

ISSUED FOR USE ON:

ICT PROCEDURE MANUAL

REF: RU/ADM/ICT/010



QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2015

ICT PROCEDURE MANUAL

RU/ADM/ICT/010

AUTHORIZED BY: Prof. Samuel Gudu Vice-Chancellor	Sign: _____	Date: _____
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TABLE OF CONTENTS

PROCEDURE NUMBER 1: ICT USER SUPPORT3
PROCEDURE NUMBER 2: SCHEDULED MAINTENANCE5
PROCEDURE NUMBER 3: DATA BACKUP AND RESTORATION.....7
PROCEDURE NUMBER 4: MANAGEMENT OF WEB BASED SERVICES.....9
PROCEDURE NUMBER 5: SYSTEMS ACCESS CONTROL AND PRIVILEGES 11
OBJECTIVE REGISTER FOR ICT 13
RISK REGISTER FOR ICT 15
APPLICABLE FORMS..... 18

PROCEDURE NUMBER 1: ICT USER SUPPORT

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure efficiency and effectiveness in providing ICT User Support Services in the University.

1.2 SCOPE

This procedure shall apply to ICT User Support Services in the University.

1.3 REFERENCES

- a) Quality Manual –RU/QMR/QM/002
- b) ICT Policy.
- c) Relevant laws regulations and circulars.

1.4 TERMS AND DEFINITIONS

- a) ICT – Information and Communication Technology.
- b) End User–The designated owner of the University’s ICT Equipment.

1.5 RESPONSIBILITY

- a) The VC is responsible for the supervision of this procedure.
- b) The Officer in charge of ICT is responsible for the implementation and adherence to this procedure.

2.0 PROCESS INPUT

- a) Internal memos
- b) Service request forms

3.0 METHOD

3.1 This procedure shall start with the Helpdesk Officer receiving a request from the end user.

3.2 The Helpdesk Officer shall process and forward the request to the Officer in charge of ICT for action.

3.3 The Officer in charge of ICT shall cause the service to be undertaken and complete the job card

3.4 The Officer in charge of ICT shall then record the service on the service form and inform the end user.

3.5 The Officer in charge of ICT shall collate all request for services and submit quarterly reports to the VC.

4.0 PROCESS OUTPUT

- a) Quarterly Reports
- b) Completed job cards
- c) Maintenance Log Book

5.0 DOCUMENT CHANGE HISTORY

Supersedes Revision	Revision – (Clause & Details)	Current Version / Rev.	Reviewer's name	Date

PROCEDURE NUMBER 2: SCHEDULED MAINTENANCE

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure efficiency and effectiveness in the maintenance of ICT equipment in the University.

1.2 SCOPE

This procedure shall apply to maintenance of ICT equipment in the University.

1.3 REFERENCES

- a) Quality Manual –RU/QMR/QM/002.
- b) ICT Policy.
- c) Relevant laws, regulations and circulars.

1.4 TERMS AND DEFINITIONS

- a) End User –The designated owner of the University ’s ICT Equipment,
- b) ICT – Information and Communication Technology.

1.5 RESPONSIBILITY

- a) The VC is responsible for the supervision of this procedure.
- b) The Officer in charge of ICT is responsible for the implementation and adherence to this procedure.

2.0 PROCESS INPUT

- a) Maintenance schedule
- b) Maintenance tools and supplies

3.0 METHOD

- 3.1 This procedure shall start with the officer in charge of ICT preparing a maintenance schedule for the financial year and submitting to the Vice-Chancellor for approval.
- 3.2 The officer in charge of ICT shall communicate the approved ICT maintenance schedule to all Unit Heads.
- 3.3 The officer in charge of ICT shall Carry out maintenance as per the approved schedule and prepare service logs.
- 3.4 The officer in charge of ICT shall prepare and submit quarterly maintenance report to the Vice-Chancellor.

4.0 PROCESS OUTPUT

- a) Approved schedule
- b) Quarterly reports
- c) Service logs.
- d) ICT Maintenance Logbook.

5.0 DOCUMENT CHANGE HISTORY

Supersedes Revision	Revision – (Clause & Details)	Current Version / Rev.	Reviewer's name	Date

PROCEDURE NUMBER 3: DATA BACKUP AND RESTORATION

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effectiveness and efficiency in data back up and restoration in the University.

1.2 SCOPE

This procedure shall apply to data back up and restoration of data stored in computers and servers in the University.

1.3 REFERENCES

- a) Quality Manual –RU/QMR/QM/002
- b) ICT Policy.
- c) Relevant laws, regulations and circulars.

1.4 TERMS AND DEFINITIONS

A Back-Up Window - The duration when automated backup takes place.

1.5 RESPONSIBILITY

- a) The VC is responsible for the supervision of this procedure.
- b) The Officer in charge of ICT is responsible for the implementation and adherence to this procedure.

2.0 PROCESS INPUTS

- a) Back up schedule
- b) Back up hardware, software and site
- c) Security safes and cabinets
- d) Data Recovery Request Form

3.0 METHOD

3.1. Data Back Up

3.1.1 This procedure shall start with the System Administrator setting up a Back-up schedule.

3.1.2 The System Administrator shall access and process the backup logs and submit quarterly reports to the Vice-Chancellor.

3.2 Restoration of Data

3.2.1 This procedure shall start with a User requesting restoration of data through filling a Data Recovery Request Form and submitting to the officer in charge of ICT.

3.2.2 The officer in charge of ICT shall process the request and cause the System Administrator to recover the data.

3.2.3 The System Administrator shall restore the data for the end user and submit a report to the officer in charge of ICT.

3.2.4 The officer in charge of ICT shall prepare and submit quarterly data restoration reports to the Vice-Chancellor.

4.0 PROCESS OUTPUT

- a) Reports
- b) Data Recovery Request Record.
- c) Back-Up and Restoration Logbook.

5.0 DOCUMENT CHANGE HISTORY

Supersedes Revision	Revision – (Clause & Details)	Current Version / Rev.	Reviewer's name	Date

PROCEDURE NUMBER 4: MANAGEMENT OF WEB BASED SERVICES

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effectiveness and efficiency in Web Management.

1.2 SCOPE

This procedure shall apply to management of the University Web based services.

1.3 REFERENCES

- a) Quality Manual –RU/QMR/QM/002
- b) ICT Policy.
- c) Relevant laws, regulations and circulars

1.4 TERMS AND DEFINITIONS

- a) Webmaster – The person in charge of the main home page and associated links
- b) Author/Originator – The person with material to be published
- c) Webometrics - System used in ranking university based on websites

1.5 RESPONSIBILITY

- a) The VC is responsible for the supervision of this procedure.
- b) The Officer in charge of ICT is responsible for the implementation and adherence to this procedure.

2.0 PROCESS INPUTS

- a) Official requests
- b) Content

3.0 METHOD

3.1 This procedure shall start with an End User submitting a Web based service Content request to the officer in charge of ICT.

3.2 The officer in charge of ICT shall process and forward the request to the Webmaster.

3.3 The Webmaster shall process and upload the active content on to the website or social media and recommend to the officer in charge of ICT for content to be pulled down or archived.

3.4 When the website is down, the Webmaster shall determine the cause of the problem and carry out necessary action.

3.5 The Webmaster shall record actions that were taken to restore the services in the
Web based service Logbook

4.0 PROCESS OUTPUTS

- a) Website based services content Record.
- b) Website based services Logbook.
- c) Memos and letters.

5.0 DOCUMENT CHANGE HISTORY

Supersedes Revision	Revision – (Clause & Details)	Current Version / Rev.	Reviewer's name	Date

PROCEDURE NUMBER 5: SYSTEMS ACCESS CONTROL AND PRIVILEGES

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effective and efficient access controls, rights and privileges on ICT management systems in Rongo University.

1.2 SCOPE

This procedure shall apply to access control and privileges to ICT systems in the University.

1.3 REFERENCES

- a) Quality Manual –RU/QMR/QM/002
- b) ICT Policy, 2016.
- c) Relevant laws, regulations and circulars

1.4 TERMS AND DEFINITIONS

- a) Access control: restricting access and use of ICT systems.
- b) Authentication: ensuring validity of user identity.
- c) Password: The minimum means of authentication that the user must provide to login into the system.
- d) User IDs: a unique user identifier.
- e) ICT: Information and Communication Technology
- f) VC: Vice-Chancellor
- g) User Accounts: Virtual resources allocated to a user

1.5 RESPONSIBILITY

- a) The VC is responsible for the supervision of this procedure.
- b) The Officer in charge of ICT is responsible for the implementation and adherence to this procedure.

2.0 PROCESS INPUTS

- a) User accounts
- b) User IDs
- c) Password
- d) Requests from users

3.0 METHOD

3.1 This procedure shall start with an End User submitting request for system access to supervising officers.

- 3.2 The supervising officer shall process and submit to officer in charge of ICT.
- 3.3 The officer in charge of ICT shall process the request and forward to systems administrator.
- 3.4 The system administrator shall implement the request
- 3.5 System administrator shall inform the end user accordingly.
- 3.6 The officer in charge of ICT shall prepare and submit quarterly system access and control report to the Vice-Chancellor.

4.0 PROCESS OUTPUT

- a) Memos
- b) System access and control records
- c) System access and control logs
- d) Quarterly Reports

5.0 DOCUMENT CHANGE HISTORY

Supersedes Revision	Revision – (Clause & Details)	Current Version / Rev.	Reviewer's name	Date

RONGO UNIVERSITY - ISO 9001:2015 BASED QUALITY MANAGEMENT SYSTEM

ISSUED FOR USE ON:

ICTPROCEDURE MANUAL

REF: RU/ADM/ICT/010(5)

OBJECTIVE REGISTER FOR ICT

OBJECTIVE REGISTER FOR ICT										
Department:	ICT									
Rev. Status										
Issue Date:										
Created By:				Reviewed By:			Approved By:			
S. No	Key Result Area	Strategic Objective	Objective	Strategies	Key Performance Indicator	Resources Required	Timeline	Deliverable	Frequency of M & E	Responsibility
1	Academic Excellence	To produce quality and innovative graduates	To train staff and student on accessing e-resources. establish the current level of online access improve ICT resources for academic functions	ICT support, training, repair and maintenance	No. of ICT support services, No. of training, regularity of repair and maintenance of ICT equipment	ICT support tools, equipment and materials. Skilled staff. ICT infrastructure	Dec. 2019	maintenance schedule, filled service forms, training scheduled	iteratively	HOD -ICT
2	Research and Community Service	To Strengthen Research, Innovation and Community Service	Ensure efficient access to online research material	Ensure library resources are accessible via the local area network, website. Ensure stable internet connection	No. of library resources accessible. No. of website access count. Webometric ranking	Internet connection. ICT infrastructure. Website. Skilled staff	Dec 2019	Publications, Web presence	iteratively	HOD -ICT
4	Institutional Capacity	To develop and maintain infrastructure and	To complete the network backbone by	Review the ICT Audit report, identify	Completed backbone	budget, staff, service provider, technical specifications	Jun-20	Contract, certificate of completion,	Quarterly	HOD -ICT

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Created By:		Reviewed By:				Approved By:				
S. No	Key Result Area	Strategic Objective	Objective	Strategies	Key Performance Indicator	Resources Required	Timeline	Deliverable	Frequency of M & E	Responsibility
		acquire equipment	June 2020	recommendations for phase 1, procure service provider to implement phase 1				backbone		
		To engage, train and retain quality and competent human resources	To train academic staff on the use of University online services by June 2020	Develop training programme, develop training materials, training, reporting	Number of academic staff trained	budget, staff, computers, training space, resource persons/system vendors	Jun-20	Attendance registers, training materials, certificates, training reports	Quarterly	HOD -ICT
		To enhance corporate governance and image	To develop a new website by December 2019	Develop the website requirements, engage service provider, review the design, inspect and commission the website	New website	Budget, staff, service provider, technical specifications	Dec-19	New website, contract, inspection report, commissioning report,	Monthly	HOD -ICT

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RISK REGISTER FOR ICT

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Department:	ICT											
Rev. Status												
Issue Date:												
Created By:					Reviewed By:			Approved By:				
S.No	Process	Risk	Causes	Existing Controls	Probability	Impact	Risk Rate	Risk Level	Additional Controls	Frequency of M & E	Opportunities	Responsibility
1	ICT end user support	Delayed end user support	Inadequate capacity; low user skills	regular training for ICT support staff and end users	2	3	6		request more staff from HR in time, Stocking replaceable computer and equipment parts	Continuous	regular identification of ICT support needs and training of ICT support staff on the identified needs.	HOD-ICT
2	ICT repair and maintenance	Loss or Damage to equipment	incompetent staff, inappropriate software and tools	UPS and surge protectors	2	4	8		Training of staff, procurement of appropriate software and tools	continuous	Insurance of equipment	HOD-ICT
		Loss of data	lack of back up; incompetent staff, inappropriate software and tools	Scheduled back up of data	2	4	8		Training of staff, procurement of appropriate software and tools	Continuous	offsite back up	HOD-ICT
		Delayed repair and maintenance	Inadequate repair tools and equipment; inadequate stock of repair materials, incompetent staff,	Competent staff, tools and equipment available, schedules for maintenance	2	4	8		Stocking replaceable computer and equipment parts, re-training of staff.	continuous	Outsource	
	Data Back-up and restoration	Unauthorized access	Hacking, insecure pass codes,	install and test firewalls, pass codes	2	4	8		additional monitoring of the system	Continuous		HOD-ICT

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Rev. Status												
Issue Date:												
Created By:					Reviewed By:			Approved By:				
S.No	Process	Risk	Causes	Existing Controls	Probability	Impact	Risk Rate	Risk Level	Additional Controls	Frequency of M & E	Opportunities	Responsibility
				administratio n and management								
		Loss of data or inability to back up and/or restoration	limited back up space; inappropriate storage media, poor handling of storage media	external storage media, back up schedule	2	4	8		outsource back up sites	Continuous		HOD-ICT
4	Managem ent of Web based services	Obsolete content	delayed web content uploading and pulldown	Web content maintenance schedule, updating new content and archiving the old content	3	2	6		regularly seek for content from department and sections	Continuous	Automation	HOD-ICT
		Wrong content	Unauthorized access	Firewalls, administrativ e measures, surveillance for corrective action	2	3	6			Continuous	enhanced web security through notification to Web master on new updates	HOD-ICT
		Interruption of service delivery	disconnections by service providers, denial of service attacks, faulty equipment	Adherence to service contracts, maintenance of equipment	2	4	8		Alternative service providers, standby equipment, monitor adherence to	Continuous		HOD-ICT

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Rev. Status												
Issue Date:												
Created By:					Reviewed By:			Approved By:				
S.No	Process	Risk	Causes	Existing Controls	Probability	Impact	Risk Rate	Risk Level	Additional Controls	Frequency of M & E	Opportunities	Responsibility
									contract conditions			
	Systems access controls and privileges	Unauthorized access	Hacking, insecure pass codes, staff integrity, negligence,	install and test firewalls, pass codes administration and management	2	4	8		enhancing system integrity,	continuous	further training, enhanced technology	HOD-ICT
		Service interruptions	expired licenses, hacking, systems downtime, power outages, software integration, bugs	renewal of licenses, install firewalls, alternative service provider, UPS,	2	4	8		alternative sources of energy,	Continuous	Outsource, anticipate future updates and upgrades of system	

APPLICABLE FORMS



DEPARTMENT OF ICT SERVICES
SERVICE REQUEST FORM/JOB CARD

PART (A): To Be Filled By User Department

DEPARTMENT/SCHOOL EQUIPMENT NAME.....
SERIAL NO..... MODEL.....
REPORTED BY.....DATE.....
HOD/AUTHORIZED OFFICER.....DATE.....

NATURE OF THE FAULT (As observed by user)

.....
.....
.....

PART B: To Be Continued By ICT Department

RECEIVED DATE:TIME.....
JOB ASSIGNED TO (ICT TECH).....
DATE..... TIME.....

DESCRIPTION OF FAULT

As diagnosed by ICT Technician

.....
.....
.....

SUMMARY OF WORK DONE

.....
.....
.....

Sign: Date:

RECOMMENDATION

.....
.....
.....

AFTER SERVICE REMARKS BY THE USER DEPARTMENT

.....
.....
.....

Sign: **Date:**

REMARKS BY THE ICT HOD

.....
.....
.....

Sign: **Date:**



DEPARTMENT OF ICT SERVICES
SERVICE MAINTENANCE REQUEST FORM

PART (A): To Be Filled By User Department

DEPARTMENT/SCHOOL EQUIPMENT NAME.....
SERIAL NO..... MODEL.....
REPORTED BY.....DATE.....
HOD/AUTHORIZD OFFICER.....DATE.....

PART B: To Be Continued By ICT Department

RECEIVED DATE:TIME.....
JOB ASSIGNED TO (ICT TECH).....
DATE..... TIME.....

TYPE OF SERVICE/MAINTENANCE

Table with 2 columns: SERVICE TYPE, DESCRIPTION. Rows include Network, Software, Hardware, Other.

RECOMMENDATION

.....
.....

AFTER SERVICE REMARKS BY THE USER DEPARTMENT

.....
.....

Sign: Date:

REMARKS BY THE ICT HOD

.....
.....
.....

Sign: Date:



DEPARTMENT OF ICT SERVICES
DATA BACKUP SERVICE REQUEST FORM/JOB CARD

PART (A): To Be Filled By User Department

OFFICE/DEPARTMENT/SECTION.....

NAME OF OFFICER REQUESTING SERVICE.....PF NO;.....

NATURE OF DATA TO BACK UP

- System backup System data backup Computer backup File backup
Other (Specify).....

DESCRIPTION OF THE DATA BACKUP REQUIRED

.....
.....

OFFICER AUTHORIZING THE BACKUP

SERVICE.....DATE..... TIME.....

(DEAN/ DIRECTOR/ DVC-ASA/ DVC-AFP/ VC)

PART B: To Be Continued By Information and Communication Technology
Department

RECEIVED DATE:TIME.....

SYSTEM ADMINISTRATOR

DATE..... TIME.....

SUMMARY OF WORK DONE/ COMMENT

.....
.....

AFTER DATA BACKUP SERVICE REMARKS

Comment by HOD User Department

.....
.....

Sign: Date:

Remarks by HOD ICT SERVICES

.....
.....

Sign: Date:



DEPARTMENT OF ICT SERVICES

DATA RESTORE SERVICE REQUEST FORM/JOB CARD

PART (A): To Be Filled By User Department

OFFICE/DEPARTMENT/SECTION.....

NAME OF OFFICER REQUESTING SERVICE.....PF NO;

NATURE OF DATA TO BACK UP

System backup System data backup Computer backup File backup

Other (Specify).....

DESCRIPTION OF THE DATA RESTORE REQUIRED

.....
.....

OFFICER AUTHORIZING THE RESTORE SERVICE.....DATE.....

TIME.....

(DEAN/ DIRECTOR/ DVC-ASA/ DVC-AFP/ VC)

PART B: To Be Continued By Information and Communication Technology Department

RECEIVED DATE:TIME.....

SYSTEM ADMINISTRATOR DATE..... TIME.....

SUMMARY OF WORK DONE/ COMMENT

.....
.....

AFTER DATA RESTORE SERVICE REMARKS

Comment by HOD User Department

.....
Sign: Date:

Remarks by HOD ICT SERVICES

.....
.....

Sign: Date:



DEPARTMENT OF ICT SERVICES
WEBSITE CONTENT/SERVICE FORM/JOB CARD

PART (A): To Be Filled By User Department

OFFICE/DEPARTMENT/SECTION.....

NAME OF OFFICER REQUESTING SERVICE.....PF NO;.....

NATURE OF CHANGE

- Old information removal
Upload new information
Upcoming event
Post event data
Other (Specify)

DESCRIPTION OF THE WEB SERVICE REQUIRED

.....
.....

Where to update:.....

Attaching Email address.....

OFFICER AUTHORIZING THE WEB CONTENT/SERVICE... ..

DATE..... TIME.....

(DEAN/ DIRECTOR/ DVC-ASA/ DVC-AFP/ VC)

PART B: To Be Continued By Information and Communication Technology Department

RECEIVED DATE:TIME.....

WEBMASTER DATE..... TIME.....

SUMMARY OF WORK DONE/ COMMENT

.....
.....

AFTER WEBSITE SERVICE REMARKS

Comment by HOD User Department

.....
.....

Sign: Date:

Remarks by HOD ICT SERVICES

.....
.....

Sign: Date: