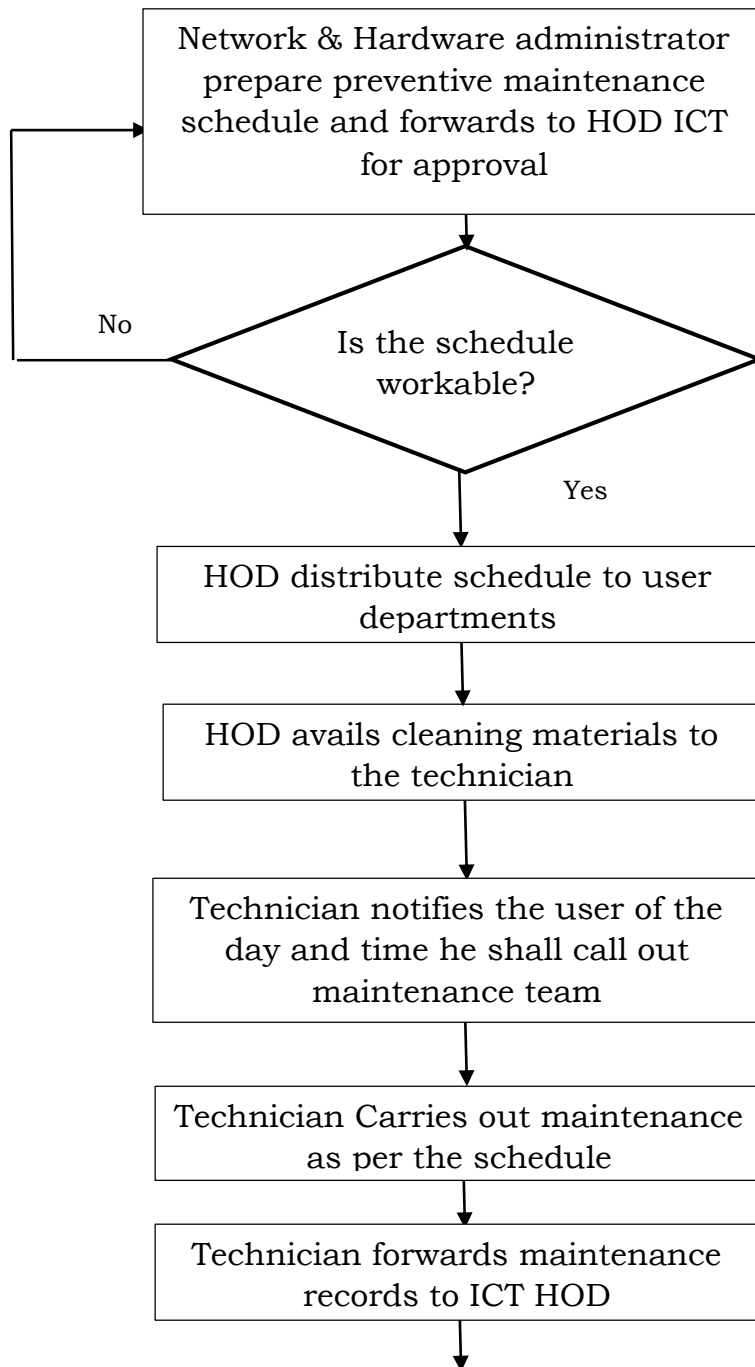
- 11.1 Record of all maintained computers and accessories
- 11.2 Backup copies
- 11.3 Maintenance schedules
- 11.4 Filed User Department maintenance sign off sheet

## **12.0 APPENDICES**

### **12.1 FLOW CHARTS**

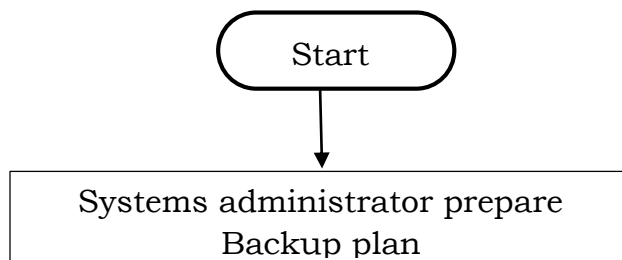
#### **12.1.1 Preventive Maintenance Procedure**

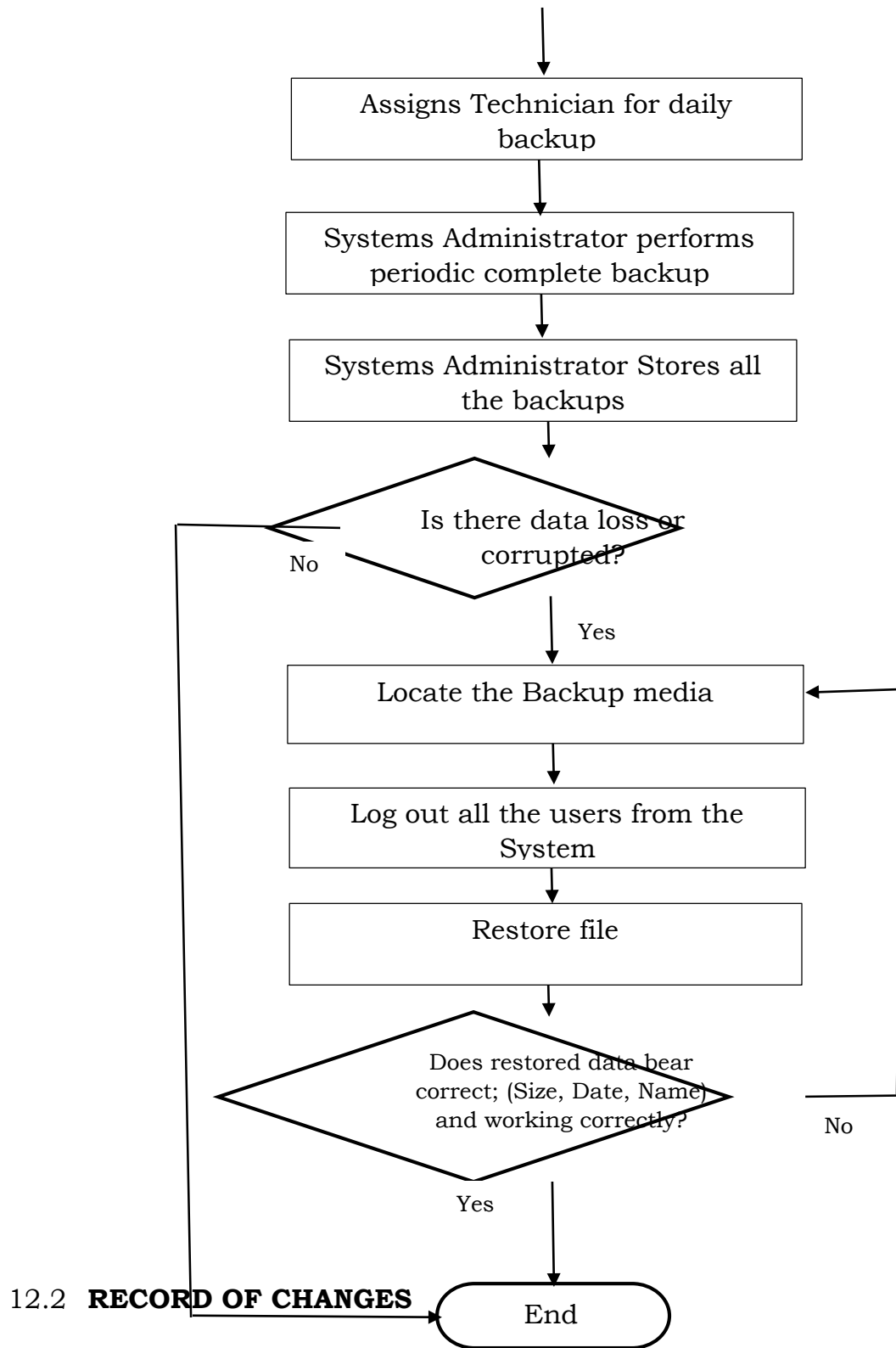




#### 12.1.2

#### Backup and Restore Procedure





No.	Date	Details of change	Authorization
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	dd-mm-yy			

### 12.3 List of copyholders.

<b>COPY NO.</b>	<b>COPY HOLDER</b>
1	Management Representative
2	Quality Assurance
3	Head of ICT Department
3	System Administrator



## **1.0 TITLE**

# **PROCEDURE FOR HARDWARE AND SOFTWARE ACQUISITION, INSTALLATION AND SUPPORT**

## **2.0 PURPOSE**

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

## **3.0 SCOPE**

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

## **4.0 REFERENCES**

- 4.1 KUC Quality Manual
- 4.2 Service Charter
- 4.3 Warranty guidelines
- 4.4 Manufacturer Installation/User manual
- 4.5 Acquisition and Disposal policy

## **5.0 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

## **6.0 RESPONSIBILITIES**

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

## **7.0 INPUTS**

- 7.1 Approved Budget
- 7.2 Specifications

## **8.0 PROCEDURE DETAILS**

### **8.1 Acquisition Procedure**

- 8.1.1 The HOD ICT and user Departments shall identify the needs and generate corresponding specifications on need basis.
- 8.1.2 The HOD ICT shall ensure acquisition of the hardware and software as per the specifications by performing inspection.
- 8.1.3 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.

### **8.2 User support**

-

- 8.2.1 Users shall fill in work order KUC/ADMIN/R/005.
- 8.2.2 ICT Technician shall summarize in help desk log KUC/ADMIN/R/003.
- 8.2.3 The HOD ICT shall assign a help desk technician to act on the request. If it is beyond his/her control s/he then shall escalate the problem to System Administrator.
- 8.2.4 The System Administrator shall review the requests and assess each problem to determine the technical support needs and have them addressed.
- 8.2.5 If technical support assistance from External Service Provider is necessary, the Systems Administrator shall advice the HOD ICT who shall contact an ERP representative.
- 8.2.6 The ESP Technician shall rectify the problem as per the user expectation. User shall sign off the work order. Work orders shall be filed in file KUC/ADMIN/R/149.

## **9.0 OUTPUTS**

- 9.1 Working & Efficient hardware and software

## **10.0 KEY PROCEDURE INDICATORS**

- 10.1 Number of computers acquisitioned
- 10.2 User feed back

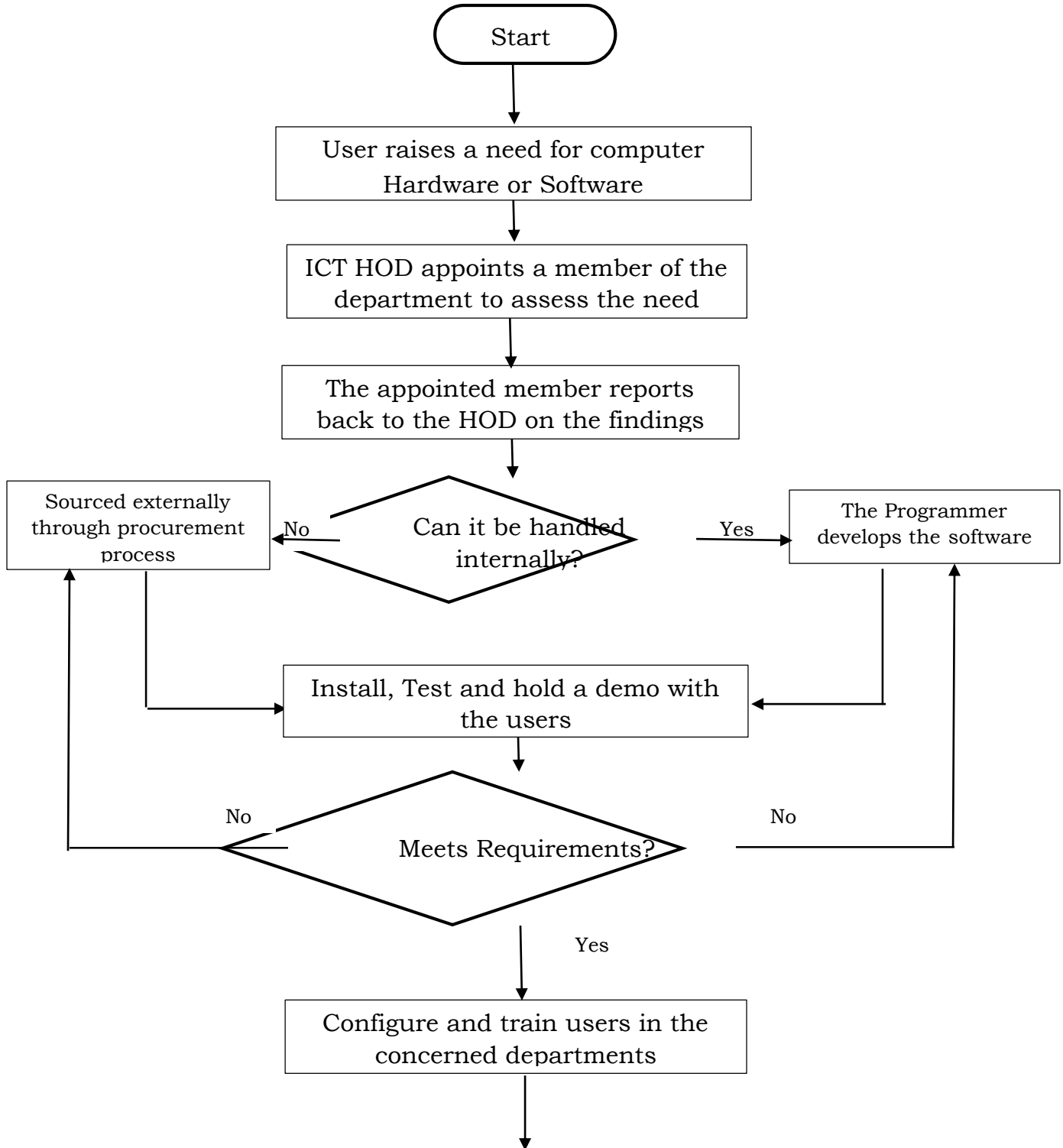
## **11.0 RECORDS**

- 11.1 External Service Provider file
- 11.2 User support request forms
- 11.3 Equipment disposal list
- 11.4 Delivery notes and invoices
- 11.5 Computer Assets register
- 11.6 Product support manuals

## 12.0 APPENDICES.

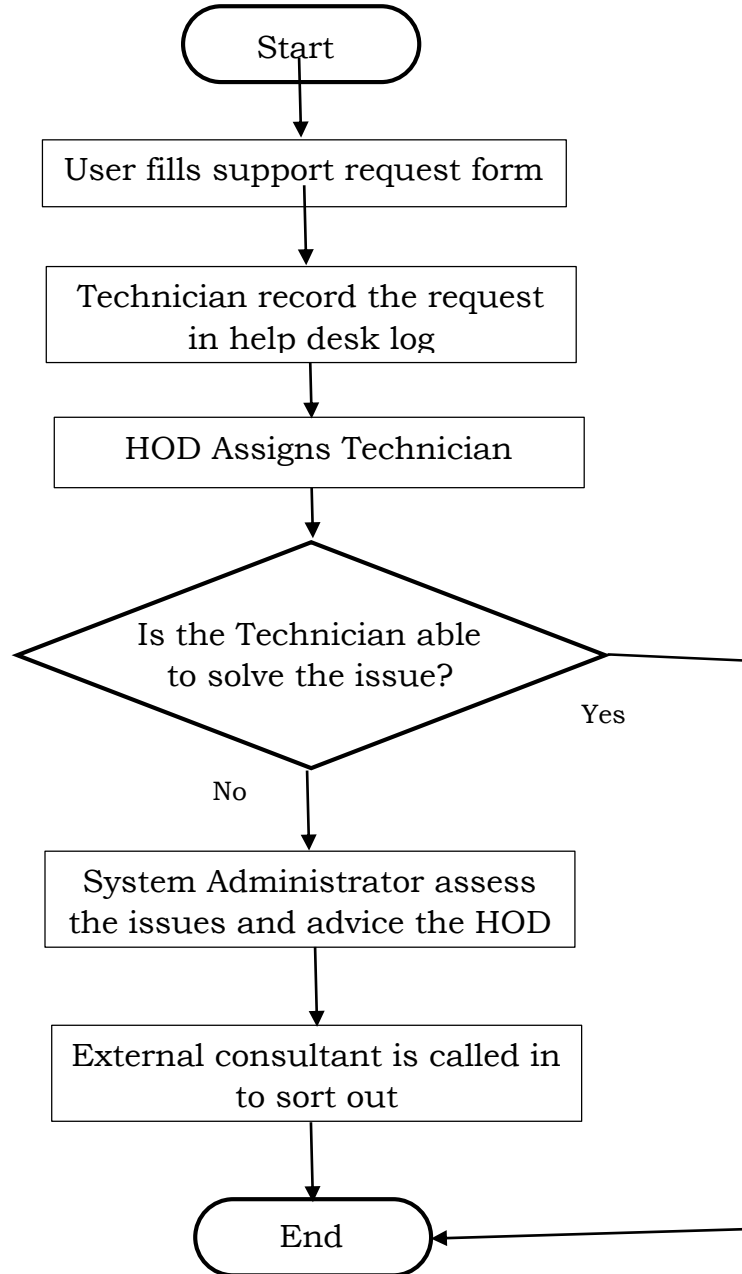
### 12.1 Flow Chart

#### 12.1.1 Hardware and Software Acquisition and Installation Procedure



End

### 12.1.2 User Support Procedure




12.2 RECORD OF CHANGE

No.	Date	Details Of Change		Authorization
	<i>dd-mm-yy</i>			

## 12.3 ICT WORK ORDER

KUC/ADMIN/R/005

		<b>ICT Department Work Order Request Form</b>		KUC/ADMIN/R/005	
		EMAIL: <a href="mailto:ict@utalii.co.ke">ict@utalii.co.ke</a> Ext. 8521, 8461		Work ticket no.	
Reported by: .....		OFFICE .....		Date ..... Time .....	
Help desk Request for: .....					
<b><i>To be filled by ICT</i></b>					
Request attended by .....		Date .....		Time .....	
Comments.....					
.....					
Date completed .....		Signature .....			
<b><i>To be filled by user</i></b>					
The above request has been performed satisfactorily				Yes <input type="checkbox"/>	No <input type="checkbox"/>
User Name .....		Signature .....		Date .....	

## 12.4 HELP DESK LOG

KUC/ADMIN/R/003

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

## SECTION C: OPPORTUNITIES

ICT OPPORTUNITIES					
OPPORTUNITY	ACTIONS	RESOURCES	RESPONSIBILITY	TIMELINES	KPI
Competent personnel	Reducing number of outsourced functions	Approved budget  Relevant infrastructure (Computer, Development applications)	HOD ICT  KUC Management	Continuous	Number of reduced ICT functions
ERP Hosting on Cloud servers	Identify a service provider	Approved budget	ICT HOD  KUC Management  Procurement Department	By Dec. 2020	ERP Hosting at the Cloud



## SECTION D: RISKS

ICT RISK REGISTER										
No	DESCRIPTION OF RISK	TYPE OF RISK	PROBABILITY OF OCCURANCE			SEVERITY HIGH – 3 MEDIUM - 2 LOW - 1	IMPACT	MITIGATION	RESPONSIBILITY	KPI
			HIGH	MEDIUM	LOW					
1	Damage of network cables by rodents and accidental physical damage	Operational				3	Unavailability of ICT resources	Regular inspection and repair  Fumigation  Insulation of network cables	HOD ICT  Maintenance	Number of incidences per month
2	Obsolete ICT equipment not disposed of in good time therefore losing value and being an environmental hazard.	Social  Economic				2	Occupy a lot of storage space  Environmental hazard  Loss of revenue due to delay in disposal	Proper storage of obsolete equipment.  Timely disposal.	HOD ICT  Procurement Department	Number of Obsolete ICT equipment disposed off per year
3	Purchase of substandard ICT equipment/items	Financial  Operational				3	Equipment will not serve the purpose  Financial loss	Buy from authorized dealers and resellers.	HOD ICT  Procurement Department	Continuous
4	Wrong entries and errors in the ERP, Payroll, Email, Portals	Operational				3	Wrong reporting  Financial loss	Continuous Staff training  Auditing	HOD ICT  User department  Audit Department	Continuous
5	Data deletion in the ERP, Payroll, Email, Portals	Operational Social Economic				3	Wrong reporting  Financial loss	Continuous Staff training	HOD ICT  User department	Continuous

								Auditin g	Audit Departm ent	
6	Fraud facilitated through the system	Financi al Operati onal Social				3	Financial loss	Staff sensitiz ation on ethics  Auditin g	HOD ICT  User departm ent  Audit Departm ent	Continu ous
7	System Failure	Operati onal				3	Unavaila bility of ICT resource	Mirror servers set up a backup and recover y center away from the college	HOD ICT  KUC Manage ment  Procure ment	Dec 2020