



KENYATTA UNIVERSITY ICT SERVICE DELIVERY CHARTER

We are committed to courtesy and excellence in service delivery

SERVICES RENDERED	REQUIREMENTS	CHARGES	TIMELINES
Provision of Online services to all staff and students as per ICT Policy	ICT Support Ticket Request	Free	Within 1 working Day
Provision of Corporate Email Services to all staff and students	ICT Support Ticket Request	Free	Within 1 working Day
Security of the University Computer Infrastructure & Systems	ICT Policy	Free	24-7-365
Provision of ICT Helpdesk Services	ICT Policy	Free	Mon –Fri 8am-5pm
Provision of ICT Training Services to Staff and Students	ICT Policy	Free	Quarterly
Provision of a Robust Network Infrastructure to all stakeholders	ICT Policy	Free	24-7-365
Repair of Hardware for Compute, Audio Visual & Print Services*	ICT Support Ticket Request	Free	Within 3 working Days
Provision of Software Installation, configuration & troubleshooting	ICT Support Ticket Request	Free	Within 2 working Days
Repair of Network Infrastructure Faults*	ICT Support Ticket Request/System Alert	Free	Within 2 working Days
Resolution of ICT Security Breaches	ICT Support Ticket Request/System Alert	Free	Within 1 working Day
Provision of Backup & Disaster Recovery of All ICT Systems	ICT Policy	Free	Daily
Management of Information Systems & User Directory Services	ICT Policy	Free	Mon –Fri 8am-5pm
Response to ICT Queries Raised	ICT Support Ticket Request	Free	Within 1 working Day
Provision of ICT Equipment Specifications & Bill of Quantities	ICT Support Ticket Request	Free	Within 2 working Days
Provision of Annual Procurement Plans	ICT Policy	Free	Annually
Provision of Computer Lab Services to Staff and Students	ICT Policy	Free	Mon–Fri 8am-11pm Sat 8am–5pm
Development of a System	ICT Policy	Free	Within 6 - 9 months

Escalation of all Service Delivery Charter items shall be processed as per the ICT Directorate's Escalation Matrix.

* - Services are dependent on nature of the fault, availability of spare parts, payments of maintenance and licenses to vendors and repair schedules for items to be serviced and delivered back to the client

In case of complaints or compliments regarding the services offered please contact:-

The **Director ICT**, Kenyatta University, P.O Box 43844-00100 Nairobi, Tel. **(020) 870 3101** Mobile: **(020)2310747**

SIGNED BY DIRECTOR ICT:.....

