



# SIAYA INSTITUTE OF TECHNOLOGY

## ICT SERVICES

### ICTS CITIZEN'S SERVICE DELIVERY CHARTER.

SERVICE	REQUIREMENTS	COST	TIMELINE
Response to telephone calls	✓ Call from user	Nil	Within thirty (30) seconds
Restoration of network or e-mail outage	✓ Written request or call from user ✓ Detection on the network monitoring and trending system	Nil	Within one (1) working day
Diagnosis and response to ICT security breaches	✓ Detection on the network monitoring and trending system ✓ System logs ✓ Written request or call from user	Nil	Within two (1) working day
Request for new email access accounts	✓ Written request from user (UAR Form)	Nil	Within two (2) working days
Complaint on user access passwords	✓ Written request ✓ Raise a ticket via the SIT help desk system	Nil	Within one (1) working day
Update of the Institute website	✓ Website content to be updated ✓ Design specifications	Nil	Within one (1) month
MIS User Accounts	✓ Written request from user (UAR Form)	Nil	Within one (1) working day
MIS existing user account password reset	✓ Written request from user (UAR Form)	Nil	Within one (1) working day
Training on MIS Systems	✓ Written request for training ✓ Training need identification	Nil	Within two (2) weeks
User Support Requests	✓ Written request from user ✓ Request through helpdesk system ✓ Diagnosis, document and solve the issue ✓ Update of the EUN Register	Nil	Within two (1) working day

SERVICE	REQUIREMENTS	COST	TIMELINE
User support training	<ul style="list-style-type: none"> <li>✓ Receive/identify training need</li> <li>✓ Carry out a TNA</li> <li>✓ Identify training requirements</li> <li>✓ Carry out the training</li> </ul>	Nil	Within five (5) working days
ICT equipment service maintenance and repairs	<ul style="list-style-type: none"> <li>✓ Carryout service maintenance as per schedule</li> <li>✓ Update of the PM Register</li> </ul>	Nil	As per the equipment maintenance schedule
ICT equipment claim under warranty	<ul style="list-style-type: none"> <li>✓ Prepare equipment documentation and capture specifications</li> <li>✓ Contact vendor or maintenance provider</li> </ul>	Nil	Within two (2) weeks from the time of fault reporting
Escalation of ICT equipment faults	<ul style="list-style-type: none"> <li>✓ Diagnose the equipment</li> <li>✓ Identify spares required</li> <li>✓ Deliver equipment to vendor</li> <li>✓ Pay vendor where necessary</li> <li>✓ Collect equipment after servicing/repair</li> </ul>	Nil	Within five (5) weeks after equipment is delivered to ICT workshop
Projects implementation	<ul style="list-style-type: none"> <li>✓ Determination of project requirements</li> <li>✓ Development of project proposal</li> <li>✓ Implementation of the project as per procurement procedures</li> </ul>	Nil	Projects completed within one year after award