

# CHUKA



# UNIVERSITY

Knowledge is Wealth (*Sapientia divitia est*) Akili ni Mali

## OFFICE OF THE CHAIRMAN, DEPARTMENT OF COMPUTER SCIENCE AND ICT

### Quality Objectives

<b>Linked Strategic Objective(s):</b> SO17: Enhancement of Effective Use of ICT SO 27: Compliance with Statutory Requirements SO 30: Development of Motivated Staff SO 34: Production of Holistic Graduates				
<b>1. Quality Objective</b> To offer at least one ICT skills training to staff and student representatives every semester				
<b>Strategy (Actions/Activities required to achieve the objective)</b> Carry out survey to identify ICT skills gap Develop training manuals and post on the website Train identified staff and students				
<b>RESPONSIBILITY</b>	<b>RESOURCES REQUIRED</b>	<b>TIMELINE</b>		<b>MEASURE OF SUCCESS (KPIs)</b>
ICT Manager	Training manuals Trainers	Developing of manuals	Yearly	No. of training manuals developed
		Training staff and students	Semesterly	No. of staff and students trained
		Post training manuals on the website	Semesterly	No. of manuals posted on the website
Review dates:	Yearly			
<b>Linked Strategic Objective(s):</b> SO 3: Enhancement of Academic Competitiveness of the University SO18: Development of the University ICT Infrastructure SO 24: Development and Projection of a Positive Image of the University SO 27: Compliance with Statutory Requirements				
<b>2. Quality Objective</b> To safeguard key systems' generated customer data through daily and weekly backups.				
<b>Strategy (Actions/Activities required to achieve the objective)</b> Perform local and off-site back-ups				
<b>RESPONSIBILITY</b>	<b>RESOURCES REQUIRED</b>	<b>TIMELINE</b>		<b>MEASURE OF SUCCESS (KPIs)</b>

ICT Manager System administrator	Backup sites Backup media ICT staff	weekly	Number of backups.
Review dates:	Quarterly		
<b>Linked Strategic Objective(s):</b> SO18: Development of the University ICT Infrastructure SO 24: Development and Projection of a Positive Image of the University SO 27: Compliance with Statutory Requirements			
<b>3. Quality Objective</b> To expand high speed intranet and internet coverage in the University by deploying new data points.			
<b>Strategy (Actions/Activities required to achieve the objective)</b> Identification of areas not covered by WLAN Procurement and installation of access points			
<b>RESPONSIBILITY</b>	<b>RESOURCES REQUIRED</b>	<b>TIMELINE</b>	<b>MEASURE OF SUCCESS (KPIs)</b>
ICT Manager	Finances Technical staff	Yearly	Number of new data points. Bandwidth capacity.
Review dates:	Quarterly		
<b>Linked Strategic Objective(s):</b> SO20: Expansion of the University Web Presence			
<b>4. Quality Objective:</b> Create a website for at least four departments yearly and link them to the main website			
<b>Strategy (Actions/Activities required to achieve the objective)</b> Collection of key data from the departments Design of departmental website prototype to collect feedback from the department			
<b>RESPONSIBILITY</b>	<b>RESOURCES REQUIRED</b>	<b>TIMELINE</b>	<b>MEASURE OF SUCCESS (KPIs)</b>
ICT Manager Webmaster	Technical staff	Yearly	Number of new operational websites
Review dates:	Quarterly		