	Document Ref.: CU/SOP/ICTD/38	Issue Date: 20th August, 2019
	Issue No.: 04	Revision No.: 00
Document Title: STANDARD OPERATING PROCEDURE FOR INFORMATION COMMUNICATION TECHNOLOGY		

CHUKA UNIVERSITY

Standard Operating Procedure

For

Information Communication Technology Management (CU/SOP/ICTD/38)

Document Review Sheet

The signatures below certify that this Standard Operating Procedure has been reviewed and accepted, and demonstrate that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name & Signature	Position	Date
Revised by	Appointee	COD, Computer Science & ICT	20.8.2019
Reviewed by	Prof. D. K. Isutsa	Deputy Vice-Chancellor (ARSA)/MR	20.8.2019
Approved by	Prof. E. N. Njoka	Vice-Chancellor	20.8.2019



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2.0 GENERAL

2.1 Purpose

The unprecedented growth in hardware, software, data volumes and users has necessitated the need for an efficient approach to quality management of ICT Systems in the university. The purpose of this procedure is to provide details of managing ICT systems and their users to ensure compliance with the International Standard and the Chuka University's and Government's statutory policies, procedures and regulations.

2.2 Scope

This procedure applies to all the internal departments that house their hardware in the University's Enterprise Data Centre.

2.3 References

- CU Charter, 2013
- CU Statutes, 2014
- CU Strategic Plan, 2017-2022
- Students Record Maintenance System/NAVISION
- ISO 9001:2015 Standard Clauses 4 to 10
- CU ISO Quality Management System Manual, 2017
- Code of Conduct and Ethics for Public Universities, 2003
- CU ICT Policy, 2017

2.4 Abbreviations/Acronyms


COD	Chairperson of Department
DAS	Direct Attached Storage
ICTD	Information Communication Technology Department
DVDs	Digital Video Disks
HOD	Head of Department
LAN	Local Area Network
MIS	Management Information System
NAS	Network Attached Storage
NFS	Network File System
SQL	Structured Query Language
VC	Vice-Chancellor
ZIP "Zip"	Generic file format of a compressed archive

2.5 Definitions

Potent Risk refers to potential raw risk that is anticipated.

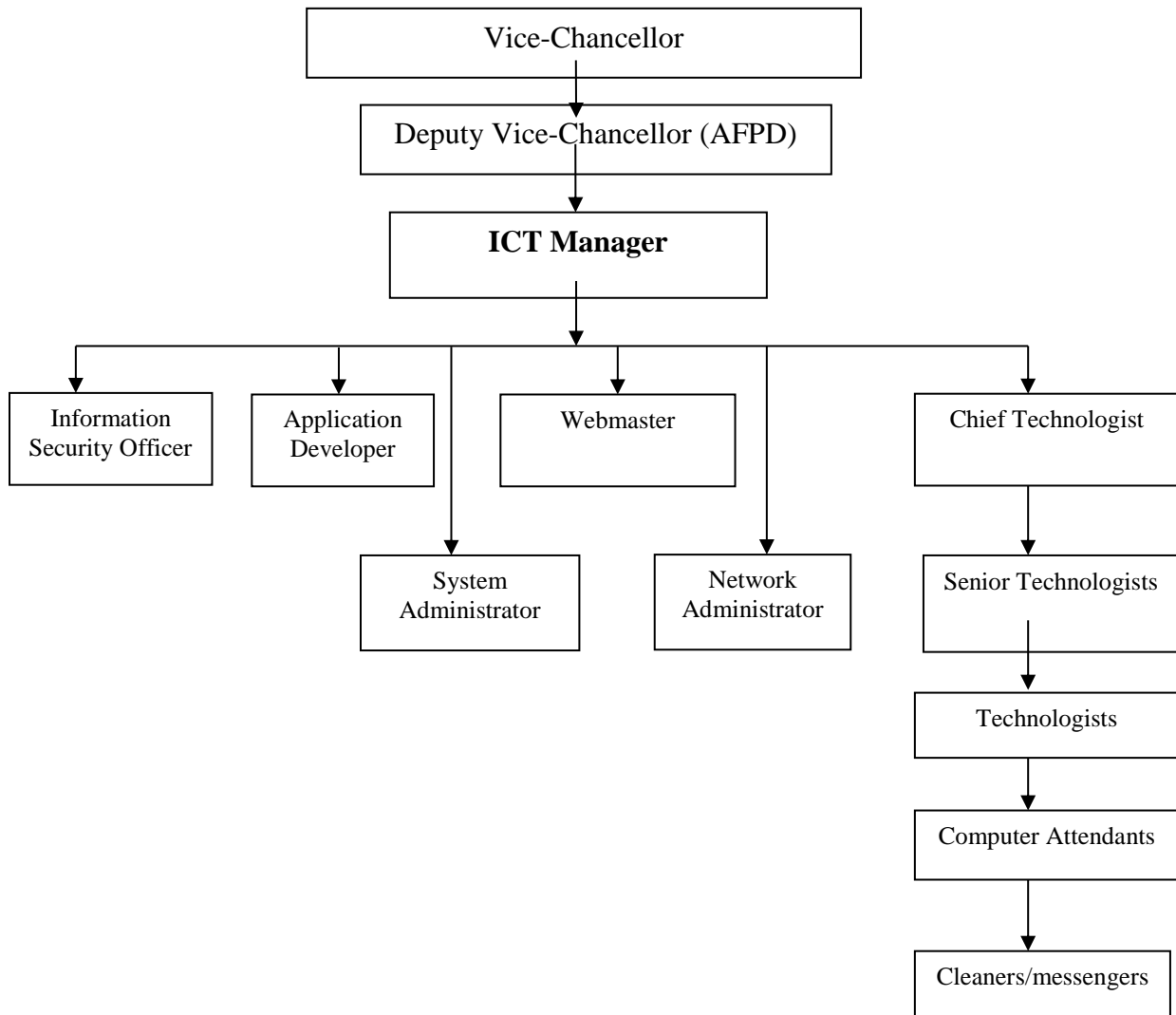
2.6 Responsibility

The ICT Manager has the primary responsibility of ensuring that this procedure is implemented and remains adequate for its intended purpose, providing information from which documentation for its processes can be compiled and initiating action to keep the processes up to date. All Departmental staff members are responsible for implementing and following this procedure.

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3.0 ADMINISTRATIVE STRUCTURE

The ICT Department falls under the Division of AFP&D of Chuka University. The current administrative structure for the ICT Department is as shown below:




4.0 PROCESSES

4.1. Overview

The ICT Manager is the head of the ICT Department where this SOP is housed. The core activities in the Department include:

- (i) To provide guidance in developing a pervasive, reliable and secure communications infrastructure, conforming to recognized international standards and supporting all ICT services in line with the priorities of the University.
- (ii) To enhance user utilization of ICT resources through training and support.
- (iii) To outline rules and guidelines that ensure users' PCs and other hardware are in serviceable order by specifying best practices and approaches for preventing failure.

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4.2. Process for Data Back-up and Archiving

4.2.1 Source

ISO Departments; employees; students

4.2.2 Required inputs/resources

- Back up media and/or site
- Data from key university systems
- ICT Technical staff

4.2.3 Expected outputs


- Backed up data

4.2.4. Receivers

ISO Departments; employees; students

4.2.5 Process details

SN	Description	Output	Responsibility
1.	Preparation of a back-up plan containing schedule of the general backup pattern for key University systems.	Backup plan	Systems administrator
2.	The Back-up Plan is documented, ratified, by the ICT Manager and filed in the Back-up inventory File.	Authorised /ratified, documented backup plan	ICT Manager System administrator
3.	All back-ups are carried as scheduled on the back-up schedule. However, a system administrator may also stipulate additional event-dependent back-up intervals where necessary. Back-up media used for this purpose is then clearly documented.	Back-up of data from Key university systems	Systems Administrator
4.	The Systems Administrator prepares a special backup plan for archiving all sensitive data on respective systems at the close of each financial year.	Special Backup plan	Systems Administrator
5.	The special Back-up Plan is documented, ratified, by the ICT Manager and filed in the Back-up inventory File.	Authorised /ratified, documented special backup plan	Systems Administrator ICT Manager
6.	Special backup of critical data is carried out and back-up media used for this purpose is then clearly documented.	Back up of critical data	Systems Administrator
7.	An archive of critical data is safely retained in a long storage facility for a time frame that is beyond the normal back-up retention period with no	Special backup plan.	ICT Manager

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	intention for re-use except cases of future need to refer to data by University or authorised government agencies.	

4.3. Process for Data Restoration

4.3.1 Source

ISO Departments

4.3.2 Required inputs/resources

- Back up media and/or site
- Backed up Data
- Data Restoration Platform
- ICT Technical staff

4.3.3 Expected outputs

- Inspection report
- Restored data

4.3.4 Receivers

ISO Departments; employees; students

4.3.5 Process details

SN	Description	Output	Responsibility
1.	The system administrator documents a restoration procedure for every key University System.	Restoration procedure	System administrator
2.	Every 3 months, an ICT team using restoration procedure restores a complete set of back-up media for every key University system on a temporary location, and then inspects it for accurate data re-construction.	Inspection report	System administrator ICT Data restoration team


4.4. Process for ICT Equipment Repair

4.4.1 Source

ISO Departments; employees; students

4.4.2 Required inputs/resources

- ICT equipment faults
- Expert technicians
- Allocated budget
- Repair and Maintenance toolkit(hardware and software)

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4.4.3 Expected outputs

- Inspection report

4.4.3 Receivers

ISO Departments; employees; students

4.4.4 Process details

SN	Description	Output	Responsibility
1.	At the beginning of the year, the ICT manager prepares a responsibility matrix that guides the ICT support team to perform day to day repairs	Responsibility matrix	ICT Manager
2.	If unable to resolve a problem, users record repair request on the ICT help desk which is channelled to the staff responsible for supporting the user.	Repair request	User ICT help desk
3.	The ICT staff supporting the user resolves the problem within one day	Repair request resolution status.	ICT officer supporting the user
4.	If unable to resolve, the technical ICT staff work in liaison with vendors, suppliers and manufacturers to repair or replace faulty ICT equipment. [a] The ICT officer in-charge of ICT stores keeps accurate records of the warranty of individual equipment and provides such information when needed]	Repair request resolution status	ICT officer supporting the user ICT Manager
5.	The ICT staff supporting the user documents the work done in the repairs book and in the work ticket.	Repair request resolution status Work ticket	ICT officer supporting the user
6.	Chief Technician checks and signs off repair book weekly to monitor resolution of user problems and writes a quarterly inspection report to ICT Manager.	Quarterly inspection report	Chief Technician ICT Manager


4.5 Process for ICT Equipment Maintenance

4.5.1 Source

ISO Departments; employees; students

4.5.2 Required inputs/resources

- ICT equipment to be maintained
- ICT Technical staff
- Allocated budget

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- Repair and Maintenance toolkit(hardware and software)

4.5.2 Expected outputs

- Annual maintenance report

4.5.4 Receivers

ISO Departments; employees; students

4.5.5 Process details

SN	Description	Output	Responsibility
1.	The Chief Technician prepares an annual maintenance schedule for preventive maintenance carried out according to the recommendations of the manufacturer.	Annual Maintenance schedule	Chief Technician
2.	ICT support team does maintenance work as per the maintenance schedule. The team leader fills maintenance work ticket form. The users sign the ticket when work is done and the form is submitted to the Chief Technician.	Work ticket	ICT staff
3.	The Chief Technician prepares an annual maintenance report after the expiry of the annual maintenance period and submits the report to the ICT Manager.	Annual maintenance report	Chief Technician ICT Manager

4.6. Process for Updating the University Website

4.6.1 Source

ISO Departments; Top Management

4.6.2 Required inputs/resources


- A new document, new information or a need for modification/update
- Approval of content
- Schedule for updating the website
- Web hosting platform
- ICT Technical staff

4.6.4 Expected outputs

- Archive of related documents
- Updated website

4.6.4 Receivers

ISO Departments; employees; students

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4.6.3 Process details

SN	Description	Output	Responsibility
1.	A new document, new information or a need for modification/update to Chuka University website is identified and a request for update is made.	Request for update	ICT Manager Originator of the request
2.	The ICT Manager checks on behalf of management that the request is clear, well defined and that the document/information is suitable for publishing on the Chuka University website. If not suitable for publishing, not clear or well defined, the ICT manager discusses with the originator on any changes to be made. The Originator implements the necessary changes and resubmits the request.	Change request or Vetted request	ICT Manager Originator of the request
3.	The Webmaster is provided with an electronic version of the vetted request including PDF documents (where applicable), description of its location, time restrictions (i.e. not to publish until date, publish immediately, delete after period...), etc.	Vetted Request for update	ICT Manager
4.	The webmaster updates the website as per the request within 1 day and notifies the originator via email.	Website updated With the request. -Notification email.	Webmaster
5.	Originator checks that the new version is correct: content, location, format, all links and associated downloads work correctly and emails back the webmaster approving the changes	Acknowledgement email	Originator
6.	The Webmaster archives related documents that may be needed later	Archive of related documents	Webmaster


4.7. Process for Providing Technical Specifications

4.7.1 Source

ISO Departments; employees; students

4.7.2 Required inputs/resources

- Request for specifications
- Approval of the item(s)

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- Allocated Budget
- ICT technical staff

4.7.3 Expected outputs

- Approved Specifications

4.7.4 Receivers

ISO Departments; employees; students

4.7.5 Process details

SN	Description	Output	Responsibility
1.	Users or Procurement Department provide a written request for ICT equipment's specification to ICT Help Desk.	Request for specifications received	Users Procurement staff
2.	ICT Manager authorises appropriate ICT staff to prepare the specifications.	Authorised request for specifications	ICT manager
3.	ICT staff members prepare the specification (following e-Government Standards) and the specifications are verified by another ICT staff.	Specifications	ICT staff Responsible
4.	The ICT Manager signs the specification form and forwards it to the requesting user Department or Procurement Department.	Approved specifications	ICT Manager

4.8. Process for Creating, Updating and Deactivation of User Accounts

4.8.1 Source

ISO Departments; employees; students

4.8.2 Required inputs/resources

- Request for account creation/updating
- Clearance form(s)
- ICT Technical staff

4.8.3 Expected outputs


- User account created, updated or deactivated

4.8.4 Receivers

ISO Departments; employees; students

4.8.5 Process details

SN	Description	Output	Responsibility
1.	To create an account, users make a request from ICT Help Desk for a certain	Request for account creation	User

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	system that they need to perform their day to day duties in the University. Current Systems include: E-mail, WIFI, Navision, Intranet, Staff Portal, and Student Portal.		
2.	The System Administrator creates a new user account in the University System(s) after verification of validity of the user requesting a new account. <i>Accounts are created for staff who are registered in the Human Resource Module, while Student accounts are created for students registered in the semester only. All registered students automatically access the student portal.</i>	User account	System administrator
3.	A user requests for update of their account(s) from ICT Help Desk.	Request for update	User (staff or student)
4.	On receiving request for update, the System Administrator updates existing accounts of the concerned in appropriate University System(s). <i>A system Administrator can update user accounts for staff members who are transferred to other Departments but inform them of any changes made to their account.</i>	Updated account	System administrator
5.	To deactivate user accounts, the staff or student presents clearance form to the System Administrator.	Clearance form	User(staff or student)
6.	The account is deactivated	Deactivated account	System administrator


5.0 RECORDS/EVIDENCE/RETAINED DOCUMENTED INFORMATION

- (i) Backup inventory file
- (ii) Data Source Manifest
- (iii) Repairs book
- (iv) Maintenance file
- (v) Specification file
- (vi) Website update file
- (vii) User accounts file

6.0 KEY PERFORMANCE INDICATORS/OBJECTIVES

6.1 Indicators


- i. Number of backups done.
- ii. Number of system restoration inspection reports.
- iii. Percentage of work tickets and inspection reports issued to offices.
- iv. Number of work tickets.
- v. Number of updates and archives made.

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- vi. Number of approved specification.
- vii. Number of account created, updated or deactivated
- viii. Percentage intrusion incidences

6.2 Quality Objectives

Linked Strategic Objective(s): 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			
1. Quality Objective: To offer at least one ICT skills training to staff and student representatives every semester			
Strategy (Actions/Activities required to achieve the objective) Carry out survey to identify ICT skills gap Develop training manuals and post on the website Train identified staff and students			
Responsibility	Resources Required	Timeline	Measure of Success (KPIs)
ICT Manager	Training manuals Trainers	Yearly Semesterly	No. of training manuals developed
			No. of staff and students trained
			No. of manuals posted on the website
Review dates:	Yearly		
Linked Strategic Objective(s): 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			
2. Quality Objective: To safeguard key systems' generated customer data through daily and weekly backups up from monthly			
Strategy (Actions/Activities required to achieve the objective) Perform local and off-site back-ups			
Responsibility	Resources Required	Timeline	Measure of Success (KPIs)
ICT Manager System administrator	Backup sites Backup media ICT staff	Weekly	Number of backups effected daily and monthly
Review dates:	Quarterly		
Linked Strategic Objective(s): 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			

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3. Quality Objective: To expand high speed intranet and internet coverage in the University by deploying new data points to 100% up from 95%			
Strategy (Actions/Activities required to achieve the objective) Identification of areas not covered by WLAN Procurement and installation of access points			
Responsibility	Resources Required	Timeline	Measure of Success (KPIs)
ICT Manager	Finances Technical staff	Yearly	Number of new data points. Bandwidth capacity.
Review dates:	Quarterly		
Linked Strategic Objective(s): SO20: Expansion of the University Web Presence			
4. Quality Objective: To create a website for at least four departments up from one department yearly and link them to the main website			
Strategy (Actions/Activities required to achieve the objective) Collection of key data from the departments Design of departmental website prototype to collect feedback from the department			
Responsibility	Resources Required	Timeline	Measure of Success (KPIs)
ICT Manager Webmaster	Technical staff	Yearly	Number of new operational websites
Review dates:	Quarterly		



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RISK REGISTER


Note for monitoring, the responses are: What = risk described. Why = prevent/correct consequence. How = mitigations/controls. Who = risk owner.

Department: CU/SOP/ICT/38 – INFORMATION AND COMMUNICATION TECHNOLOGY

Procedure/Project/Process Name: Information and Communication Technology

Risk name/ description	Risk Consequences	Likeliho od (L)	Consequ ence (C)	Potent Risk = LxC	Mitigations/ controls (Opportunities source)	Risk Owner	Monitoring (When)	Actual Risk as @ 20/8/2019				
								LA	CA	RI= LA*CA	RR% = RI/PR	CE%
Data storage media failure	Loss of data	2	2	4	Data backup	System Administrator	Continuous	1	2	2	50%	50%
Theft and vandalism of computing equipment	Loss of data and property	3	3	9	-Data backup -CCTV -Employ Security personnel -Restrict access of computer rooms to only authorised users	ICT Manager	Continuous	2	2	4	44%	56%
Unauthorised access	Loss of confidentiality, integrity and availability of stored data.	2	3	6	Implement authentication and role-based access control -Install intrusion detection systems	System Administrator Network Administrator	Continuous	1	2	2	33%	67%
Systems/ network failure	Loss of availability of service	2	2	4	Help desk Power backup	Network Administrator System Administrator Help Desk In-Charge	Continuous	2	0	0	0%	100%

Key: LA= Likelihood achieved. CA= Consequence achieved. RI= Risk incidences encountered. RR% = Residual Risk EC (%) = Effectiveness of Control
Potent Risk (PR): Refers to potential raw risk that is anticipated. EC% = 100% - RR%

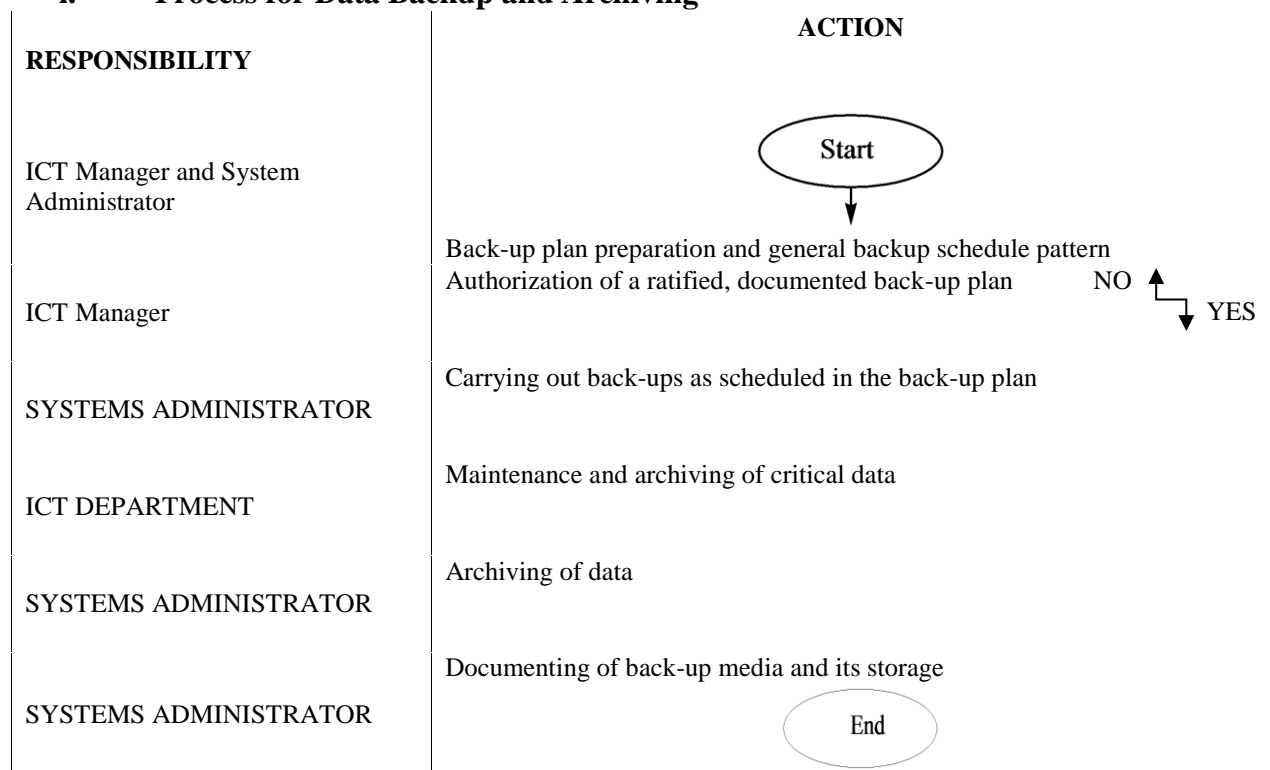
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OPPORTUNITIES REGISTER

S/N	Opportunities	Action Plan	Timeline	Effectiveness Status
1.	Accessible and good communication network	Expand internet connectivity capacity and scope to cover all campuses	Annual	100%
2.	Demand for establishment of campuses in other regions	Interconnect all established satellite Campuses	Annual	90%
3.	Increasing demand for higher education and professional programmes	Provide ICT support to students enrolled for ODEL	Continuous	90%
4	Increasing student population in the country	Offer internship opportunities to learners	Once per year	100%
5	Increasing staff population needing ICT skills	Offer ICT literacy courses to the staff	Three times per year	75%


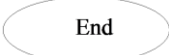
APPENDIX: PROCESS MAPS

i. Process for Data Backup and Archiving


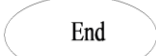


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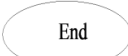
ii. Process for Data Recovery and Restoration


RESPONSIBILITY	ACTION
ICT Manager	 ↓ Preparation of data restoration procedure and guidelines
Selected ICT team and System Administrator	Regular audits of backup media
SYSTEMS ADMINISTRATOR	Running of database recovery scripts 

iii. Process for ICT Equipment Repair

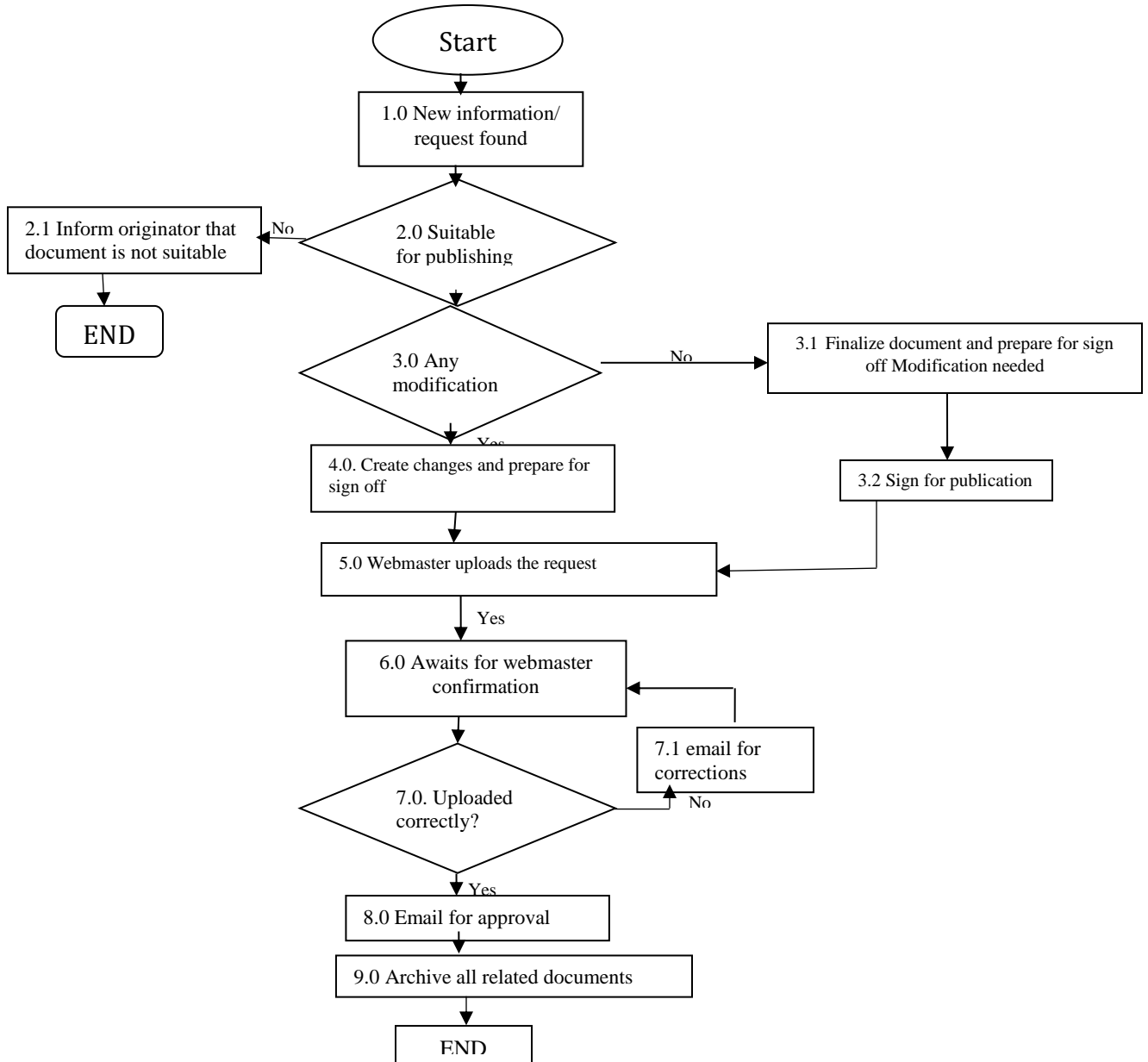
RESPONSIBILITY	ACTION
User	 ↓
ICT Helpdesk	Report a support Issue Receive support calls and record in repairs book
ICT Helpdesk	Allocate a support issue to appropriate ICT support staff
ICT Support Staff	Works on the user problem and solves it and signs the repair book
Chief Technician & ICT Manager	Signs the repairs book and the support issue is closed 


iv. Process for ICT Equipment Maintenance

RESPONSIBILITY	ACTION
Chief Technician	 ↓
ICT Support Staff	Prepare annual Maintenance Schedule Perform annual maintenance of ICT equipment.
Users	Sign annual maintenance work ticket
Chief technician	Prepare annual maintenance Report
ICT Manager	Receive maintenance report 

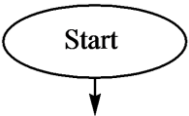
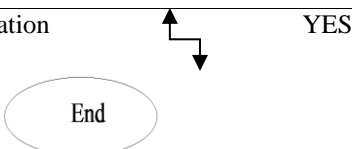
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v. Process for updating website

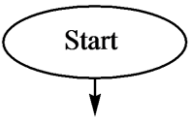
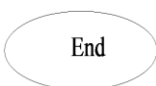


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vi. Process for providing technical specifications

RESPONSIBILITY	ACTION
User	 <p>Provide written request for ICT equipment's specification</p>
ICT Manager	Authorise ICT staff to prepare the specifications
ICT Staff	Prepare and forward the specifications to the ICT manager
ICT Manager	<p>Signs and forward the specification</p>  <p>End</p>

vii. Process for creating, updating and deactivation of user accounts

RESPONSIBILITY	ACTION
ICT Help Desk	 <p>Receive request for account creation</p>
System Administrator	Create account for staff who are active in the Human Resource module and Students who are registered in the Academic module.
System Administrator	Train the staff/students on how to use their accounts
System Administrator	Update user account appropriately
System Administrator	<p>Receive staff or students clearance form and deactivates all accounts of the user</p>  <p>End</p>