



MAASAI MARA UNIVERSITY

QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2008

ICT PROCEDURE MANUAL

MMU/ICTPM/ICT/2013

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PROCEDURE NUMBER 1: REPAIR AND MAINTENANCE OF ICT EQUIPMENT AND SOFTWARE

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure timely repair and maintenance of ICT equipment and software.

1.2 SCOPE

This procedure applies to repair and maintenance of MMU ICT equipment and Software.

1.3 REFERENCES

- a) Quality Manual – MMU/QM/MR/2013.
- b) University Service Charter
- c) MMU ICT policy

1.4 TERMS AND DEFINITION

- a) ICT – Information and Communications Technology
- b) HOD – Head of Department
- c) OS – Operating System
- d) DVC (A&F) - Deputy Principal (Admin & Finance)
- e) Hardware – The Physical components of a computer
- f) Software – Coded instructions for computer

1.5 PRINCIPAL RESPONSIBILITY

The Manager ICT, who is also the HOD, shall ensure this procedure is adhered to and maintained.

2.0 METHOD

2.1 Repairs

2.1.1 This shall start with the Manager ICT receiving a report on a malfunctioning equipment or software.

2.1.2 Upon receipt of the report, the Manager ICT shall:

- a) Authorize the use of equipment/spare part or software if available at the repair shop or
- b) Seek approval from DVC (A&F) for procuring required equipment/spare part or software and/or

c) Proceed as per control of outsourced services procedure number 8 in the Administration Procedures Manual.

2.1.3 Upon 2.1.2 (a) or upon approval of 2.1.2 (b), the Manager ICT shall assign an officer to undertake the repairs and update the repairs register.

2.1.4 In the event of disapproval, the DVC (A&F) shall advise the manager ICT accordingly in writing.

2.2 Maintenance

2.2.1 This shall start with the Manager ICT developing a preventative maintenance schedule during the month of May each year.

2.2.2 In developing the maintenance schedule, the manager ICT shall consider the following:

- a) ICT equipment and software manuals
- b) ICT Policy
- c) ICT Currently approved budget
- d) Personnel required

2.2.3 Upon development of the draft maintenance schedule, the Manager ICT shall forward it to DVC (A&F) for approval.

2.2.4 In approving the schedule, the DVC (A&F) shall consider the current approved budget.

2.2.5 In the event of disapproval, the DVC (A&F) shall make recommendations in writing to the Manager ICT for amendment and resubmission for approval.

2.2.6 Upon approval, the manager ICT shall circulate the maintenance schedule to the departmental staff and HODs for noting and preparation.

2.2.7 The departmental staff shall carry out the maintenance as guided by the schedule and update the maintenance register.

3.0 LIST OF APPLICABLE RECORDS

3.1 Repair register

3.2 Maintenance schedule

3.3 Evidence of communication

3.4 Maintenance register

PROCEDURE NUMBER 2: USER SUPPORT

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure accountability, timeliness and consistency in support of users of ICT resources.

1.2 SCOPE

This procedure applies to the support of ICT Equipment and Software Users.

1.3 REFERENCES

- a) Quality Manual – MMU/QM/MR/2013.
- b) Masai Mara University Service Charter
- c) MMU ICT policy

1.4 TERMS AND DEFINITIONS

- a) MMU - Masai Mara University
- b) ICT - Information and Communications Technology
- c) DVC (A&F) - Deputy Vice Chancellor (Admin & Finance)
- d) Hardware - The Physical components of a computer
- e) Software - Coded instructions for computer

1.5 PRINCIPAL RESPONSIBILITY

The Manager ICT shall ensure this procedure is adhered to and maintained.

2.0 METHOD

- 2.1 This procedure shall start with the ICT Help desk Officer receiving a user support request from a user.
- 2.2 Upon receipt of the request, the ICT help desk officer shall record it in the user support register and notify the Manager ICT.
- 2.3 The Manager ICT shall assign an officer to respond to the user support request.
- 2.4 The officer shall undertake a diagnosis, provide the user support service, update the User Support register and ensures the user signs the register.
- 2.5 If the problem cannot be fixed by the officer, he or she shall notify the Manager ICT for advice and procedure number 1 on repair and maintenance of ICT equipment and software shall apply.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 User Support Register

PROCEDURE NUMBER 3: WEBSITE CONTENT UPDATE

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure timely updates of the University website.

1.2 SCOPE

This procedure applies to the review of the website content to ensure it conforms to the approved university ICT policies.

1.3 REFERENCES

- a) Quality Manual – MMU/QM/MR/2013.
- b) Masai Mara University Service Charter
- c) MMU ICT policy

1.4 TERMS AND DEFINITIONS

- a) MMU : Masai Mara University
- b) ICT: Information and Communications Technology
- c) DVC (A&F): Deputy Vice Chancellor (Admin & Finance)
- d) Website: Set of related web pages containing content such as text, images, video and audio that are associated with a department or area.
- e) Level One Pages: Web pages that present to the public general information about the University and provide official information for divisions, departments, programs, and employees.
- f) ICT Officer: The site owner is the administrative person who is solely responsible for ensuring that all page content is accurate, regularly updated and complete.

1.5 PRINCIPAL RESPONSIBILITY

The Manager ICT shall ensure this procedure is adhered to and maintained.

2.0 METHOD

- 2.1 This procedure shall start with the ICT Help desk Officer receiving an approved website update request form from a user department.
- 2.2 Upon receipt of the request, the ICT help desk officer shall record it in the website register and notify the Manager ICT.
- 2.3 The Manager ICT shall assign an officer to respond to the website update request.
- 2.4 ICT officer shall update the website content and update the website register and ensures the user signs the register.

2.5 If the website is down or any other problem that may arise the Officer shall notify the Manager ICT for advice and procedure number 1 on repair and maintenance of ICT Equipment and software shall apply.

Note: The Manager ICT shall in consultation with the DVC (A & F) determine level one pages for the University website.

3.0 LIST OF APPLICABLE RECORDS

3.1 User website update Register

3.2 Evidence of communication

PROCEDURE NUMBER 4: DATA BACK UP AND RESTORATION**1.0 GENERAL****1.1 PURPOSE**

The purpose of this procedure is to ensure control, accountability, timeliness and consistency in backing up and restoration of electronic data, applications, utilities and OS systems.

1.2 SCOPE

This procedure applies to data back up and restoration of electronic data, applications, utilities and OS systems in the university college.

1.3 REFERENCES

- a) Quality Manual – MMU/QM/MR/2013.
- b) Masai Mara University Service Charter
- c) MMU ICT policy

1.4 TERMS AND DEFINITIONS

- a) ICT - Information and Communications Technology
- b) DVC (A&F) - Deputy Vice Chancellor (Admin & Finance)
- c) Hardware – The Physical components of a computer
- d) Software – Coded instructions for computer
- e) Backup – Copy data to another medium so that, if the active data are lost, they can be recovered in a recent if not completely current version. Backup is primarily intended for disaster recovery.
- f) Data – Numerical represented in a form suitable for processing by computer.
- g) Information – Processed, stored, or transmitted data such that the data holds a meaning or can be interpreted.
- h) Restore – The recovery of point-in-time copies of active data.

1.5 PRINCIPAL RESPONSIBILITY

The Manager ICT shall ensure this procedure is adhered to and maintained.

2.0 METHOD**2.1 Data Backup**

2.1.1 This shall start with the Manager ICT developing a back up schedule during the month of May each year.

2.1.2 In developing the schedule the Manager ICT shall consider the following:

- a) The University calendar of events
- b) The devices required
- c) The current approved budget

2.1.3 Upon development, the Manager ICT shall forward copies to the DVC (A&F) for information, HOD's for noting and preparation and departmental staff for implementation.

2.1.4 The departmental staff shall undertake the backups as guided by the schedule and update the back up and restoration register.

2.1.5 The Manager ICT shall ensure that a copy of the University's data is maintained offsite.

2.2 Data Restoration

2.2.1 This shall start with the Manager ICT receiving a request for restoration of data.

2.2.2 Upon receipt of the request, the Manager ICT shall issue the device and update the back up and restoration register.

2.2.3 The Manager ICT shall ensure that the user returns the device with the data intact and update the register.

3.0 LIST OF APPLICABLE RECORDS

3.1 Back up schedule

3.2 Data back up and restoration register.