
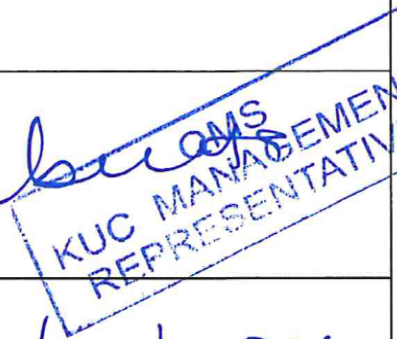


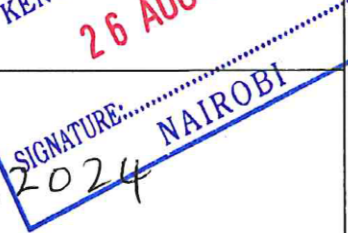




**KENYA UTALII COLLEGE, NAIROBI**  
**PROCEDURE FOR ICT (KUC/QMS/R/37)**

<b>AUTHORIZATION:</b> Procedures for ICT are issued under the authority of:	
<b>ISO (QMS) MANAGEMENT REPRESENTATIVE</b>	
<b>SIGNATURE</b>	 
<b>DATE</b>	23/08/2024
<b>PROCESS OWNER: DEPUTY DIRECTOR ICT</b>	
<b>SIGNATURE:</b>	 
<b>DATE:</b>	23/08/2024 



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**RECORD OF CHANGES**

<b>NO.</b>	<b>DATE</b>	<b>CLAUSE</b>	<b>REASON FOR REVIEW</b>	<b>PAGE</b>	<b>PROCESS OWNER</b>
1.	01/08/2024	All/many clauses affected in the procedure	Procedure overhaul and rebuilding due to new organizational structure	All /numerous pages affected	DDICT



**KENYA UTALII COLLEGE, NAIROBI**  
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**DOCUMENT DETAILS**

1.	Section A: Quality Objectives	
2.	Section B: Procedures	
		Title
		Purpose
		Scope
		Reference
		Terminology
		Responsibility
		Input
		Methods
		Output
		Records



**KENYA UTALII COLLEGE, NAIROBI**  
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**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 support by attending and closing at least 90% of support calls within 48 hours.	Receive support calls  Diagnose and resolve	Competent personnel  Help desk  SLA Agreement	Deputy Director, ICT	Within 48 hours	90% closure of support calls
Maintain not more than 3 hours down time of KUC systems.	<ul style="list-style-type: none"><li>• Maintaining support contracts of hardware and software with service provider</li><li>• Regular Systems backup.</li><li>• Installation of firewall</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></ul>	Deputy Director, ICT	Continuous	Number of down time hours



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**SECTION B: PROCEDURES**

**1.0 TITLE: 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

**5.0 TERMS AND ABBREVIATIONS**

**ICT** – information Communication Technology

**ID** - Identification

**Access ID** – Valid user name and password

**LAN** – local area network

**6.0 RESPONSIBILITIES**

The Deputy Director, ICT (DD,ICT)

**7.0 INPUT**

- 7.1 Change Request Memo
- 7.2 Electronic mail requests
- 7.3 HR communication
- 7.4 Competent personnel



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**8.0 METHOD**

**8.1 User Access Rights**

- 8.1.1 DD, ICT shall receive requests for assignment of user access rights.
- 8.1.2 The DD, ICT shall assign each user Access rights within two hours.

**8.2 Preventive Maintenance**

- 8.2.1 The DD, ICT shall prepare a preventive maintenance schedule **KUC/ADMIN/R/150** for the computers.
- 8.2.2 The DD, ICT shall send notification to user Departments. at least 24 hours before scheduled maintenance work begin
- 8.2.3 Maintained machines shall be recorded and confirmed by the user department.

**8.3 Backup and Restore Procedure**

- 8.3.1 Daily backup of ERP system and other KUC systems shall be carried out.

**8.4 User support**

- 8.4.1 Users shall communicate by email [ict@utalii.ac.ke](mailto:ict@utalii.ac.ke)
- 8.4.2 The DD, ICT shall respond to the user request.
- 8.4.3 The Technician shall rectify the problem as per the user expectation.
- 8.4.4 User shall acknowledge the problem has been resolved.
- 8.4.5 The Technical support shall be resolved within 48 hours.

**9.0 OUTPUTS**

Controlled access to the KUC network  
Approved and implemented user access rights



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**PROCEDURE FOR ICT (KUC/QMS/R/37**

Reduced Hardware failures

Reduced down time incidences

90% closure of support calls

Number of down time hours

**10.0 RECORDS**

Record of request memos

Server Room control book

Email requests