

**UNIVERSITY OF NAIROBI
DIRECTORATE OF ICT
CITIZEN SERVICE DELIVERY CHARTER**

CORE MANDATE	SERVICE	REQUIREMENTS	COST	TIMELINE	KEY PERFORMANCE INDICATORS	OUTCOMES
TEACHING & LEARNING	Contact Centre activities	<ul style="list-style-type: none"> Response to telephone calls Response to online chats 	Nil	Within twenty (20) seconds Within thirty (30) seconds	Positive customer experience	Improved customer satisfaction
		<ul style="list-style-type: none"> Response to helpdesk queries 	NIL	Within twenty (20) minutes		
		<ul style="list-style-type: none"> Facilitate provision of data bundles 	NIL	Two (2) weeks		
	Restoration of network or e-mail outage	<ul style="list-style-type: none"> Written request or call from user Detection on the network monitoring and trending system 	Nil	Within one (1) working day	No. of user requests resolved	Operational network and email services
	Diagnosis and response to ICT security breaches	<ul style="list-style-type: none"> Detection on the network monitoring and trending system System logs Written request or call from user 	Nil	Within two (2) working days	No. of security breaches detected	Secure ICT services
Request for new network or email access accounts	<ul style="list-style-type: none"> Written request from user 	Nil	Within two (2) working days	No. of email accounts created	Institutional user emails created	

	Complaint on user access passwords	<ul style="list-style-type: none"> • Written request • Log on the help desk 	Nil	Within one (1) working day	No. of requests resolved	Reduced complaints
	Provision of online platforms	<ul style="list-style-type: none"> • Configure tools and licenses 	Nil	Within One (1) working day	No. of online platforms provided	Access to online platforms
	Development of MIS Systems, Websites and LMS	<ul style="list-style-type: none"> • Define user requirements • Implement new MIS Systems • Upgrade existing MIS Systems • Website initial content 	Nil	Within one (1) month	No. of MIS developed No. of websites created	Operational MIS and websites
TEACHING & LEARNING	MIS User Accounts	<ul style="list-style-type: none"> • Written request from user • Adherence to MIS policies and procedures 	Nil	Within one (1) working day	No. of new user accounts created	Access to MIS systems
	MIS existing user account password reset	<ul style="list-style-type: none"> • Written request from user 	Nil	Within one (1) working day	No. of user account passwords reset	Resolved user accounts
	Training on MIS Systems	<ul style="list-style-type: none"> • Written request for training • Training need identification 	Nil	Within two (2) weeks	No. of users trained	Efficient use of MIS system
	MIS User Support Requests	<ul style="list-style-type: none"> • Written request from user • Request through a helpdesk system 	Nil	Within two (2) working days	No. of user requests attended to	Resolved user requests
	LMS courses created	<ul style="list-style-type: none"> • Written request from lecturers 	Nil	Within two (2) working days	No. of courses created	uploaded courses on LMS
	User Support Requests/Inquiries	<ul style="list-style-type: none"> • Receive user request • Diagnosis, 	Nil	Within one (1) working day	No. of user requests attended to	Resolved user requests

		document and solve the problem				
	User support training	<ul style="list-style-type: none"> • Receive/identify training needs • Carry out a TNA • Identify training requirements • Carry out the training 	Nil	Within four (4) working days	No. of trainings conducted	Enhanced user skills
RESOURCES MANAGEMENT	ICT equipment service maintenance and repairs	<ul style="list-style-type: none"> • Prepare equipment maintenance schedule • Carryout service maintenance as per schedule 	Nil	As per annual approved contract maintenance schedule	No. of ICT equipment repaired No. of service maintenance carried out	Operational ICT equipment
	ICT equipment under warranty	<ul style="list-style-type: none"> • Prepare equipment documentation and capture specifications • Contact vendor or maintenance provider 	Nil	Within two (2) weeks from the time of fault reporting	No. of ICT equipment under SLA	Operational ICT equipment
	Escalation of ICT equipment faults	<ul style="list-style-type: none"> • Diagnose the equipment • Identify spares required • Deliver equipment to vendor • Pay vendor where necessary • Collect equipment after servicing/repair • Deliver equipment to 	Nil	Within two (2) weeks for equipment not escalated to vendor and four (4) weeks for equipment escalated to vendor	No. of escalation requests attended to No. of equipment repaired	Operational ICT equipment

		user				
PROJECTS	Projects implementation	<ul style="list-style-type: none"> • Determine project requirements • Develop project proposal • Implement project as per procurement procedures 	Nil	Projects completed within one year after award	No. of projects	Projects implemented

Complaints, compliments and suggestions should be forwarded to:

Director, ICT Centre
University of Nairobi
Tel: +254 - 020 - 491-4002
Email: director-ict@uonbi.ac.ke
Website: www.ict.uonbi.ac.ke

Complaints may also be lodged with the Commission of Administrative Justice, Office of the Ombudsman, as follows:

The Commission Secretary/ Chief Executive Officer,
Commission on Administrative Justice, West End Towers, 2nd
Floor, Waiyaki Way, Westlands P. O. Box 20414-00200
Tel:+254-020-2270000 Nairobi Toll free line: 0800 221349
SMS: 15700 E-mail: complain@ombudsman.go.ke
Website: www.ombudsman.go.ke