AUTHORIZATION: Procedures for ICT are issued under the authority of:	
ISO (QMS)MANAGEMENT REPRESENTATIVE	
SIGNATURE	*(signature)* KUC MANAGEMENT REPRESENTATIVE
DATE	23/08/2024
PROCESS OWNER: DEPUTY DIRECTOR ICT	
SIGNATURE:	*(signature)* DEPUTY DIRECTOR INFORMATION & COMMUNICATION TECHNOLOGY KENYA UTALII COLLEGE 2 6 AUG 2024 SIGNATURE:......... NAIROBI
DATE:	23/08/2024

RECORD OF CHANGES

NO.	DATE	CLAUSE	REASON FOR REVIEW	PAGE	PROCESS OWNER
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

DOCUMENT DETAILS

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

SECTION A: QUALITY OBJECTIVES

OBJECTIVE	ACTIVITIES	RESOURCES	RESPONSIBILITY	TIME FRAME	KEY PERFORMANCE INDICATORS
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.	• Maintaining support contracts of hardware and software with service provider • Regular Systems backup. • Installation of firewall	• Competent personnel • Signed Maintenance contracts for hardware and software systems • Backup media	Deputy Director, ICT	Continuous	Number of down time hours

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

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

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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

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

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